



LANE TRANSIT DISTRICT BOARD OF DIRECTORS WORK SESSION

Monday, March 18, 2019
3:30 – 5:30 p.m.

LTD Board Room
3500 E. 17th Avenue, Eugene
(Off Glenwood Blvd. in Glenwood)

No public testimony will be heard at this meeting.

AGENDA

Time	ITEM	Page
3:30 p.m.	I. CALL TO ORDER	
3:31 p.m.	II. ROLL CALL <input type="checkbox"/> Carl Yeh (President) <input type="checkbox"/> Kate Reid (Vice President) <input type="checkbox"/> Joshua Skov (Secretary) <input type="checkbox"/> Don Nordin (Treasurer) <input type="checkbox"/> Caitlin Vargas <input type="checkbox"/> Steven Yett <input type="checkbox"/> Emily Secord	
3:32 p.m.	III. PRELIMINARY REMARKS FROM THE BOARD PRESIDENT	
3:33 p.m.	IV. COMMENTS FROM THE GENERAL MANAGER <i>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.</i>	
3:34 p.m.	V. ANNOUNCEMENTS AND ADDITIONS TO AGENDA <i>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.</i>	
	VI. ITEMS FOR INFORMATION AT THIS MEETING	
3:35 p.m.	A. AMERICAN BUS BENCHMARKING GROUP PRESENTATION [Mark Johnson] Action Needed: None. Information Only	
4:30 p.m.	B. TRANSIT TOMORROW UPDATE [Tom Schwetz] Action Needed: None. Information Only	2
5:30 p.m.	VII. ADJOURNMENT The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).	



AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 2019

ITEM TITLE: TRANSIT TOMORROW UPDATE

PRESENTER: Daniel Costantino, Senior Associate Jarrett Walker & Associates (JWA)

DIRECTOR: Tom Schwetz, Director of Planning and Development

ACTION REQUESTED: Information and Discussion

PURPOSE:

To provide updated information to the Board of Directors regarding the Transit Tomorrow Scenarios.

HISTORY:

At the December 2017 Board of Directors' meeting, the Board approved an award of contract to Jarrett Walker and Associates (JWA) to perform a comprehensive operational analysis (COA) that entailed a detailed study of LTD's transit service, including an assessment of existing strengths, areas for improvements, and options to better serve the community it serves. In an outreach program to engage the community in the decision-making process of the COA, LTD branded the project 'Transit Tomorrow'.

Through Transit Tomorrow, LTD is evaluating the entire transit network in the Eugene-Springfield metropolitan area and the Board will soon be making decisions about how to reconfigure portions of the network and allocate additional transit funding. The project consultant will provide results of public engagement (Phase #2) for Transit Tomorrow and present options for Board action on March 20 that will guide staff and consultants in their development of a draft fixed-route network for implementation over three years (2020-2023) in Eugene/Springfield.

The second phase of community engagement with Transit Tomorrow has focused on getting feedback on two tradeoffs. The first considered whether the transit network should be designed in a way that values ridership or coverage more (than the current network). Do people have to walk further to the bus, but buses come more frequently? Or, do people have bus service closer to them, but it is not as convenient since the bus does not come as often? A second tradeoff focused on how to allocate a portion of the additional STIF funding. Should additional resources go more towards increased service (i.e. evening, weekend, more frequent buses) or reduced fares (i.e. youth pass, low income fare, senior passes, etc.)?

This phase of engagement with scenarios for near-term changes to the fixed route network closed on February 28. The full results of Phase #2 public engagement were compiled and summarized by consultants (public involvement specialists Jeanne Lawson and Associates (JLA) with cross-tab demographic analysis of online survey by JWA) and are available in the project library: <https://www.ltd.org/transit-tomorrow-document-library/>.

On March 5, LTD's Strategic Planning Committee spent their full meeting developing a recommendation for the Board's action and will be sending representatives to convey their recommendation to the Board at the March 20 regular meeting.

At the February 20 Board work session, Daniel gave an update on the project, delivered preliminary results of the second phase of public engagement, and set up a structure for options for Board action on the development of a Preferred Scenario (to be taken at their March 20 regular meeting) with discussion and questions from the Board. Building from the process he described at the February 20 work session, Daniel will present a summary of the full results of that engagement, and will describe the option(s) for the policy-level direction the Board will be giving for the next phase of work in developing a preferred scenario.

Daniel will be responding to questions from the Board about the public involvement to date, the interpretation of those results into options for policy-level direction from the Board, and seeking to create an option that meets with the Board's expectations for the next steps in the development of a Preferred Scenario that will ultimately guide a plan to improve transit in the Eugene/Springfield over the next three years.

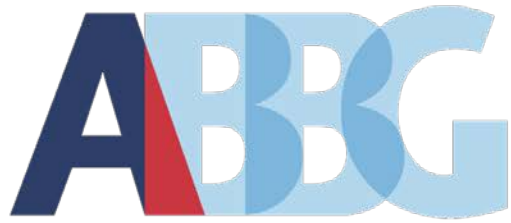
A presentation will be provided to explain this topic in further detail.

NEXT STEPS:

Based on the Board's direction at the March 20 regular meeting, a multi-jurisdictional technical advisory group composed of agency partners and LTD staff will be meeting for a two-day "Core Design Retreat" on March 21-22 to develop the Draft Preferred Scenario for the fixed route transit network in Eugene/Springfield. Following the retreat, JWA will produce a report summarizing key features of the draft network, along with measurements of outcomes which will be provided to the Board in May. The results of this work will be also be presented at that time, and will be brought before the Board for potential adoption in June 2019 to be included in a three-year Transit Development plan with implementation beginning in fall 2020.

SUPPORTING DOCUMENTATION:

- 1) Phase 2 Outreach Summary: <https://www.ltd.org/transit-tomorrow-document-library/>.
- 2) Transit Tomorrow Scenarios Report: <https://www.ltd.org/transit-tomorrow-document-library/>.



AMERICAN BUS BENCHMARKING GROUP

Introduction to the ABBG & LTD's Performance Relative to Peers

March 18th, 2019

Introduction to ABBG: Process

Improving Transit Performance Through Benchmarking

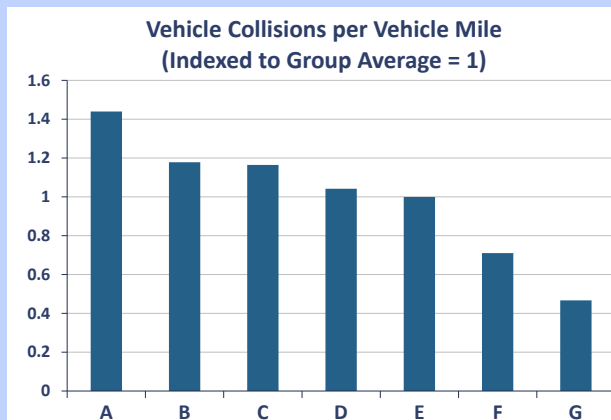
Benchmarking Is:

A systematic process of *continuously* measuring, comparing and *understanding* performance and *changes* in performance

Of a *diversity* of key business processes

Against *comparable* peers

To help the participants *improve their* performance



(Adapted from the definition by Lema and Price)

Benchmarking Provides:

Perspective through data:

- How do we **compare** to our peers?
- Identify **strengths** and **weaknesses**
- Where improvements are most likely **achievable**
- Quantitative Backing for “rules of thumb”

Best Practices through research and discussion:

- What are others doing to **improve**?
- What has/hasn't **worked** elsewhere
- How to **implement best practices**

“Rarely is there a challenge that someone else hasn't faced...”

Elements of ABBG Annual Cycle: A Combination of Benchmarking Research and Information Sharing

Perspective
Through Data

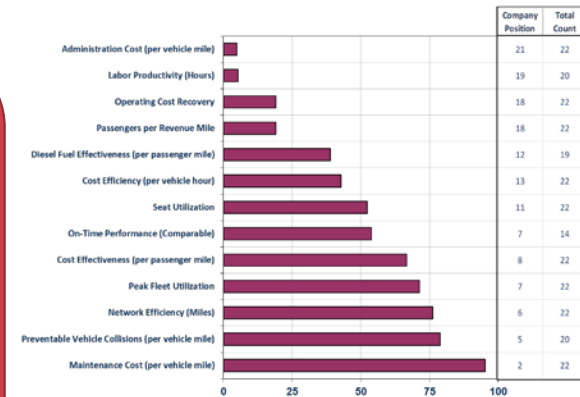
1. Key Performance Indicator Systems (fixed-route and paratransit)

Database / Report

Custom Graphing Tools

Member profile (context) data

2. Customer Satisfaction Survey



Best Practices
Through Discussion

3. Clearinghouse Studies

4. Secure Website

Resource Library and Forum Discussions

5. Meeting / Networking

6. Paratransit Expert Workshop

7. Visits from Imperial College



The Transport Strategy Centre (TSC) at Imperial College London

- An international team of 25 staff combining a wide variety of experience and expertise
- World leader in public transit benchmarking
- Key research themes:
 - Urban and Regional Public Transport
 - Benchmarking and Performance Measurement
 - Statistical Modelling and Analysis
 - Transport Economics and Policy
- Imperial College London is a leading technical university ranked in the top 10 worldwide
 - Often considered the “MIT of Europe”



**Imperial College
London**

ABBG Project Team Supported by a Team of 25 Staff, Including Researchers, Economists, and Transit Professionals

Alex Barron



ABBG Senior Adviser
(and Founder)
Associate Director

Mark Trompet



ABBG Project Director
(and Founder)
Associate Director

Lindsey Morse



ABBG Project Manager
Senior Research
Associate

Carmen Oleksinski



CSS Project Manager
Research
Associate

John Sing-Key



ABBG Analyst
Research
Associate

Jonathan Keen



ABBG Analyst
Research
Analyst



International Benchmarking: >25 Years of Experience – Benefits Drive Continued Participation



Founded 1994

18 Members,
incl. Berlin, NY,
London and
Hong Kong



Founded 1998

20 Members,
including Rio,
Toronto and
Barcelona



Founded 2004

16 Members,
including Paris,
Seattle and
Singapore



Founded 2010

14 Members,
including Tokyo
JR East and
Munich S-Bahn



Founded 2011

21 Members,
including Austin,
Cleveland and
Milwaukee



Founded 2016

12 Members,
including
Toronto, Dallas
and Seattle

**IMRBG
(Mainline Rail)**

Founded 2016

7 Members,
including NS-
Netherlands and
NSWT-Australia

**Railway
Infrastructure**

Founded 2016

4 members:
Sydney,
Brisbane, Perth
and Melbourne

**ABG
(Airports)**

Founded 2017

9 Members,
including Hong
Kong, Heathrow,
and Toronto

**FLIRT
User Group**

Founded 2019

6 Members,
including:
Stadler, SOB and
Norskjetog

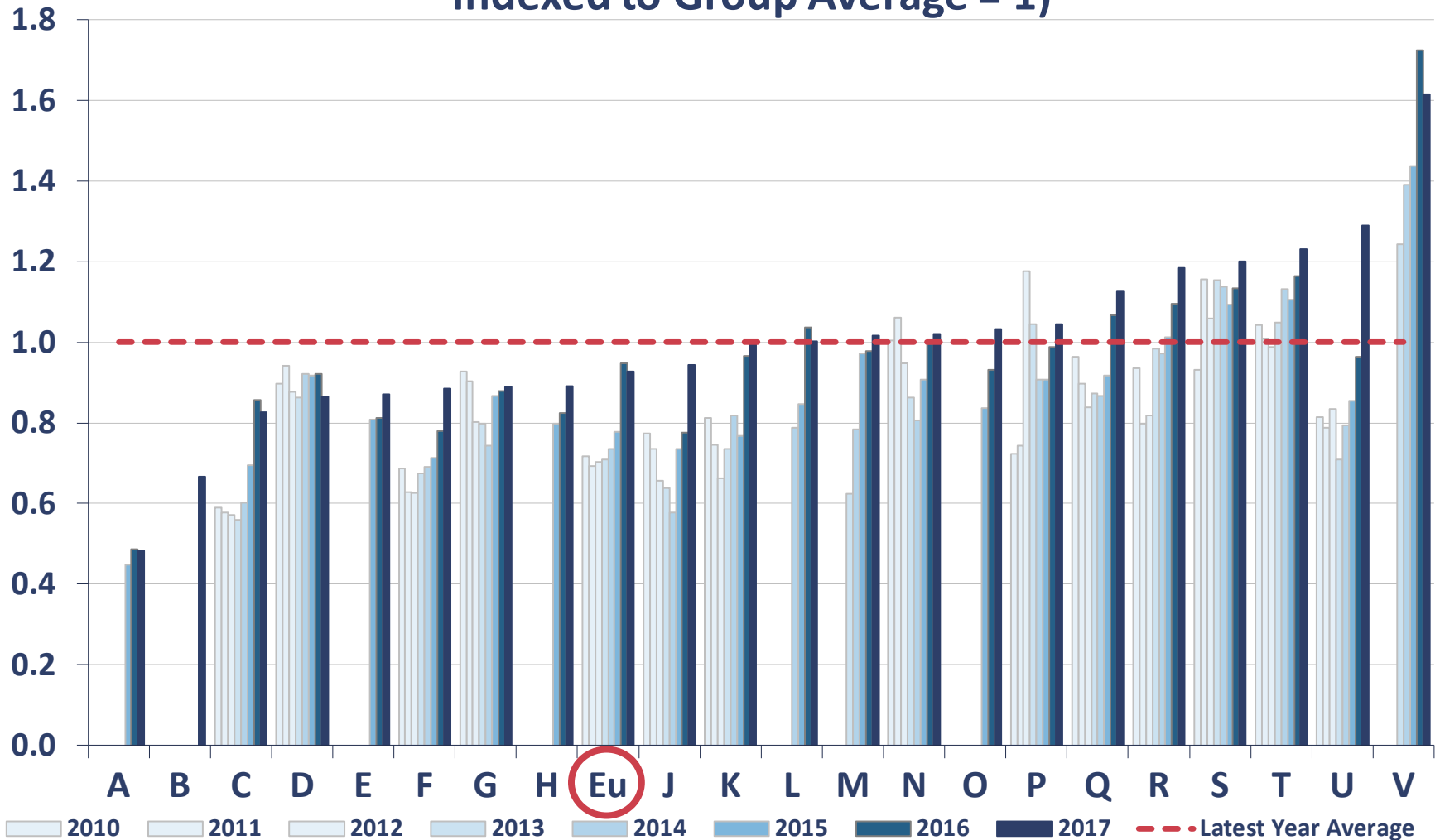
ABBG Principles – Owned and Steered by Members, Led by Imperial College (Imperial Proposes, Members Approve)

- Collaboration – giving and taking the good and the bad, active participation yields greatest benefits
- Confidentiality – openness inside, confidentiality outside, with anonymization protocols available to enable public use
- Independence – directed by members and complementary to industry groups like APTA with different goals and approach
- Size and Speed – moderate group sizes with fast online interactions
- Annual Cycle – ongoing with a continuous annual cycle
- Depth – robust analysis to understand performance



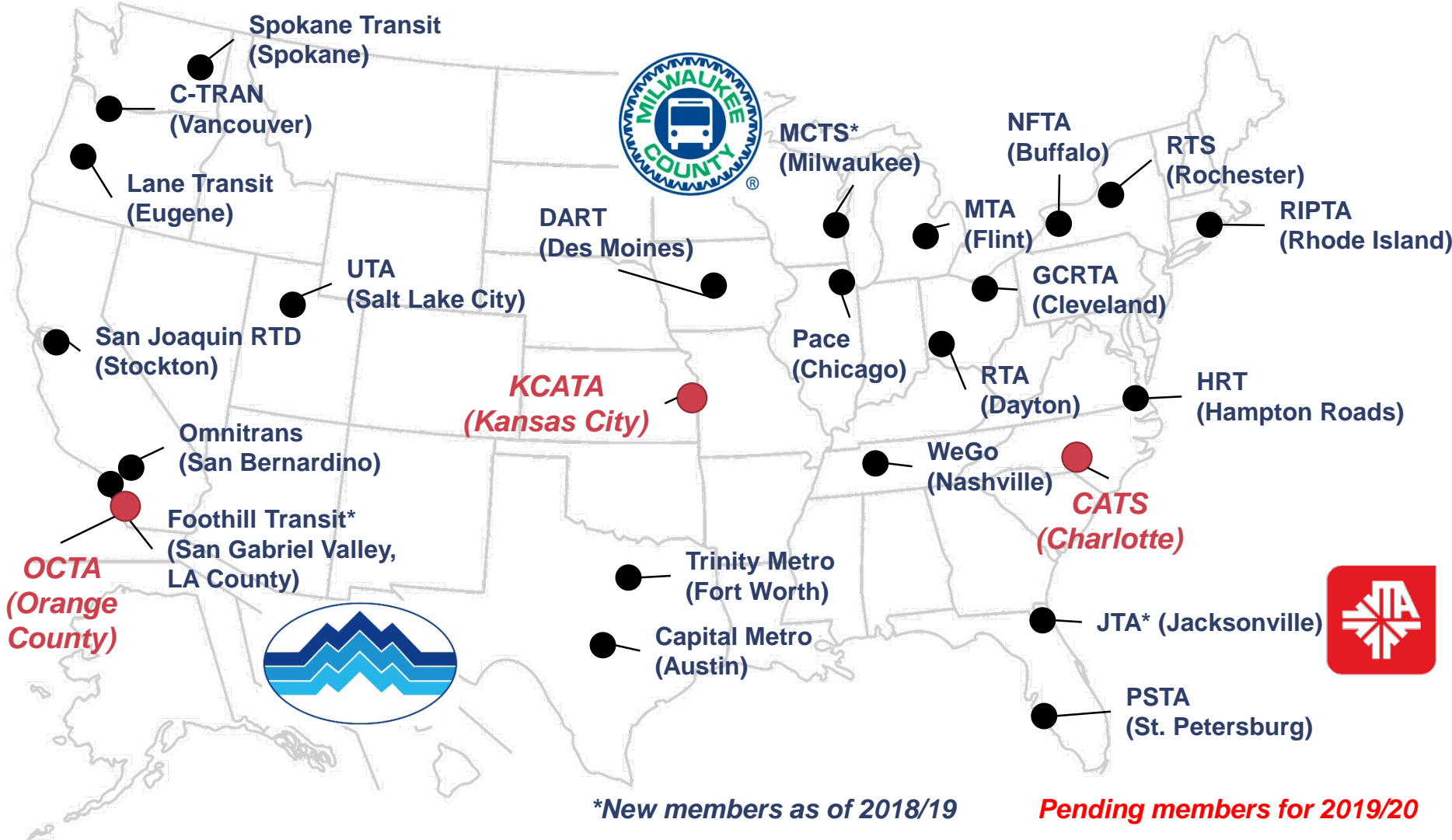
Group policy on public sharing of data: indexed to latest year group average, ranked, and anonymized

Operating Cost per Passenger Mile (Constant 2017 Prices, Indexed to Group Average = 1)



Introduction to ABBG: Members

American Bus Benchmarking Group: 24 Members Across the US in Various Urban and Suburban Environments



LTD is one of the founding members

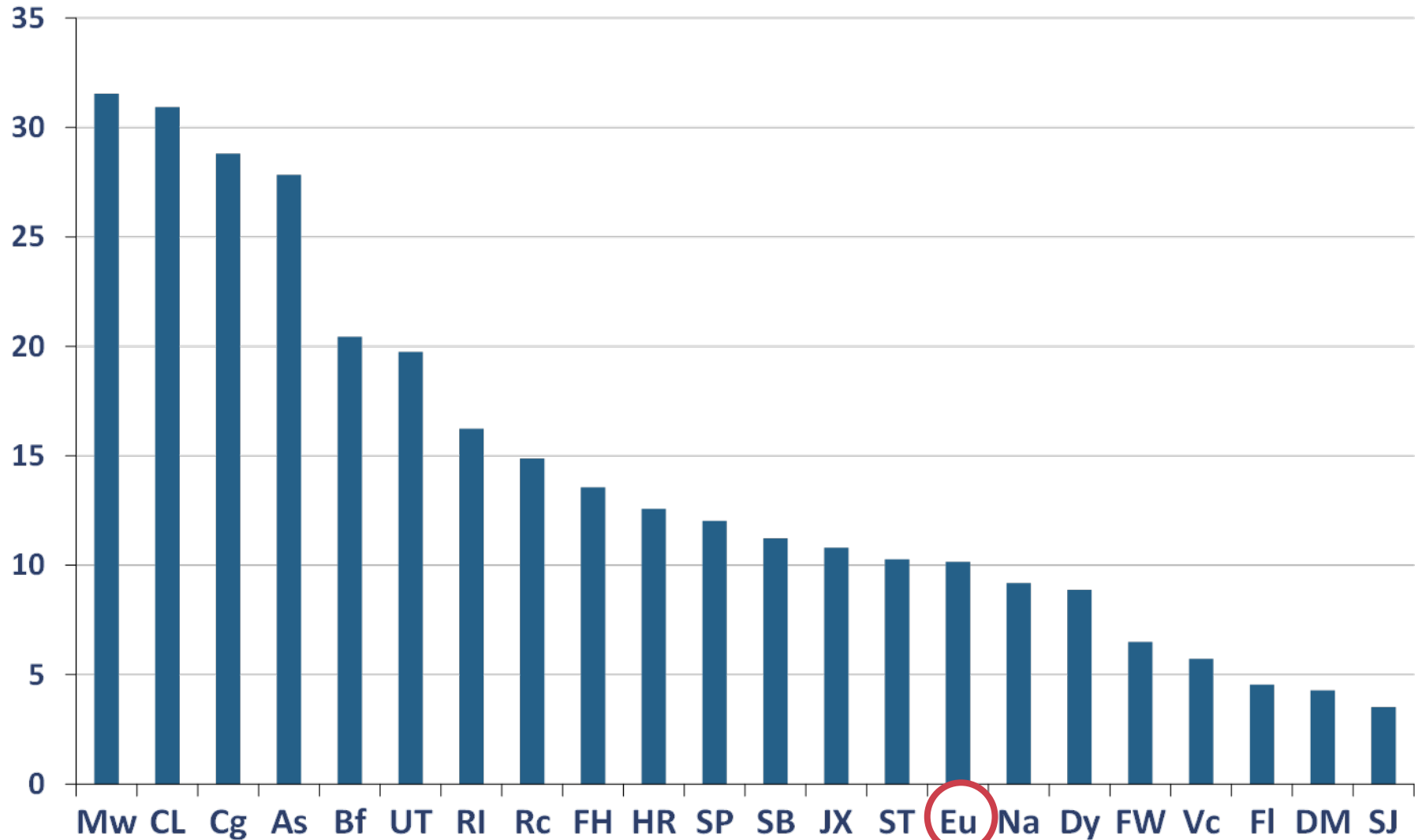
ABBG Membership Codes

Capital Metropolitan Transportation Authority (Cap Metro – Austin, TX)	As
Niagara Frontier Transportation Authority (NFTA – Buffalo, NY)	Bf
Pace Suburban Bus (Pace – Chicago, IL)	Cg
Greater Cleveland Regional Transit Authority (GCRTA – Cleveland, OH)	CL
Des Moines Area Regional Transit Authority (DART – Des Moines, IA)	DM
Greater Dayton Regional Transit Authority (GDRTA – Dayton, OH)	Dy
Lane Transit District (LTD – Eugene, OR)	Eu
Mass Transportation Authority (MTA – Flint, MI)	FI
Foothill Transit (San Gabriel Valley, LA County, CA)	FH
Trinity Metro (Fort Worth, TX)	FW
Hampton Roads Transit (HRT – Hampton, VA)	HR
Jacksonville Transportation Authority (JTA – Jacksonville, FL)	JX
Milwaukee County Transit System (MCTS – Milwaukee, WI)	Mw
WeGo Public Transit (Nashville, TN)	Na
Regional Transit Service (RTS – Rochester, NY)	Rc
Rhode Island Public Transit Authority (RIPTA – Providence, RI)	RI
Omnitrans (San Bernardino, CA)	SB
San Joaquin Regional Transit District (RTD – Stockton, CA)	SJ
Pinellas Suncoast Transit Authority (PSTA – St. Petersburg, FL)	SP
Spokane Transit Authority (STA – Spokane, WA)	ST
Utah Transit Authority (UTA – Salt Lake City, UT)	UT
Clark County Public Transportation Benefit Area (C-TRAN – Vancouver, WA)	Vc

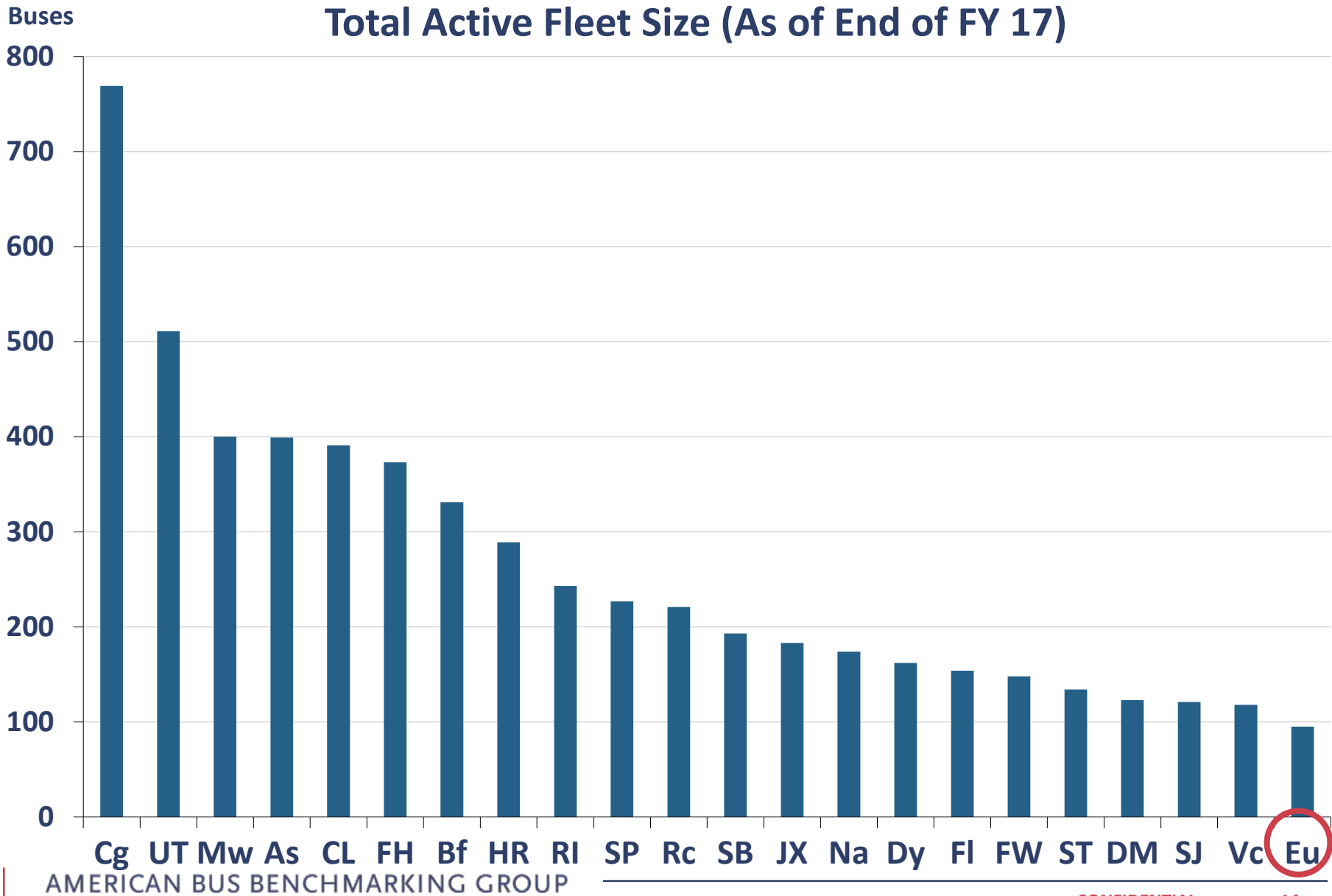
Passenger Volume Diversity – Normalization Allows for Direct Comparison of Different Sized Agencies

Boardings
in millions

Annual Passenger Boardings (FY17)



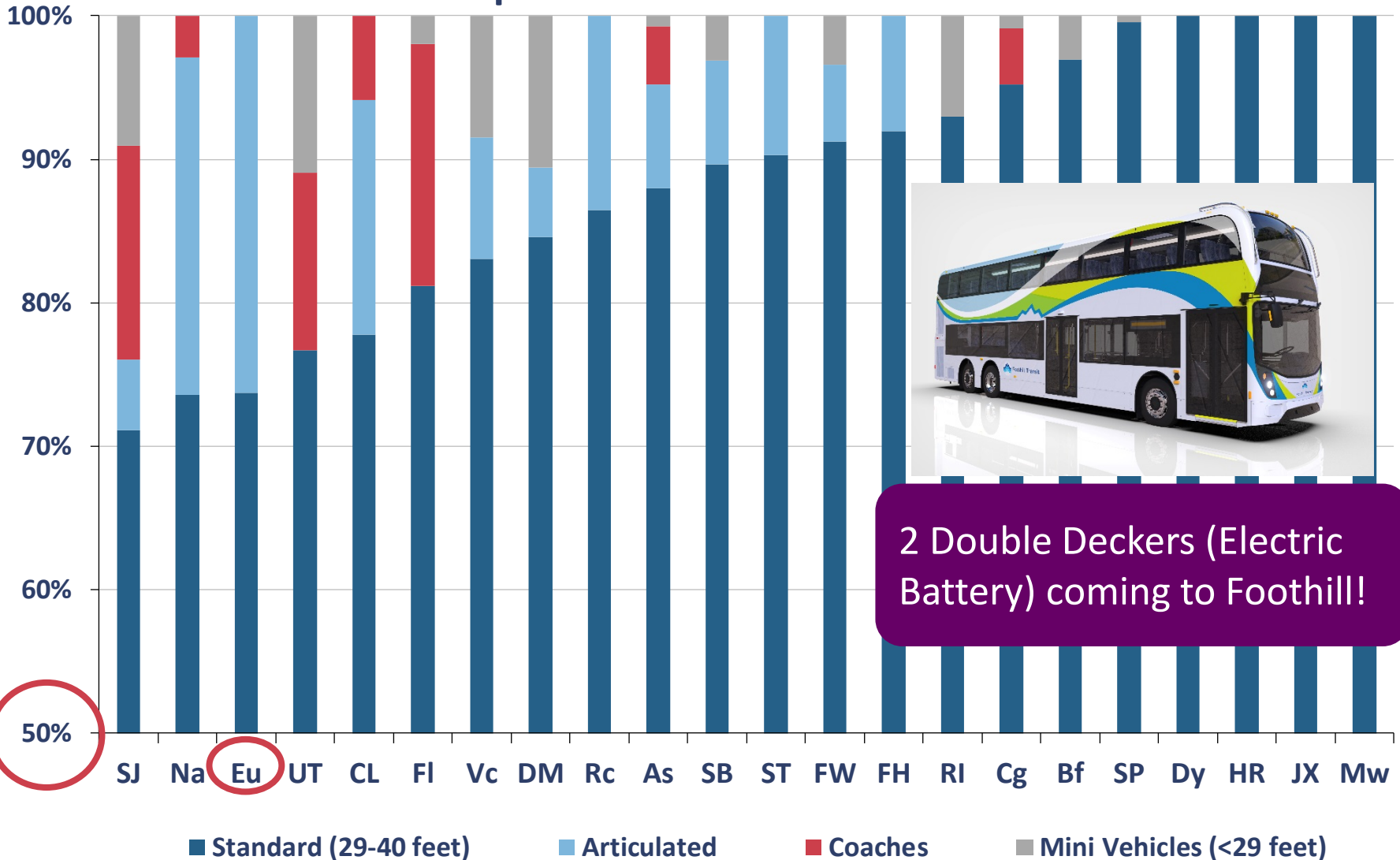
Total Fleet Size – ABBG Range of ~100 to ~700 Buses



Fleet Composition – Good Comparability Between Members

12 with artics, 12 with mini, 7 with coaches

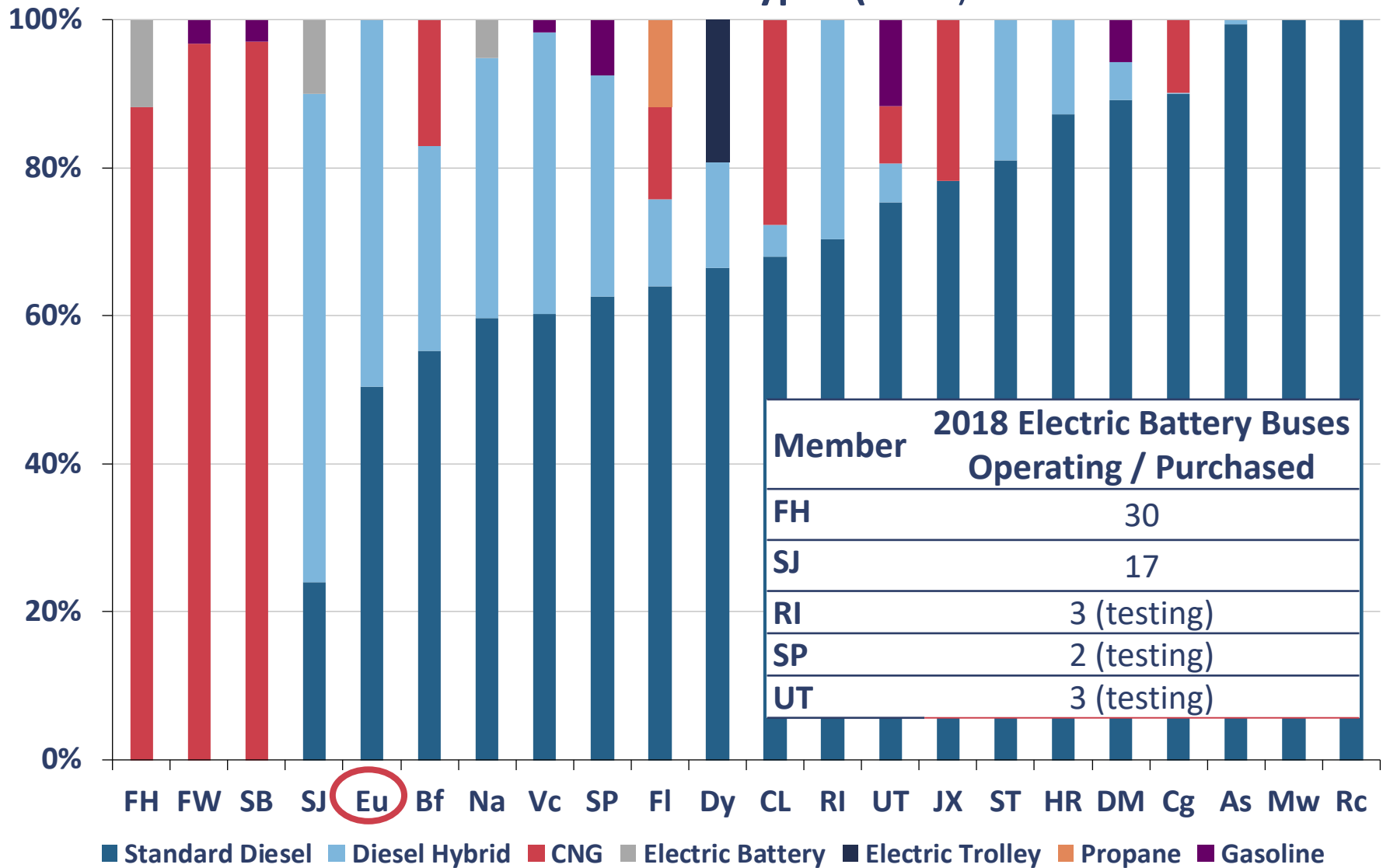
Composition of Bus Fleet - FY17



2 Double Deckers (Electric Battery) coming to Foothill!

Fleet Composition (Fuel) – Primarily Diesel (Standard/Hybrid) except Foothill, Omnitrans, Fort Worth with Primarily CNG

Vehicle Fuel Types (FY17)



Paratransit: Three Distinct Types of ADA Operating Models (Operations)

Most/All Service In-House (7)



Paratransit Service



Access Line



Ride



Your Ride



Paratransit

Partially Contracted Service (5)



MITS



Flextrans



Spokane Transit

Paratransit



Greater Cleveland Regional Transit Authority

Paratransit ADA Services

All Service Contracted (10)



Dial-a-Ride



DART



Paratransit



Provides regional service



RideSource



MetroAccess



Connexion



OmniTrans
Connecting Our Community.
Access



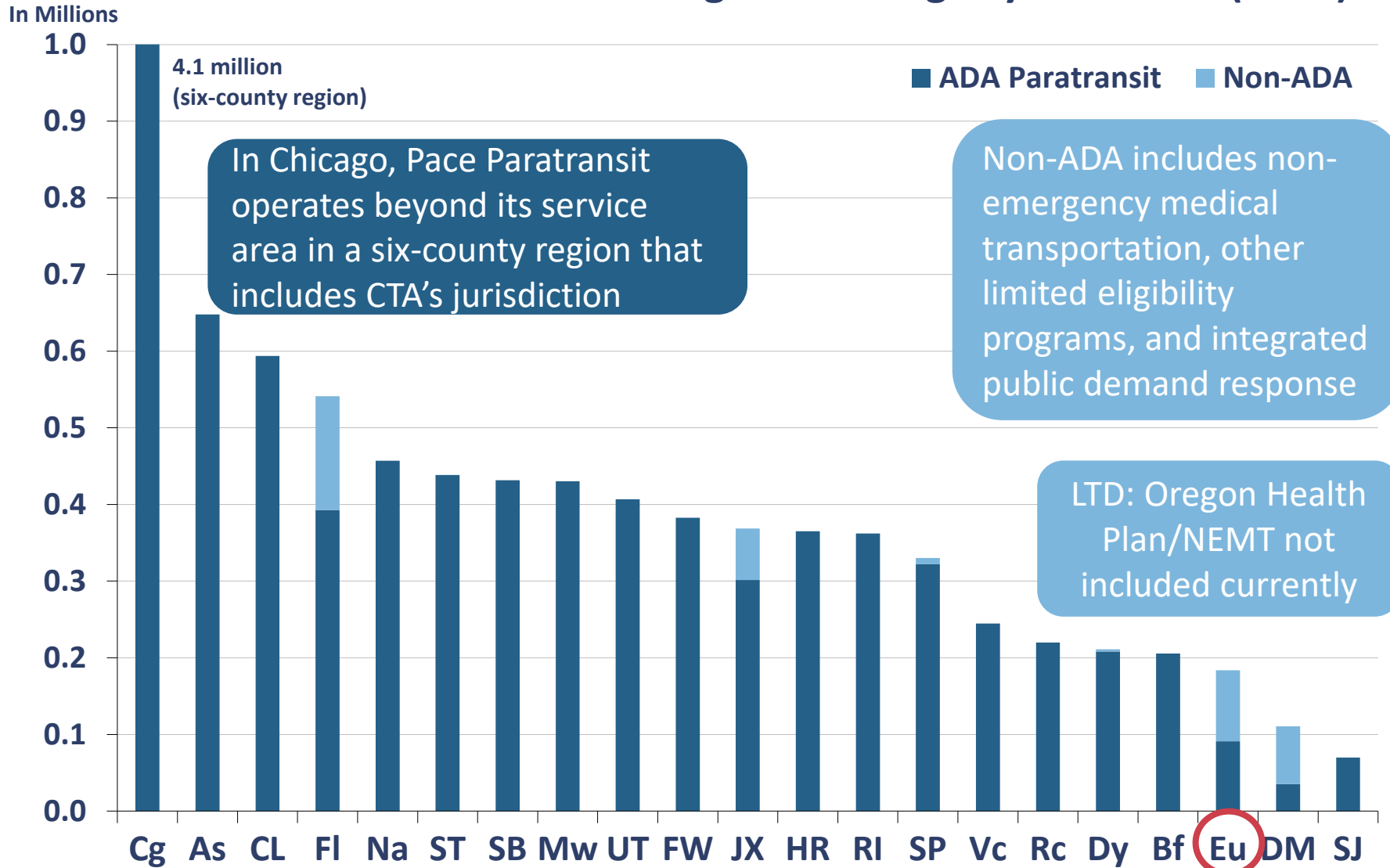
Foothill Transit



Provided by regional entity

Scope – Focus on ADA Complementary Paratransit Services and Similar/Integrated Non-ADA Services for Six Agencies

ADA Paratransit Annual Passenger Boardings by Customer (2017)



LTD's Performance Relative to Peers

Fixed Route

Scope of Fixed Route Benchmarking – Generally “All In”

- All regular scheduled services open to the general public:
 - Express routes
 - BRT
 - Circulators
 - School services
 - Route-deviation/
flexible services



Fiscal Years & Data Collection Cycles in the ABBG

Early FY2018 Collection Underway (but not complete)

Fiscal Year Ending			
June 30	September 30	December 31	March 31
Des Moines DART	Austin Capital Metro	Chicago Pace	Buffalo NFTA
Eugene Lane Transit	Flint MTA	Cleveland GCRTA	Rochester RTS
Foothill Transit	Fort Worth Trinity Metro	Dayton RTA	
Hampton Roads Transit	Jacksonville JTA	Milwaukee MCTS	
Nashville MTA	St. Petersburg PSTA	Spokane STA	
Rhode Island RIPTA		Salt Lake City UTA	
San Joaquin RTD		Vancouver C-TRAN	
San Bernardino Omnitrans			
July 1, 2016 – June 30, 2017	Oct 1, 2016 – Sept 30, 2017	Jan 1, 2017 – Dec 31, 2017	Apr 1, 2017 – Mar 31, 2018
Earlier Data Collection Cycle	Regular Data Collection Cycle		

ABBG Fixed-Route KPI System

Based on the Balanced Scorecard, Customized for Transit

Growth & Learning

- G1 Passenger Boardings *(5-year % change)*
- G2 Vehicle Miles and Hours *(5-year % change)*
- G3 Passengers per Revenue Mile & Hour
- G4 Staff Training *(by staff category)*

Customer

- C1 Customer Information *(scheduled and real-time)*
- C2 On-Time Departure Performance *(0 <> + 5)*
- C3 Passenger Miles per Revenue Capacity Mile
- C4 Passenger Miles per Revenue Seat Mile
- C5 Lost Vehicle Miles
- C6 Missed Trips

Internal Processes

- P1 Peak Fleet Utilization *(fleet not used split by cause)*
- P2 Network Efficiency *(revenue miles & hours per total miles & hours, non-revenue split by category)*
- P3 Staff Productivity *(total vehicle hours & miles per labour hour, overall and by category)*
- P4 Staff Absenteeism Rate *(by staff category)*
- P5 Mean Distance/Time Between Road Calls

Financial

- F1 Total Cost per Total Vehicle Mile & Hour
- F2 Total Operating Cost per Total Vehicle Mile & Hour
(F3 service operation, F4 maintenance, F5 administration)
- F6 Service Operation Cost per Revenue Mile & Hour
- F7 Total Operating Cost per Boarding & Pax Mile
- F8 Operating Cost Recovery
(fare revenue & commercial revenue per operating cost)
- F9 Fare Revenue per Boarding & Pax Mile

Safety

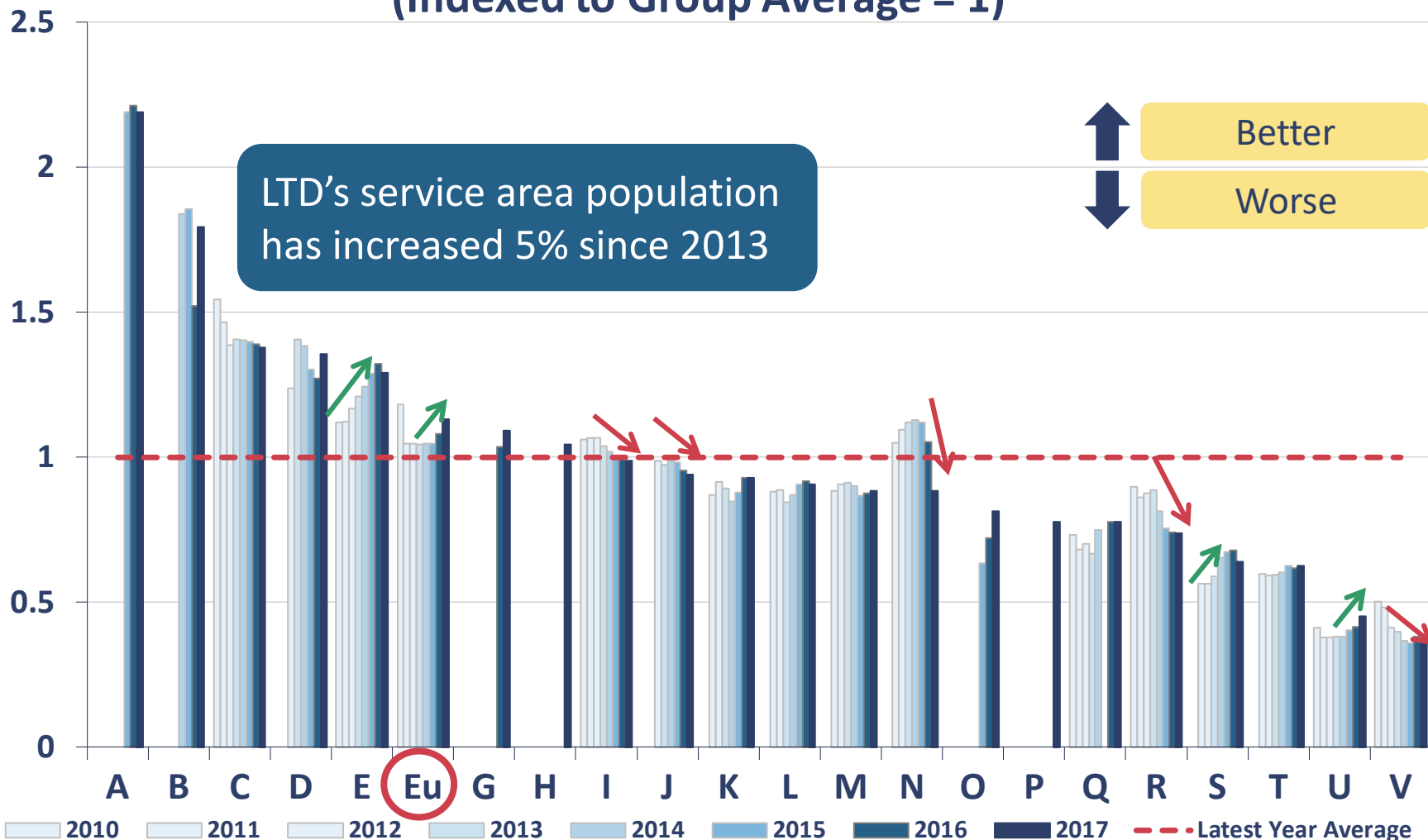
- S1 Number of Vehicle Collisions per Vehicle Mile & Hour
(preventable, non-preventable, and on-property)
- S2 Number of Staff Injuries per Staff Work Hours
- S3 Staff Lost Time from Accidents per Staff Work Hours
- S4 Number of Passenger Injuries per Boarding & Pax Mile
- S5 Number of 3rd Party Injuries per Vehicle Mile & Hour

Environmental

- E1 Fuel Consumption
(per total vehicle mile, per pax mile, and per capacity mile)
- E2 CO2 Emissions per Total Vehicle Mile & Pax Mile

LTD offers an above-average level of service to the local population, and increasing

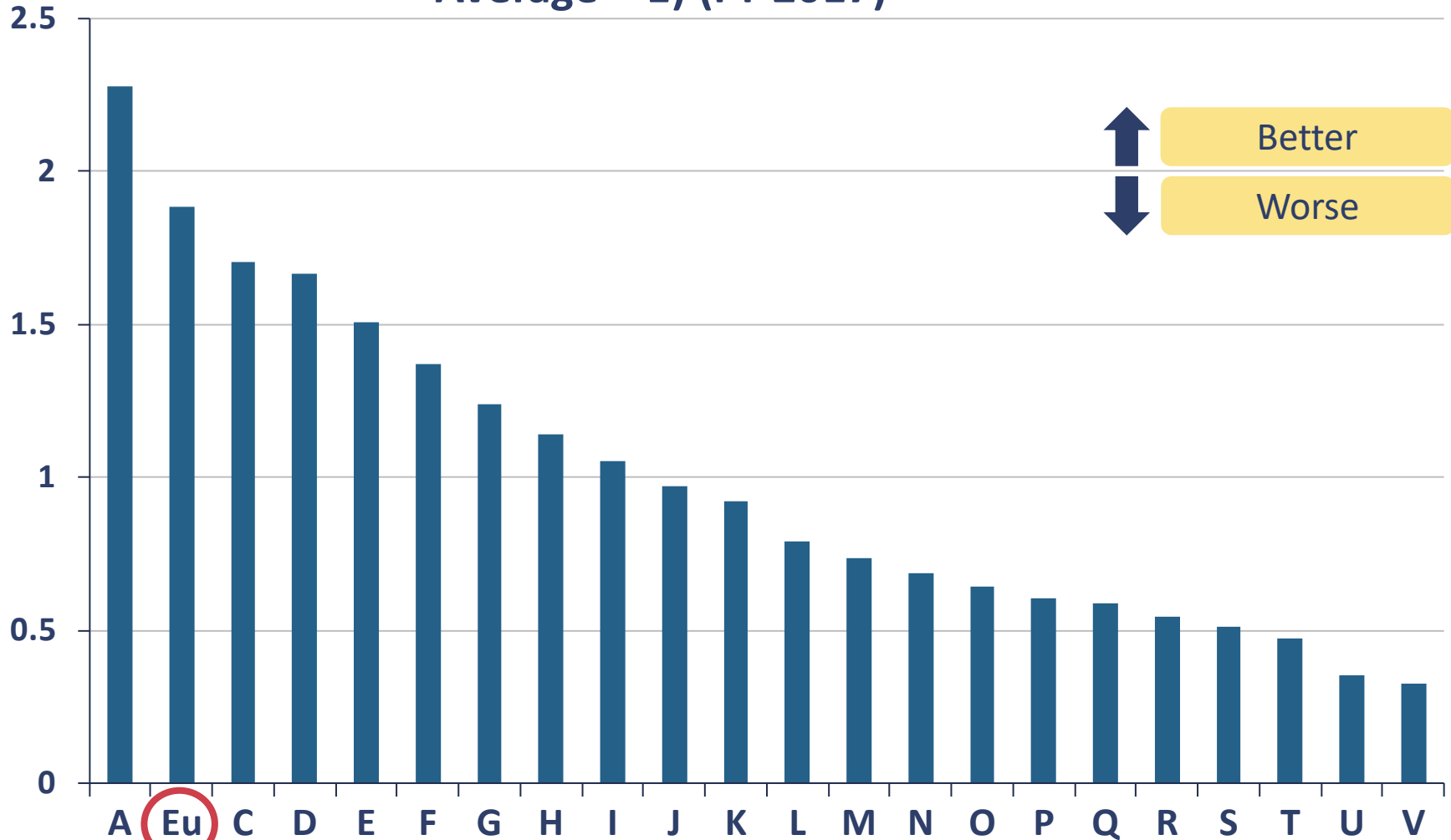
Revenue Vehicle Hours per Service Area Capita (Indexed to Group Average = 1)



Ridership relative to local population – 2nd highest



Boardings per Service Area Capita (Indexed to Group Average = 1) (FY 2017)

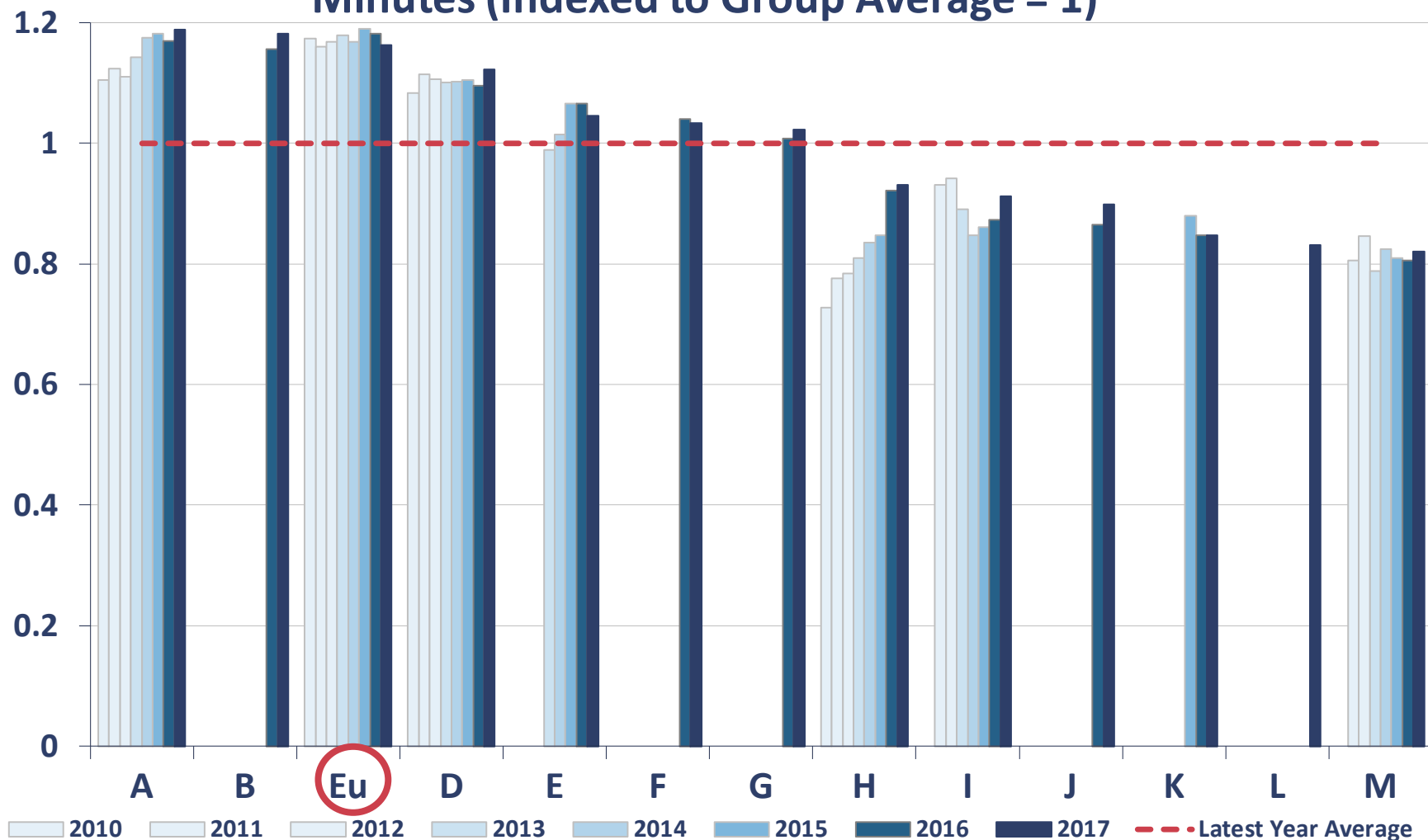


Customer Information KPIs

- % of Bus Stops with Scheduled (Static) Passenger Information
 - Low, static/reduced performance over time (17/22, 12% average)
 - **LTD highest and steady at ~29% since before 2006 to 2016 (in 2017, RTD outfitted the majority of its stops)**
- % of Bus Stops with Real-Time (Dynamic) Passenger Information
 - Very low coverage (<5%) and directly linked to Transit Centers and introduction of BRTs (15/22 members)
 - **LTD early adopter and still highest at 4%**
- % of Bus Routes with Real-Time (Dynamic) Passenger Information
 - Nearly all members have 100% coverage (20/22)
 - **LTD early adopter for EmX in 2013, expanding to 100% by 2016 like majority of members**

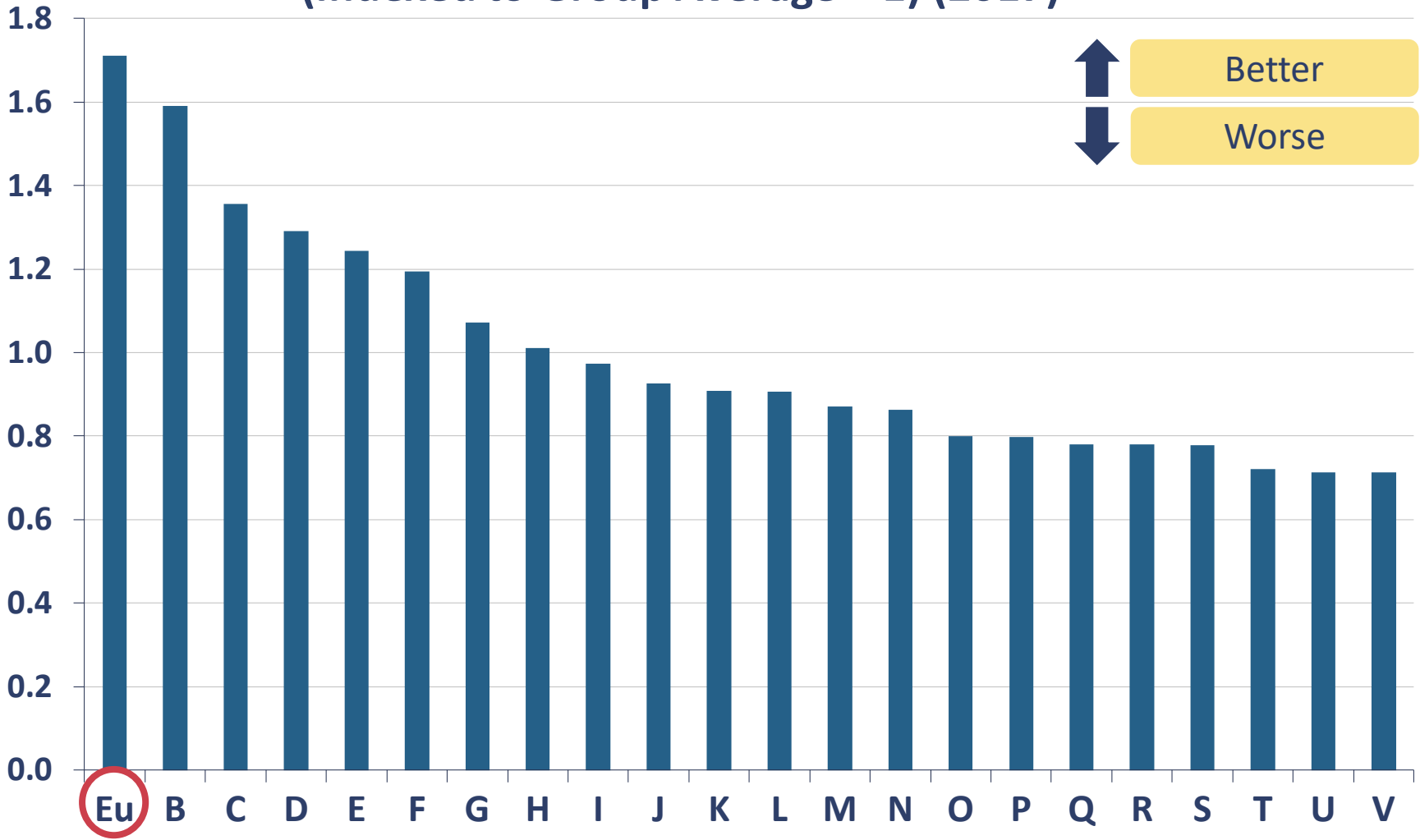
For Trips That Operate (>99.9%), LTD has 3rd highest OTP Relative to 13 Directly Comparable Agencies

On-Time Departure Performance (%): Electronic, 0 <> + 5 Minutes (Indexed to Group Average = 1)



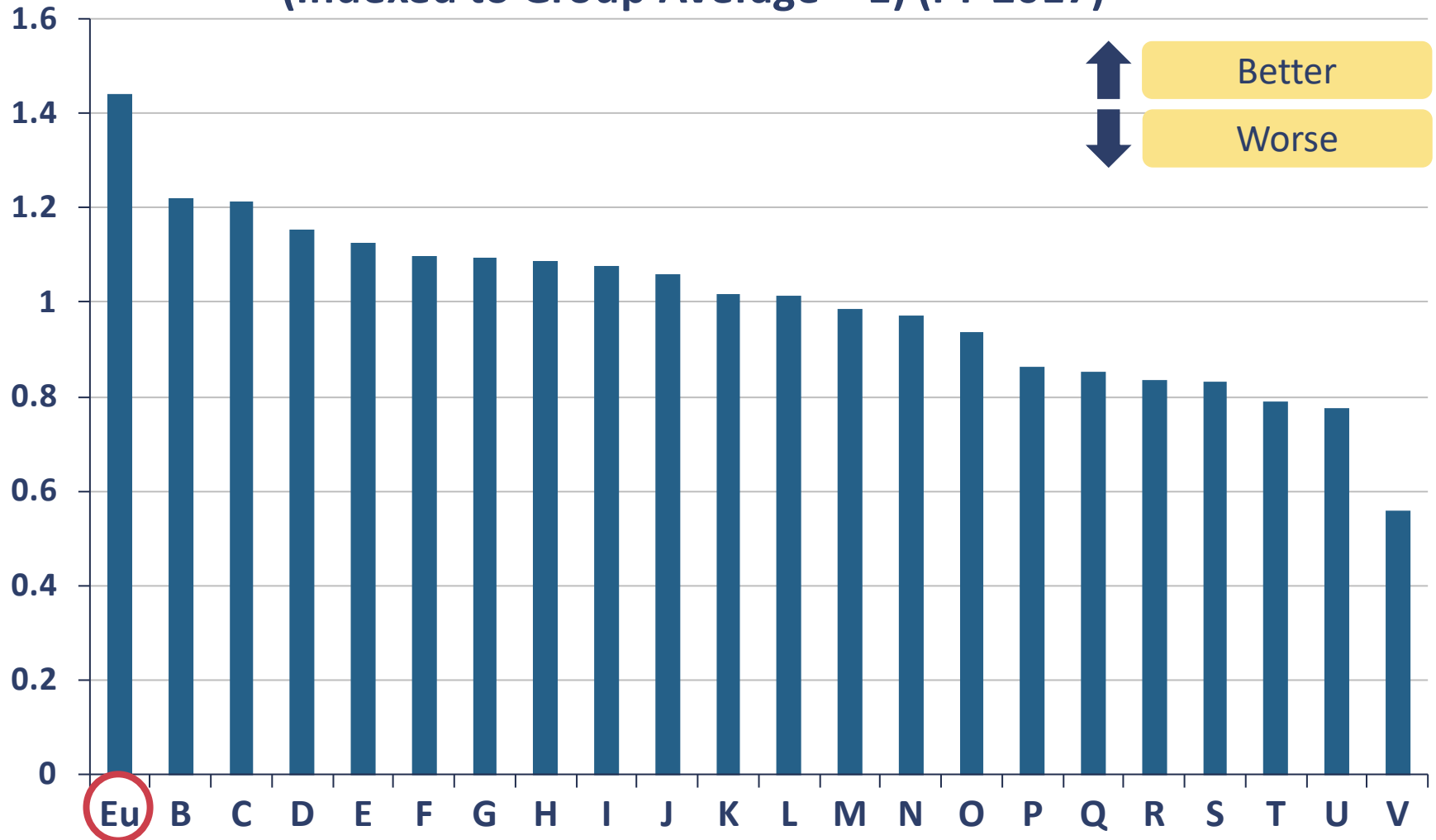
Density/Productivity: LTD highest in the ABBG thanks to EmX

Boardings per Revenue Hour (Indexed to Group Average = 1) (2017)



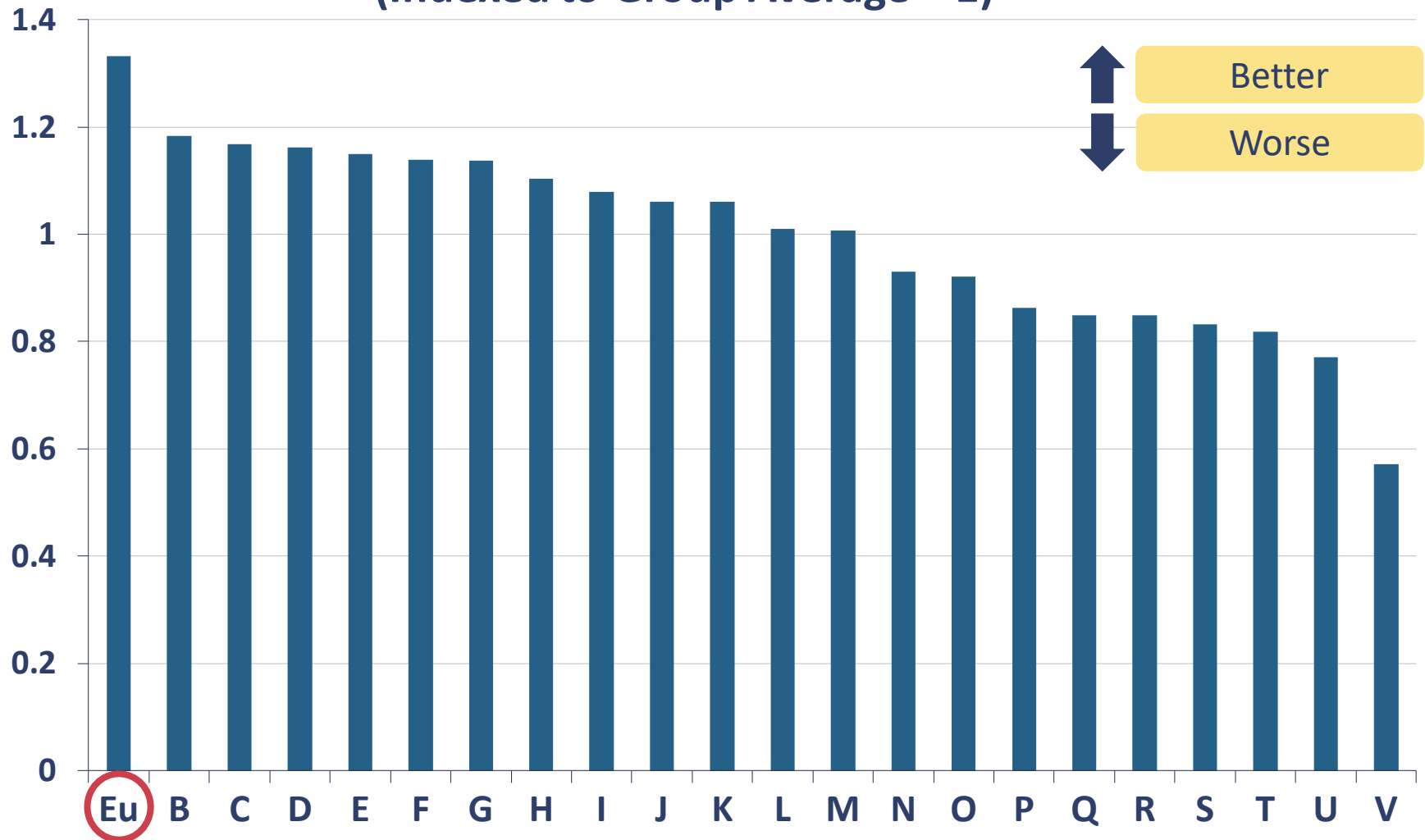
Average Vehicle Load: LTD highest in the ABBG thanks to EmX

Total Passenger Miles per Actual Revenue Vehicle Miles
(Indexed to Group Average = 1) (FY 2017)



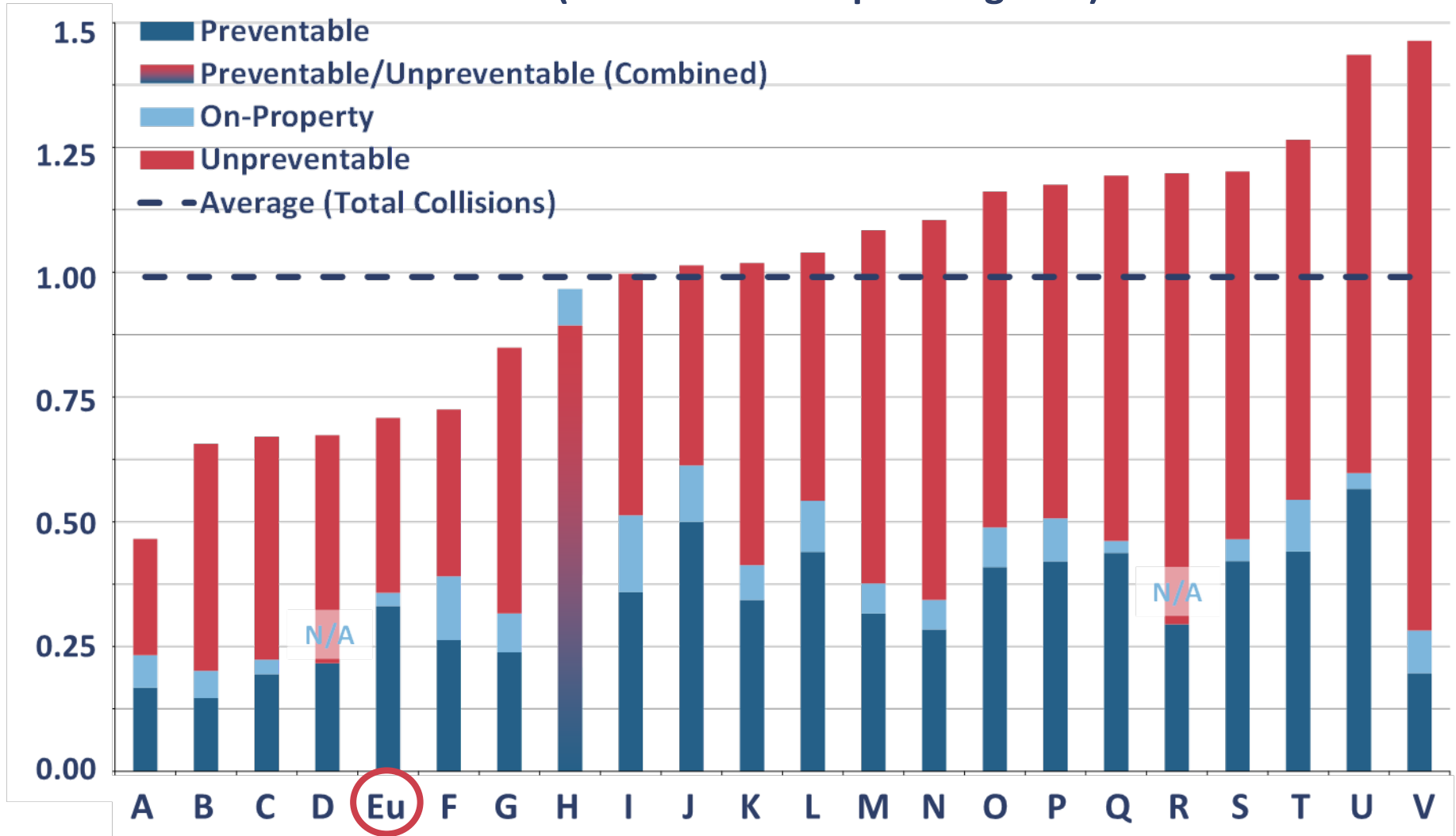
Utilization of seat miles provided: LTD highest even with highest average seat capacity (due to high % of artics)

Seating Capacity Utilization
(Indexed to Group Average = 1)



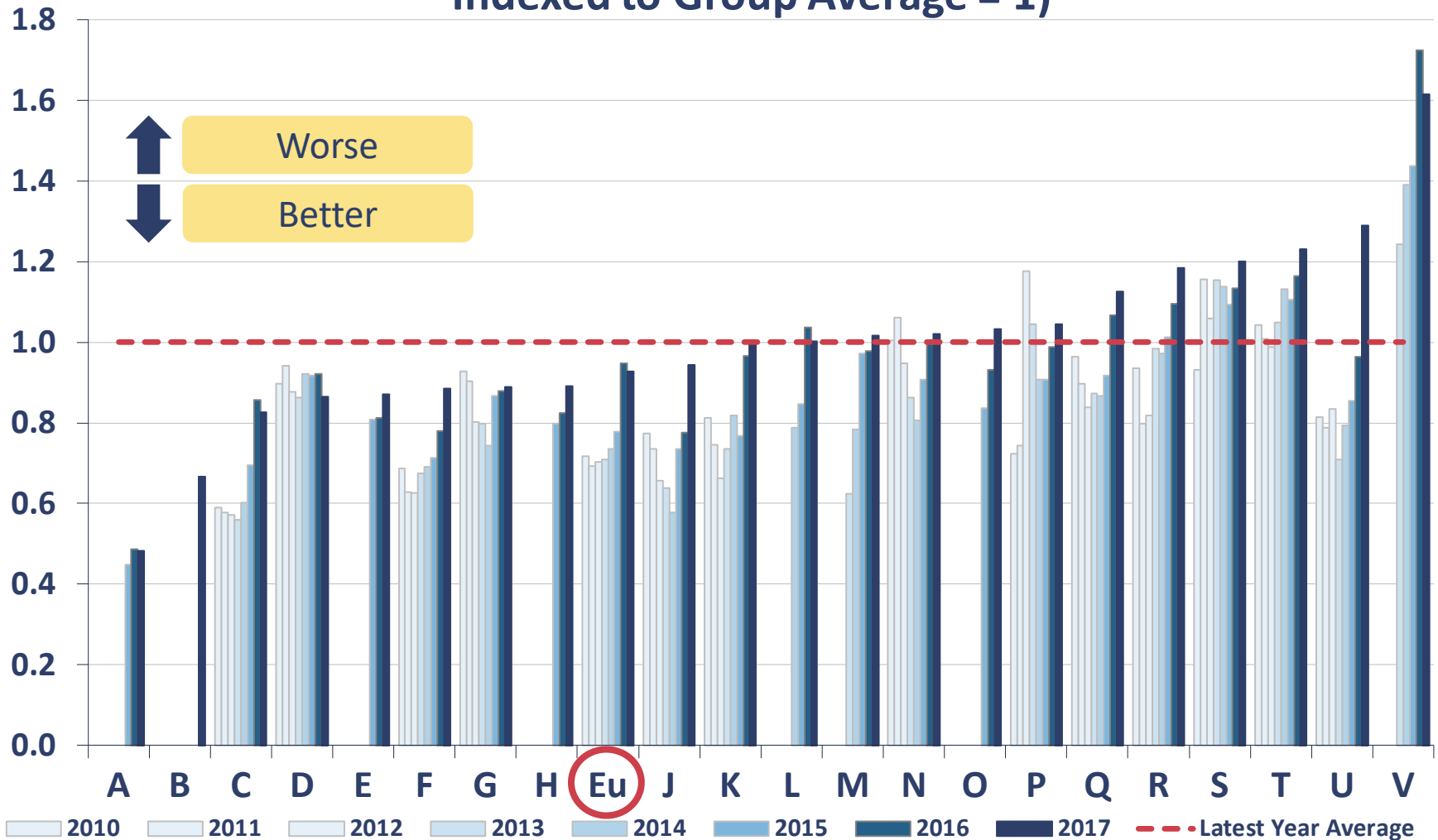
Vehicle Collision Rate Broken Down into Three Types: Preventable, Unpreventable, and On-Property

Vehicle Collisions per 100,000 Total Vehicle Miles
2017 (Indexed to Group Average = 1)



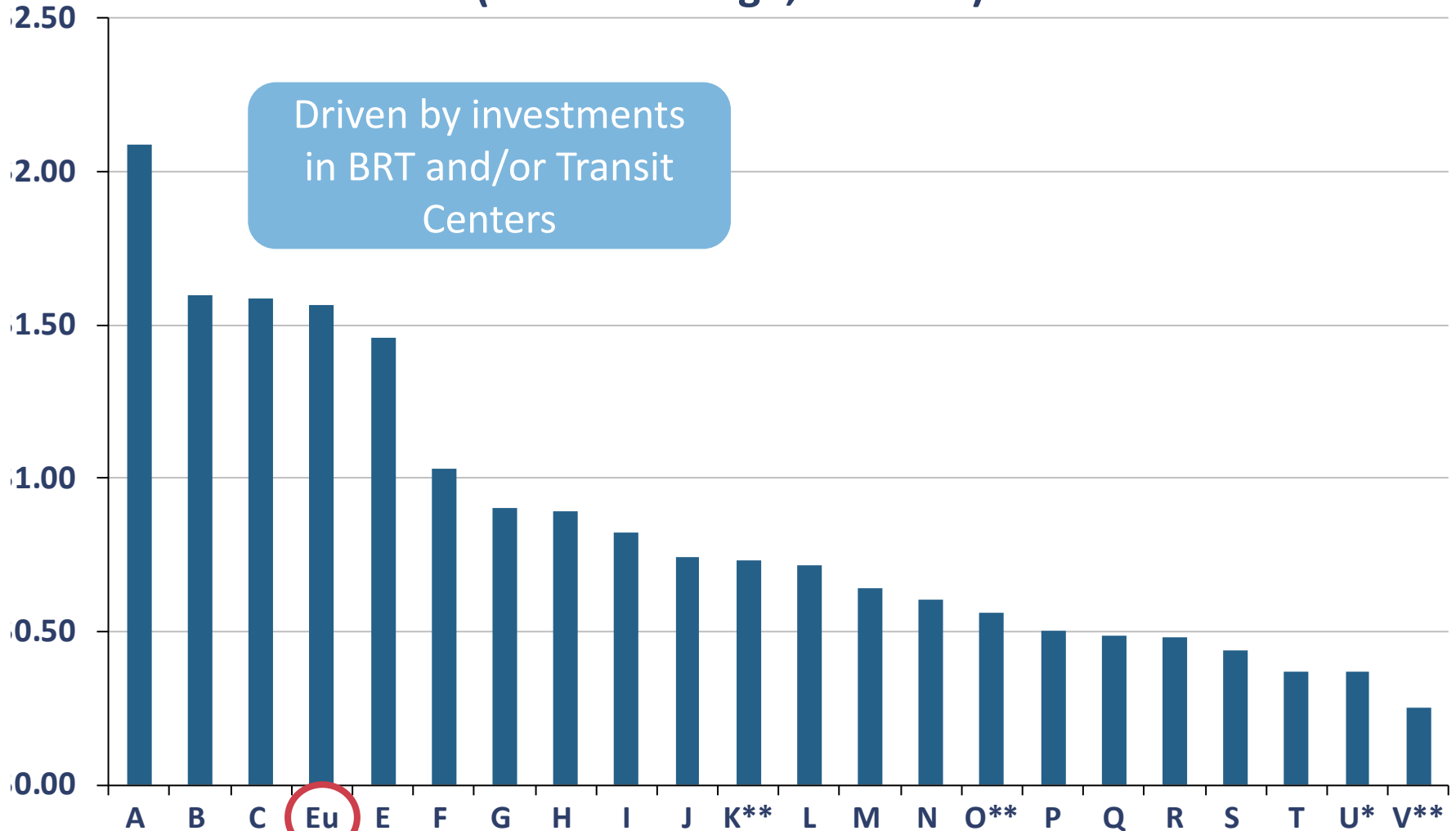
Cost Effectiveness: LTD's Cost to Transport Each Passenger One Mile is Just Below the ABBG Average

Operating Cost per Passenger Mile (Constant 2017 Prices, Indexed to Group Average = 1)



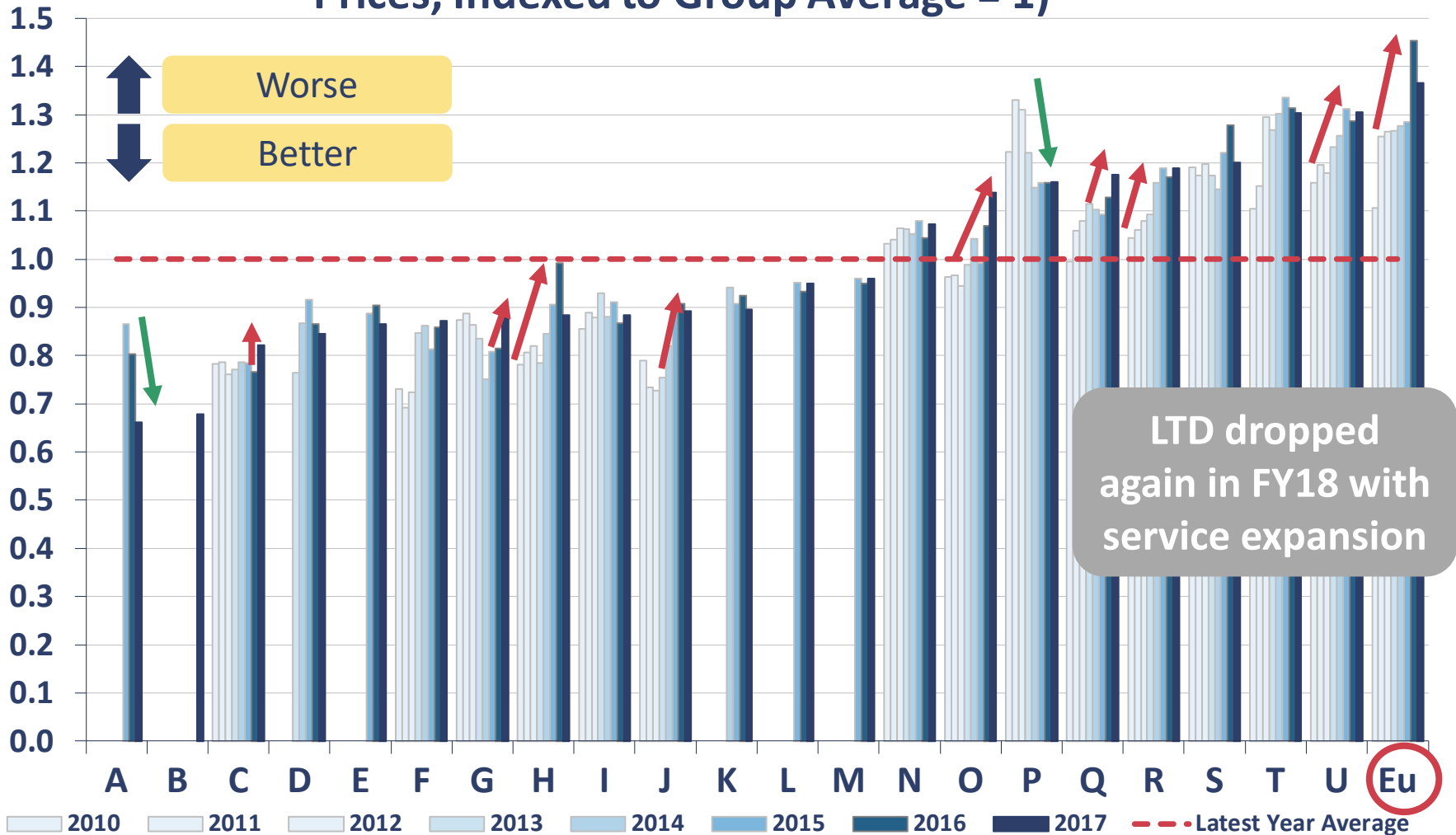
LTD's Capital Investment per Passenger Mile Higher Than ABBG Average

Average Annual Capital Expenditure per Passenger Mile (5-Year Average, 2013-17)



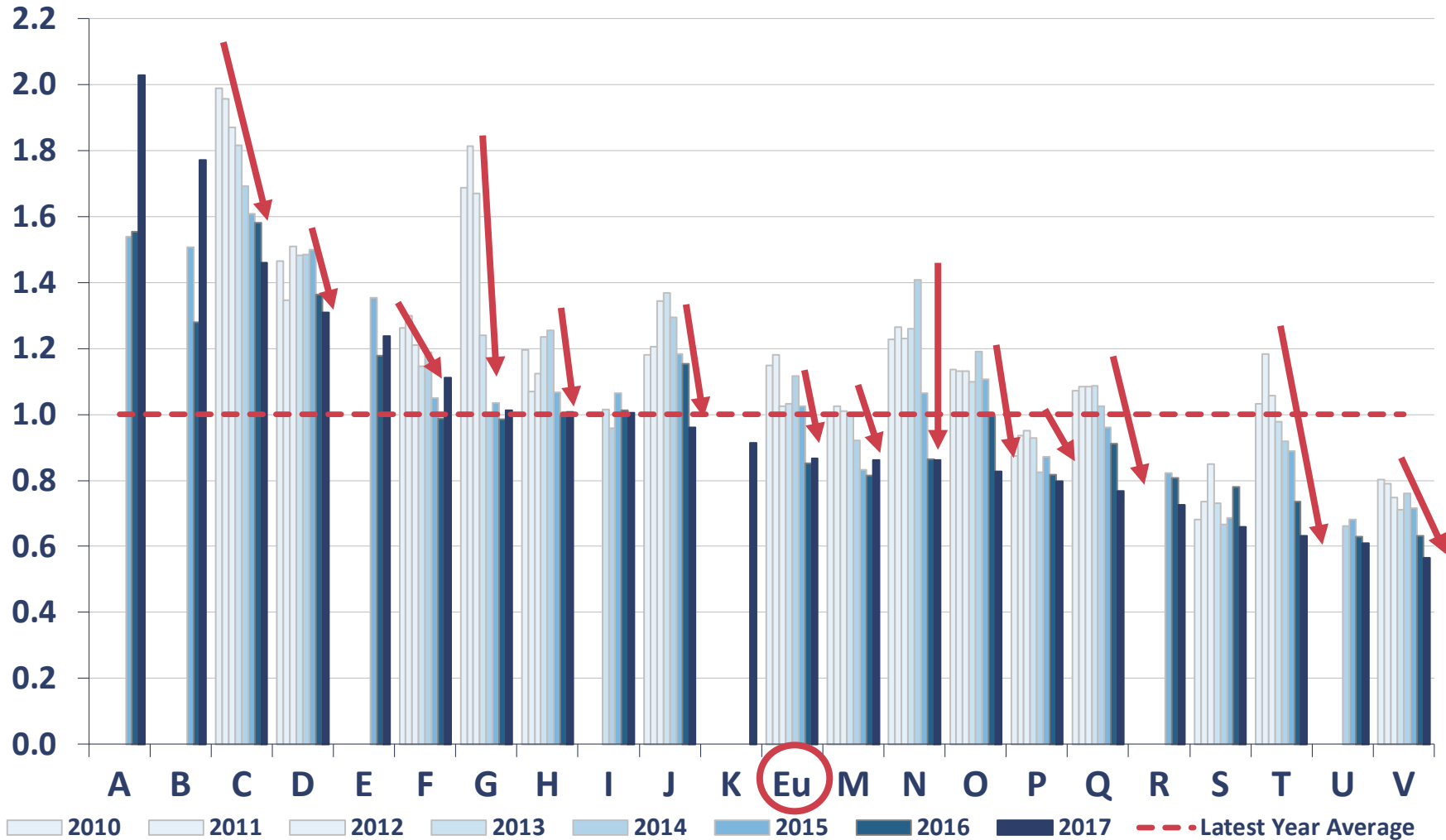
Operating Costs – LTD Highest and Increasing, Jump in 2011 due to Service Cuts, Jump in 2016 from Reorg/Filling Positions

Operating Cost per Total Vehicle Hour (Constant 2017 Prices, Indexed to Group Average = 1)



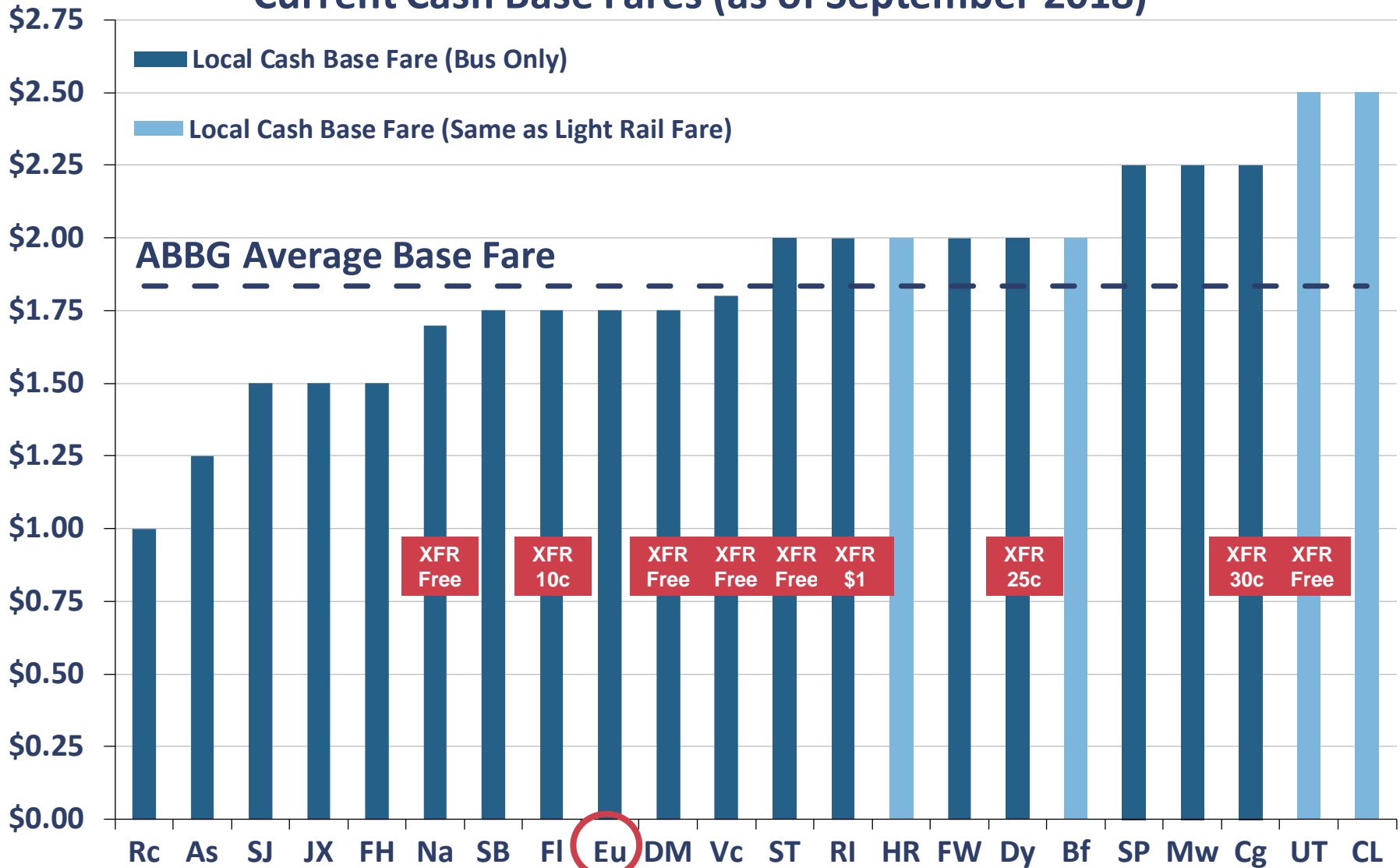
Average Cost Recovery Ratio - LTD Below Average due to Recent Cost Increases

Operating Cost Recovery (Indexed to Group Average = 1)



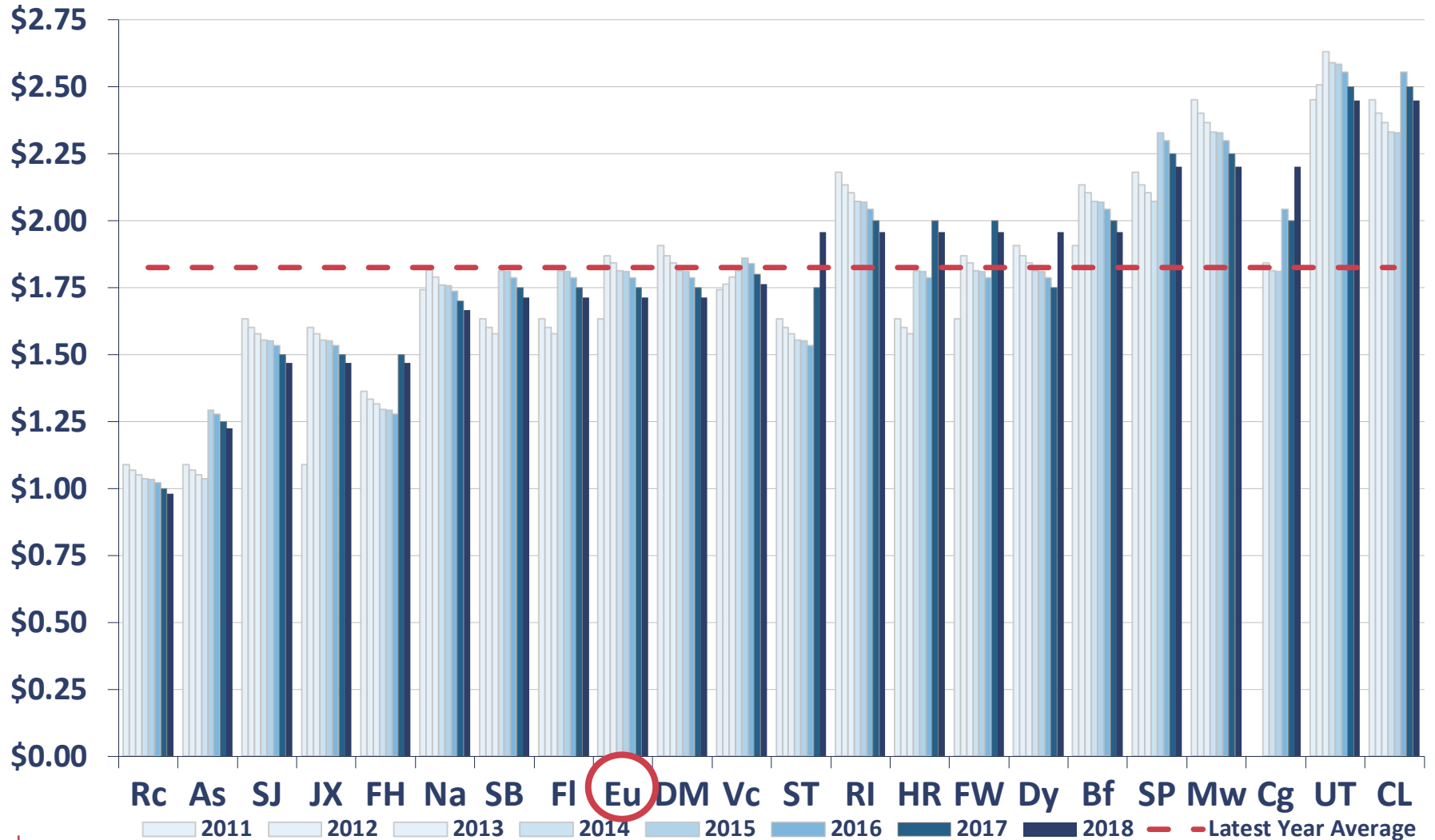
ABBG Base Local Fares: Rochester Lowest at \$1 (No Transfers), UTA & GCRTA Highest at \$2.50, LTD Below Average

Current Cash Base Fares (as of September 2018)



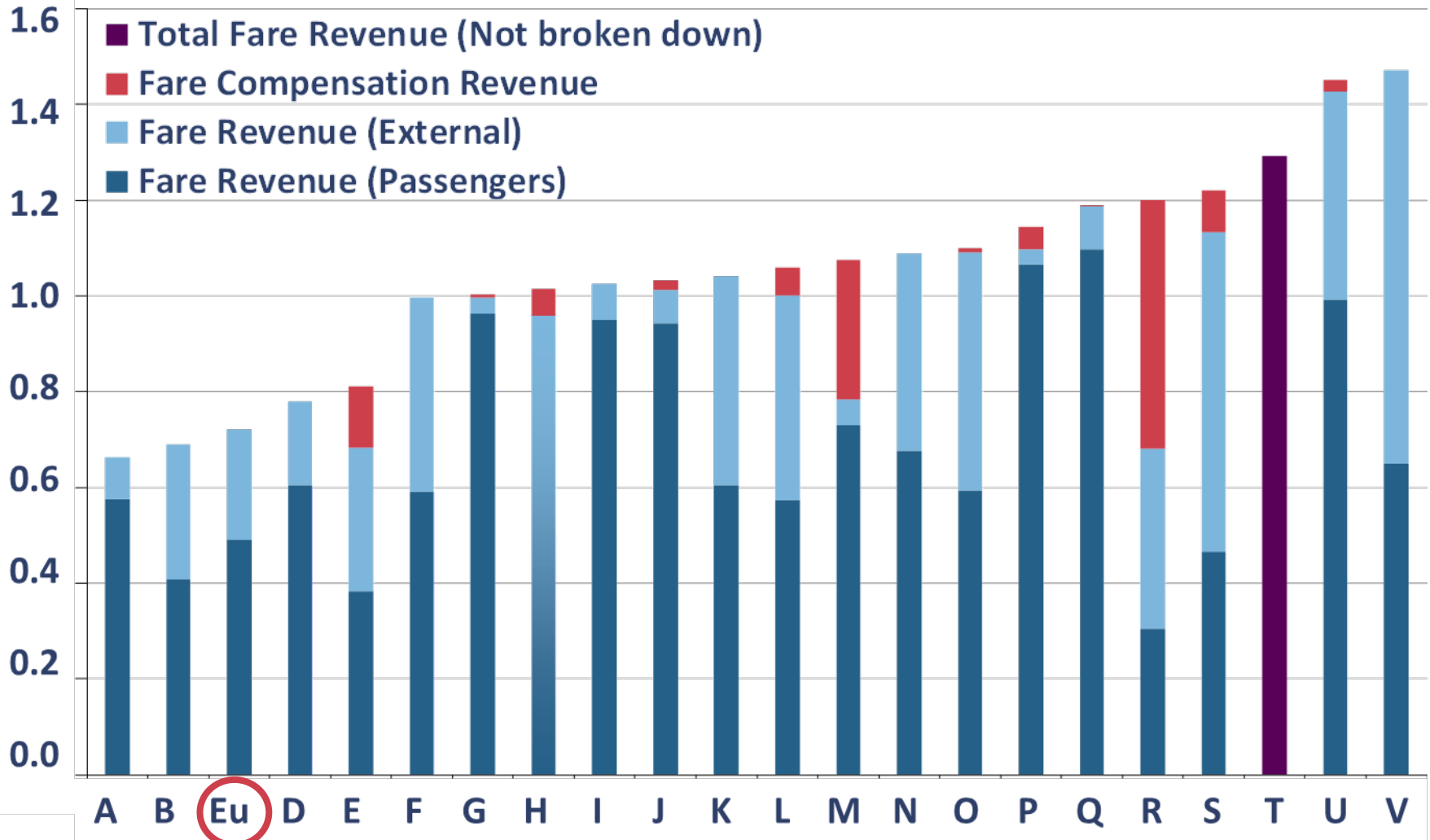
Static Fares = Declining Value Over Time; Only a Few Members (Cg, FW, HR) Keeping Up with Inflation

Inflation-Adjusted Base Cash Fare Trends (2011-2018)



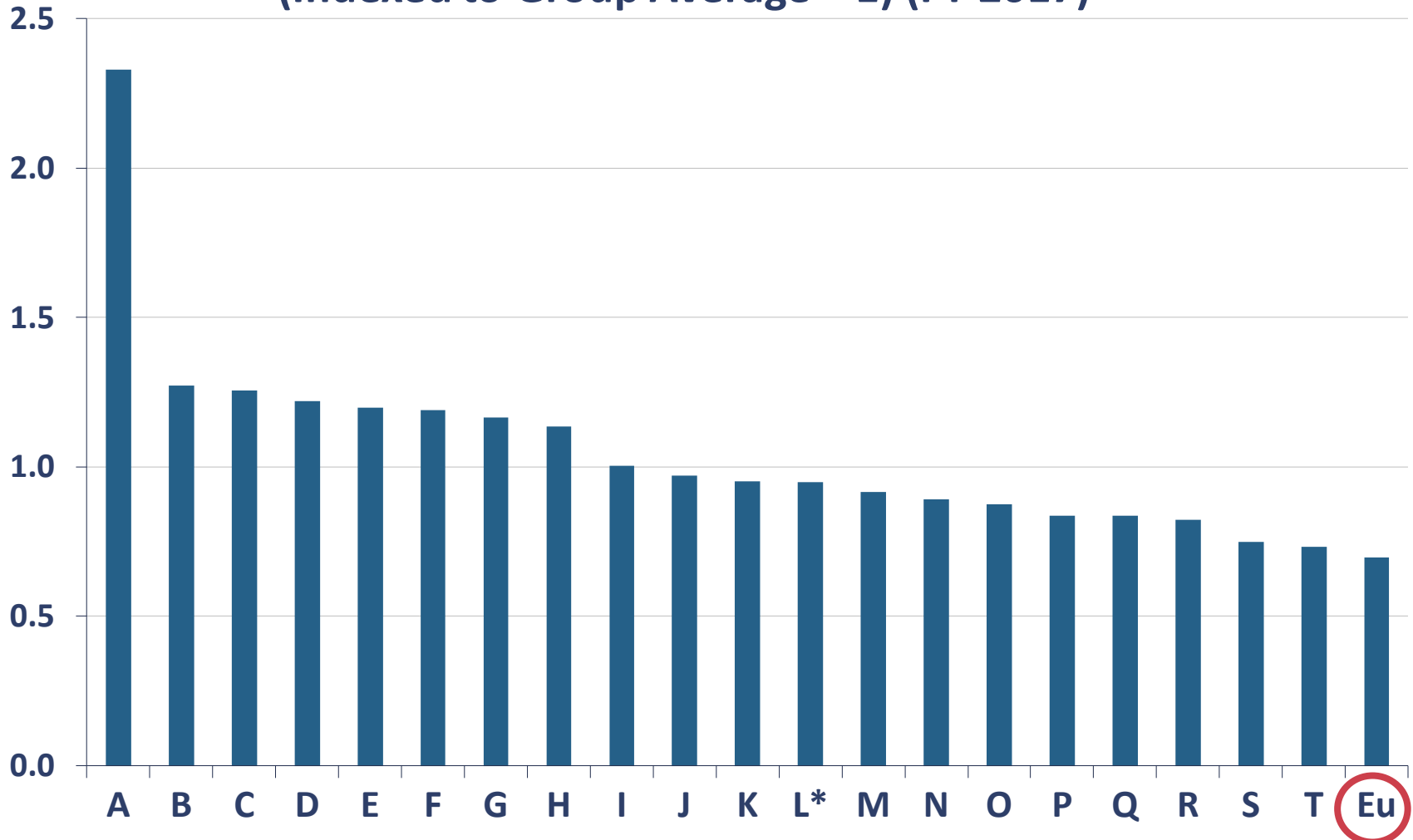
LTD Well Below Average Fare Yield due to below average fare and Honored Rider program

F9a: Fare and Fare Compensation Revenue per Boarding
2017 (Indexed to Group Average = 1)



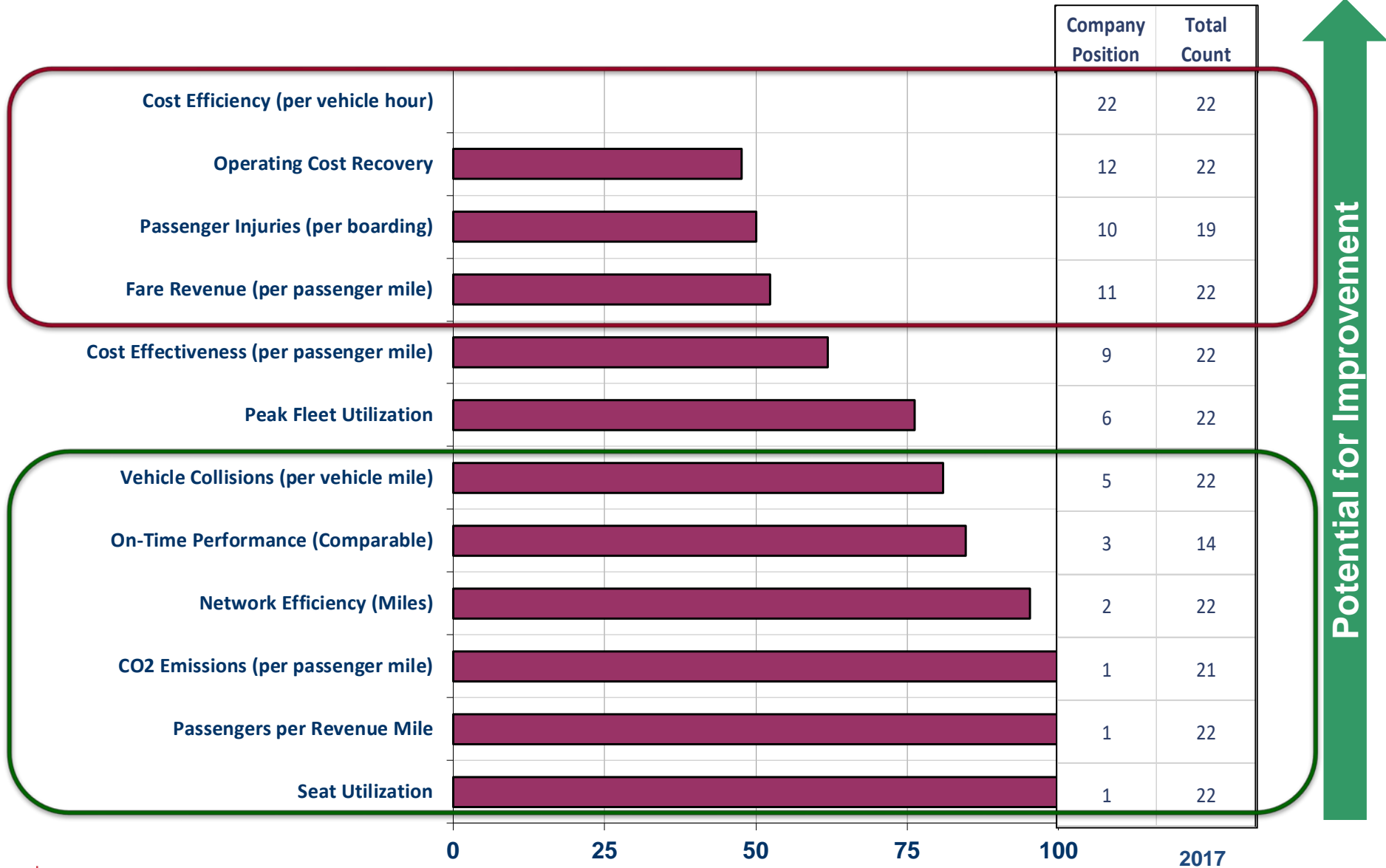
Environment: LTD lowest in CO2 emissions per passenger mile

CO2 emission of vehicles per Total Passenger Miles (Indexed to Group Average = 1) (FY 2017)



* refers to 2016 data

2017 Performance Dashboard: Summary of LTD's Relative Performance to Peers (Fixed Route)



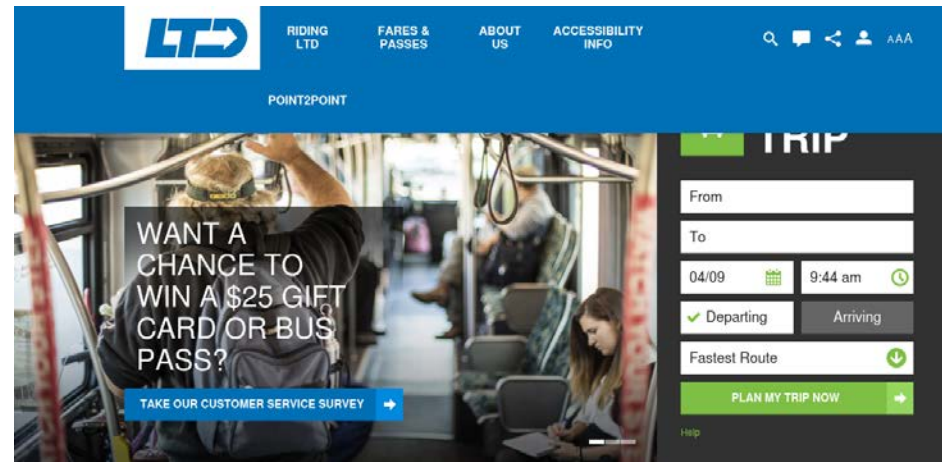
Potential for Improvement

LTD's Performance Relative to Peers

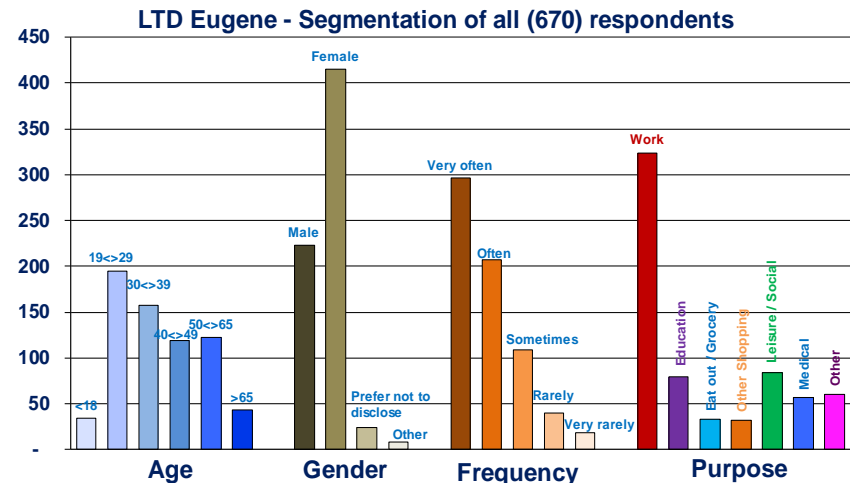
Fixed Route Customer Satisfaction Survey

Fixed Route Customer Satisfaction Survey

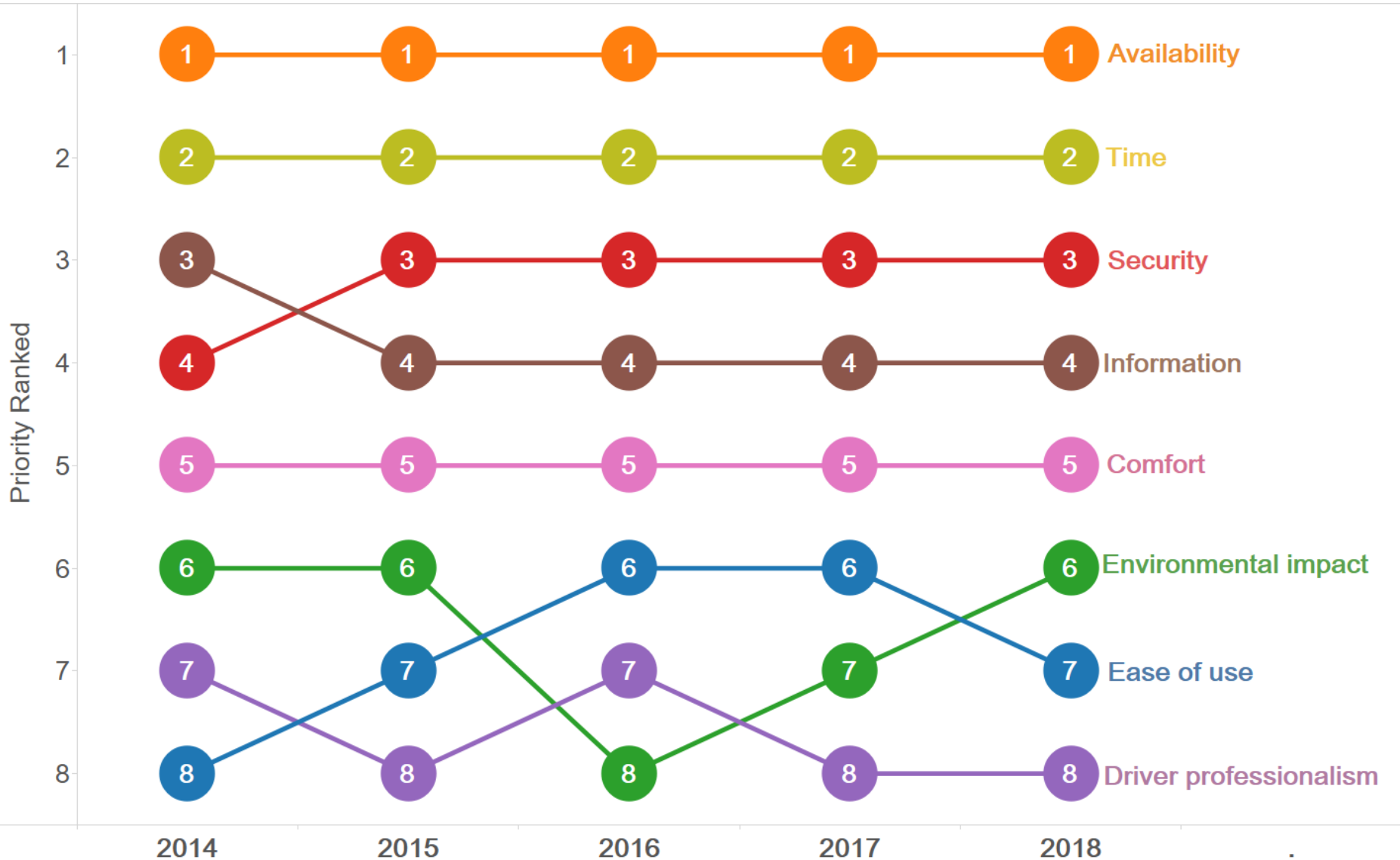
- The 7th Annual Survey went live TODAY and will run until April 14th
 - Online survey of ~20 questions designed to be answered in no more than 5 minutes
 - >10,000 responses expected across 16 agencies



- LTD has participated every year



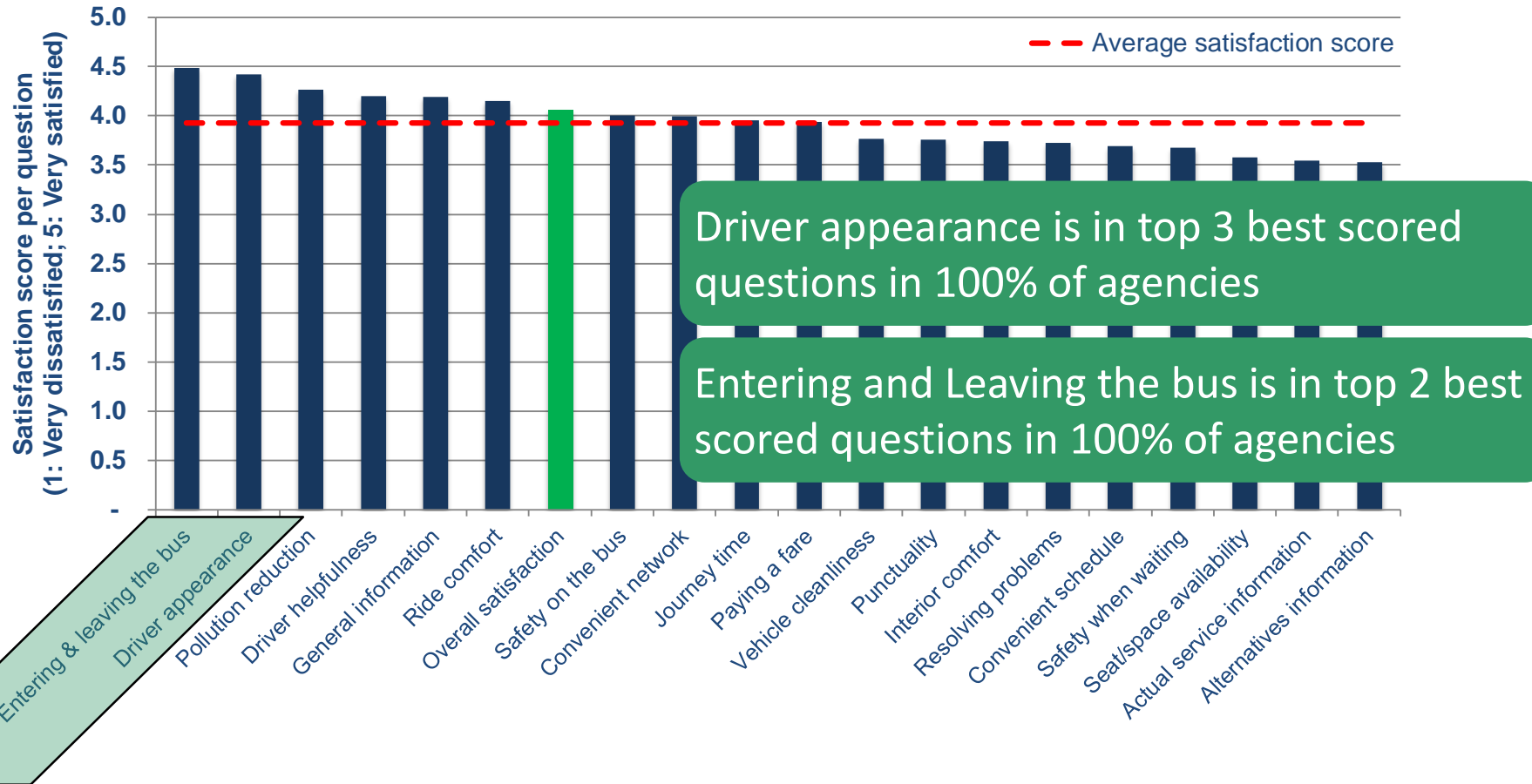
LTD's priority order consistent with rest of ABBG



ABBG Customer Satisfaction Survey 2018 Results

LTD Eugene – All Stable or Improving over Time

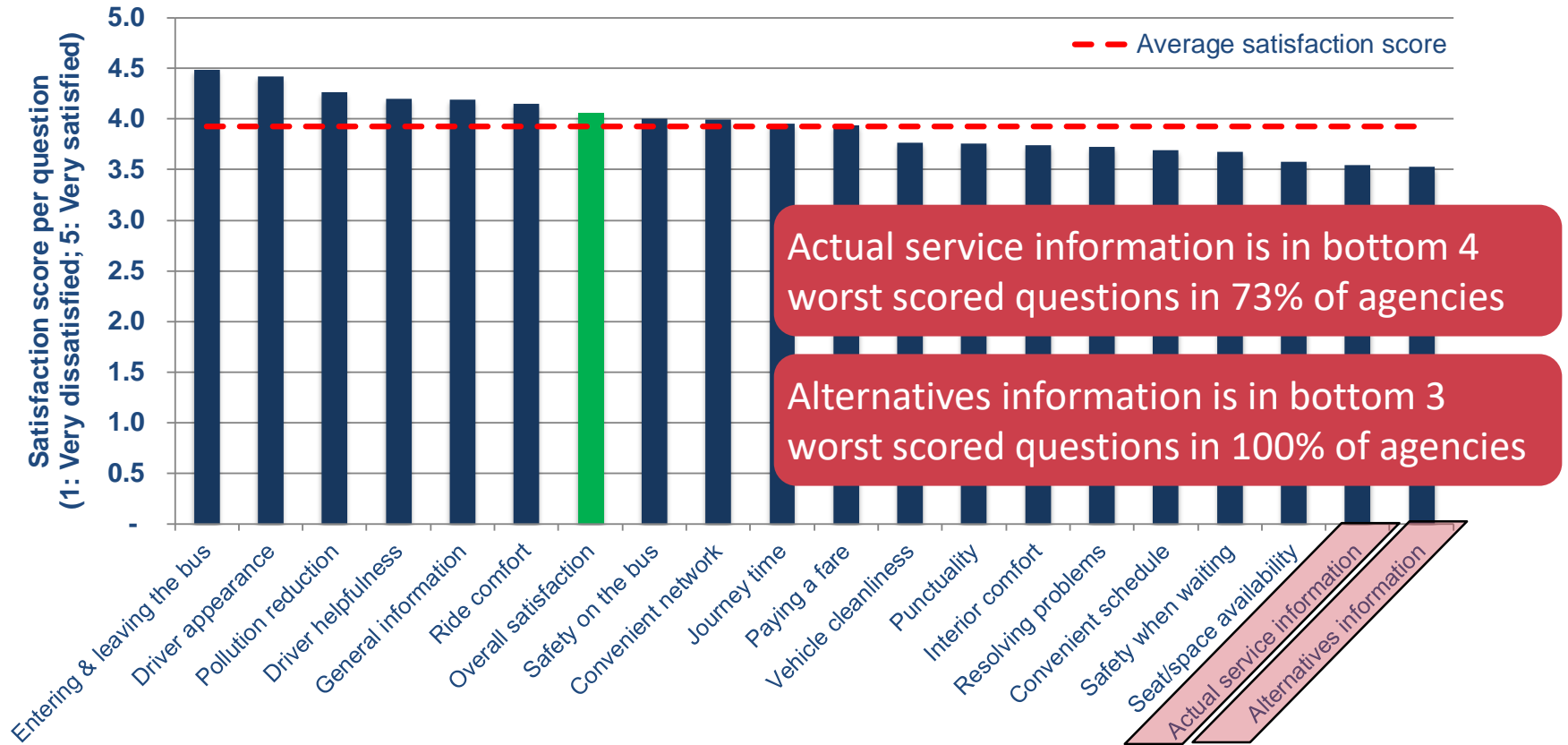
Levels of satisfaction for bus services - LTD Eugene



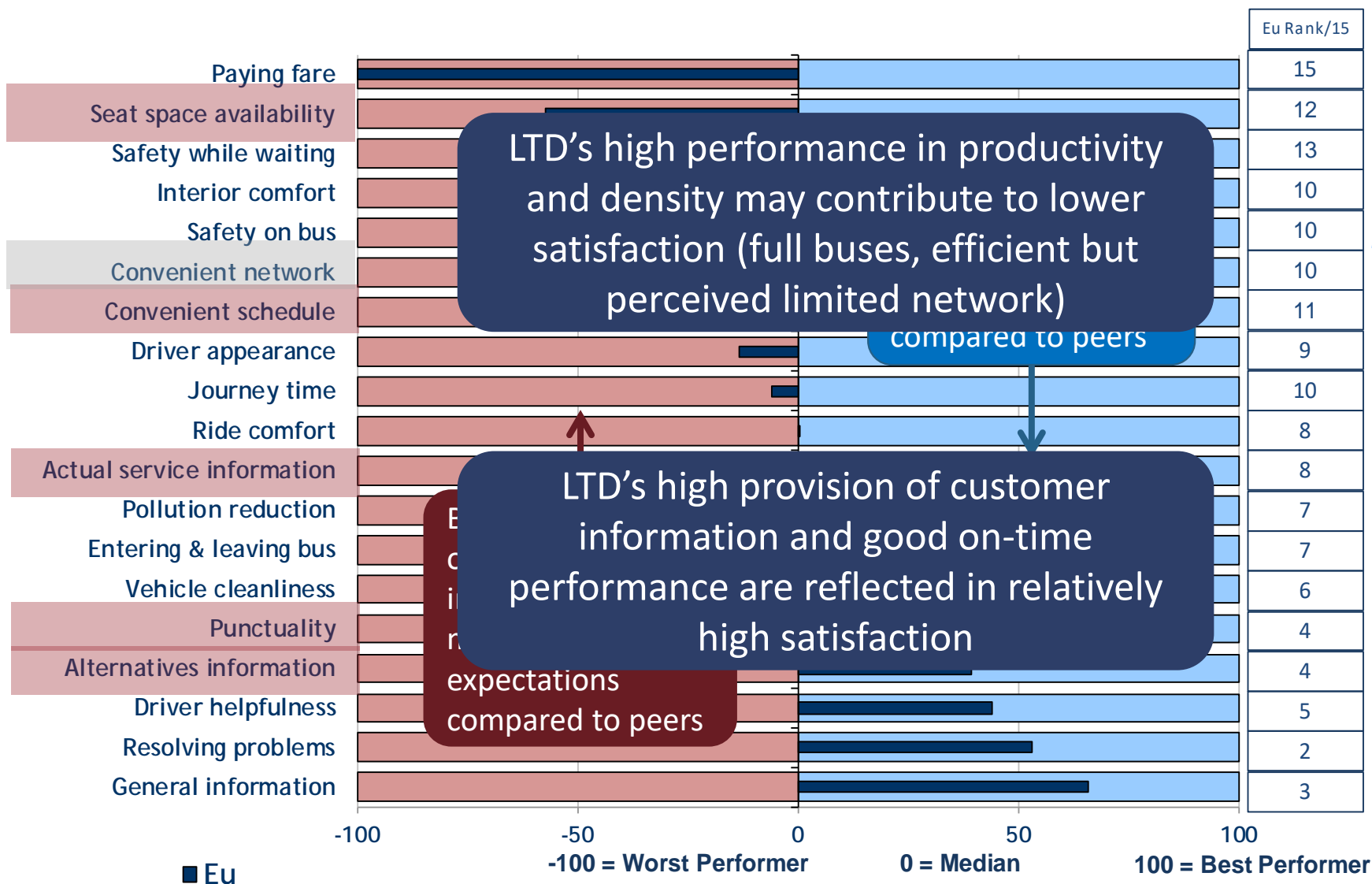
ABBG Customer Satisfaction Survey 2018 Results

LTD Eugene – All Stable or Improving over Time

Levels of satisfaction for bus services - LTD Eugene



LTD Eugene Dashboard – 2018 Relative Customer Satisfaction Performance (Perception vs. Data-Based)

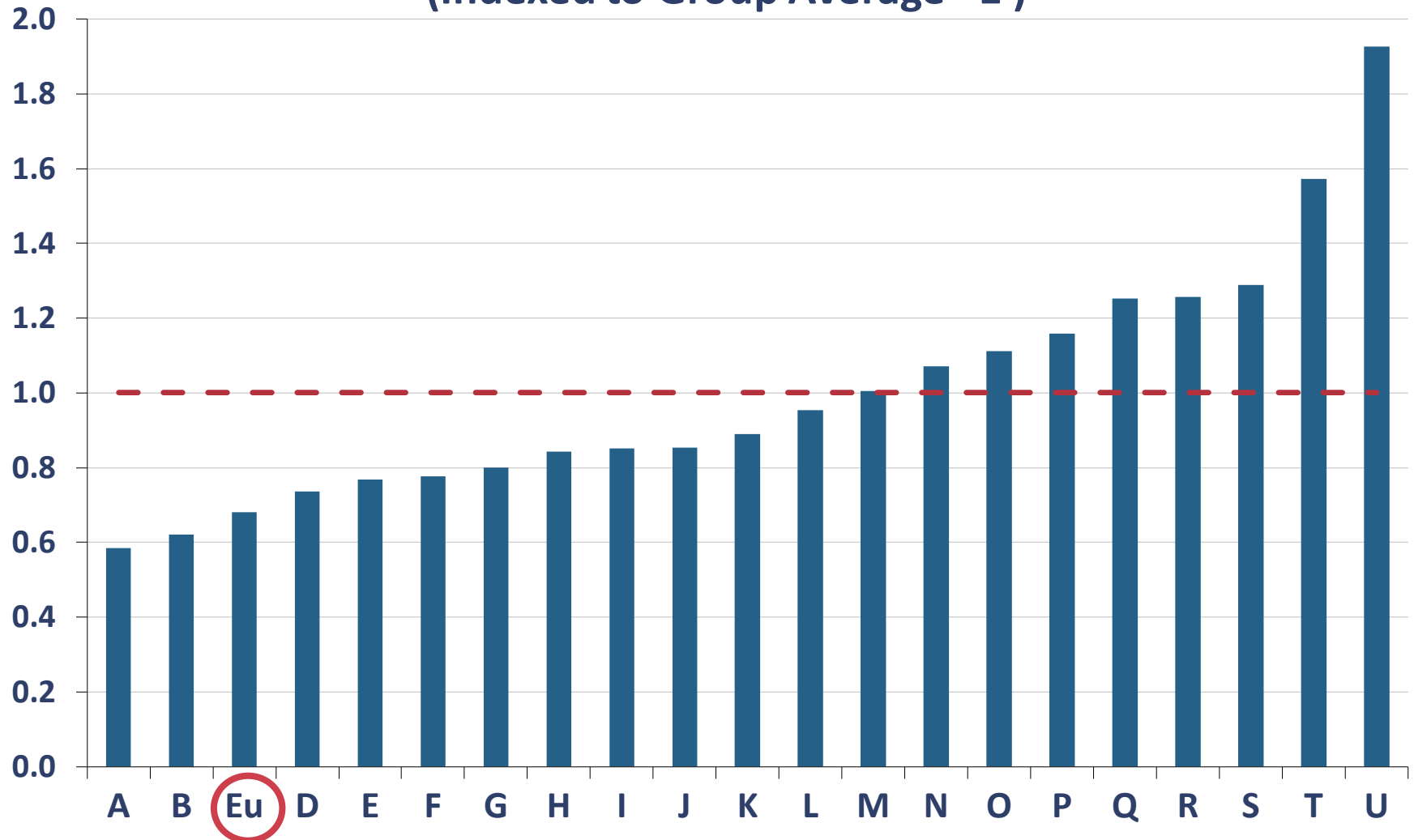


LTD's Performance Relative to Peers

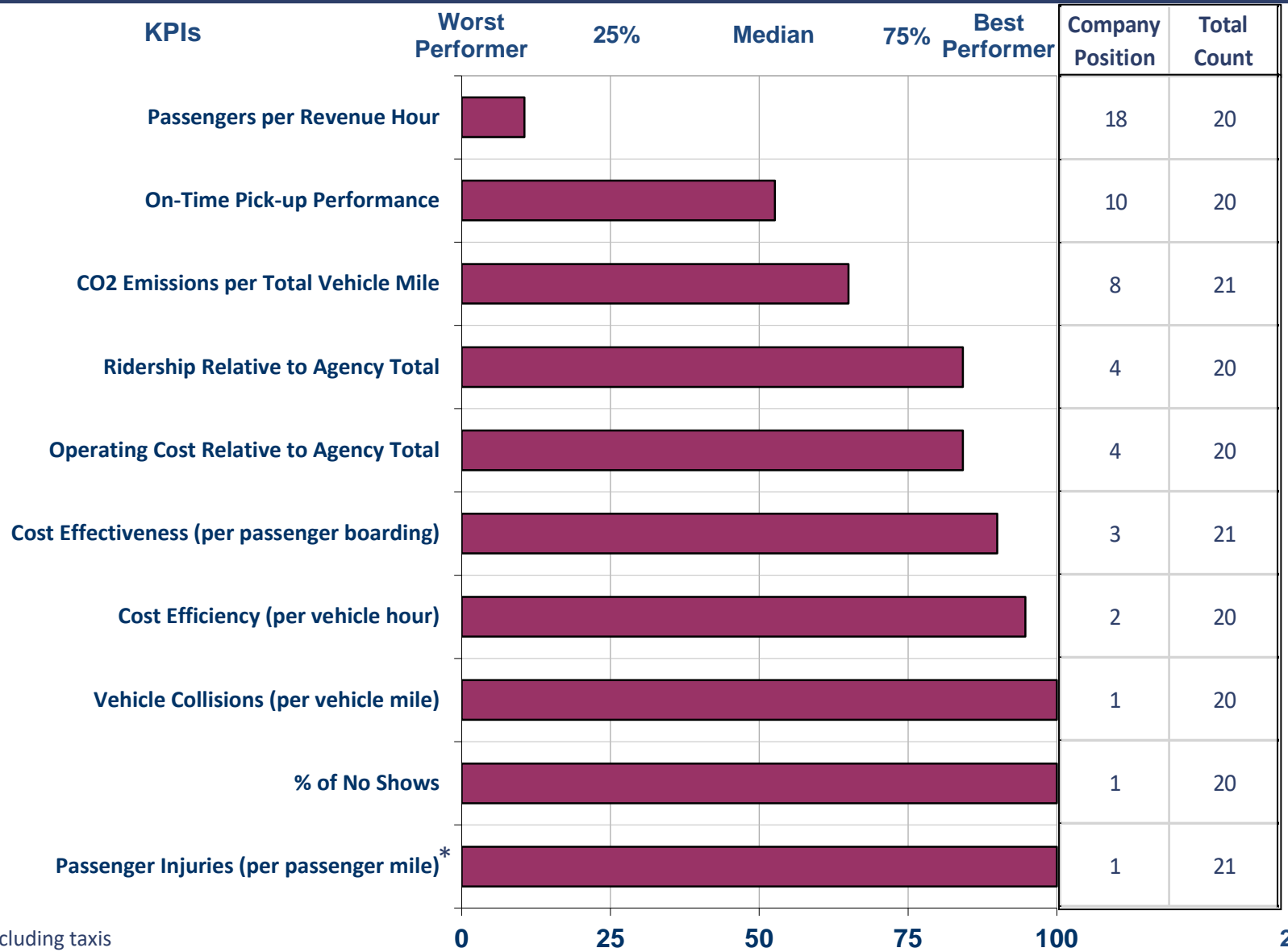
Paratransit

Paratransit Operating Cost per Boarding

Paratransit Operating Cost per Paratransit Boarding (2017) (Indexed to Group Average =1)

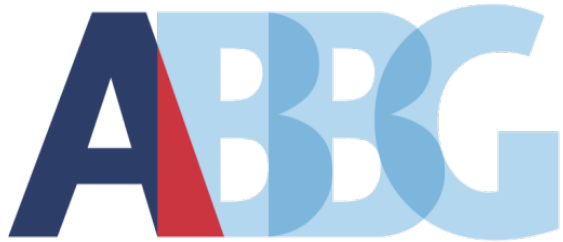


2017 Performance Dashboard – Summary of LTD’s Performance relative to Peers (Paratransit)



* Excluding taxis

Thank You! Any Questions?



AMERICAN BUS BENCHMARKING GROUP

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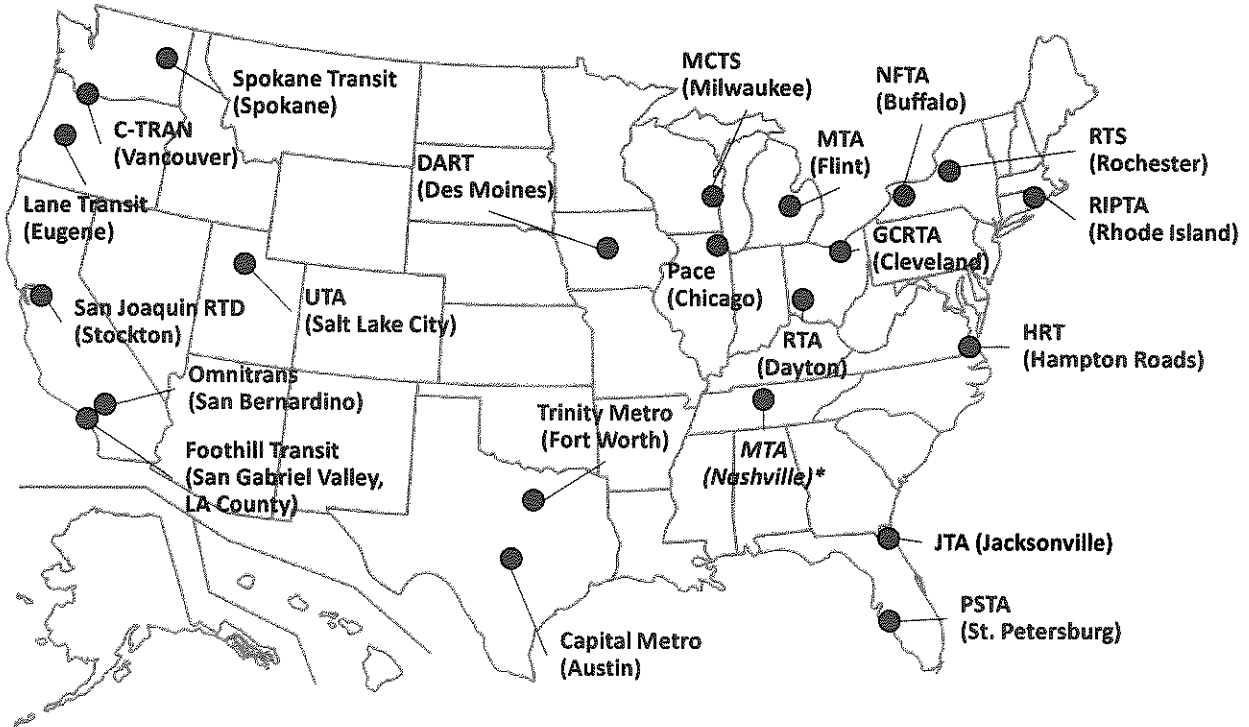
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American Bus Benchmarking Group: 22 Members Across the US in Various Urban and Suburban Environments



**Left the ABBG in 2018 but FY17 data provided*

AMERICAN BUS BENCHMARKING GROUP

ABBG Membership Codes

Capital Metropolitan Transportation Authority (Cap Metro – Austin, TX)	MetroAccess	As
Niagara Frontier Transportation Authority (NFTA – Buffalo, NY)	Paratransit Access Line (PAL)	Bf
Pace Suburban Bus (Pace – Chicago, IL)	ADA Paratransit	Cg
Greater Cleveland Regional Transit Authority (GCRTA – Cleveland, OH)	Paratransit Service	CL
Des Moines Area Regional Transit Authority (DART – Des Moines, IA)	Paratransit (Bus Plus and Polk County)	DM
Greater Dayton Regional Transit Authority (GDRTA – Dayton, OH)	RTA Connect Paratransit Service	Dy
Lane Transit District (LTD – Eugene, OR)	RideSource	Eu
Mass Transportation Authority (MTA – Flint, Michigan)	Your Ride	Fi
Foothill Transit (San Gabriel Valley, LA County, CA)	Access Services	FH
Trinity Metro (Fort Worth, TX)	ACCESS	FW
Hampton Roads Transit (HRT – Hampton, VA)	Paratransit	HR
Jacksonville Transportation Authority (JTA – Jacksonville, FL)	Connexion	JX
Milwaukee County Transit System (MCTS – Milwaukee, WI)	Transit Plus	Mw
WeGo Public Transit (Nashville, TN)	AccessRide	Na
Regional Transit Service (RTS – Rochester, NY)	RTS Access	Rc
Rhode Island Public Transit Authority (RIPTA – Providence, RI)	Ride	RI
Omnitrans (San Bernardino, CA)	Access	SB
San Joaquin Regional Transit District (RTD – Stockton, CA)	Stockton Metro Area Dial-A-Ride (SMA-ADA)	SJ
Pinellas Suncoast Transit Authority (PSTA – St. Petersburg, FL)	Dial-a-Ride Transportation (DART)	SP
Spokane Transit Authority (STA – Spokane, WA)	Paratransit	ST
Utah Transit Authority (UTA – Salt Lake City, UT)	Flextrans / Paratransit Services	UT
Clark County Public Transportation Benefit Area (C-TRAN – Vancouver, WA)	C-VAN	Vc

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