



Lane Transit District

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for publication on October 11, 2012.

**LANE TRANSIT DISTRICT
REGULAR BOARD MEETING**

Wednesday, October 17, 2012

6:30 p.m.

LTD BOARD ROOM

3500 E. 17th Avenue, Eugene

(off Glenwood Boulevard in Glenwood)

A G E N D A

		<u>Page No.</u>
I.	CALL TO ORDER	
II.	ROLL CALL	
	Dubick _____ Eyster _____ Gillespie _____ Kortge _____	
	Towery _____ Necker _____ Evans _____	
III.	PRELIMINARY REMARKS BY BOARD PRESIDENT	(5 minutes)
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VIII.	AUDIENCE PARTICIPATION	
	◆ <i>Public Comment Note:</i> This part of the agenda is reserved for members of the public to address the Board on any issue. The person speaking is requested to sign-in on the Audience Participation form for submittal to the Clerk of the Board. When your name is called, please step up to the podium and give your name and address for the audio record. If you are unable to utilize the podium, you may address the Board from your seat.	
	◆ Citizens testifying are asked to limit testimony to three minutes.	
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e.	Transportation Community Resource Group for the Eugene Transportation System Plan (October 8)		
f.	Lane Area Commission on Transportation (LaneACT) (October 10)		
g.	Metropolitan Policy Committee (October 11)		
2.	Other Activities		
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3.	No Meeting/No Report		
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b.	LTD Pension Trusts		
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F.	Point2point Bike Parking Study (November)		
G.	Board Room Modernization Update (November or December)		
H.	Legislative Agenda (December)		

- I. Sustainability: Green Team Report (December)
- J. Budget Committee Appointments (Late 2012)
- K. Board Strategic Planning Session (Early 2013)
- L. Annual Performance Report (Winter)
- M. Appropriate Level of Service (Future Meeting)
- N. LTD/ATU Pension Work Group (Future meeting)

XII. ADJOURNMENT

~ A dessert in honor of OTA Board Member of the Year Mike Eyster will immediately follow.

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 682-6100 (voice) or 7-1-1 (TTY, through Oregon Relay, for persons with hearing impairments).

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: COMMENTS FROM THE GENERAL MANAGER

PREPARED BY: Ron Kilcoyne, General Manager

ACTION REQUESTED: None

BACKGROUND:

This agenda item provides an opportunity for the general manager to formally communicate with the Board on any current topics or items that may need consideration.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: ANNOUNCEMENTS AND ADDITIONS TO AGENDA

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

ACTION REQUESTED: None

BACKGROUND:

This agenda item provides a formal opportunity for the Board president to announce additions to the agenda, and also for Board members to make announcements or to suggest topics for current or future Board meetings.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: BOARD CALENDARS

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

ACTION REQUESTED: Discussion of Board member participation at LTD and community events and activities.

BACKGROUND:

Board members are asked to coordinate the Board Activity Calendars with their personal calendars for discussion at each Board meeting. Updated Board Activity Calendars are included with this packet for Board members.

Board members also are asked to contact Jeanne Schapper with any changes in availability for LTD-related meetings and events, and to provide fall and winter vacation dates.

ATTACHMENT: Board activity calendars are included separately for Board members.

PROPOSED MOTION: None.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: NOVEMBER EMPLOYEE OF THE MONTH

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

BACKGROUND:

November 2012 Employee of the Month: Bus Operator Gary Bennett was selected as the November 2012 Employee of the Month. He was hired in June 1998, has received ten Safe Driving awards and two Monthly Value Awards, and he also received the Employee of the Month award in 2003. Gary was nominated for the November Employee of the Month award by a customer who wanted to acknowledge Gary's exceptional customer service. A rider for many years, the customer wanted to commend Gary for his actions in one recent incident that involved a diabetic customer who was experiencing low blood sugar. At the customer's direction, Gary retrieved some food and shared it with the customer. The rider reports that Gary was very concerned and attentive, and made sure that the customer was all right throughout the trip.

When asked to comment on Gary's selection as Employee of the Month, Operations Supervisor Shawn Mercer said:

It has been my pleasure to serve as Gary Bennett's evaluating supervisor for most of his career as a bus operator at LTD. Gary has always presented a positive and cheerful attitude to both passengers and co-workers alike.

This latest nomination for EOM for assisting a customer with medical issues is not the first time Gary has been recognized for going the extra mile to assist a customer. In March of 2012, a student passenger wrote to tell us that she fell and twisted her ankle while getting on the bus and that Gary was very helpful and respectful and helped her get to a seat. Then when she rode the same bus later in the week, Gary checked in with her and asked her how she was doing.

Gary is a pleasure to work with, and I am very pleased to see him recognized for his efforts.

Congratulations to Gary on being selected as the November 2012 Employee of the Month.

AWARD: Gary will attend the October 17, 2012, meeting to be introduced to the Board and to receive his award.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: CONSENT CALENDAR

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

ACTION REQUESTED: Approval of Consent Calendar Items

BACKGROUND:

Issues that can be explained clearly in the written materials for each meeting, and that are not expected to draw public testimony or controversy, are included in the Consent Calendar for approval as a group. Board members can remove any items from the Consent Calendar for discussion before the Consent Calendar is approved each month.

The Consent Calendar for October 17, 2012:

- 1) Approval of the Minutes of the September 19, 2012, Regular Board Meeting

ATTACHMENT: Minutes of the September 19, 2012, Regular Board Meeting

PROPOSED MOTION: I move that the Board adopt the following resolution:

LTD Resolution No. 2012-022: It is hereby resolved that the Consent Calendar for October 17, 2012, is approved as presented.

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MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR BOARD MEETING

Wednesday, September 19, 2012

Pursuant to notice given to *The Register-Guard* for publication on September 13, 2012, and distributed to persons on the mailing list of the District, the Board of Directors of the Lane Transit District held a regular Board meeting on Wednesday, September 19, 2012, beginning at 5:30 p.m., in the LTD Board Room at 3500 East 17th Avenue, Eugene.

Present: Greg Evans, President
Doris Towery, Vice President
Gary Gillespie, Secretary
Ed Necker, Treasurer
Michael Dubick
Dean Kortge
Ron Kilcoyne, General Manager
Jeanne Schapper, Clerk of the Board
Lynn Taylor, Minutes Recorder

Absent: Mike Eyster

CALL TO ORDER/ROLL CALL: Mr. Greg Evans convened the meeting and called roll at 5:33 p.m.

PRELIMINARY REMARKS BY BOARD PRESIDENT: Mr. Greg Evans thanked his colleagues on the Board for electing him president, and he commended outgoing president Mike Eyster for his leadership during the previous four years.

COMMENTS FROM THE GENERAL MANAGER: Mr. Kilcoyne welcomed Mr. Greg Evans as the new Board president. He announced that Mr. Greg Evans will be recognized by the American Public Transportation Association (APTA) as its Board Member of the Year at the Annual Meeting that will be held in Seattle in two weeks.

ANNOUNCEMENTS AND ADDITIONS TO THE AGENDA: None.

BOARD CALENDARS: Mr. Kilcoyne noted that the Board would have a work session on October 8 and a regular meeting on October 17, as well as a special meeting on November 12. The regular meeting that was scheduled for November 21 was canceled due to Thanksgiving occurring the next day.

WORK SESSION

West Eugene EmX Extension Update: Senior Project Manager John Evans presented an update on the West Eugene EmX Extension (WEEE) project. He said that the 45-day public review period for the Environmental Assessment (EA) had just been completed and more than 300 comments were received. Mr. John Evans distributed a September 12, 2012, Memorandum addressed to the City of Eugene that summarized comments in the following categories: Cost, Process and

Documentation, Environmental Justice, Business and Property Owner Impacts, Traffic, Other Environmental Impacts, Consistency with Local Regulations, and Transit Service and Ridership. He said that LTD had provided its initial brief responses to comments in the Memorandum, but the Federal Transit Administration (FTA) would be responsible for providing detailed responses to any substantive comments related to the contents of the EA. If the FTA determines that there are no significant environmental effects, it will issue a Finding of No Significant Impact (FONSI) to complete the EA. The FONSI would include responses to comments along with mitigation from the EA that LTD would be required to include in the project design and construction.

Mr. John Evans briefly reviewed LTD's responses to issues raised in public comments under each of the eight categories:

Cost

- LTD is not planning to reduce regular bus service due to expansion of the EmX system.
- EmX is a flexible approach to providing transit services and could adapt to use alternative fuels.
- LTD could not address federal policy questions about funding rapid transit, but was concerned with making best use of the federal funding available to the community for that purpose.

Process and Documentation

- The purpose and need for EmX is well-documented in the environmental process.
- Mode and alignment alternatives were fully evaluated.
- Process documentation has been made available on the LTD website and in print at all local libraries and at LTD facilities.

Environmental Justice

- The Accessible Services Committee concurred that EmX is generally easier for the disabled community to use than the fixed-route system.
- EmX stops are sited based on concentrations of people who are mobility impaired.
- Outreach to all community groups was conducted throughout the project planning and review phase and included translation into Spanish.

Business and Property Owner Impacts

- Extensive outreach to businesses along the corridor addressed impacts and mitigation strategies to minimize short- and long-term impacts.
- Net parking impact along the corridor was limited to 18 off-street parking spaces and approximately 57 on-street spaces. The design process would continue to work with property owners and businesses to seek ways to further minimize impacts.

Traffic

- The Oregon Department of Transportation has determined that LTD complied with its mandate that traffic could not be made worse for cars and trucks during the WEEE project's 20-year design period, and that the project would not "take" a lane.

Other Environmental Impacts

- No heritage, charter trees, or historic properties are significantly impacted; and impact on wetlands has been mitigated to below the level of significance. Other environmental factors such as air quality would be improved by the project.

Consistency with Local Regulations

- The City of Eugene specifically requested implementation of the West Eugene EmX Extension project because it was consistent with the City's land-use plans for higher density along transit corridors to support nodal development.
- The project is consistent with Envision Eugene.

Transit Service and Ridership

- LTD demonstrated that the capacity already exists along West 11th Avenue for adequate residential and employment ridership.
- Ridership projections demonstrate that EmX will increase ridership at a lower cost per rider as compared to regular service. This has been supported by experience with the Franklin Boulevard and Gateway EmX lines.
- The Long-Range Financial Plan (LRFP) did not envision future reductions to service hours, and EmX was determined to be a more sustainable long-term solution to providing better transit service.

Mr. Kortge commented that the Franklin Boulevard EmX ridership projections had been far exceeded. He asked about the status of Gateway EmX ridership. Mr. John Evans said that the Gateway ridership in the first year may have fallen short of earlier projections; however, ridership was now catching up with projections.

Mr. Kortge cautioned staff to clarify the differences between the Gateway and Franklin Boulevard EmX lines when citing projected and actual ridership statistics. He noted that the LRFP was still just a plan, and he was concerned about how costs would be trimmed across the system if there was another economic downturn.

Mr. Kilcoyne said that the LRFP took a more conservative approach to revenue and expense projections due to the recession. The operating costs in the LRFP are fully allocated, and he anticipated that actual costs would be lower. He did not want to reduce service in other areas to support the WEEE, and he said that he was comfortable with the numbers in the LRFP. Mr. Kilcoyne said that comments regarding under-estimating EmX costs were inaccurate because they looked at the addition of service hours and those costs, which were not projected until after 2017.

Mr. Gillespie urged the District to ensure that the public and riders would be appropriately notified of closures, changes in stops, and the duration of those alterations.

Mr. John Evans said that next steps in the process included a Eugene City Council meeting on September 26 to act on reaffirming the WEEE LPA. The results of that vote would be referred back to the LTD Board for further action.

Mr. Greg Evans determined that there were no objections to moving up the Safety and Accident Prevention Programs next on the agenda.

Safety and Accident Prevention Programs: Director of Transit Operations Mark Johnson and Risk Manager David Lindelien presented the training aspect of Safety and Accident Prevention Programs.

Mr. Johnson said that training is a key component of all safety programs, and all new employees go through safety training. Bus operators also go through extensive additional safety training before they begin driving for the District. He said that employees work together to create a culture of safety in the workplace and that employees are expected to report all incidents, even if they do not result in injury.

Mr. Necker raised the issue of bus operator injuries that resulted from securement of wheelchairs. Mr. Johnson agreed that many injuries occurred that way and that training was designed to teach proper securement techniques. The challenge is that no two wheelchairs are the same.

Mr. Greg Evans asked what type of self-defense measures drivers were taught. Mr. Johnson said that the techniques addressed how drivers could defend themselves from a seated position if attacked.

With the concept of injury prevention in mind, Mr. Johnson said that every bus operator underwent eight hours of training annually, and administrative employees were required to attend a portion of that training, which always included safety topics. He said that every bus accident was investigated by certified personnel, and a committee reviewed accident reports to determine if they were preventable.

Mr. Lindelien explained that employee accidents, even those that were very minor in nature, were reported so that an analysis could determine the cause and methods for preventing reoccurrences. He said that the District's Safety Committee meets monthly and conducts quarterly inspections of facilities while collaborating with the Oregon Occupational and Safety and Health Administration and SAIF Corporation, which is the workers compensation carrier.

Mr. Johnson said that the District also collaborated with its insurance carrier. He said that the safety program included personal accountability for individuals and management. APTA and transit industry peer reviews of the District's safety programs also were conducted to assure that they met industry standards.

Mr. Greg Evans asked if audits of safety programs were conducted by any regulatory agencies, such as the National Transportation Safety Board. He cited a recent incident with the Washington, D.C., transit system. He felt that regulatory reviews were important from the perspective of Board fiduciary responsibility. Mr. Johnson said that Oregon does not have a state agency that would conduct such reviews; the FTA conducts periodic audits, and LTD voluntarily requests peer reviews to evaluate programs.

Mr. Lindelien presented statistics on workers compensation injuries and costs. He noted the spike in numbers in 2008. He said that strains and sprains, especially to arms and shoulders, were the largest category of injuries. LTD's fitness room had been modified to help mitigate the problem, and LTD has experienced a marked downward trend in injuries since 2008. He added that the spike in numbers for 2008 resulted from three cases that involved serious injuries and related costs.

Mr. Johnson said that the District had established objectives and goals for total accidents and preventable accidents, and LTD's rate was average compared with its peers.

Mr. Kortge asked if there was a correlation between accidents and the time of year. Mr. Johnson said that accident rates tended to be related to weather conditions and the return of students at the beginning of the school year.

EMPLOYEES OF THE MONTHS: The Board recognized Facilities Maintenance Specialist Jeff Sherman as August 2012 Employee of the Month, Point2point Administrative Secretary Cammie

Harris as September 2012 Employee of the Month, and Project Communications Coordinator Lisa VanWinkle as October 2012 Employee of the Month.

Mr. Greg Evans thanked Mr. Sherman, Ms. Harris, and Ms. VanWinkle for their service and dedication to LTD's mission and presented them with certificates of appreciation, checks, and pins commemorating their awards. Mr. Sherman, Ms. Harris, and Ms. VanWinkle each thanked the Board for the recognition and expressed appreciation for their positions with LTD.

AUDIENCE PARTICIPATION: Mr. Greg Evans explained the procedures for providing public testimony.

Josef Siekiel-Zdzienicki, 1025 Taylor Street, Eugene, expressed his continuing opposition to the West Eugene EmX Extension. He did not object to the Franklin Boulevard and Gateway EmX lines, although he wished that Gateway ridership was higher. He noted that few Sacred Heart and Symantec employees rode the bus. He was concerned that the West Eugene line would cost too much and save commuters little time and could result in sacrificing other legs in the system. He commented that the bus rapid transit system was not providing feeder routes. He had ridden the West 11th corridor extensively and could not determine that there was sufficient ridership to warrant an EmX line.

ITEMS FOR ACTION AT THIS MEETING

MOTION **Consent Calendar:** Mr. Kortge moved adoption of LTD Resolution No. 2012-020: It is hereby resolved that the Consent Calendar for September 19, 2012, is approved as presented. Ms. Towery provided the second. The Consent Calendar consisted of the minutes of the June 11, 2012, Special Board Meeting/Executive Session; June 14, 2012, Special Board Meeting/Breakfast; June 20, 2012, Regular Board Meeting; July 2, 2012, Special Board Meeting/Executive Session; July 18, 2012, Canceled Regular Board Meeting; and August 15, 2012, Canceled Regular Board Meeting.

VOTE The Consent Calendar was approved as follows:
AYES: Dubick, Evans, Gillespie, Kortge, Necker, Towery (6)
NAYS: None
ABSTENTIONS: None
EXCUSED: Eyster (1)

ITEMS FOR INFORMATION AT THIS MEETING (continued)

Board Member Reports: Mr. Dubick reported that the Lane Area Commission on Transportation (Lane ACT) had discussed Oregon Department of Transportation's (ODOT) restructuring of how transportation projects would be funded. He said that the funding would no longer be available in a broad range of categories; funds would be divided into two categories: 1) Fix It, and 2) Enhance It. Use of Fix It funds would be determined by ODOT and the Oregon Transportation Commission; local jurisdictions would prioritize their applications for Enhance It funding and forward those priorities to the State. He said that the Lane ACT would be identifying what characteristics a project should have in order to be considered a high priority. He said that the Metropolitan Policy Committee (MPC) was going through a similar process.

Mr. Greg Evans reported that the MPC discussed the Citizen Advisory Committee's (CAC) composition and recruitment process as well as the Public Involvement program. He said that Commissioner Bozievich had raised questions about LTD's Title VI activities with respect to outreach to minority communities and businesses. He said that LTD had responded to those inquiries and noted that recent changes at the federal level had raised the standard for those activities.

Ms. Towery commented that Commissioner Bozievich had also asked about the potential of WEEE causing LTD to reduce routes, thereby impacting minority populations. Ms. Towery explained to the MPC that LTD went beyond due diligence in past service reductions to ensure that impacts were minimized to senior, disabled, minority, and low-income populations.

Mr. Greg Evans said that his term as an APTA Board Executive Committee member had expired, and he attended his last meeting on September 7, 2012. The new APTA chair is Flora M. Castillo, a representative from the New Jersey Transit board.

Mr. Necker reported that the Accessible Transportation Committee met and received a presentation on the WEEE EA. He said that there was a robust discussion of the project.

Mr. Gillespie reported that the Metropolitan Planning Organization CAC last met in July, and they also received a presentation on the WEEE project, with a focus on mitigation strategies. He said that the CAC also discussed its recruitment process and would continue that discussion at its September 20 meeting.

Monthly Financial Report: Director of Finance and Information Technology Diane Hellekson informed the Board that the July and August financial reports were posted on LTD's website. She noted that LTD was at projected levels and had seen a 4.7 percent increase in payroll tax receipts as well as increases in boardings. She said that personnel services costs were being controlled, and a payment on the administrative pension plan had helped to reduce the unfunded liability. She said that an actuarial evaluation of the Amalgamated Transit Union hourly pension plan had been received, and the funded status of the plan had gone from 51.2 percent in January 2010 to 54.6 percent in January 2012. She expected to see significant improvement in the future as well. Fuel prices had increased; however, no fuel had yet been withdrawn from the Coos Bay storage facility; moreover, costs were still well below the budget assumption of \$3.75. She said that both pension trusts would meet on October 17.

Ms. Towery asked how much longer the fuel could be stored. Director of Maintenance George Trauger replied that fuel additives had been used to extend the storage life of the fuel to 24 months.

Ms. Hellekson announced that the independent auditor would be on site during the last week in September for the annual audit field work. She expected that the Board would receive the audit report at its December meeting.

Mr. Dubick asked if a Board member had been designated to replace Mr. Kortge as a pension trustee as he would be leaving the Board in January. Mr. Kilcoyne said that no one had been identified yet. The Board may wish to wait until new members come on the Board to see if any express interest or have the required experience. Director of Human Resources and Risk Management Mary Adams clarified that the Board had decided during its last discussion of the matter that it would postpone appointing a replacement for Mr. Kortge until new Board members were selected and confirmed; Mr. Kortge would continue to serve until that time. She explained that

the Governor would not appoint new Board members until the positions of members whose terms were expiring were vacant. This means that appointments would likely be made sometime after January 2013.

Mr. Gillespie said that he observed that the traffic signal at Kincaid Street and 11th Avenue, the purpose of which was to allow buses to turn onto 11th Avenue, was somewhat defeated by the fact that the light on Alder Street turned red immediately. Mr. Johnson said that LTD worked closely with the City of Eugene staff on signal lights along transit corridors and that the signals on 11th Avenue were all synced. Changing the Alder Street light could create problems.

Mr. Greg Evans introduced members of his family who attended the Board meeting.

ADJOURNMENT: There being no further business, Mr. Greg Evans adjourned the meeting at 7:10 p.m.

LANE TRANSIT DISTRICT

ATTEST:

Gary Gillespie
Board Secretary

Jeanne Schapper
Clerk of the Board

Date Approved: October 17, 2012

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: LANE TRANSIT DISTRICT TITLE VI COMPLIANCE

PREPARED BY: Andy Vobora, Director of Customer Services and Planning

ACTION REQUESTED: Approve LTD Title VI Compliance Plan

BACKGROUND:

Section 601 of Title VI of the Civil Rights Act of 1964 states, "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

This original legislation has been complemented by other legislative actions, including Executive Order 12898, which is commonly termed "environmental justice." Environmental justice (EJ) addresses the issue of, "disproportionately high or adverse human health or environmental effects of our programs, policies, and activities on minority populations and/or low income populations."

As a requirement of using federal funds, Lane Transit District is required to conduct specific analyses, develop policy, and implement programs that are consistent with Title VI and EJ requirements. This includes activities such as fare increases or decreases, service changes, capital project development, public outreach, communication with Limited English Proficiency (LEP) populations, and the distribution of buses and bus facilities.

Every three years the compliance plan is updated and submitted to the Federal Transit Administration (FTA) for review and approval. LTD's plan was submitted to the FTA's Region 10 office in August 2012. A review of specific plan elements also is conducted during the FTA triennial review, which will next occur in Spring/Summer 2013.

Staff will present a review of the Title VI Compliance Plan to the Board at the October 17, 2012, meeting.

ATTACHMENT: None

PROPOSED MOTION: I move the following resolution:

LTD Resolution No. 2012-023: It is hereby resolved that the LTD Board of Directors approves the 2012 Lane Transit District Title VI Compliance Plan and directs LTD staff to submit the Plan to the Federal Transit Administration for review and acceptance.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: SELECTION OF PENSION TRUSTEE-ELECT

PREPARED BY: Ron Kilcoyne, General Manager

ACTION REQUESTED: The Board is being asked to approve a pension trustee-elect to serve as a trustee in training for both the LTD Salaried Employees Retirement Plan and the LTD/ATU Pension Trust. The trustee-elect would serve as a trainee until such time as the current trustee resigns as trustee or is no longer a member of the Board of Directors. In addition, the Board is asked to appoint Board Member Gary Gillespie to this position.

BACKGROUND:

The Board has appointed a member to serve as trustee to the Lane Transit District/Amalgamated Transit Union Pension Trust and the LTD Salaried Employees Retirement Plan since each plan began. Historically, the Board President has held this position. On May 21, 2008, the Board changed its policy to allow other members to serve in this role. Currently Board Member Dean Kortge serves as trustee on behalf of this Board. Mr. Kortge plans to leave the Board sometime after his term expires in January 2012.

On October 15, 2008, the Board approved a resolution that created the position of trustee-elect. The trustee-elect would serve as a trainee until such time as the current trustee resigns as trustee or is no longer a member of the Board of Directors. Board members were recently asked about their interest in serving as pension trustee-elect, and Board Member Gary Gillespie expressed interest. At tonight's meeting, the Board will be asked to approve a resolution appointing Gary Gillespie as the pension trustee-elect. The trustee-elect would learn the fiduciary responsibilities of a pension trustee, as well as other details of LTD's two pension plans. Upon Board Member Dean Kortge's retirement from the Board, the trustee-elect would become the new trustee.

ATTACHMENT: None

RESULTS OF RECOM-

MENDED ACTION: Approval of this resolution would allow Mr. Gillespie to serve as pension trustee-elect until Mr. Kortge is no longer a trustee. At that time, the Board would take action to appoint Mr. Gillespie as trustee to both pension plans.

PROPOSED MOTION: I move approval of LTD Resolution No. 2012-024: The LTD Board of Directors hereby approves the appointment of Board Member Gary Gillespie to the position of pension trustee-elect, as defined in this document.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: BOARD MEMBER REPORTS

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

ACTION REQUESTED: None

BACKGROUND:

Board members have been appointed to Board committees and to the Metropolitan Policy Committee (MPC), the Lane Council of Governments (LCOG) Board of Directors, and, on occasion, to other local, regional, or national committees. Board members also present testimony at public hearings on specific issues as the need arises. After meetings, public hearings, or other activities attended by individual Board members on behalf of LTD, time will be scheduled on the next Board meeting agenda for an oral report by the Board member. The following activities have occurred since the last Board meeting:

MEETINGS HELD:

Board members may take this opportunity to report briefly on any one-on-one meetings they have held with local officials or other meetings that they have attended on behalf of LTD.

1. **Accessible Transportation Committee (ATC):** The 16-member ATC is made up of both consumers and providers who are interested in transportation services for people with disabilities, people with low incomes, and older adults. The Committee meets six to seven times per year on the third Tuesday of the month. Board Member Ed Necker was appointed to the ex-officio position representing the LTD Board on this committee. At the meeting held on September 18, the Committee appointed a Grant Review Committee to review funding submissions and prepare a funding recommendation for the State's Special Transportation Fund Program. The Committee also heard updates from LTD staff regarding West Eugene EmX and also the Oregon Transit Association's annual conference; including awards to Liz Fox, Scott Whetham, and Jacque Gerdes of Alternative Work Concepts, who were presented with the Distinguished Local Service Award; and LTD's Terry Parker, who received the Award of Excellence for 27 years of exceptional service to public transportation in Oregon.
2. **Metropolitan Planning Organization's Citizen Advisory Committee:** Board Member Gary Gillespie serves on the Citizen Advisory Committee (CAC) for the Metropolitan Planning Organization (MPO). The Committee is composed of interested citizens and representatives of groups within the MPO area and is scheduled to meet on the third Thursday of each month. At the September 20 meeting, LCOG staff presented the Title VI Annual Report and the MPO 20-Minute Neighborhood Analysis. Staff also presented the Statewide Transportation Improvement Program (STIP) Process and the potential applications, and asked for the Committee's input on the public outreach strategy for the STIP Process.

3. **Lane Council of Governments (LCOG) Board of Directors**: LTD Board Member Mike Dubick represents LTD on the LCOG Board of Directors as a non-voting member, with Board member Mike Eyster serving as the alternate. The LCOG Board generally meets every other month. At the September 27 meeting, the Board elected Al King as chair and Faye Stewart as vice chair, received the Sustainable Communities Quarterly Progress Report, approved the 2013-16 Area Plan on Aging and Disability Services for Lane County, approved the contract of LCOG's recently appointed Executive Director Brenda Wilson, and received the LCOG executive director's preliminary assessment of the organization.
4. **EmX Steering Committee**: The EmX Steering Committee generally meets quarterly and is composed of Chair Gary Gillespie, Board Members Mike Eyster and Doris Towery, members of local units of government, and community representatives. At the October 2 meeting, members received updates on: 1) current EmX operations, including ridership trends; 2) the additional station at River Bend; 3) the installation of real-time passenger information displays; and 4) the status of the Vehicle-Assist and Automation Demonstration project. LTD staff provided the status of recent project activities for the West Eugene EmX Extension project, and also provided an overview of upcoming project scoping and alternatives planning for the Main Street-McVay Extension project.
5. **Transportation Community Resource Group (TCRG) for the Eugene Transportation System Plan (TSP)**: The TCRG includes community members who have an interest in transportation issues in the City of Eugene. Board Member Ed Necker represents LTD on the TCRG, and Board Member Gary Gillespie represents the MPO's Citizen Advisory Committee on the TCRG. At the October 8 meeting, the TCRG reviewed the future no-build traffic analysis, revisited the list of potential projects, discussed the proposed evaluation framework, and reviewed and provided feedback on the list of project ideas.
6. **Lane Area Commission on Transportation (LaneACT)**: In 2009 the Oregon State Legislature directed Lane County to develop an Area Commission on Transportation (ACT). Commission membership includes representatives from Lane County, cities within the county, Lane Council of Governments, and LTD. Board Member Michael Dubick serves as LTD's representative on this commission, which meets on the second Wednesday of the month. At the October 10 meeting, staff from the Office of Innovative Partnerships and Alternative Funding presented on the Road Usage Charge Pilot Program, and LCOG staff introduced each application for the Transportation Enhancement/Bike-Ped Funding. Also at the meeting, ODOT staff led the Statewide Transportation Improvement Program (STIP) discussion to conclude gathering considerations for project prioritization and to receive feedback on the STIP process for reporting to the OTC.
7. **Metropolitan Policy Committee (MPC)**: Board President Greg Evans and Board Member Doris Towery are LTD's MPC representatives, with Board Member Mike Eyster serving as an alternate. MPC meetings are held on the second Thursday of each month. At the October 11 meeting, a public hearing was conducted on the Statewide Transportation Improvement Program (STIP) potential applications. The MPC discussed the potential applications and process and provided feedback. A public hearing on the Metropolitan Transportation Improvement Program (MTIP) Amendment followed, with action taken to amend Eugene STP-U funds. Lastly, the Committee discussed the process for review of the MPO Public Participation Work Program and Budget.

OTHER ACTIVITIES:

1. **American Public Transportation Association (APTA) Annual Meeting:** Board President Greg Evans and Board Member Michael Dubick attended this conference that was held on September 29 through October 3 in Seattle. Staff attending included General Manager Ron Kilcoyne and Department Directors Mark Johnson and Andy Vobora. Board and staff generally split up following the general sessions, which provided good opportunities to participate in a variety of sessions. The general sessions were highlighted by presentations from Rehana Moosajee of Johannesburg, South Africa, and John Yokoyama, the owner of Pike Place Fish Market. Ms. Moosajee discussed the development of bus rapid transit in Johannesburg and how this service successfully moved visitors during the 2010 World Cup and is now changing the face of public transportation in the city. Mr. Yokoyama discussed the development of the Fish Market's brand and their vision for becoming "World Famous." The 2012 Awards Luncheon highlighted individuals and agencies that excelled during the past year. Board President Greg Evans was recognized via remarks from the emcee and through a one-minute video that captured why Greg was selected as one of two Board Members of the Year. Former Transit General Manager Michael Townes made the award presentation.

NO MEETINGS HELD:

1. **LTD Board Human Resources Committee:** The Board Human Resources Committee is composed of Chair Doris Towery and Board Members Mike Dubick and Dean Kortge. The next meeting is tentatively scheduled to be held on October 23.
2. **LTD Pension Trusts:** LTD's two pension plans (one for ATU-represented employees and one for administrative employees) are each governed by a board of trustees. LTD Board Member Dean Kortge serves as a trustee for both plans. The next meeting will be held on November 7.
3. **LTD Board Finance Committee:** The Board Finance Committee is composed of Chair Michael Dubick and Board Members Dean Kortge and Ed Necker. The next meeting is being scheduled for early November.
4. **Springfield Stakeholder Advisory Committee:** Board Member Mike Eyster represents the District on the Stakeholder Advisory Committee for the development of the Springfield Transportation System Plan (TSP). Committee members consist of citizens and representatives from organizations with a distinct interest in the future of transportation in Springfield. The next meeting has not yet been scheduled but will likely be held later in the fall.
5. **LTD Board Service Committee:** The Board Service Committee is composed of Chair Ed Necker and Board Members Gary Gillespie and Michael Dubick. The next meeting has not yet been scheduled.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: BOARD MEMBER APPOINTMENT PROCESS

PREPARED BY: Andy Vobora, Director of Customer Services and Planning

ACTION REQUESTED: None. Information only.

BACKGROUND:

Lane Transit District Board Members Doris Towery, Mike Eyster, and Dean Kortge will reach the end of their terms on the Board in December 2012. Oregon Revised Statutes outlines the process for appointing new Board members, and until recently, the Governor's staff have been clear that this process would be handled with little or no local assistance.

On October 1, 2012, the Governor's staff contacted LTD to advise that it would be permissible for LTD staff to provide general information about the open Board positions, and that interested parties would need to complete the State's "Interest" form by October 15, 2012. Information was e-mailed to area city managers and chambers of commerce directors on October 4, 2012.

The Governor's staff outlined the appointment process timeline, which includes a review of potential candidates in early November, selection of candidates by the Governor in late November or early December, and a Senate Rules Committee hearing on December 10. According to this timeline, LTD would be able to welcome new Board members in January 2013.

ATTACHMENT: None.

PROPOSED MOTION: None.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: SEPTEMBER FINANCIAL STATEMENTS

PREPARED BY: Diane Hellekson, Director of Finance and Information Technology

ACTION REQUESTED: None

BACKGROUND:

In order to allow staff more month-end processing time while continuing to provide financial information to the Board on a timely basis, monthly financial reports are now separate from the Board packet. On the Tuesday before the regular monthly Board meeting, financial reports will be sent by e-mail to all Board members and senior LTD staff and posted to the LTD website. The September report will be posted on October 16.

ATTACHMENT: None

Q:\Reference\Board Packet\2012\10\Reg Mtg 10-17-12\13fin03 packet

AGENDA ITEM SUMMARY

DATE: October 17, 2012

ITEM TITLE: SEPTEMBER 2012 GRANT REPORT

PREPARED BY: Todd Lipkin, Finance Manager

ACTION REQUESTED: None. Information Only.

BACKGROUND:

The Monthly Grant Report for activity through September 30, 2012, follows this summary. It contains financial data for all Federal Transit Administration (FTA) and Oregon Department of Transportation *ConnectOregon* grants that have a remaining balance or have had activity within the last six months. All grant totals are reported in total project dollars, so they include both the grant-funded amount and any applicable local match. Due to the timing of this report, not all of the invoices for the report month have been received. Any additional invoices charged to this report month will be reflected in the Grant Totals expenditure amounts next month.

Federal Transit Administration TEAM Grant Applications

One grant application was reported in the August 2012 report as having been submitted to the FTA for processing and award. TEAM grants are the mechanism that LTD uses to directly access funds that have already been awarded. Upon execution of the grant agreement, LTD has access to the funds and can begin processing reimbursement requests (drawdowns) as funds are spent. The current status of this grant is as follows:

- *OR-90-X164 – \$1,373,875 in 5307 funds for West Eugene EmX Extension (WEEE) Small Starts and environmental activities and for security improvements*

This grant was executed on September 21, 2012, which allows LTD to process reimbursement requests.

Federal Transit Administration Notifications of Funding Availability (NOFA)

In the August 2012 report, there were two Federal Transit Administration grant applications for a total of \$7,879,520 that were still outstanding. These applications are for discretionary funds that are awarded on a competitive basis. Status updates for these applications are listed below:

- *Clean Fuels – \$6,427,520 for bus replacement*

The grant awards for this program have been announced. Lane Transit District's project was not funded.

- *Alternatives Analysis – \$1,452,000 for the analysis of alternatives along the Northwest Eugene - LCC corridor*

The grant awards for this program have not been announced. The new transportation bill, MAP-21, has changed the requirements for Small Starts projects. The Federal Transit Administration is still determining how or if they will be awarding grants for the applications submitted for this funding opportunity.

ATTACHMENT: Monthly Grant Report

Q:\Reference\Board Packet\2012\10\Reg Mtg 10-17-12\Grant report summary oct 12.docx



24930 ODOT - ODOT State ConnectOregon	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

Veneta Transit Center	-	820,000.00	744,137.16	75,862.84
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OR-03-0122 - FTA 5309 Small Starts	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

13.13.06 EmX Vehicles	-	1,555,073.75	1,555,073.75	-
14.01.10 Guideway	-	4,300,805.32	3,398,470.97	902,334.35
14.02.20 Stations & Stops	-	743,703.39	855,285.99	(111,582.60)
14.04.40 Sitework & Special Conditions	-	11,241,013.34	10,862,459.61	378,553.73
14.05.50 Systems	-	2,229,930.78	1,828,106.78	401,824.00
14.06.60 ROW, Land, Existing Improvements	-	1,929,027.42	1,503,670.42	425,357.00
14.08.80 Professional Services	-	7,721,200.00	8,298,830.96	(577,630.96)
14.09.90 Unallocated Contingency	-	1,088,113.00	-	1,088,113.00
	-	30,808,867.00	28,301,898.48	2,506,968.52

OR-04-0030 - FTA 5309 Bus and Bus Facilities	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.12.04 Paratransit replacement vehicles	-	700,000.00	700,000.00	-
11.13.04 Paratransit expansion vehicles	-	140,000.00	140,000.00	-
11.32.20 Misc Passenger Boarding Improvements	-	410,000.00	-	410,000.00
	-	1,250,000.00	840,000.00	410,000.00

OR-04-0035 - FTA 5309 Bus and Bus Facilities	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.12.01 Hybrid Electric 40' Buses	-	6,024,096.00	6,024,096.00	-
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OR-04-0041 - FTA 5309 VTCLI	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.42.08 Call Center Software	-	1,062,000.00	14,009.05	1,047,990.95
11.62.02 Call Center Telephone System	-	298,000.00	-	298,000.00
	-	1,360,000.00	14,009.05	1,345,990.95

OR-37-X016 - FTA 5316 Job Access/Reverse Commute	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.7L.00 Mobility Management'	-	425,803.00	-	425,803.00
11.7L.00 Mobility Management-Assessments	-	504,570.00	252,613.28	251,956.72
11.80.00 Program Administration	-	18,090.00	18,090.00	-
30.09.01 Employment Transportation Options	-	363,232.00	363,231.70	0.30
	-	1,311,695.00	633,934.98	677,760.02

OR-57-X012 - FTA 5317 New Freedom	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.7L.00 Mobility Management	-	96,528.00	-	96,528.00
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OR-77-0001 - FTA TIGGER TIGGER	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.12.01 Hybrid bus incremental costs	-	3,000,000.00	3,000,000.00	-
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OR-90-X151 - FTA 5307 Urbanized Area Formula Funds	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.12.40 Bus Related	-	250,000.00	250,000.00	-
11.13.06 EmX Vehicles	-	1,130,000.00	1,130,000.00	-
11.33.20 Passenger Boarding Improvements	-	50,000.00	50,000.00	-
11.42.07 Hardware	-	550,000.00	550,000.00	-
11.42.11 Support Vehicles	17,326.00	150,000.00	150,000.00	-
11.93.02 Shelters	-	54,239.00	54,239.00	-
	17,326.00	2,184,239.00	2,184,239.00	-

OR-90-X152 - FTA 5307 Urbanized Area Formula Funds	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.12.01 40' Gillig Low Floor Bus	-	2,787,360.00	2,787,360.00	-
11.12.01 Finance & Int. Costs Gillig Bus Purch	-	186,499.00	186,498.55	0.45
11.13.01 40' Gillig Low Floor Bus	-	1,000,850.00	1,000,849.78	0.22
11.23.01 Extend EmX Lanes	-	201,520.00	201,520.52	(0.52)
11.32.02 River Road Station Land	-	2,261,504.00	2,261,504.46	(0.46)
11.32.06 Franklin EmX Fare Machines	-	350,000.00	350,000.00	-
11.42.07 Hardware	-	1,460,900.00	949,084.55	511,815.45
11.42.08 Software	-	480,000.00	443,809.18	36,190.82
11.42.09 Bus Security Cameras	-	60,224.00	60,224.59	(0.59)
11.42.09 Security Improvements	-	300,000.00	300,000.00	-
11.42.20 Miscellaneous equipment	-	175,000.00	101,785.53	73,214.47
11.43.03 Improvements	-	400,000.00	400,000.00	-
11.43.03 Maintenance Facility Remodel	-	1,475,289.00	1,475,288.81	0.19
11.62.20 Communications Equipment	-	50,000.00	30,328.13	19,671.87
11.71.12 Vanpools	2,925.00	163,400.00	164,262.17	(862.17)
11.7A.00 FY 12 Preventive Maintenance	-	1,281,250.00	1,281,250.00	-
11.7A.00 Preventive Maintenance	-	5,718,750.00	5,718,750.00	-
11.92.08 Bus Stop Signage	-	122,411.00	-	122,411.00
11.93.02 Shelters	-	56,080.00	34,471.34	21,608.66
	2,925.00	18,531,037.00	17,746,987.61	784,049.39

OR-90-X161 - FTA 5307 Urbanized Area Formula Funds	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.42.09 Security Improvements	-	91,250.00	12,262.10	78,987.90
11.7A.00 Preventive Maintenance	1,295.00	7,500,000.00	2,774,687.09	4,725,312.91
	1,295.00	7,591,250.00	2,786,949.19	4,804,300.81

OR-90-X164 - FTA 5307 Urbanized Area Formula Funds	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance

11.42.09 Security Improvements	-	16,181.00	-	16,181.00
12.71.11 WEEE Professional Services	-	1,158,861.00	1,158,861.49	(0.49)
12.79.00 WEEE Project Administration	-	443,045.00	443,045.02	(0.02)
	-	1,618,087.00	1,601,906.51	16,180.49



OR-95-X013 - Federal Surface Transportation Program	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance
11.12.06 Hybrid Electric Articulated Buses	-	707,380.00	707,380.00	-
11.33.20 Passenger Boarding Improvements	811.00	222,891.00	220,670.17	2,220.83
11.72.11 Rideshare	-	450,498.00	450,498.00	-
	811.00	1,380,769.00	1,378,548.17	2,220.83

OR-95-X019 - Federal Surface Transportation Program	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance
11.12.06 EmX Hybrid Electric Articulated Bus	-	49,785.00	49,784.68	0.32
11.12.06 Hybrid Electric Articulated Buses	-	1,598,403.00	1,598,403.00	-
11.72.11 Rideshare	-	1,277,320.00	1,277,320.00	-
11.72.11 RTOP	-	22,289.00	22,289.00	-
11.72.11 Safe Routes to School	-	27,861.00	21,605.76	6,255.24
11.7A.00 Preventive Maintenance	-	557,227.00	557,227.00	-
	-	3,532,885.00	3,526,629.44	6,255.56

OR-95-X030 - Federal Surface Transportation Program	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance
11.33.02 U of O Station Construction	-	2,340,354.00	1,822,215.84	518,138.16
11.7F.00 Gateway SmartTrips	-	100,301.00	100,301.00	-
	-	2,440,655.00	1,922,516.84	518,138.16

OR-95-X035 - Federal Surface Transportation Program	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance
11.72.11 Rideshare	946.00	354,787.18	302,606.88	52,180.30
11.72.11 Safe Routes to School	-	83,584.00	-	83,584.00
11.72.11_Rideshare_Bike_Sharing	-	6,000.00	3,531.88	2,468.12
11.72.11_Rideshare_Carpool	-	2,000.00	865.02	1,134.98
11.72.11_Rideshare_CMP	-	600.00	318.20	281.80
11.72.11_Rideshare_ETC	-	6,000.00	4,097.89	1,902.11
11.72.11_Rideshare_Group Pass	-	35,212.82	35,212.82	-
11.72.11_Rideshare_Park and Ride	-	2,500.00	1,199.83	1,300.17
11.7A.00 Preventive Maintenance	-	557,227.00	557,227.00	-
	946.00	1,047,911.00	905,059.52	142,851.48

OR-96-X001 - FTA 5307 ARRA	Current Month Expenditures	Grant Totals (Including Match)		
		Budget	Expenditures	Balance
11.42.09 Security Camera Replacement	-	64,678.00	-	64,678.00
11.44.03 Maintenance Facility Remodel	-	3,136,892.00	-	3,136,892.00
11.7A.00 Preventive Maintenance	-	3,201,569.00	-	3,201,569.00
11.92.08 Bus Stop Sign & Pole Replacement	-	64,678.00	-	64,678.00
	-	6,467,817.00	-	

AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: DEPARTMENT REPORTS

PREPARED BY: Ron Kilcoyne, General Manager

ACTION REQUESTED: None

BACKGROUND:

Monthly reports on activities within departments and throughout the District are provided for the Board's information.

ATTACHMENT: Monthly Department Reports, October 17, 2012

PROPOSED MOTION: None

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MONTHLY DEPARTMENT REPORTS

October 17, 2012

Customer Services and Planning

Andy Vobora, Director of Customer Services and Planning

MARKETING AND COMMUNICATIONS

The 10-Ride Ticket Books went on sale at the Customer Service Center during the last week of September. The first tickets were being used within days of distribution, and there have been very few problems. Education will continue to be provided around where the tickets are used. There were instructions regarding the placement of the tickets in the fare box, but the instructions weren't explicit in saying that the EmX ticket vending machines would not accept them. Information will be added to the ticket vending machines so that customers don't continue trying to feed 10-ride tickets into the currency slot. Ticket book inventory was distributed to sales outlets during the last week in September, which provided them with time to prepare for the October 1 start of sales.

Mr. Vobora participated in the Lane Community College (LCC) Board meeting on September 19. The presentation provided information on the history of the District's partnership with LCC, which included the development of a new transit station, the evolution of the student pass program, and the purchase of additional trips serving LCC's main campus. LTD staff are currently working with the LCC staff who are located at the new Titan Court in downtown Eugene, and together, will be providing opportunities for the new residents to learn more about LTD and Point2point services.

The District will have a booth at the Eugene Chamber Business Expo to be held on October 25, between 4:00 p.m. and 7:00 p.m. It would be very much appreciated if Board members could staff the booth for a half hour or so or just stop by and say, "Hi." Please contact Jeanne Schapper to sign-up.

LTD is sponsoring the Springfield 800 on October 13. This is an inaugural event and features Olympian Nick Symmonds. Proceeds benefit Big Brother Big Sister of Lane County.

The Komen Race for the Cure is taking place on October 21, and LTD is a sponsor.

The McKenzie After 5 Rotary Club and the Springfield Rotary Club are hosting the 1st Annual McKenzie Cider and Craft Beer Festival on November 2 and 3 at the Willamalane Event Center in Springfield. LTD is a sponsor of this new community event, and proceeds raised will go to Belly Full. Belly Full is a Rotary project that, in conjunction with Food For Lane County, will help to feed hungry children and their families in Springfield by: 1) providing community gardens at each elementary school; 2) providing snack packs that children will take home for weekend eating; and 3) assisting with the Mobile Food Pantry, which is a Food for Lane County project

that “brings the grocery store” to neighborhoods so that low income families have access to healthy food.

All sponsorships above involve trades in promotional services.

One of the District’s highly-valued administrative assistants, Eileen Mugglewortz, will retire in February 2013. Eileen has been with the District for 35 years, and she will be missed greatly. In order to fill her position, we will post internally and select her successor in October. This early selection process will allow us to cross-train and will allow the District to complete the hiring process for the person moving into Eileen’s position prior to her departure in February.

ACCESSIBLE AND CUSTOMER SERVICE (ACES)

Cosette Rees, Accessible and Customer Service Manager

The transition of Medicaid non-emergency medical transportation from management at the state level to regional Community Care Organizations (CCOs) has been postponed until July 2013. Trillium Community Health Plan began managing Medicaid/OHP medical service in Lane County on August 1, 2012. In July 2013 they will begin managing the transportation component for eligible participants, currently coordinated through the RideSource Call Center. The six-month delay is welcome as it will provide an opportunity for OHA to clearly communicate fundamental expectations of the program going forward and for LTD to have further conversation with Trillium and other CCOs to coordinate eligible transportation.

On November 1 the RideSource Call Center will begin a pilot program to coordinate non-emergency medical ambulance service for eligible Oregon Health Plan Plus participants in Lane County. This pilot program is an opportunity to establish new relationships with ambulance providers, expanding the range of services available through the one-call transportation center in Lane County.

After 27 years of service at LTD, Lanier Lobdell is hanging up her headset and (motor)cycling into the sunset. Lanier has spent the last 12 years working as a Customer Service Representative. Prior to that, she spent 15 years in Operations, including 2 years as a TSS. During her time here, Lanier has truly been a dedicated pioneer and model of great customer service. While we are excited to see her begin this new adventure, we are sorry to lose such talent. Lanier’s last day putting on the CSC uniform is Friday, October 12.

POINT2POINT

Theresa Brand, Program Manager

Theresa Brand, through a sponsorship from Oregon Department of Transportation, attended the Pro Walk/Pro Bike Conference in Long Beach, CA. There were a number of sessions on Safe Routes to School (SRTS) metrics and bike sharing that were in alignment with what Point2point is currently working on for the region.

Tracy Ellis attended the Oregon Public Transportation Conference (OPTC) in Seaside. She was elected Vice President at the Transportation Options Group of Oregon (ToGo) annual membership meeting held at the OPTC.

Ms. Brand continues to work with the Regional Transportation Options Plan (RTOP) project team under the lead of LTD Development Planner Natalie Stiffler, the project manager. It is anticipated that the project will conclude in early 2013. Once the project is complete, Point2point will develop a five-year strategic plan using the findings and recommendations outlined in the RTOP.

Employer Programs:

Heartculture Farm Community & Local Food Marketplace have joined the Group Pass Program. Heartculture is located in west Eugene with 10 residents, and Local Food Marketplace is in south Eugene with 10 employees.

Enterprise Holdings, which has 200 employees, has cancelled its membership in the Group Pass Program because they now require that all of their employees work from home.

Full Access, with 21 employees, enrolled in the Emergency Ride Home program.

Point2point staffed transportation options informational booths at the following:

- City of Eugene's Sunday Streets with 3,000+ attendees
- International Society for Technology in Education with 70 employees
- Royal Caribbean Cruises with 288 attendees

School Programs:

Seventeen schools representing 7,600 K-12 students applied for Point2point stipends to help them conduct events for the October 3 International Walk and Bike to School Day.

Point2point recently began work on developing walk/bike route maps for elementary and middle schools in Eugene and Springfield. This effort is supported by Surface Transportation Program-Urban funds, and is guided by representatives of city and county traffic engineering/transportation planning staff and school representatives.

The City of Eugene River House Program has been awarded more than \$20,000 from the Jane Higdon Foundation to provide bike safety education at seven middle schools in the Eugene, Bethel, and Springfield school districts as part of a regional Safe Routes to School program.

Point2point applied for a \$22,000 Oregon Safe Routes to School (SRTS) grant to fund the development of walk/bike route maps and to provide bike safety education to students at schools that have completed SRTS action plans. A decision on the grant application is expected in October.

Regional Bike Parking Study:

The Regional Bike Parking Study project is underway. The project scoping meeting has been held with Alta Planning and Design, the Consultant group that will be working on the project for Point2point. Marcia Maffei is serving as the project manager. Next steps include an analysis of the current bicycle parking in the region, which will occur during the first week of October, and then a bike parking Road Show event will occur in mid-October showcasing effective bike parking elements in the Portland area.

On the Go Solutions:

The Drive Less Challenge has completed the first month of the 90-day campaign. In September 170 new commuters enrolled in Drive Less Connect and logged a total of 6,651 trips representing 77,116 non-single occupancy vehicle miles traveled. All commuters who either live or work in Lane County are eligible to participate in this challenge. Individuals who log a minimum of 10 one-way commute trips in the Drive Less Connect trip calendar will be eligible for weekly drawings.

A Vanpool formation meeting was held in Corvallis with a group of interested commuters. It is anticipated that at least one vanpool (possibly two) will begin in October. There are currently nine active vanpools in the region.

SmartTrips Gateway:

SmartTrips Gateway has concluded the program implementation phase and is now entering into the program evaluation phase. Staff have delivered travel tools to more than 540 households within a quarter-mile of the Springfield EmX transit line. The post-program travel survey was sent out on August 27 to 5,000 households in the target area and received nearly 400 survey responses. Staff anticipate that the final report will be completed and ready for review before the end of the year. The final report will include an analysis of travel mode shifts in the target area and note any changes in vehicle-miles traveled.

SERVICE PLANNING

Will Mueller, Service Planning Manager

Service Planners Ken Augustson and Heather Lindsay recently participated in a Giro Users Group meeting in Southern California. Giro is the manufacturer of the District’s scheduling and runcutting software. The annual meeting invites users from around the world to come and share experiences while learning about refinements in the various software modules.

The fall bid was implemented on September 16 and appears to be working well. The return of students to the University of Oregon and LCC produced the same pattern of overloads that have been experienced in the past. Added trips to LCC appear to be working well, and more data will be available in October.

TRANSIT OPERATIONS

Mark Johnson, Director of Transit Operations

American Bus Benchmarking Group:

Director of Transit Operations Mark Johnson participated in the annual meeting of the American Bus Benchmarking Group (ABBG). The group has been together for a year and a half and is working to collect and stabilize data. The ultimate purpose of the ABBG is to improve performance of all group members, including LTD.

New Bus Operators:

Eight new Bus Operators began their career at LTD on October 8. After six weeks of training, they will be ready to join the bus operator ranks. We are looking forward to being fully staffed again.

FINANCE AND INFORMATION TECHNOLOGY

Diane Hellekson, Director of Finance and Information Technology

A detailed Financial Report is included in the Board packet.

HUMAN RESOURCES AND RISK MANAGEMENT

Mary Adams, Director of Human Resources and Risk Management

Health Management Team:

The Health Management Team met on October 3 to hear reports from work groups. Susan Roberts, UO summer intern, reported on her recommendations for using employee benefit fairs in a more strategic way. Work groups were organized around a plan to have small events and activities that lead up to a larger family event that is focused on health. Participation incentives will be designed to engage employees and their dependents. In addition, the Vendor Engagement Work Group recommended five key messages that will be used during a future vendor summit. The goal is to better connect employee services so that the best health outcomes can be reached.

LTD/ATU Pension Work Group:

This group of six was part of the recent Working and Wage Agreement settlement. Among the goals of this group are to create predictable benefits for retirees and to control the future cost of this benefit. The work group will meet in October and November and then attend the International Foundation of Employee Benefit Plans' annual conference on November 11-14.

Health Care Renewal:

LTD and PacificSource have agreed to renew the current health care plan with no increased costs. This "rate hold" is unusual in a year when much uncertainty exists, and many employers are receiving significant increases in their renewal quotes.

SAIF Dividend:

The SAIF Corporation Board announced a policyholder dividend of \$176,148 for LTD, and it was received on October 10. This is the largest dividend received to date.

RECRUITMENT AND PERSONNEL

David Collier, Senior Human Resources Analyst

Recruitment:

Riley Kelly was promoted from general service worker to journey mechanic on September 9. He was originally hired in March of this year.

Jesse Pritchard was hired on September 18 as the new general service worker. He spent the last five years at Ahern Rentals as a shop mechanic.

Eight new Bus Operators started on October 8. There were more than 450 applications received for the position, and the following eight people were chosen: Cory Brooks, Raul De La Cruz, Vita Furnari, Clint Hoisington, Shelly Hollister, Bret Smith, Pete Warren, and Yvonne Willard. Cory spent the last two years working as a guide with Downtown Eugene Inc.; Raul has been a driver with RideSource for the last eight years; Vita has been driving a school bus for First Student in Elmira for the past year; Clint has spent the past eight years as a security officer with Allied Barton; Shelly has been a bus driver for Head Start and First Student for the past three and four years respectively; Bret has been a school bus driver for First Student in Eugene for

the past six years; Pete has been a school bus driver for Springfield Schools for the last 14 years and works during the summers at Food for Lane County; and Yvonne has spent the past year working as a Resource Conservation Analyst at Corvallis Environmental Center, and the previous 10 years working as a driver with FedEx.

Diversity:

The first ever Culinary World Tour is now completed and was quite successful. The Diversity Council would like to thank all those who participated in the event and those that brought the delicious dishes that were shared. There were dishes brought that represented five of the seven continents. The idea behind this event was to remind employees about the LTD Diversity Council and to show that as an organization we represent cultures from all over the world.

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AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: MONTHLY PERFORMANCE REPORTS

PREPARED BY: Ron Kilcoyne, General Manager

ACTION REQUESTED: None

BACKGROUND:

In response to a request by the Board for regular reporting on the District's performance in several areas, monthly performance reports are provided for the Board's information.

ATTACHMENTS: September 2012 Performance Reports *(to be sent out electronically before the regularly scheduled meeting date)*
August 2012 RideSource Activity and Productivity Report

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Special Mobility Services: RideSource Activity and Productivity Information

August-12	Current Month	Prior Year's Month	%	Current YTD	Previous YTD	%	Current 12 Month	Prior 12 Month	%
			Change			Change			Change
RideSource Ridership	16,698	16,482	1.3%	31,992	31,137	2.7%	194,932	185,333	5.2%
RideSource(All Modes)	13,665	12,945	5.6%	26,673	25,025	6.6%	158,289	152,077	4.1%
Shopper	584	520	12.3%	1,068	926	15.3%	6,086	5,263	15.6%
Escort Volunteers-Metro	1,087	1,358	-20.0%	2,006	2,397	-16.3%	14,709	12,237	20.2%
Escort Volunteers-Rural	1,362	1,659	-17.9%	2,245	2,789	-19.5%	15,848	15,756	0.6%
RideSource Cost per Ride	\$ 22.64	\$ 21.05	7.6%	\$ 23.13	\$ 21.93	5.5%	\$ 22.30	\$ 21.36	4.4%
RideSource(All Modes)	\$ 26.36	\$ 25.43	3.7%	\$ 26.47	\$ 25.92	2.1%	\$ 26.22	\$ 24.73	6.0%
RideSource Shopper	\$ 14.06	\$ 14.92	-5.7%	\$ 14.08	\$ 15.95	-11.7%	\$ 14.66	\$ 15.79	-7.2%
RideSource Escort	\$ 3.92	\$ 3.28	19.4%	\$ 4.46	\$ 3.75	19.0%	\$ 3.54	\$ 4.13	-14.2%
Ride Reservations	14,675	13,562	8.2%	28,737	26,127	10.0%	170,183	160,513	6.0%
Cancelled Number	1,095	1,132	-3.3%	2,254	2,181	3.3%	15,545	15,259	1.9%
Cancelled % of Total	7.46%	8.35%		7.84%	8.35%		9.13%	9.51%	
No-Show Number	173	149	16.1%	357	287	24.4%	2,019	1,776	13.7%
No-Show % of Total	1.18%	1.10%		1.24%	1.10%		1.19%	1.11%	
Ride Refusals Number	0	0	0.0%	0	0	0.0%	2	2	0.0%
Ride Refusals % of Total	0.00%	0.00%		0.00%	0.00%		0.00%	0.00%	
Service Hours	8,096	7,354	10.1%	15,664	14,028	11.7%	91,022	83,079	9.6%
Agency Staff	7,856	7,089	10.8%	15,203	13,587	11.9%	88,263	80,705	9.4%
Agency SMS Volunteer	240	265	-9.4%	461	441	4.5%	2,759	2,374	16.2%
Avg. Trips/Service Hr.	1.76	1.83	-3.8%	1.77	1.85	-4.3%	1.81	1.89	-4.2%
RideSource System Miles	102,382	95,058	7.7%	198,202	182,490	8.6%	1,145,223	1,091,236	4.9%
Avg. Miles/Trip	7.19	7.06	1.8%	7.14	7.03	1.6%	6.97	6.94	0.5%
Miles/Vehicle Hour	12.65	12.93	-2.2%	12.65	13.01	-2.7%	12.58	13.13	-4.2%

Special Mobility Services: RideSource Activity and Productivity Information

<u>August-12</u>	<u>Current Month</u>	<u>Prior Year's Month</u>	<u>% Change</u>	<u>Current YTD</u>	<u>Previous YTD</u>	<u>% Change</u>	<u>Current 12 Month</u>	<u>Prior 12 Month</u>	<u>% Change</u>
On-Time Performance %	89.4%	86.8%	3.0%	88.9%	87.3%	1.9%	88.2%	86.2%	2.4%
Sample	12,239	11,718		23,853	22,643		141,505	137,651	
On-Time	10,947	10,175		21,209	19,758		124,799	118,612	

- RideSource (All Modes) includes all rides except Shopper, Escort, & Taxi
- Escort Volunteers-Metro includes in-district volunteer rides and SMS volunteer escort rides.
- Escort Volunteers-Rural is out of district volunteer rides.

- RideSource System Miles includes miles by volunteers in agency vehicles.

- On-Time Performance reflects a 100% sample of all rides with scheduled pickup times, plus will-call rides. The standard is +/- 10 minutes for scheduled pickups and within 30 minutes of will-call request.

AGENDA ITEM SUMMARY

DATE OF MEETING: October 17, 2012

ITEM TITLE: ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING

PREPARED BY: Jeanne Schapper, Administrative Services Manager/Clerk of the Board

ACTION REQUESTED: None

BACKGROUND:

Taking into consideration summer schedules, July and August Board meeting have been canceled. If there is an issue requiring Board action that should arise during the summer, a meeting with the Board will be scheduled. The action or information items listed below will be included on the agenda for future Board meetings.

- A. **Lane Coordinated Human Services Transportation Plan:** At the November 12 Board meeting, staff will review the process involved with updating the Lane Coordinated Human Services Transportation Plan and the development of state discretionary grants. The Plan will be ready for a public hearing and Board approval in early 2012.
- B. **RideSource Out-of-Area Service Review:** The Board asked that the RideSource Out-of-Area Service program be revisited following a six-month extension of the program. Staff will report usage figures at the November 12 Board meeting.
- C. **Long-Range Transit Plan:** An update on progress of the Long-Range Transit Plan will be presented to the Board at the November 12 Board meeting.
- D. **River Road Station:** At the November 12 Board meeting, staff will review discussions pertaining to the development of a Park & Ride and transfer station as part of the former Santa Clara Elementary School property development plan.
- E. **Statewide Transportation Improvement Program (STIP):** The State is soliciting for project proposals as part of the 2015-18 STIP funding process. Staff will review the local process that feeds into the regional and state processes at the November 12 special Board meeting.
- F. **Point2point Bike Parking Study:** Point2point has selected a vendor to complete a bike parking study for the Lane metro area. As the consultant prepares to field the study, staff will be providing the Board with a review of the study elements at the November 12 special Board meeting.
- G. **Board Room Modernization Update:** An update will be provided to the Board at either a November or December Board meeting.
- H. **Legislative Agenda:** At the December Board meeting, staff will provide an overview of funding requests and discuss strategy for the 2013 Legislative Session.
- I. **Sustainability: Green Team Report:** An update will be provided to the Board at the December Board meeting.

- J. **Budget Committee Appointments:** At the end of this calendar year, two Budget Committee members' terms will expire. Appointments will be approved at a Board meeting later this fall.
- K. **Board Strategic Planning Session:** A Board strategic planning work session will be scheduled for early 2013.
- L. **Annual Performance Report:** Staff will provide a FY 2011-12 Performance Report to the Board at a meeting later this winter.
- M. **Appropriate Level of Service:** Staff began collection analysis in July, and a presentation will be made to the LTD Board at a future meeting.
- N. **LTD/ATU Pension Work Group:** At a future Board meeting, staff will report on the process and progress of this work group.

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Lane Transit District
P. O. Box 7070
Springfield, Oregon 97475
541- 682-6100
Fax: 541- 682-6111

September 1, 2012

MEMORANDUM

TO: Christopher MacNeith, Area Civil Rights Officer Region 10

FROM: Heather Lindsay, Service Planner

RE: **Compliance with Federal Transit Administration (FTA)
Circular 4702.1A (Title VI)**

PART I GENERAL REPORTING REQUIREMENTS

I. Annual Title VI Certification and Assurance

The FTA Civil Rights Certification and Assurance is attached (Appendix A).
The DOT Title VI Assurance is on file at FTA.

II. Title VI Complaint Procedures

Lane Transit District (LTD) has procedures in place to investigate and track Title VI complaints, including a Title VI policy, directions detailing how to file a complaint, an explanation of how the complaint will be investigated, and a LTD complaint form. (Appendix B).

III. Title VI Investigations, Complaints, and Lawsuits

LTD had two complaints in 2012. The first complaint was investigated and the video showed that the bus operator in no way deliberately left the complainant. The second complaint is still being investigated. LTD has not been able to get in touch with the complainant. Please see (Appendix C) for Title VI Investigations and Complaints.

IV. Provide Meaningful Access to Limited English Proficiency (LEP) Persons

FACTOR 1: THE NUMBER AND PROPORTION OF LIMITED ENGLISH PROFICIENCY PERSONS SERVED OR ENCOUNTERED IN THE ELIGIBLE SERVICE POPULATION

LTD Experience with Limited English Proficiency (LEP) Persons

LTD primarily serves Spanish-speaking customers with limited English proficiency. LTD staff who come in contact with persons who cannot speak any English or who speak limited English depends on the department/function of the staff.

Accommodations are in place to assist LEP customers with accessing the bus system. For example, LTD has bilingual/bicultural staff who work in the Customer Service Center, the Marketing Department, and some bus operators. Both English and Spanish are included in the LTD Rider’s Digest (complete route, schedule, and information booklet), in all of the information posted at transit stations, and on the fare vending machines. LTD includes materials in Spanish at all public outreach meetings regarding service, and bilingual staff are available at all workshops and open houses. In 2008 LTD began using the local Spanish radio station to recruit employees, promote open houses and other LTD activities, and most recently to recruit for Board members. LTD also has recently contracted with Language Line® Services for telephone interpreter services, which allows staff to access more than 170 languages, 24 hours a day, seven days a week. All of the LTD Customer Service, Operations, and administrative secretarial staff have access to this service. All mission-critical information is posted in Spanish on LTD’s website. In addition, LTD offers Spanish classes to employees from time to time. The classes focus on common phrases and terminology, such as fares, route numbers, ages, etc., that an employee may encounter when speaking with an LEP customer.

Lane County Census Data

The data from the U.S. Census Bureau describes the English language proficiency of people based on the language they speak at home. Residents of Lane County were asked if they spoke a language other than English and to indicate their ability to speak English in one of the following categories: very well, well, not well, or not at all.

Table AA compares the trends over time and over geography of the percent of the population five years and older that were reported to speak English “less than well.” The data for 1990 and 2000 is from the Decennial Census (Tables P028 and P19, respectively); the other data are from four successive American Community Survey three-year estimates (ACS Table C16004). Data for the Eugene Urbanized Area were not available from ACS2008-2010

Table AA. Percent of the Population Five Years or Older that Speaks English Less Than “Well”

	Census	Census	ACS	ACS	ACS	ACS
Percent of Population Five years or older	1990	2000	2005/07	2006/08	2007/09	2008/2010
<i>Speak English Not Well or Not at All</i>						
United States	2.9%	4.2%	4.8%	4.8%	4.7%	4.7%
Oregon	1.4%	3.3%	3.9%	3.8%	3.6%	3.5%
Lane Co.	0.6%	1.4%	1.6%	1.5%	1.4%	1.6%
Eugene Urbanized Area	0.7%	1.5%	2.0%	1.8%	1.6%	N/A

This table shows, for example, that in the 2009 time frame, nationally 4.7 percent of the population reported an ability to speak English less than “well”; the percentage in Oregon was 3.5 percent.

In the same time frame, within Lane County, 1.6 percent of the population reported an ability to speak English as less than “well.” Within the boundaries of the Eugene Urbanized Area (approximately the boundaries of the Central Lane Metropolitan Planning Organization (MPO), which includes the cities of Eugene, Springfield, and Coburg, and comprises a large part of Lane Transit District), a comparable 1.6 percent of respondents reported an ability to speak English as less than well.

As the overlapping ACS periods are correlated, comparison between the individual ACS results should be made with caution. However, it does appear that language difficulties have not accelerated over the past 10 years when compared with the prior 10 years (1990-2000), a period when larger rates of change were observed. That is, the percentage of persons in this area who have difficulty speaking English appears to have stabilized at a rate of around 1.6 percent.

People who speak English as a second language come from a variety of lingual and cultural backgrounds. The ACS groups these languages into three primary collective language groups: Spanish, Other Indo-European, and Asian and Pacific Island. There is an additional category for ‘Other.’ In both Lane County and the Eugene Urbanized Area, Spanish is the predominant second language to English. Table AB shows the languages as a percent of the population in the Eugene-Springfield area. Comparisons with ACS 2005-2007 indicate that the distribution has changed little over the past several years.

Table AB. Language Spoken at Home Within the Population Five Years and Older

ACS 2007/09	Eugene, OR Urbanized Area	
	Estimate	% Pop.
Total: Population Five years and older	224,473	
Speak only English	196,431	87.5
Speak Spanish	14,243	6.4
Speak Other Indo-European languages	5,916	2.6
Speak Asian and Pacific Island languages	6,638	3.0
Speak other languages	1,245	0.6

Source: U.S. Census Bureau, 2007-2009 American Community Survey
 (Note: The ACS margin of error for the very small data shares is large.)

Table AC summarizes the trends in the percent of the population (five years and older) within the Eugene Urbanized Area that speak Spanish and other languages in the home. This data shows that, since 1990, an increasing proportion of the population speaks languages other than English in the home. Spanish is the fastest growing language in this area, with almost a threefold increase as a percent of the population since 1990. Other languages are also increasing in frequency, but at a slower rate than Spanish. However, languages other than English are about equally as likely to be spoken as Spanish.

The data suggests that proportionately more Spanish speakers speak English “less than well” compared with those who speak Other Languages. For the 2007/2009 period, approximately 82 percent of Spanish speakers (5.2 percent of the 6.4 percent total) reported speaking English “very well” or “well”, compared with 92 percent (5.7 percent of the 6.2 percent total) of those who speak Other Languages. Overall, the percent of non-English speakers who speak English less than “well” has increased since 1990, but appears to have stabilized in the last 10 years. Note, however, that the margin of error for the very small shares in the ACS is relatively high, and that these trends may not be significant.

Table AC. Language Ability of the Population Five Years and Older Over Time Within the Eugene Urbanized Area

	Census	Census	ACS
Eugene Urbanized Area	1990	2000	2007/09
Population 5 or older	176,427	210,334	224,473
Speak only English	93.7%	91.1%	87.5%
Speak Spanish	2.3%	4.5%	6.4%
<i>Speak English Very Well or Well</i>	<i>1.93%</i>	<i>3.5%</i>	<i>5.2%</i>
<i>Speak English Not Well or Not at All</i>	<i>0.33%</i>	<i>1.0%</i>	<i>1.2%</i>
Speak Other Languages	4.0%	4.4%	6.2%
<i>Speak English Very Well or Well</i>	<i>3.60%</i>	<i>4.0%</i>	<i>5.7%</i>
<i>Speak English Not Well or Not at All</i>	<i>0.40%</i>	<i>0.5%</i>	<i>0.5%</i>

Source: U.S. Census Bureau, 2007-2009 American Community Survey
 (Note: The ACS margin of error for the very small data shares is large.)

Table AD shows language proficiency by age group. It also shows that a greater percentage of the 5-17 age population (15.5%) speaks a language other than English when compared with the middle-aged (13.2%) and elderly (5.5%) age groups. Within each age group, the group that is more likely to have difficulty with English is the 18-64 age group with 14.1 percent of those with English as a second language reporting that they speak English ‘not well or not at all’ compared with 8.8 percent of the youth and 11.6 percent of the elderly.

Table AD. Language Ability of the Population Five Years and Older Within the Eugene Urbanized Area, by age group

ACS 2007/09	Eugene, OR Urbanized Area		% of the other than English population in each age group
	Estimate	% Pop in each age group	
Total Population aged 5 to 17 years	33,008		
Speak only English	27,887	84.5%	
Speak English Very Well or Well	4,672	14.2%	91.2%
Speak English Not Well or Not at All	449	1.4%	8.8%
Total Population aged 18 to 64 years	161,708		
Speak only English	140,432	86.8%	
Speak English Very Well or Well	18,268	11.3%	85.9%
Speak English Not Well or Not at All	3,008	1.9%	14.1%
Total Population aged Over 64 years	29,757		
Speak only English	28,112	94.5%	
Speak English Very Well or Well	1,454	4.9%	88.4%
Speak English Not Well or Not at All	191	0.6%	11.6%

Source: U.S. Census Bureau, 2007-2009 American Community Survey
 (Note: The ACS margin of error for the very small data shares is large.)

Overall, within the Eugene-Springfield Urbanized area, the population with limited English proficiency is small and growing slowly. Outreach to the middle-aged, Spanish-speaking population is more likely to be needed than to any other group.

FACTOR 2: THE FREQUENCY THAT LEP IS IN CONTACT WITH YOUR PROGRAMS

The ACS 2007/2009 data sets for workers age 16 years and older provide data for travel to work. Within the ACS data, the mode of transportation by language proficiency of commuters was surveyed. Table AE lists the results. LEP was limited in the data set to two categories of English vs. Other Languages, as shown, due to small sample sizes.

Table AE. Percent of LEP Populations by Mode Used as Means of Transportation to Work by Workers 16 Years and Older in Eugene, OR Urbanized area

ACS 2007/09	Mode	ALL	English	Other languages proficiency	
				Very well	Less than Very Well
	Single Occupancy Auto	69%	70%	63%	54%
	Shared Ride Auto	9%	8%	8%	22%
	Transit	5%	5%	7%	10%
	Walk	5%	5%	8%	5%
	Bike, Motorcycle, etc	7%	7%	10%	7%
	Work at home	5%	5%	5%	2%
		100.0%	100.0%	100.0%	100.0%

Source: U.S. Census Bureau, 2007-2009 American Community Survey
 (Note: The ACS margin of error for the very small data shares is large).

The data shows a shift to lower single occupancy vehicle usage and greater use of all non-auto modes between those who speak only English and those who are able to speak English as a second language “very well.” When comparing mode usage for those who speak English “less than very well”, the data shows a significant decline in single occupancy auto usage, a high preference for shared auto mode (22%), and double the preference for transit with a 10% share. This is a higher share than was found using the 2005-2007 ACS data and it may reflect the effect of higher gas prices in the depressed economy of circa 2008 on persons who are more likely to have limited incomes. Again, the sample sizes in the survey are small so these results must be viewed with some caution. However, as LTD operates travel demand management services, including car and vanpooling in addition to transit, language assistance also should be considered in the TDM program to assist those persons with LEP who may wish to participate in this program as opposed to forming their own carpools.

Table AF shows that of the population using transit, 18 percent (11% + 7%) spoke languages other than English at home, and 7 percent of transit users spoke English “less than very well.” This compares with the overall population of workers, among which only 4 percent spoke English “less than very well.”

Table AF. Percent of Mode Use by LEP Populations of Workers 16 Years and Older in Traveling to Work in the Eugene, OR Urbanized area

ACS 2007/09	English	Other language proficiency		Total
		Very well	Less than Very Well	
Workers 16 years and older	88%	8%	4%	100.0%
Single Occupancy Auto	90%	7%	3%	100.0%
Shared Ride Auto	84%	7%	9%	100.0%
Transit	82%	11%	7%	100.0%
Walk	85%	12%	3%	100.0%
Bike, Motorcycle, etc	85%	11%	4%	100.0%
Work at Home	90%	8%	2%	100.0%

Source: U.S. Census Bureau, 2007-2009 American Community Survey

Table AG examines the means of transportation to work by workers 16 years and older by race. These results show that persons of race other than White alone or Hispanic/Latino use transit somewhat more frequently (8% vs. 5% to 6%). Table AH shows that 19 percent of transit riders are persons who are other than White alone.

Table AG. Percent of Racial Populations by Mode Used as Means of Transportation to Work by Workers 16 Years and Older in Eugene, OR Urbanized Area

ACS 2007/09, Mode	ALL	White Alone/Non-Hispanic	Hispanic/Latino	Other
Single Occupancy Auto	69%	70%	64%	63%
Shared Ride Auto	9%	8%	16%	15%
Transit	5%	5%	6%	8%
Walked	5%	5%	7%	5%
Bike, Motorcycle, etc	7%	7%	3%	7%
Work at home	5%	5%	2%	3%
	100.0%	100.0%	100.0%	100.0%

Source: U.S. Census Bureau, 2007-2009 American Community Survey

Table AH. Percent of Mode Used by Racial Populations of Workers 16 Years and Older in Traveling to Work

	White/Non-Hispanic	Hispanic/Latino	Other	
Workers 16 years and older	86%	6%	8%	100.0%
Single Occupancy Auto	87%	6%	7%	100.0%
Shared Ride Auto	76%	11%	13%	100.0%
Transit	81%	7%	12%	100.0%
Walk	85%	8%	7%	100.0%
Bike, Motorcycle, etc	89%	3%	8%	100.0%
Work at home	92%	3%	5%	100.0%

These results indicate that minorities are a disproportionately larger population of users of transit services and that approximately 7 percent of transit riders speak English “less than very well.” The results also indicate that carsharing is an important mode choice to persons other than White alone, and that 9 percent of those travelers have LEP.

FACTOR 3: THE IMPORTANCE OF YOUR PROGRAM AND SERVICES TO LEP PERSONS

Tables AE-AH indicate that minorities in general and LEP persons tend to utilize transit at a higher rate than others to travel to their work place. *Thus, LTD provides an important service to this population.*

FACTOR 4: THE RESOURCES AVAILABLE TO THE RECIPIENT AND THE COSTS

LTD is committed to assuring that resources are used to reduce the barriers that limit access to its information and services by LEP customers. LTD will continue to expend a reasonable portion of its budgetary dollars to meet the language assistance needs of its customers.

LTD assessed its available resources that could be used to provide language assistance and opportunities for improvement. These included the following: identifying bilingual staff, reviewing existing contracts for professional translation services, determining which documents should be translated, subscribing to telephone translation services, bilingual printing of the LTD Rider's Digest (English/Spanish), translation of the LTD website, providing bilingual staff at the LTD Customer Service Center, and recruiting for bilingual/bicultural employees.

LTD will continue to concentrate on the Spanish-speaking population since it is both the fastest growing LEP population and the largest population speaking other than English in the home. However, the results above indicate that LTD must continue to be open to the need to provide language assistance to non-Spanish-speaking customers as the need may arise.

After analyzing the four factors above, LTD developed the following plan for providing language assistance to LEP persons.

LTD Limited English Proficient Plan

Goals and Objectives

1. Comply with federal regulations¹ to “Improve Access to Services for Persons with Limited English Proficiency” by providing meaningful access to the benefits, services, information, and other important portions of Lane Transit District's programs and activities for individuals with limited English proficiency.
 - a. Translate “vital documents” into Spanish, and if necessary, replace text with pictograms or universal icons.
 - b. Notify the Spanish-speaking population of the availability of free translation and interpretation services, upon request, for non-vital but important documents and information.
 - c. Identify service changes that affect areas with high concentrations of LEP persons and develop mitigation strategies.
2. Develop programs and materials to educate both community leaders who serve Spanish-speaking LEP populations and LEP community members about LTD's services and programs.
 - a. Contact LEP partners to determine culturally appropriate travel-training materials and contact methods for members of their specific communities.
 - b. Using input from community leaders, develop and provide customer orientation to familiarize transit coordinators at community centers and LEP customers with all LTD services and programs.

¹ Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency

- c. Gather community input for designing new pictograms to replace the text in signage where possible.
3. Educate LTD staff regarding LEP programs and policies.
 - a. Work with the Operations Department training staff to improve bus operator training programs related to transporting and communicating with LEP customers.
 - b. Develop standards to certify LTD staff as qualified interpreters and translators.
 - c. Write a policy stating that approved individuals whose competency has been established must perform all interpretation and written translation.

General Strategy

- This program will utilize existing networks² within the Spanish-speaking community to contact, engage, and educate community leaders serving Spanish-speaking LEP populations and LEP community members about LTD's services and programs.
- Utilize LTD's internal taskforce to ensure LTD's LEP program and services appropriately meet the needs of Spanish-speaking LEP populations and LTD's frontline personnel.
- Create a "one-stop shop" within LTD to handle all communications for the Spanish-speaking LEP community.

Primary Target Audience: New immigrants whose primary language is Spanish and who read at least some Spanish.

Members of this group vary in age, education, and income. However, they tend to live in urban or suburban settings, have access to LTD services, have low incomes, and are transit-dependent. Ridership patterns include men and women commuting to work and school, men and women taking children to school and medical appointments, youth riding to school and jobs, and elders going to medical appointments and social activities.

Secondary Target Audience: Recent immigrants from rural areas of Mexico, Central America, and South America. This group is noteworthy because they comprise much of the recent Latino population growth.

Stakeholders

- **Internal:** LTD management; LEP task force; and LTD staff needing to communicate with the Spanish-speaking LEP community regarding legal, service, and ridership issues

² Community-based organizations (CBOs), churches, social clubs, business organizations and state, county, and city social service agencies.

- **External:** Spanish-speaking LEP communities; community-based organizations (CBOs) serving Spanish-speaking LEP populations; Lane Community College (LCC); state, county, and city governments serving Spanish-speaking LEP populations; and Hispanic business groups

Program Elements

1. Outreach – External Stakeholders

- a. CBOs serving Spanish-speaking LEP populations
- b. Urban Spanish-speaking LEP communities
- c. Rural Spanish-speaking LEP communities
- d. Hispanic business associations
- e. State, county, and city governments
- f. Bilingual LTD staff person at public hearings, open houses, and other service outreach activities

2. Outreach – Internal Stakeholders

- a. Employee
- b. Board of Directors and Leadership Council

3. Media – Paid and Earned

- a. Include Spanish when promoting LTD services.

4. Training – LTD Employees and Contracted Personnel (G4S, Transit Hosts, etc.)

- a. Provide employee training (initial focus on front-line staff: bus operators, Customer Service, reception).
- b. Provide staff with a description of the language assistance service offered by LTD.
- c. Offer basic/functional Spanish classes for employees.
- d. Provide staff with specific procedures to be followed when serving a LEP customer, including how to handle a potential Title VI/LEP complaint.

5. Translation Service

- a. Contract for written translation services.
- b. Contract for oral translation services.
- c. Contract with a telephone interpreter line.
- d. Contract for website translation service or, at a minimum, add a link to translation services.

6. Recruit/Hire Bilingual/Bicultural Individuals.

- a. Attend job fairs targeting the Latino/Hispanic population.
- b. Place job announcements in local newspapers, on LTD's website, in e-mail notifications, and any other medium used to attract potential employees, with a note encouraging bilingual (English/Spanish)/bicultural individuals to apply.
- c. Place job announcements on the local Spanish-speaking radio station.

Monitoring and Updating the LEP Plan

This plan is designed to be flexible and should be viewed as a work in progress. As such, it is important to consider whether new documents and services need to be made accessible for LEP persons, and it will be important to monitor changes in demographics and types of services. LTD will update the LEP as required by the U.S. DOT. At a minimum, the plan will be reviewed and updated when it is clear that higher concentrations of LEP individuals are present in the LTD service area.

Dissemination of the Limited English Proficiency Plan

LTD will post the LEP Plan on its website at ltd.org. Copies of the plan will be provided to any person or agency requesting a copy. LEP persons may obtain copies/translations of the plan upon request.

Any questions or comments regarding this plan should be directed to:

Andy Vobora
Director of Customer Services & Planning
Lane Transit District
P.O. Box 7070
Springfield, OR 97475
Andy.Vobora@ltd.org
Phone: 541-682-6100
Fax: 541-682-6111

Action and Preliminary Timeline

Schedule	Program Elements
Ongoing	<ul style="list-style-type: none"> Review literature and translations. Monitor the LEP Program and create quarterly progress reports. Conduct internal and external outreach and trainings. Recruit bilingual/bicultural employees when job openings are available.
Year I: 2008	
Completed	<ul style="list-style-type: none"> Assign a project coordinator. Evaluate existing activities and conduct a gap analysis. Develop a detailed work program.
Completed	<ul style="list-style-type: none"> Full program development Internal/external outreach focusing on service reduction work
Year II: 2009	
Completed Completed	<ul style="list-style-type: none"> Develop and test “Train the Trainer” materials. Conduct trial training sessions.
Ongoing Ongoing Completed	<ul style="list-style-type: none"> Establish “Transit Coordinators” at LEP CBOs. Conduct training sessions at CBOs and other sites as needed. Incorporate LEP information into employee handbook.
Year III: 2010	
Ongoing Completed	<ul style="list-style-type: none"> Develop new ridership icons using community input. Establish “one-stop shop” for all LEP matters.
Completed Completed Completed	<ul style="list-style-type: none"> Develop standards to certify LTD staff as qualified interpreters and translators. Develop bus operator training materials and testing mechanisms. Conduct internal cultural awareness training for all LTD staff.
Year IV: 2011	
Still working on	<ul style="list-style-type: none"> Conduct a comprehensive evaluation to determine the effectiveness of the model and submit the results to LTD management and the FTA.

V. Notify Beneficiaries of Protection under Title VI

The LTD website, the Rider’s Digest, on-board posters, and information kiosks at both transit hubs contain the following statement:

LTD operates its programs without regard to race, color, religion, sex, sexual orientation, national origin, marital status, age, or disability in accordance with Title VI of the Civil Rights Act, ORS Chapter 659 A, or other applicable law. *See Section II, Title VI Complaint Procedures (Appendix B)*, which describes how the public can request further information on nondiscrimination obligations and how to file a Title VI complaint against LTD. These documents are available in both English and Spanish.

VI. Additional Information upon Request

LTD will provide the FTA with additional information to investigate complaints of discrimination or to resolve concerns about possible noncompliance with Title VI.

VII. Summary of Public Outreach

The Hispanic/Latino community continues to grow in the LTD service area. LTD policy includes publishing all major marketing materials in both English and Spanish. LTD's *Rider's Digest* includes a System Map and timetables and is available at a wide variety of locations in the service area, including Bi-Mart stores, Dari Mart stores, participating 7-Eleven® stores, major commercial centers, the University of Oregon, public libraries, public agencies, Centro Latino Americano, as well as on board all of the buses. LTD also places advertisements and announcements in several Eugene/Springfield newspapers. The *Rider's Digest* information pages are printed in both English and Spanish (Appendix K). Other methods used to disseminate information include the following: public hearings, public notices, community workshops/forums, newspaper advertisements, presentations, newsletters, posters in the buses, an on-board newsletter, LTD's website, etc. Public hearing notices are advertised in the local daily newspapers, which are considered the typical choice for legal advertisements and notices in the community. LTD also has information kiosks at the University of Oregon (UO) and the University residence halls. LTD directly targets service information and other information materials to the UO and University student housing and frequently advertises in the student newspaper. LTD staff operate an information kiosk at the UO during student registration and the first week of classes to provide trip-planning assistance to students. Some LTD employees speak Spanish and several LTD Customer Service Center staff are bilingual.

LTD also provides additional bus riding information/presentations in Spanish upon request. Occasionally bilingual materials are produced for special events involving non-English speaking persons. LTD also utilizes an interpreter for persons with hearing loss when requested or when appropriate at public hearings or other District-related activities and meetings. LTD does not publicize its general public hearing notices in Spanish or any other language other than English; however, Spanish ads have been placed as part of project-specific public hearing outreach. Targeted postcard and newsletter mailings are often produced in both English and Spanish as part of LTD outreach efforts. If the minority population in the area increased to a more significant level, LTD would respond to customer needs and provide additional multilingual materials.

Please see *Lane Transit District Service Evaluation Process* in Appendix D and *Fare Changes* in Appendix E for more LTD outreach examples. Some of LTD's communication channels for its fare changes notification include:

- Legal notices are published in general circulation newspapers, including *The Register-Guard*, the *Eugene Weekly*, and the *Springfield Times*.
- Press releases are sent to all area television, radio, and newspaper outlets.
- Articles are published in LTD's on-board newsletter *Bus Talk*.
- Posters are placed inside the buses and at LTD's main transit stations.
- Presentations are made to the District's Accessible Transportation Committee.
- Notices are sent via electronic newsletters, website posting, and on the LTD

Facebook fan page.

- E-mail notices are sent to District Group Bus Pass Program Employee Transportation Coordinators.
- Mailings are sent to a list of Title VI organizations.

The 2010 census data indicates a continued increase in the Asian population. However, Asian populations utilize a variety of different written and spoken languages, unlike the Hispanic community that predominantly uses the Spanish language. Since the increase in the Asian minority population in the area, there was discussion about printing marketing materials in Chinese, Korean, or another Asian language. However, according to input from the UO, the City of Eugene, Lane County, and Asian community members, English is considered to be the most common, universal language among the Asian population in the Eugene/Springfield area.

As stated above, besides the Hispanic community, the other minority communities specifically targeted for information are the UO and occasionally student housing. It should be noted that there is an absence of significant minority populations in the metropolitan area except at the UO. Outside the urban area, LTD distributes the *Rider's Digest* and the System Map to major community centers, schools, and shopping centers in rural areas.

LTD's policy regarding outlining the District's responsibility to limited English proficiency (LEP) persons can be found in Section IV. *Provide Meaningful Access to Limited English Proficient Persons.*

Minority Representation on Decision-Making Bodies

	Total	Composition		
		Minority	Male	Female
Lane Transit District Board of Directors (currently one vacant position)	7	1	6	1
Lane Transit District Budget Committee (non-Board members)	7	1	6	1
Lane Transit District Leadership Council	9	1	6	3
Accessible Transportation Committee (currently one vacant position)	15	7	5	9
Metropolitan Policy Committee	10	1	5	5
Transportation Planning Committee	20	2	13	7

The LTD Board of Directors is appointed by the governor of Oregon and confirmed by the State Senate. The LTD Budget Committee is composed of the LTD Board of Directors and seven community members with expertise in budget areas. The LTD Leadership Council is the agency's main decision-making body for issues that do not have to be approved by the LTD Board. The Metropolitan Policy Committee is composed of two elected officials from the cities of Eugene and Springfield and Lane County; one elected official from the city of Coburg; two representatives from the LTD Board of Directors; and one representative from the Oregon Department of Transportation. The Transportation Planning Committee is composed of staff members from several transportation agencies, including the cities of Eugene and Springfield, Lane County, and LTD. The Accessible Transportation Committee is

an LTD committee created to advise the District on the expenditure of state funds for service to older adults and people with disabilities in Lane County. The committee must, by state law, be composed of providers and users of services for older adults and people with disabilities.

It is the policy of Lane Transit District to select members for decision-making bodies without discrimination as to race, color, religion, national origin, sex, age, or disability. The District actively encourages minorities and females to participate on such boards, councils, and committees. Special efforts have been made on some of the committees to gain minority representation to include persons with disabilities, such as the LTD Diversity Council (an internal LTD advisory committee for AA/EEO issues), the Accessible Transportation Committee, the Insight Workgroup (five people with visual disabilities who meet as needed to advise LTD on transportation issues affecting people with visual disabilities), and the LTD Board of Directors. As the composition of several of the above committees demonstrates, membership is not easily adapted to special minority representation.

VIII. Federal Grant Assistance and Applications Pending

Current Active Federal Grants

Project Number	Funding Type	Funding Year	Description
OR-03-0122-01	5309 Small Starts	2007	Pioneer Parkway EmX
OR-04-0030-01	5309	2008	Paratransit vehicles & signage
OR-04-0035-00	5309	2010	Bus replacement
OR-04-0041-00	5309	2011	VTCLI (Veteran's) Call Center Upgrades
OR-37-X016-02	5316	2006/07/08/09/10/11	JARC funds
OR-57-X012-00	5317	2010	New Freedom funding
OR-90-X151-00	5307	2007	BRT vehicles and miscellaneous capital
OR-90-X152-04	5307	2007/08/09/10	Bus purchases and River Road Station/PM/Vanpool
OR-90-X161-00	5307	2010/11	PM/Security
OR-95-X013-00	STP	2007	Hybrid bus, Rideshare, PBI
OR-95-X019-00	STP	2008/10/11	EmX bus purchases, Rideshare, PM
OR-95-X030-01	STP	2011	UO Station renovation/SmartTrips
OR-96-X006-00	ARRA 5307	2009	Rehab Maintenance Building and PM

Federal Grant Applications Pending Approval

Project Number	Funding Type	Funding Year	Description
OR-90-X164-00	5307	2011/12	West Eugene EmX Pre Proj Dev. EA/Small Starts
OR-95-X035-00	STP	2012	PM/TDM/Rideshare

IX. Analysis of Construction Projects

Bus rapid transit (BRT) represents LTD's newest strategy for innovative transit service. BRT is often described as using buses to emulate the speed, comfort, and convenience of rail systems. LTD began working on development of a BRT system in 1995. At that time, the community was experiencing rapid growth. Increases in traffic congestion were outpacing population and employment growth. The community was not interested in major road expansion, as evidenced by community testimony on the regional transportation plan and a negative vote on expansion of a major thoroughfare, the West Eugene Parkway. Innovative solutions to the community's transportation needs were needed.

Implementing a high-quality, rapid transit system was identified as a solution. EmX (or Emerald Express) is the name of the BRT system that emerged from the community transportation planning process. EmX is considered to be the preferred transit strategy and has been included as a key element of the region's adopted transportation plan. The BRT system has been included in the Regional Transportation Plan and is envisioned to become a 52-mile system to serve the Eugene-Springfield metro area.

The first BRT line, the Franklin EmX corridor, began service in January 2007, and the second segment, the Gateway EmX corridor, opened in January 2011. LTD is partnering with the FTA, local jurisdictions, and community stakeholders to develop a third EmX corridor, the West Eugene EmX Extension (WEEE).

Planning for a third BRT corridor, the West Eugene EmX Extension is currently nearing completion of the environmental planning and review process. The Environmental Assessment for the WEEE project became available for public review beginning July 16, 2012, through August 29, 2012. At the conclusion of the public review period, LTD and FTA will review and respond to comments as part of the project's subsequent environmental documentation. If the FTA finds that all significant impacts have been avoided or mitigated, a Finding of No Significant Impact (FONSI) will be issued. This action would complete the environmental planning and review process. The West Eugene EmX Extension project would then move into the final local review process, whereby the Eugene City Council and the LTD Board of Directors will decide whether or not to reaffirm the locally preferred alternative (LPA). The LPA route for this third BRT segment would travel from the Eugene Station to the terminus at Commerce Street in West Eugene.

Title VI and Environmental Justice play a critical role in the processes that develop the EmX corridors. LTD is working closely with FTA to ensure that the National Environmental Policy Act (NEPA) requirements are met or exceeded for the West Eugene EmX Extension project. Specific public involvement techniques and venues to reach out to Environmental Justice populations regarding the West Eugene EmX Extension are provided in Chapter 7 – *Community Involvement and Agency Coordination* of the Environmental Assessment and in the project's Public Involvement Plan on pages 19 and 20. These and examples of other outreach materials for Title VI and Environmental Justice populations are available at the links below and in the attachments.

During every phase of BRT project development, LTD seeks opportunities to engage with the broad community, in particular with community members that have historically experienced disproportionate adverse impacts from projects. The Eugene-Springfield area has a reasonable Hispanic/Latino population and a significant group of people with

disabilities. LTD maintains a close relationship with nonprofit and social services that assist with communications about BRT projects to these groups. While not an exhaustive list, LTD uses the following communication outreach methods to inform stakeholders:

- Public hearings
- Project updates and mailings
- Open houses
- Fact sheets and handouts
- Project website
- Electronic newsletters and social media
- E-mail communications
- Community events
- Public comment database
- Public comment summaries
- Speaker's Bureau
- Posters
- Elected official briefings
- Display advertisements
- One-on-one interviews
- Media Interface

A summary of the West Eugene EmX Extension public involvement plan may be seen in Appendix F along with a map of future corridors.

X. Public Participation

In February and March, public hearings are held on the third Wednesday of the month, as well as LTD's regularly scheduled Board meeting. Input is received through telephone calls, e-mails, feedback forms, testimony, the LTD Facebook Fan page, etc. Staff and Board members attend business and civic groups, regularly scheduled neighborhood association meetings, as well as the Good Earth Home Show, Fiesta Latina, and the Eugene Celebration. The public is encouraged to fill out feedback forms or to talk with the staff at these functions. Mailings also are sent to a list of Title VI organizations, e-mail notices are sent to District Group Bus Pass Program employee transportation coordinators, and presentations are made to the District's Accessible Transportation Committee.

Please see Appendix D for customer input and LTD's Service Evaluation Process.

PART II
PROGRAM-SPECIFIC REQUIREMENTS AND GUIDELINES

I. Demographic and Service Profile Maps, Overlays, and Charts

Please see demographic and service profile maps, LTD's System Map, overlays (Appendix G), and chart in Table I.

II. Service Standards and Policies

Please refer to Lane Transit District's Service Policy (Appendix H) and FY 2011-2012 Service Summary (Table II).

A. Vehicle Load

LTD has an adopted policy for determining vehicle overloads and criteria for adding service in the event of an overload. The current policy states that service may be added if:

- ◆ Customer loads consistently exceed 1.75 times the seated capacity of the vehicle.
- ◆ Customers are consistently not accommodated on a trip due to full customer loads and the next scheduled trip is more than 30 minutes away.
- ◆ Customers must stand longer than 20 minutes on an individual trip.

This load standard does not apply to special event service. In addition, LTD policy requires all bus operators to immediately report overloads via radio to the Transit Operations Department when an overload occurs. Records of these overloads are kept on file at LTD. LTD has few bus overload problems; many overloads that do occur are on routes to either the University of Oregon, Lane Community College, or on the two main routes between Eugene and Springfield. The LTD Customer Services & Planning Department and Transit Operations Department monitor these trips to determine service additions according to the adopted criteria. Bus operator reports and field checks are the most effective means for monitoring vehicle overloads.

B. Vehicle Headway

A 60-minute headway is the minimum frequency for routes in the urban area except for express routes. This is considered the policy headway. Headways more frequent than the policy headway will be considered based upon demand for the service. The frequency of a route may be increased if the change is necessary to address capacity problems.

Minority and non-minority areas are subject to the same vehicle headway policies outlined in the Lane Transit District Service Policy (Appendix H). Frequency of transit service to minority areas either meets or exceeds LTD's headway policies. (Refer to Table II for frequency of service by route.) Major corridors in minority tract areas typically have transit

service every 30 minutes during daytime and non-peak hours, with some hourly service on weekends.

C. On-Time Performance

In order to reliably make transfers, 90 percent of the buses will arrive no later than two minutes off their scheduled (end-of-trip) arrival time at the Eugene and Springfield Stations. In order to reliably measure system performance, 90 percent of the buses on all routes will depart within four minutes of their scheduled significant timepoints.

Please see Appendix I for an example of LTD's March 2012 on-time performance.

D. Distribution of Transit Amenities

Refer to the Lane Transit District Service Policy (Appendix H) for criteria for transit amenity distribution. Transit amenities include bus stops, bus boarding pads, shelters, bus information units, and major and minor transit stations.

LTD applies the same criteria for transit amenity distribution system wide. Most of the minority areas receive frequent transit service. Therefore, most of the amenities, such as shelters, bus stops, pads, and transit stations, are located (and considered a priority to locate) in these areas. See Appendix G for map Figures 4 and 5. These figures show the Metro Area Minority Census Tracts with bus stops that have shelters and benches.

There are over 1,262 bus stops in the LTD service area. Bus stops are located virtually every two blocks in the urban area and may be spaced farther apart in the non-urban areas. Concrete boarding pads make most bus stops (81 percent) accessible to customers in mobility devices. Bus stop information units (timetables) also are placed at over 385 high-use boarding locations in the system. Most inbound bus stops along the major corridors have information units, and all non-urban routes contain at least one information unit. Criteria for placement of information units include high-use boardings, staff input, and type of service. Currently there are 181 bus shelters in the LTD service area, typically found at most high-use boarding locations. LTD also has 347 bus stops with benches at high-use boarding locations. Shelters and benches also are placed at boarding locations with high usage by elderly customers and customers who are mobility impaired.

Major and minor transit stations are located throughout the system at high-use boarding areas, major trip generators, and transfer locations. (Refer to the LTD System Map in Appendix G for facility locations.) The Eugene Station, Springfield Station, and the UO Stations are the primary transit stations serving LTD bus riders, and they are located in minority census tract areas. The Eugene Station and the University of Oregon are the top destinations in the LTD service area. Criteria for transit station placement are the same for non-minority and minority areas.

Most routes serving minority and low income areas meet or exceed LTD service standards. Routes that do not meet productivity standards are reviewed annually to determine if service adjustments can be made to improve ridership. Minority areas are subject to the same District route performance criteria and system service standards as non-minority areas. LTD worked with various neighborhood groups when significant service changes were proposed.

E. Service Availability

Urban. Urban routes are arterial routes that operate from major transit stations.

Express. Express routes are limited-stop routes that operate in peak direction.

Neighborhood/Connector. Neighborhood/connector routes operate within neighborhoods or along designated shuttle routes in the urban core.

College Commuter. College commuter routes are routes serving specific school locations.

Rural. Rural routes operate outside the urban growth boundary and provide lifeline service to rural communities within the District.

EmX. EmX routes are routes operating along designed EmX corridors.

Contracted. Contracted routes are those paid for by other agencies or schools. (Routes may have portions of the route that are contracted service, but they still will be designed under their primary mode of operation; e.g., in 2011 route 79x UO/Kinsrow and route 82 LCC/Pearl.)

Route scheduling will take into consideration the following factors:

1. Staggering routes on major arterials
2. Minimizing the necessity to transfer
3. Minimizing transfer time when transfers are necessary
4. Maintaining consistency and clarity of timetables for customers
5. Arriving and departing at major destinations in a timely manner (i.e., meeting class schedules at LCC and the UO)

Whenever possible, routing will be direct, using major arterials and neighborhood collector streets to provide the shortest practical travel time between points on a line. When possible, terminal points at both ends of a route should be located at major activity centers to ensure ridership in both directions of operation.

When possible, routes will be structured as two-way line routes. Line routes reduce travel time and are easier for the public to understand. Loops at the end of routes will be used as a turnaround and to provide neighborhood coverage.

Refer to Table II and Table III for a summary of route performance characteristics, such as ridership, productivity, and frequency. Refer to the Lane Transit District Service Policy (Appendix H) for policy and criteria regarding vehicle load, headway, transit access, amenity distribution, and service provision. Refer to LTD's Bus Rapid Transit's Environmental Impact Statement Public Involvement Plan (Appendix F) for information about LTD's long-range service. Additional comments regarding route performance factors are listed below.

System-Wide Service Policies

A. Vehicle Assignment

The Planning & Development and Fleet Maintenance Departments determine vehicle assignments. LTD currently has 117 vehicles and three different types of vehicles: 30-foot, 40-foot, and 60-foot vehicles with the following series in the active fleet: 150, 250, 300, 770, 1000, 1100, 6100, 6200, 7100, and 9100 series. (Refer to Table IV for the FY 2011-2012 fleet description.) Currently the 60-foot articulated buses are only on selected trips of ten routes (11, 12, 51, 52, 73, 78, 79x, 81, 82, and 98) and assigned to special event service. A vehicle is assigned to a particular route based upon vehicle criteria listed below.

Vehicles assigned to routes serving minority census tract areas are subject to the same vehicle assignment criteria as bus routes serving the non-minority areas.

1. Routes and schedules with high ridership typically require high-rider-capacity vehicles. The 60-foot 770-series, 1000-series, 7100-series, 6100-series, and 9100-series buses are assigned to these routes, such as routes serving the UO and LCC. Occasionally a limiting factor in assigning a 300-series vehicle is that they are low-floor vehicles and cannot be used on some rural routes that do not have adequate access for lift use.
2. The 250-series buses are a 30-foot vehicle. These vehicles are assigned almost exclusively to routes 1, 17, 18, 33, and 55.
3. All vehicles must have a functioning wheelchair lift/ramp. If a lift/ramp is not functioning, a replacement vehicle with an operating lift/ramp will be reassigned to the schedule.

Other less significant criteria used for assigning vehicles include the following:

1. The Fleet Services Department may request certain vehicles to be placed into service to rotate mileage on "spare" vehicles.
2. Occasionally bus operators may request a specific bus because of physical limitations. Vehicle assignment may be changed to accommodate a bus operator.
3. Vehicle assignment also may depend on weekday vs. weekend service. For example, high weekday ridership routes typically do not have capacity problems on Sundays.
4. The entire fleet is equipped with air conditioning.

B. Transit Security

In 2003, the LTD Board of Directors passed an ordinance (Ordinance 36) regulating passenger behavior while on District property, including buses. In 2008, a full-time Security Manager was hired to oversee all District security issues. Enforcement of Ordinance 36 was originally accomplished by Operations supervisors, but by 2000 it was evident that more training was needed or the District needed to hire a full-time security patrol. A new contracted security patrol was hired in Spring 2000 when the new Eugene Station was opened. Security personnel patrol LTD facilities during most hours of operation.

Along with the opening of the Eugene Station and eventually the Springfield Station in 2007, significant security enhancements were made to include digital video surveillance and access control for all LTD facilities.

In January 2008, an Emergency Preparedness and Security Plan was developed and adopted by the Board of Directors. This plan incorporated FTA and American Public Transit Association (APTA) guidelines and recommendations. This plan requires all employees and contract employees to be trained on the procedures, system safety, security, and emergency preparedness plans. Procedures implemented included the use of CPTED principles during the design of facilities, signage, video surveillance, employee background checks, access control, identification badges, protection of information and assets, emergency supplies, and reporting security incidents and concerns. The Transit Watch Program was implemented using signage at LTD's transit stations and on the buses.

In 2008, the Districts bus rapid transit system (BRT) was implemented. EmX (Emerald Express) is patrolled daily by security officers. These security officers began fare enforcement aboard EmX in August 2009. In 2011, a second EmX line began operation and security is doing fare inspections on that line, as well.

III. Evaluation of Service and Fare Changes

A. Route Changes

Service changes and facility improvements are implemented according to the criteria included in the LTD Service Policy (Appendix H).

Please see LTD's Annual Route Review Description (Appendix D) for LTD's service evaluation process and 2009, 2010, 2011, and 2012 service change summaries.

Service between the Eugene Station and the UO has been enhanced with the introduction of the District's first bus rapid transit service, which began in January 2007. The EmX Green Line provides 10-minute weekday frequency and serves two primary campus stops, along with providing connections at both the Eugene Station and the Springfield Station. A second line was added in January 2011, which serves the Gateway area and Sacred Heart Medical Center at Riverbend.

All minority and non-minority census tracts are identified. Please see the census tract map and overlays (Appendix G). Also refer to Table I, which highlights 2010 minority population by census tracts and by minority tracts.

An inventory of routes serving minority tracts is listed below. The structure of LTD bus routes is organized so that all routes operating in a similar neighborhood are aggregated into a sector using number groupings.

For example, all routes numbered in the 20s operate in South Eugene, all routes numbered in the 30s operate in West Eugene, and all routes numbered in the 70s serve the UO, etc. (see Table II). Where appropriate, service levels are measured and analyzed by sector.

INVENTORY OF LTD BUS SERVICE TO MINORITY CENSUS TRACTS	
Minority Tract	Route(s) in Service
19.02	11
19.03	11, 91
19.04	11
20.02	17
21.01	EmX
21.02	12, EmX
23.01	51, 52
24.04	51,52
25.01	41, 43, 95
25.03	41, 43
25.04	41, 43, 93
26.00	40, 41, 43, 95
27.00	55
28.00	51, 52, 55
29.02	66, 67, 96
29.04	66, 67
31.01	12, 66, 67, 96
31.02	12, 13, 66, 67, 79x, 96
32.01	13, 19, EmX
32.02	11, 13, 19, EmX
33.01	12, 13, 18, EmX
33.02	11, 12, 18, 85, 91, EmX
34.00	11, 13, 17, 18
37.00	27, 28, 73, 76, 78, 79x, 81, 92, 98, EmX
38.00	1, 12, 13, 24, 27, 28, 36, 73, 76, 78, 79x, 81, 82, 91, 92, 98, EmX
39.00	1, 12, 13, 24, 27, 28, 32, 33, 36, 40, 41, 43, 51, 52, 66, 67, 73, 76, 78, 79X, 81, 82, 91, 92, 93, 95, 96, 98, EmX
40.00	1, 51, 52, 66, 67
42.00	40, 41, 43, 95
43.00	32, 40, 41, 43, 93
44.01	36, 41, 43, 76, 78, 93
44.03	32, 36, 41, 43, 76, 78, 93
45.02	32, 33, 41, 43, 76, 93
45.01	32, 33, 36, 41, 43, 76, 78, 93
48.00	27, 28, 73, 78, 81, 82, 92
51.00	24, 28, 73, 82, 92

B. Span of Service

In 2009-2010, there were minor service changes.

- Route 1 Campbell Center: A trip was added departing from the Eugene Station.
- Route 12 Gateway: New trips were added to provide 15-minute service from the Eugene Station and Springfield Station.
- Route 27 Fairmount: Three trips were eliminated because of low productivity.
- Route 30 Bertelsen: A trip was added to replace Route 430, which was a school route.
- Route 36 West 18th Avenue: Service was eliminated to *Pitchford at Westec* using Willow Creek Road. This portion of the route was created for Hynix employees and there was no need to keep this section of the route when the plant shut down.
- Route 55 River Road Connection: Two trips were eliminated because of low productivity.
- Route 64 Sheldon Plaza/The Register-Guard. The route was eliminated. This area was still served by routes 66 and 67. Route 66 trips were added in the p.m. to provide 15-minute service.
- Route 67 Coburg Road/Valley River Center. Three trips were added to this route.
- Route 79x UO/Kinsrow: Sixteen (16) trips were added throughout the day leaving from the UO. Three one-way trips leaving *Commons at Garden Way* were added, and one trip leaving the *UO Station, Kincaid at 12th* was added. On Saturday, seven new trips were added to the route.
- Route 82 LCC/Pearl: Three new outbound trips to LCC leaving the Eugene Station were added. Six new inbound trips to the Eugene Station from LCC were added to the route.
- Route 96x Coburg Express was eliminated because of low ridership. Alternative service was provided by route 96.

In 2010-2011, LTD experienced a 12 percent service reduction.

- Gateway EmX service began on January 9, 2011.
- Route 11 Thurston: Two trips were eliminated.
- Route 24 Donald: One trip was added.
- Route 25 Amazon was eliminated; alternative service was available on routes 24 and 28.
- Route 28 Hilyard: Three trips were added, as well as Saturday and Sunday service.
- Route 30 Bertelsen was eliminated. Alternative service was available on routes 36, 41, 43, 76, and 78.
- Route 33 Jefferson: Two trips were eliminated because of low ridership.
- Route 36 West 18th Avenue: Routing changes were made.
- Route 43 West 11th Avenue/Barger: Four evening trips were added, as well as a new trip added on Saturday and Sunday.
- Route 51 Santa Clara: Madison Middle School service and six other trips were eliminated. Alternative service was available on route 51.
- Route 52 Irving: Two trips were eliminated on weekdays, four trips were eliminated on Saturday, and one trip was eliminated on Sunday.

- Route 73 UO/Willamette: Two morning weekday trips were eliminated; service between 10:05 a.m. and 12:05 p.m. was eliminated. Alternative service was available on route 24. One trip was added around 2:05 p.m. Weekday evening service starting at 7 p.m., Saturday, and Sunday service was eliminated. Alternative service for weekday evening, Saturday, and Sunday was available on route 24.
- Route 76 Warren had routing changes and operated hourly between 9 a.m. and 2 p.m. and every half hour between 7 a.m.-9 a.m. and 2:30 p.m.-6:08 p.m. Some trips would not operate during the summer.
- Route 78 UO/Seneca Station: Two trips were eliminated.
- Route 82 LCC/Pearl: Two outbound trips were added and one inbound trip was eliminated.

In 2011-2012, no service was reduced during this service change.

In 2012-2013, there were minor service changes.

- Three trips have been added on EmX from the Eugene Station on weekdays and Saturdays. Two evening trips were added on EmX from the Eugene Station on Sundays.
- Route 1 Campbell Center: A minor inbound routing change was made.

Please see Appendix D for Annual Route Review (ARR) service change summaries.

Please see the Lane Council of Governments (LCOG) analysis (Appendix J) for the impact on minority and low-income areas.

C. Fare Changes

Lane Transit District's Fare Policy outlines the practice of raising one or more fares annually. This long-standing practice has allowed the District to make small, incremental increases in fares by rotating changes and providing customers with the ability to shift to more economical fare types. Please see Appendix E for fare changes for 2009-2012, pricing history, and LTD's Fare Policy.

IV. Monitor Transit Service

Lane Transit District will, at a minimum of once every three years, measure the level and quality of service to minority areas using the sampling methodology in FTA Circular 4702.1A. In addition, LTD will evaluate and recommend service improvements once each year during the Customer Services & Planning Department's Annual Route Review. As part of the Annual Route Review, Customer Services & Planning Department staff will monitor the service to minority areas to ensure that nondiscriminatory transit service is provided.

Since 2003, all LTD buses have been equipped with automatic passenger counters. Data obtained with the counters includes route, trip, and stop level data. Table III includes route ridership data.

The annual service improvements are subject to public review and a public hearing process. See Appendix D for a copy of FY 2009-2012 service improvements. LTD has seen tremendous ridership growth over the past three years. This growth has been spurred by a combination of factors, but a significant factor continues to be ridership by LTD group bus pass holders. With approximately 102 organizations participating, nearly 44,971 individuals are provided group bus passes to access LTD services. The opportunity to gain feedback from this segment of the District's ridership is important and is made easier because of the contractual relationship. LTD staff meets regularly with representatives from LCC and the UO. These meetings include student leadership and administration staff. LTD frequently advertises in campus newspapers to reach the broader student body. In addition, every fall at the beginning of the school year, LTD staffs a booth located at the main UO transit station to solicit input from students and to provide bus information to students and staff by answering questions and distributing schedule and route information. Other group pass organizations designate employee transportation coordinators who participate in quarterly meetings to learn about service changes and new services. This group is regularly tapped for feedback on fixed-route changes and comments on group pass rate changes as they come up for review. LTD's Accessible Transportation Committee and the MPO Citizen's Advisory Committee are included, along with internal employee and LTD Board committees. The general public is notified through newspaper ads, press releases, direct mail, etc. LTD customers are provided the highest level of information, including bus signage, rider newsletter articles, signage at transit stations, signage at affected stops, open houses, etc.

As service change proposals are evaluated through the public process, changes are incorporated and analysis is completed. The objective of this analysis is to determine if disparities exist in service quality to minority and non-minority areas and whether LTD has been responsive to customer service needs.

The Lane Council of Governments (LCOG) is the local Metropolitan Planning Organization for the region. LCOG assisted LTD in conducting the analysis using the decennial Census 2010 data and data from the 5-year American Community Survey (ACS) 2006-2010 to describe the selected populations. At the time of writing this report, the Census had not released current data describing the distribution of disabled persons. These data are expected when the 2008-2012 ACS is released. The classification is expected to change from that previously used for Census 2000 and comparison with prior distributions will likely not be useful. This population is not discussed further in the LCOG 2012 report (Appendix J).

This report examines the proximity of service by the Lane Transit District system to five communities of concern within the Eugene-Springfield Urbanized Area (UZA). These five communities are the elderly (persons 65 years and older), minorities (white only and non-Hispanic), persons with Limited English Proficiency, households in poverty, and households with no cars. Comparisons are made between the current (Spring 2012) system, and that of Fall 2009 when a system-wide assessment was last made.

The geographic boundary of Lane Transit District encompasses the UZA within which lies the majority of the residences and employers of the district and within which the majority of travel occurs. The Central Lane Metropolitan Planning Organization (MPO) is responsible for regional planning in this area and collaborates with LTD on analyses. With the recent releases of Census and American Community Survey data, this report updates the geographic distribution of all five groups of concern and provides maps to identify concentrations of protected populations.

1. Coverage has been maintained at a relatively high level wherein almost three quarters of the households in the MPO/ urbanized area have walk-to –transit access (Table 1)
2. Access to persons in nursing and retirement homes in particular and group quarters in general are well covered by transit (Table 2).
3. Transit service is located in areas where there are higher than average concentrations of communities of concern. The exception is the Elderly population (Table 4).
4. The entire Gateway corridor has multiple communities of concern and thus the addition of this route with 10-minute headways and connection to the Springfield Station and CBD is a considerable achievement for LTD (Map 7).

Data analyses provide results that indicate that the Lane Transit District system provides good coverage throughout the urbanized areas of the Eugene-Springfield area. With over 73% of all households within walking distance of a stop or station, access is excellent.

The analyses show that LTD service is provided to persons of all races without discrimination with the exception of the Elderly, although the disparity is quite small.

Certain areas within the UZA are indicated as strong concentrations of minorities without nearby service. LTD is encouraged to review these areas for added service.

A copy of the report, “2011 Origin/Destination Study” is available on request. This study was conducted for LTD by Transit Marketing of CJI Research Corporation in February 2012.