

(This packet was printed on recycled paper.)

Public notice was given to *The Register-Guard* for publication on March 12, 1998.

LANE TRANSIT DISTRICT REGULAR BOARD MEETING

**March 18, 1998
7:00 p.m.**

**LTD BOARD ROOM
3500 E. 17th Avenue, Eugene
(off Glenwood Blvd.)**

A G E N D A

Page No.

I. CALL TO ORDER

II. ROLL CALL

Hocken _____ Kleger _____ Kortge _____ Murphy _____
Wylie _____ Bailey _____ Bennett _____

III. INTRODUCTORY REMARKS BY BOARD PRESIDENT

IV. EMPLOYEE OF THE MONTH

V. AUDIENCE PARTICIPATION

Each speaker is limited to three (3) minutes.

VI. ITEMS FOR ACTION AT THIS MEETING

A. Consent Calendar

1. Minutes of the February 18, 1998, special meeting/work session
2. Amendment to LTD Family Medical Leave Policy
3. Resolution Setting Time and Day for Regular Monthly Board Meetings

B. Fiscal Year 1998-99 Service Recommendations

1. Staff Presentation
2. Opening of Public Hearing by Board President
3. Public Testimony

Each speaker is limited to three (3) minutes.

4. Closing of Public Hearing
5. Board Discussion and Decision

C. Fiscal Year 1998-99 Pricing Plan

1. Staff Presentation
2. Opening of Public Hearing by Board President
3. Public Testimony

Each speaker is limited to three (3) minutes.

4. Closing of Public Hearing
5. Board Discussion

D. Lane Community College Group Pass

E. Long-Range Financial Plan

VII. ITEMS FOR INFORMATION AT THIS MEETING

A. Current Activities

1. Board Member Reports
 - a. Metropolitan Policy Committee
 - b. Statewide Livability Forum
2. Monthly Financial Report—February Financial Statement
3. Eugene Station Update
4. Eugene Station Opening Activities
5. BRT Update

6. Cottage Grove/Creswell Tax Boundary Review
7. Amenities on New Buses
8. “LTD Sports Icons” Answer Sheet
9. Correspondence
 - ◆ February 13, 1998, letter from Linda Plant regarding the LTD service area and tax boundaries, with staff response

B. Monthly Staff Report

VIII. ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING

- A. Fiscal Year 1998-99 Pricing Plan/Fare Ordinance
- B. Budget Meetings
- C. Budget Transfers
- D. Adoption of Fiscal Year 1998-99 LTD Budget
- E. LTD Strategic Business Plan
- F. Boundary Resolution
- G. BRT Updates
- H. Quarterly Performance Reporting/Year-End Performance Report

IX. ADJOURNMENT

Alternative formats of printed material (Braille, cassette tapes, or large print) are available upon request. A sign language interpreter will be made available with 48 hours’ notice. The facility used for this meeting is wheelchair accessible. For more information, please call 741-6100 (voice) or 687-4265 (TTY, for persons with hearing impairments).

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: FEBRUARY FINANCIAL STATEMENT

PREPARED BY: Diane Hellekson, Finance Manager

ACTION REQUESTED: None

BACKGROUND: Year-to-date financial results for the 1997-98 fiscal year are summarized in the attached reports. Total General Fund revenue is \$624,125 ahead of budget for the eight-month period and 8.3 percent ahead of receipts for the same period in the previous fiscal year. Total General Fund expenses are \$1,088,890 less than budgeted through February of the current fiscal year and 8.4 percent over those of the previous year. No adverse financial conditions exist at this time.

Total year-to-date passenger fares are greater than budgeted. However, cash fares are behind eight-month expectations by \$3,473, a financial indication that trip-making by cash riders may have flattened out in the current fiscal year. Staff had previously noted that ridership statistics in the current year have indicated ridership stagnation, with losses noted on the weekends. However, fare revenue had continued to be strong, which suggested that there might have been anomalies in the methods by which riders were counted. A Board work session on ridership has been scheduled for April 13. Group pass receipts exceed expectations by \$20,844 through February. Special Services revenue continues to be behind plan by \$38,574, but is more than double what was received in the same period last year. The budget plan anticipated Cottage Grove contract revenue that has not been realized as budgeted.

Year-to-date receipts from all tax sources continue to be strong. The payroll tax, self-employment tax, and state-in-lieu payment are collectively ahead of the same eight-month period in the last fiscal year by 6.6 percent.

Wages and other operating expenses are within acceptable parameters through February. Whether or not a budget transfer will be required before the end of the current year is not yet apparent. Speculation was previously made that an Operating Fund transfer would be required to fund the modifications to the new Eugene Station in order to accommodate the community policing facility. The police facility improvements will instead be funded by the local Capital Fund contingency. Lane Transit District's contribution to the tenant improvements will not exceed \$50,000. The City of Eugene will be responsible for the balance for any improvement costs.

The Special Transportation Fund and Capital Fund both meet financial plan expectations through the first eight months of the current fiscal year. Notable is that the Oregon Transportation Infrastructure Bank loan, which was expected to close in January, has not yet been finalized as of mid-March. The delay is due to protracted review processes within the Oregon Department of Transportation. This loan is expected to be finalized during the current fiscal year, and will fund the signal prioritization project that was made possible by legislation passed in the most recent state session.

The budget development process for fiscal year 1998-99 has begun, and a proposed budget will be submitted to the Budget Committee in April. Orientation of the citizen (non-Board) members of the Budget Committee is in progress, and all citizen committee members have toured the new Eugene Station during the last month. An orientation meeting of the citizen members will be held on the evening of April 6, 1998. The first meeting of the Budget Committee will be on Wednesday, April 22, 1998.

ATTACHMENTS:

Attached are the following financial reports for Board review:

1. Analysis Report - comparison to prior year
2. Comparative Balance Sheets
 - a. General Fund
 - b. Special Transportation Fund
 - c. Capital Fund
3. Income Statements
 - a. General Fund
 - b. Special Transportation Fund
 - c. Capital Fund

PROPOSED MOTION:

None

AGENDA ITEM SUMMARY

- DATE OF MEETING:** March 18, 1998
- ITEM TITLE:** LONG-RANGE FINANCIAL PLAN
- PREPARED BY:** Diane Hellekson, Finance Manager
- ACTION REQUESTED:** Approval of the Long-Range Financial Plan
- BACKGROUND:** The Long-Range Financial Plan (LRFP) covers a rolling twenty-year period, with emphasis on the first five years. The LRFP generally is driven by the Capital Improvements Program (CIP), which, in turn has been determined by Lane Transit District's long-term goals, preservation of assets, and fleet requirements.
- The proposed LRFP is summarized in the attached materials. The plan begins with a twenty-year look at the major projects on the LTD agenda: Bus Rapid Transit (BRT); fleet expansion/replacement; passenger boarding improvements (including stations and Park & Ride facilities); and the routine replacement/expansion/upgrade of facility components, tools, and ADP hardware and software. The first five years of the capital component of this plan come directly from the CIP. In the remaining years, it is assumed that the investment in BRT steadily increases as busways are acquired and service is extended, Park & Ride facilities are added, new technology for fare collection is added, and bus amenities are considered.
- The twenty-year operating plan begins with the proposed budget for FY 1998-99, and includes the Capital Fund transfers required to provide local match for grant funding under the assumptions used to estimate capital requirements and resources. The new Eugene Station operating costs will come on-line this spring, and full-year costs are budgeted beginning in FY 1998-99.
- A summary of the assumptions used in drafting the LRFP is included with the attachments.
- ATTACHMENTS:** Long-Range Financial Plan Budget Assumptions
Long-Range Capital Plan Summary
Long-Range Financial Plan – Operating Fund
- PROPOSED MOTION:** I move that the Board approve the following resolution: It is hereby resolved that the proposed Long-Range Financial Plan for fiscal years 1998-99 through 2017-18 is approved as presented.



Lane Transit District
P. O. Box 7070
Eugene, Oregon 97401

(541) 741-6100
Fax (541) 741-6111

EVALUATION OF SERVICE ADDED IN FALL 1996

Prepared by Andy Vobora, Service Planning & Marketing Manager
March 18, 1998

9 VRC/Gateway & #10 Gateway/VRC

Time was added to these routes on Saturday and Sunday. The intention was to create consistent routing on both days, and to provide a more attractive route by using Crescent Avenue rather than Beltline Road. The predicted productivity for Saturday was 25 rides per service hour and for Sunday was 22 rides per service hour. Winter 1997 data show the #9 at 31 rides per hour on Saturday and 29 rides per hour on Sunday. The #10 has a productivity of 21 rides per hour Saturday and 34 rides per hour on Sunday. This level of productivity is encouraging. The lower #10 ridership on Saturday is not surprising because the departure time from the Eugene Station is on a minor pulse.

16 Springfield Mall

This route was added to pair with the #14 Fairview in downtown Springfield. Routing was designed to serve higher-density housing and lower-income residents along Mill Street. Routing connected Mill Street to the Springfield Mall using Centennial Boulevard. Delays in the completion of the Springfield Mall created less of an attraction for residents to use this service. Ridership productivity remained around 12 rides per service hour during the Winter 1997 bid period. A recommendation to eliminate the service was adopted by the Board and the route was discontinued in Fall 1997.

#36 West 18th Avenue

The #36 West 18th Avenue route was designed to relieve overloads and add frequency along the 18th Avenue corridor. Established service had been burdened by heavy loads to and from the University, so the intent was to move a portion of the ridership to and from downtown Eugene to this route. The routing also provided a new connection to the Fred Meyer shopping area for West 18th Avenue residents. Predicted ridership was 29 rides per service hour. Actual ridership started slowly, with productivity around 18 rides per hour. A change in departure times, to create better spacing between the #36 and the #37, has helped the route grow to slightly more than 23 rides per service hour. While not achieving the predicted ridership to date, staff are encouraged by the growth and will continue to monitor this service.

#42 Echo Hollow/W. 11th & #43 W. 11th/Echo Hollow

These routes were created by reconfiguring existing service. The new route design provided cross-town connections for residents in the Bethel-Danebo area and for residents along W. 11th Avenue. Deviations from these routes provided trips into the industrial areas off Seneca and W. 1st Avenue. In Fall 1997, most of the route deviations were eliminated as additional industrial service was implemented. Predicted productivity was 30 rides per service hour. Actual ridership stands at 31 rides per service hour.

#51 Santa Clara

Two additional a.m. trips (inbound only) were added to fill in service during the morning peak. Predicted productivity for these trips was 32 rides per service hour. Actual ridership has been 24 rides per service hour. Staff will continue to monitor the growth of these trips.

#62 VRC/Goodpasture Island

The #62 was designed to replace sub-standard service of the #65 route. The new route maintains frequency of four buses per hour along Goodpasture Island Road and adds service to new housing along Goodpasture Lakes Loop. Predicted productivity was 24 rides per service hour. Actual ridership in 1996-97 was 20 rides per service hour. Staff are recommending no changes to this service in 1998. It is anticipated that the deletion of service on the #63 route will shift some ridership to the #62, and that this service sector will be addressed in the Comprehensive Service Redesign beginning next year.

#64 VRC

The #64 provides direct service to and from Valley River Center. This service was added to fill in a major pulse connection at the Eugene Station. Predicted ridership was 24 rides per service hour. Winter 1997 data shows actual ridership at 35 rides per service hour, while partial fall 1997 data shows 25 rides per service hour. No changes are recommended, but staff will continue to monitor ridership as additional data are gathered.



Annual Route Review 1998

***Responses to public testimony heard at
February 18, 1998, Board meeting***

AGENDA ITEM SUMMARY

- DATE OF MEETING:** March 18, 1998
- ITEM TITLE:** APPROVAL OF FISCAL YEAR 1998-99 SERVICE RECOMMENDATIONS
- PREPARED BY:** Andy Vobora, Service Planning & Marketing Manager
- ACTION REQUESTED:** Approval of recommended service changes for implementation in September 1998.
- BACKGROUND:** On February 18, 1998, staff presented details of the FY 1998-99 recommended service package, and the Board heard public testimony. Responses to the public testimony are attached for your review.
- In response to input from the public and the Board, staff have prepared a revised service recommendation. This recommendation includes a higher level of contingency for additional investigation into the provision of service to employers along Airport Road and to the airport. A revision in the cost of service for increasing the #11 Thurston route to six times per hour was made. The revised numbers now account for the cost in tripper service that has been incorporated into regular service this fiscal year. Staff also included projections for fare revenue changes to provide the Board a better evaluation of the net cost.
- If all contingencies are implemented in FY 1998-99, the total increase in service will be 1.88 percent.
- ATTACHMENTS:**
- (1) Responses to February 18, 1998, public testimony
 - (2) Public testimony received February 18 – March 18, 1998
 - (3) Evaluation of service added in September 1996
 - (4) Summary of Fiscal Year 1998-99 service proposal
- PROPOSED MOTION:** I move the following resolution: It is hereby resolved that the LTD Board of Directors approves the Fiscal Year 1998-99 service recommendations as presented.

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: COTTAGE GROVE/CRESWELL TAX BOUNDARY REVIEW

PREPARED BY: Andy Vobora, Service Planning & Marketing Manager

ACTION REQUESTED: Information Only

BACKGROUND: Lane Transit District is nearing the halfway point in the Cottage Grove/Creswell bus service pilot project. Ridership continues to exceed rural route productivity standards and is expected to remain at these levels throughout the project.

City staff, City Council members, and interested community members are beginning to discuss the next step in evaluating the decision of whether or not to request inclusion in the LTD service boundary. A key piece of information in this decision-making process is the proposed taxing boundary and the tax revenues that would be generated within the boundary. LTD has contracted with the Lane Council of Governments (LCOG) to produce a boundary map with accompanying tax revenue estimates. LTD staff are planning a review of the boundary and tax revenue information with these parties at the end of March.

Staff will be available at the March 18 Board meeting to answer questions and review the boundary map.

ATTACHMENT: None

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: CORRESPONDENCE

PREPARED BY: Phyllis Loobey, General Manager

ACTION REQUESTED: None

ATTACHMENTS: The attached correspondence is included for the Board's information:

- * Letter from Linda Plant regarding the LTD service area and tax boundaries, with staff response

At the March meeting, staff will respond to any questions the Board members may have about this correspondence.

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: LCC GROUP PASS PRICE

PREPARED BY: Andy Vobora, Service Planning & Marketing Manager

ACTION REQUESTED: Adopt a price of \$8.39 per LCC registrant.

BACKGROUND: A Lane Transit District task group, comprised of LTD Board members Pat Hocken and Kirk Bailey and staff members Andy Vobora and Connie Bloom Williams, has continued to work with Lane Community College (LCC) staff and Board members on a proposal to institute a two-year group pass test project. A draft contract is being circulated for LCC administrative review, with the hope that a formal proposal will be ready for LCC Board review at their April 8, 1998, meeting.

In January, the LTD Board approved in concept a price of \$10.00 per student per term for full-time students at the main campus. Since that time, the program proposal has changed in three ways. First, the group expanded to include all students registering through the LCC Classline system (approximately 45,000 annually). Second, the inclusion of additional groups results in a lower price per student. Third, the fee would be administered as a college-instituted fee and would therefore not require a student vote. Accounting for the larger group and including miscellaneous registrations at no charge have resulted in a revised price of \$8.39 per registrant. The risk in including miscellaneous registrants is that there is a possibility that these students will take advantage of the program. However, the risk is small because most of the miscellaneous registrants are involved in short-term classes or one-day seminars, and probably would not take the time to go to the main campus for a photo ID card and validation sticker. The LTD task team members believe that the opportunity to include LCC in a group pass program far outweighs the risk involved during the pilot project.

RESULTS OF RECOMMENDED ACTION:

The LCC Board will have clear direction from LTD on the cost of the program and will be able to assess the potential impact on students.

ATTACHMENT: Draft agreement

PROPOSED MOTION: I move the following resolution: It is hereby resolved that the LTD Board of Directors adopts an LCC group pass rate of \$8.39 per registrant for the length of the two-year contract.

MONTHLY STAFF REPORT

March 18, 1998

TRANSIT OPERATIONS

Prepared by Rob Montgomery, Acting Transit Operations Manager

There is no Transit Operations report this month.

HUMAN RESOURCES

Prepared by Ed Rutledge, Human Resources Manager

RECRUITMENT AND SELECTION

During the month of February, the District continued its recruitment efforts for the position of transit operations manager. S. Brooks & Associates, Inc., Portland, Oregon, was selected to assist with the recruitment for this position. Margaret Brooks, Executive Vice President of Employment Services, meet with Phyllis Loobey, Mark Pangborn, and Joyce Ziemplak to discuss the District's needs with regards to the position of transit operations manager. Applications for this position will be accepted through March 20, 1998.

During February, the District conducted interviews for the position of transit planner. The first round of interviews will conclude in March and it is expect that two or three finalists will be selected for second interviews. The final interviews are expect to be conducted the second week in March.

The District received over two hundred applications for its positions of facilities custodians. Interviews will be held in March.

Applications were accepted and interviews held for the positions of limited duration field supervisor and openings in the temporary supervisor pool, Transit Operations Department. Shawn Mercer and Kay Kinnish were selected for the limited duration field supervisor positions. Don Herbison, Mel Morgan, Ralph Dinnel, and Grace Thurston have been selected for the temporary supervisor pool.

The District also began recruiting for a temporary position of computer systems analyst to assist with the final implementation of the new HRMS and payroll software.

TRAINING

The Human Resources Specialist attended an executive briefing regarding “Recruiting on the Internet.”

The Risk/Safety/Benefits Specialist attended PRIMA’s Government Risk Management Seminar the last week of February. Several new ideas and developing trends in the risk management field were covered.

RISK

The Facilities Safety Committee met on 12th of February at which we reviewed and discussed nine reports of employee injuries. Some of these were SAIF claims and the following is a summary table of those injuries.

February 1998

TOTAL INJURIES REPORTED	9
SAIF CLAIMS REPORTED	6
SAIF CLAIMS TIME LOSS	4

On the Job Injuries History from January 1995 to YTD

YEAR	1995	1996	1997	1998
Total Injuries Reported	48	73	95	12
Total Number SAIF Claims	17	35	38	8
Total Number SAIF Time Loss	10	17	15	5

SAFETY

The Accident and Route Review Safety Committee held it’s bi-monthly meeting February 20. The committee did not have any outside safety concerns to investigate but it did have 22 accidents and 3 incidents to review. A summary of this review is as follows:

MONTH	ACCIDENTS	INCIDENTS	D. T. USED	D.T. NOT USED
December	13	0	9	4
Y.T.D. Totals	132	19	80	71

YEAR 1998

MONTH	ACCIDENTS	INCIDENTS	D.T. USED	D.T. NOT USED
January	9	3	4	8
Y.T.D. Totals	9	3	4	8

Employees of the Fleet Services Division did an excellent job of working with a bus operator to find and remedy a problem in bus 915. The bus operator had complained about the power steering. An initial check of the pounds needed to turn the wheel found it to be in the same range as on other buses. Since this test did not reveal a problem another bus operator was allowed to drive the bus on the McKenzie River run. This run takes three hours to do a round trip and thought the thought was that this could reveal if there was a problem that arose over extended use. Indeed, after about an hour of use the other bus operator was able to describe a minor in the feel of the steering wheel, which led to driver fatigue over the period of a full shift. With this information Fleet Services had the front end realigned and changed the steering mechanism.

COMPENSATION STUDY

The Human Resources Manager met with the General Manager and Assistant General Manager in preparation for conducting the appeal process in the compensation study. The appeals were reviewed and the compensation study consultant was contacted. A schedule was arranged wherein those employees who had submitted appeals would be able to confer with the consultant. The appeal process will be resumed in March.

PERFORMANCE MANAGEMENT PROJECT

The Human Resources Manager worked on a task team consisting of the General Manager, Assistant General Manager and a management consultant in the development of a performance management evaluation system. The task team identified goals for the project and a schedule of for implementation. The purpose of this project is to compliment the new compensation schedule with an evaluation system that is based on actual performance rather than an employee's term of incumbency.

EMPLOYEE RELATIONS

Approximately 420 employees, retirees, guests and Board members attending The 1998 Employee Awards Banquet. The emcee for the evening was Dick Ellis, bus operator, and awards were presented by Phyllis Loobey, General Manager and Pat Hocken, President, Board of Directors. Special recognition was given to the 1997 retirees: Arthur

Hanson, Ronald Nunemaker, Ronald Smith, Sr., and John Tompkins. Three bus operators who have reached Twenty-five Consecutive Years of Safe Driving; Tim Dennis, Paul Headley and Roy Hughes; were presented with timepieces in recognition of their exceptional achievement. The 1997 Employee of the Month recipients: Ray Chapman, January; Marcie Pope, February; Holly Tomlin, March; Bob Younger, April; Beatrice Landeros, May; Mary York, June; Mike Gilles and Jim Hurst, July; Chris Thrasher, August; Dick Ellis, September; Damion Grill, October; Carol Kaminski, November; and R.L. Montgomery, December; were recognized and the 1997 Employee of the Year, Holly Tomlin, was announced.

Initial feedback indicates that the evening was a success and special thanks go to the 1998 Employee Awards Banquet Committee members for their hard work. Committee members were: Carol Allred, bus operator; Dick Ellis, bus operator; Kelly Perron, receptionist; Jesse Thomas, journeyman mechanic; and Joyce Ziemplak, human resources specialist.

LABOR RELATIONS

The Human resources Manager had multiple meetings with the Local Executive Board Officer for the union regarding procedures and certain details for the March bid. These meetings were necessitated by the unique terms of the new labor contract, which dismantled the segregated full-time and part-time classifications.

OTHER

The Human Resources Manager met with the Acting Operations Manager and a representative of McKenzie-Willamette Hospital to discuss progress and procedures in the district's mandated drug and alcohol testing program. Of special concern were the procedures that must be followed during the late evening and early morning hours when the hospital's regular staff are not on duty.

SERVICE PLANNING & MARKETING

Prepared by Andy Vobora, Service Planning & Marketing Manager

UO SPORTS SHUTTLES

LTD provided service to 15 men's and 13 women's home basketball games this year.

Ridership to the men's games averaged 763 one-way rides this year, down from 968 rides from last season. However, game attendance and parking availability really determines

our ridership level. Average attendance at the games declined more sharply than ridership. Less attendance means more parking around Mac Court. Modal split was 5.3%, slightly higher than last season and for the second year in a row it has broken the 5.0% mark. Ridership was strong for the PAC-10 sellout games vs. OSU, UCLA and Arizona (average ridership = 1,124, modal split = 6.2%). This year, we successfully used a new contraflow bus lane leaving Mac Court at post-game that was set up by UO and the Eugene Police Department.

Ridership to the women's games was greatly increased by adding a second park and ride for the shuttle service. Ridership increased from 168 average one-way rides from South Eugene High School to 398 rides from both South Eugene High School and River Road Station. Game attendance increased from last year, but so did our modal split, from 2.4% to 5.1%. The last three PAC-10 games were the highest ridership since the service started two years ago. Ridership for the games vs. OSU, Stanford and Cal averaged 711 one-way rides, with a modal split of 6.3%. The women's team has gone on to play in the NCAA tournament.

GATEWAY SENIOR DAY

Gateway Mall, Liberty Federal Bank, and Lane Transit District sponsored the first Senior Day at Gateway on February 24th. 280 seniors took part in the activities, which included a free continental breakfast, free entry in the classic film *Singing in the Rain*, prize drawings, and a concert in the food court during lunch. LTD staff were on hand to offer trip-planning information and promote the senior Bus Buddy program. In March, LTD will be including a direct shuttle to the Eugene Station. LTD's senior training at the Eugene Station just happened to fall on the same day, so we're taking advantage of the opportunity to include more seniors in special training.

EUGENE STATION

Staff continue to work closely with City staff to prepare for operations at the station. Agreements have been made to remove parking drop-off areas around the perimeter of the station, as well as re-striping travel lanes on Willamette Street and 8th Avenue to facilitate bus turn movements. Special materials have been produced for operators to become accustomed to the new routing and staging. A special Rider's Digest booklet will be posted on the buses two weeks prior to opening. The booklet contains our regular route and schedule change information, plus a great deal of information on station amenities, policies, and procedures.

YIELD LAW IMPLEMENTATION

The media created a bit of attention by responding to a press release issued by ODOT. The reality for LTD is that implementation will not occur until later this calendar year. The administrative rules have not been adopted by the Oregon Transportation Commission,

the light has not been manufactured, a switching system needs to be developed, the signs need to be installed, and finally we intend to do a solid public education campaign prior to any tickets being issued.

COMMUTER SOLUTIONS

Two new group pass contracts have recently been signed. The owner on multiple Taco Time restaurants has signed up his employees and the Lane Shelter Care will come on board in April.

Research with two of our existing group pass organizations will occur over the next couple of months. We hope to learn more about why some groups have higher ridership and what seem to be the key factors for employees not choosing to use the bus.



Lane Transit District
P. O. Box 7070
Eugene, Oregon 97401

(541) 741-6100
Fax (541) 741-6111

MONTHLY STAFF REPORT

March 18, 1998

TRANSIT OPERATIONS

Prepared by Rob Montgomery, Acting Transit Operations Manager

There is no Transit Operations report this month.

HUMAN RESOURCES

Prepared by Ed Rutledge, Human Resources Manager

RECRUITMENT AND SELECTION

During the month of February, the District continued its recruitment efforts for the position of transit operations manager. S. Brooks & Associates, Inc., of Portland, Oregon, was selected to assist with recruitment. Margaret Brooks, executive vice president of employment services, met with staff to discuss the District's needs for the position. Applications will be accepted through March 20, 1998.

During February, the District conducted interviews for the position of transit planner. The first round of interviews concluded in March, and several finalists were selected for second interviews. The final interviews are expected to be conducted the second week in March.

The District received more than 200 applications for its facilities custodian positions. Interviews will be held in March.

Applications were accepted and interviews held for the limited-duration field supervisor positions and for openings in the temporary supervisor pool in the Transit Operations

Department. Bus Operators Shawn Mercer and Kay Kinnish were selected for the limited-duration field supervisor positions. Bus Operators Don Herbison, Mel Morgan, Ralph Dinnel, and Grace Thurston have been selected for the temporary supervisor pool.

The District also began recruiting for a temporary position of computer systems analyst to assist with the final implementation of the new HRMS and payroll software.

TRAINING

The human resources specialist attended an executive briefing regarding "Recruiting on the Internet."

The risk/safety/benefits specialist attended PRIMA's Government Risk Management Seminar during the last week of February. Several new ideas and developing trends in the risk management field were discussed.

RISK

The Facilities Safety Committee met on February 12 to review nine reports of employee injuries.

SAFETY

The Accident and Route Review Safety Committee held its bi-monthly meeting on February 20. The committee did not have any outside safety concerns to investigate but it did review the accidents and incidents that had occurred since the last meeting.

Employees of the Fleet Services Department did an excellent job of working with a bus operator to find and remedy a problem in bus 915 after the bus operator complained about the power steering. An initial check of the pounds needed to turn the wheel found it to be in the same range as on other buses. Since this test did not reveal a problem, another bus operator drove the bus on the McKenzie River run, which takes three hours for a round trip. It was thought that this could reveal if there was a problem that arose over extended use. Indeed, after about an hour of use the other bus operator was able to describe a minor difference in the feel of the steering wheel, which led to driver fatigue over the period of a full shift. With this information, Fleet Services had the front end realigned and changed the steering mechanism.

COMPENSATION STUDY

The human resources manager met with the general manager and assistant general manager in preparation for conducting the appeal process in the compensation study. The appeals were reviewed and the compensation study consultant was contacted. A schedule was arranged wherein those employees who had submitted appeals would be able to confer with the consultant in March.

PERFORMANCE MANAGEMENT PROJECT

The human resources manager worked on a task team consisting of the general manager, assistant general manager, and a management consultant in the development of a performance management evaluation system. The task team identified goals for the project and a schedule of for implementation. The purpose of this project is to complement the new compensation schedule with an evaluation system with a stronger emphasis on performance and less on an employee's term of incumbency.

EMPLOYEE RELATIONS

Approximately 420 employees, retirees, guests, and Board members attended the 1998 Employee Awards Banquet. The Master of Ceremonies for the evening was Bus Operator Dick Ellis, and awards were presented by General Manager Phyllis Loobey and Board of Directors President Pat Hocken. Special recognition was given to the 1997 retirees: Arthur Hanson, Ronald Nunemaker, Ronald Smith, Sr., and John Tompkins. Three bus operators who have reached twenty-five consecutive years of safe driving--Tim Dennis, Paul Headley and Roy Hughes--were presented with timepieces in recognition of their exceptional achievement. The 1997 Employee of the Month recipients--Ray Chapman, January; Marcie Pope, February; Holly Tomlin, March; Bob Younger, April; Beatrice Landeros, May; Mary York, June; Mike Gilles and Jim Hurst, July; Chris Thrasher, August; Dick Ellis, September; Damion Grill, October; Carol Kaminski, November; and R.L. Montgomery, December--were recognized, and the 1997 Employee of the Year, Holly Tomlin, was announced.

Initial feedback indicates that the evening was a success. Special thanks go the 1998 Employee Awards Banquet Committee members for their hard work. Committee members were: Carol Allred, bus operator; Dick Ellis, bus operator; Kelly Perron, receptionist; Jesse Thomas, journeyman mechanic; and Joyce Ziemplak, human resources specialist.

LABOR RELATIONS

The human resources manager had multiple meetings with the local executive board officer for the union regarding procedures and certain details for the March bid. These meetings were necessitated by the unique terms of the new labor contract, which dismantled the segregated full-time and part-time classifications.

OTHER

The human resources manager met with the acting operations manager and a representative of McKenzie-Willamette Hospital to discuss progress and procedures in the District's mandated drug and alcohol testing program. Of special concern were the

procedures that must be followed during the late evening and early morning hours when the hospital's regular staff are not on duty.

SERVICE PLANNING & MARKETING

Prepared by Andy Vobora, Service Planning & Marketing Manager

UO SPORTS SHUTTLES

LTD provided service to 15 men's and 13 women's home basketball games this year. Ridership to the men's games averaged 763 one-way rides this year, down from 968 last season. However, game attendance and parking availability really determine our ridership level. Average attendance at the games declined more sharply than ridership. Lower attendance means more parking around Mac Court. Even so, the modal split was 5.3 percent, slightly higher than last season. For the second year in a row, the modal split has broken the 5.0 percent mark. Ridership was strong for the PAC-10 sellout games vs. OSU, UCLA, and Arizona (average ridership = 1,124; modal split = 6.2 percent). This year, we successfully used a new post-game contraflow bus lane leaving Mac Court that was set up by UO and the Eugene Police Department.

Ridership to the women's games was greatly increased by adding a second Park & Ride for the shuttle service. Ridership increased from 168 average one-way rides from South Eugene High School to 398 rides from both South Eugene High School and River Road Station. Game attendance increased from last year, but so did our modal split, from 2.4 percent to 5.1 percent. The last three PAC-10 games entailed the highest ridership since the service began two years ago. Ridership for the games vs. OSU, Stanford, and Cal averaged 711 one-way rides, with a modal split of 6.3 percent. The women's team has now gone on to play in the NCAA tournament.

GATEWAY SENIOR DAY

Gateway Mall, Liberty Federal Bank, and Lane Transit District sponsored the first Senior Day at Gateway on February 24, in which 280 seniors took part. The activities included a free continental breakfast, free entry to the classic film "Singing in the Rain," prize drawings, and a concert in the food court during lunch. LTD staff were on hand to offer trip-planning information and promote the senior Bus Buddy program. In March, LTD will be including a direct shuttle to the Eugene Station for the Gateway Senior Day. LTD's senior training at the Eugene Station will fall on the same day, so we will be taking advantage of the opportunity to include more seniors in special training.

EUGENE STATION

Staff continue to work closely with City of Eugene staff to prepare for operations at the station. Agreements have been made to remove parking drop-off areas around the perimeter of the station, as well as to re-stripe travel lanes on Willamette Street and 8th Avenue to facilitate bus turn movements. Special materials have been produced for operators to become accustomed to the new routing and staging. Also, a special Rider's Digest booklet will be posted on the buses two weeks prior to opening. The booklet contains our regular route and schedule change information, plus a great deal of information on station amenities, policies, and procedures.

YIELD LAW IMPLEMENTATION

The media created a bit of attention by responding to a press release issued by ODOT. The reality for LTD is that implementation will not occur until later this calendar year. The administrative rules have not been adopted by the Oregon Transportation Commission, the yield light for the back of the buses has not been manufactured, a switching system needs to be developed, the signs need to be installed, and, finally, we intend to present a comprehensive public education campaign prior to any tickets being issued.

COMMUTER SOLUTIONS

Two new group pass contracts have recently been signed. The owner of multiple Taco Time restaurants has signed up his employees, and Lane Shelter Care will come on board in April.

Research with two of our existing group pass organizations will occur during the next couple of months. We hope to learn more about why some groups have higher ridership and what seem to be the key factors for employees not choosing to use the bus.

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: BOARD MEMBER REPORTS

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None

BACKGROUND: Board members have been appointed to the Metropolitan Policy Committee (MPC), and on occasion are appointed to other local or regional committees. Board members also will 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:

- a. **MPC:** MPC meetings generally are held on the second Thursday of each month. At the March 18 Board meeting, LTD's MPC representatives Pat Hocken and Rob Bennett will provide a brief update on the March 12 MPC meeting. They also can answer any questions the Board may have about the MPC activities in general.
- b. **Statewide Livability Forum:** Board President Pat Hocken has been asked to participate on a statewide committee called the Livability Forum as one of 12 participants from the Eugene/Springfield area. At the March 18 Board meeting, she can report to the Board about this committee.

ATTACHMENTS: None

PROPOSED MOTION: None

LANE TRANSIT DISTRICT

**RESOLUTION SETTING TIME AND DAY FOR
REGULAR MONTHLY BOARD MEETINGS**

WHEREAS, the Board adopted at its June 19, 1996, meeting a revision to LTD Ordinance No. 1 providing that the time and day of Board meetings shall be fixed by Board resolution rather than by ordinance; and

WHEREAS, the meeting time and day for regular monthly Board of Directors meetings previously were set by resolution on September 18, 1996; and

WHEREAS, the Lane Transit District Board of Directors wishes to change the beginning time of its regular monthly meetings from 7:00 p.m. to 5:30 p.m.;

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors hereby sets the third Wednesday of each month at 5:30 p.m. as the day and time of its regular monthly meeting.

Date

Board President

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: EUGENE STATION OPENING ACTIVITIES

PREPARED BY: Andy Vobora, Service Planning & Marketing Manger

ACTION REQUESTED: None

BACKGROUND: The details of operational plans, security plans, and moving plans are being refined as the Eugene Station opening date of April 5, 1998, nears. A plan for grand opening activities for the business community, the general public, and employees also has been developed. Staff wish to remind the Board about the following dates:

Employee Event:	Sunday, March 29	12:00 p.m. to 5:00 p.m.
Dedication Ceremony:	Thursday, April 2	5:30 p.m. to 7:30 p.m.
Public Preview:	Saturday, April 4	12:00 p.m. to 4:00 p.m.
Public Opening:	Sunday, April 5	8:30 a.m. departure

ATTACHMENT: None

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: CONSENT CALENDAR

PREPARED BY: Jo Sullivan, Executive Secretary

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 March 18, 1998:

1. Approval of minutes: February 18, 1998, regular Board meeting
2. Amendment to LTD Family Medical Leave Policy
3. Resolution to change time of regular monthly Board meetings to 5:30 p.m.

ATTACHMENTS:

1. Minutes of the February 18, 1998, regular Board meeting
2. Amended Family and Medical Leave Policy
3. Resolution Setting Time and Day for Regular Monthly Board Meetings

PROPOSED MOTION: I move that the Board adopt the following resolution: It is hereby resolved that the Consent Calendar for March 18, 1998, is approved as presented.

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: APRIL EMPLOYEE OF THE MONTH

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None

BACKGROUND: **April 1998 Employee of the Month:** Bus Operator Don Matney has been selected as the April 1998 Employee of the Month. Don was hired on August 3, 1987, and has achieved ten years of safe driving, ten consecutive years of safe driving, and ten years of correct schedule operation (CSO). A co-worker nominated Don in order to recognize his selfless commitment to and support of the District, its employees, and its customers. The co-worker noted that Don has managed the employees' Benefit Fund for years in a most responsible manner, assuring complete accountability, and has managed the picnic kitchen crew for years, developing a mean, lean crew of barbecuers. In addition, he has demonstrated superb customer service; he motivates, encourages, and supports employee fitness; and he is willing to take unpopular stands on issues, revealing an open-minded, big-picture thinker.

When asked what makes Don a good employee, Field Supervisor Dan Budd said, "Don has been with LTD since 1987 and has maintained an excellent attendance record, in addition to achieving 10 years of safe driving and 10 years of CSO. Don is dedicated to providing his customers with the best service possible; looking out for their safety and needs is part of his daily routine. During his tenure at LTD, Don has participated in a number of LTD events, volunteering a lot of time and energy to ensure successful results. One good example is his participation on the Picnic Committee--from the annual conception to the finish, it would not be the same wonderful event without his enthusiasm and involvement. Don played an essential role in reviving the employee fund when it was on the verge of extinction, to a now financially sound status, and currently co-chairs the committee. Don is well liked and respected here at LTD, by employees and customers, alike."

AWARD: Don will attend the March 18 meeting to be introduced to the Board and receive his award.

AGENDA ITEM SUMMARY

DATE OF MEETING:

ITEM TITLE:

PREPARED BY:

ACTION REQUESTED:

BACKGROUND:

**RESULTS OF RECOM-
MENDED ACTION:**

ATTACHMENT:

PROPOSED MOTION:

H:\WPDATA\SUMMARY.DOC

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: EUGENE STATION UPDATE

PREPARED BY: Charlie Simmons, Facility Services Manager
Jim Ball, Owner's Construction Representative

ACTION REQUESTED: None. Information only.

BACKGROUND: **Summary of Construction Activities Since Previous Report:**

At the Community Policing Station, the design of the tenant improvements has been completed. A change order has been issued with Wildish Building Company. The tentative completion date is May 12, 1998.

At the Customer Service Center, casework is complete except for the service counter doors and wood trim. Electrical wiring for lighting, power, and special systems is complete, and installation of lights is 98 percent complete. The fire alarm system, access control system, and security system are approximately 97 percent complete. Terrazzo flooring in the lobby area is complete except for the base coves and the final polishing; the terrazzo flooring that was added for the concession area is 90 percent complete. Installation of ceramic tile inside and outside the building and laying of carpet and vinyl tile are complete. The office furniture was delivered and installed, and installation of the lobby furniture began. Anti-graffiti film was applied to the windows of the main floor. Miscellaneous painting continued, including waterproofing of the exterior masonry.

A vendor has been selected to lease the concession space at the Customer Service Center, and the lease agreement is being completed. The vendor will sell coffee drinks, cremosas, pastries, and ice cream. The vendor will be present at the grand opening events to provide coffee; although the finishing of the space will not be completed until shortly after the station opens.

At the Southwest Corner (1099 Olive) Building, all original project work was completed, except for minor punch list items, and LTD took beneficial occupancy. Anti-graffiti film was applied to the exterior of the windows.

On Site, some unit paver work was completed to correct low spots, which tended to collect rainwater. Installation of conduit and light fixtures was completed in the shelters, and the site lighting was energized.

Installation of the clocks was completed, and the clock system was placed in operation. The balance of the support columns for the free-standing trellis at the McDonald Theatre Building were erected, and the concrete footings were poured. Forming and pouring concrete for the curbs, driveway, and sidewalk sections in the hot bus area were completed. Extension of the irrigation system to the planters was completed, and placement of topsoil in the planters and bedding of the plants is approximately 90 percent complete. All CCTV cameras were installed at the shelters and portico columns, and the CCTV system is operable. The remaining signs were installed.

In the Right-of-Way, the fence sections at the modified ADA ramps at the bus entry driveway were installed, and ivy was planted around the trees on Olive Street.

Activities Anticipated in the Coming Month:

At the Customer Service Center, all work will be completed, punch lists will be generated by all design disciplines, final inspections will be made, and LTD will take beneficial occupancy. Work on the punch list items will begin.

At the Southwest Corner (1099 Olive) Building, all punch list items will be corrected.

On Site, planting of shrubs and flowers will be complete. Traffic control system software will be simulation tested, and the system made operational, provided the City's new traffic system is in operation. Touch-up painting of structures will be completed. All site work will be complete except for caulking of the busway concrete expansion joints and minor punch list items.

In the Right-of-Way, the lampposts will be painted, planting of ivy will be completed, the remaining old bus shelters will be demolished and removed, and work on the punch list items will be complete.

ATTACHMENT: None

PROPOSED MOTION: None

Fare Policy

The fare policy is used to provide direction in making decisions about changes in the District's fare structure. The policy is composed of objectives and guidelines. The objectives indicate the general goals the District's fare structure should achieve. The guidelines provide more specific direction on the various aspects of a fare structure. The intent of each of the guidelines is further explained in a discussion section that follows each statement.

This Fare Policy applies to both the fixed-route and RideSource systems. Unless otherwise stated, objectives and guidelines apply to both systems.

OBJECTIVES

1. To promote fixed-route ridership by making the fare structure attractive to users
2. To improve the farebox recovery ratio
3. To improve the efficiency of fare collection
4. To promote equity of fare payment among patrons

APPLICATION

This policy applies to all recommendations for changes to the fare structure.

GUIDELINES

1. *Recommendations for changes in the fare will be developed by LTD staff. Decisions on fare changes are made by the LTD Board of Directors, and require an amendment to an ordinance. A public hearing is required for any change in fares. Changes to the RideSource Fare also will include review by the Special Transportation Fund Advisory Committee.*

Typically, fare change decisions are made over the course of three board meetings. At the first meeting are an informational presentation to the Board, and a public hearing. The first reading of the ordinance is held at the second meeting, and the second reading and approval of the fare ordinance occur at the third meeting.

2. *Staff recommendations for changes to the fare will consider the inflation rate, ridership and revenue trends, local economic trends, trends in automobile-related costs such as gas, service changes, the value of the service to the rider, market conditions and opportunities, the District's financial situation, the District's goals and objectives, and Board policy.*

This policy statement lists the most important factors to be considered in making recommendations for changes to the fare structure. The list of factors to be evaluated is not meant to be exclusive; other factors will need to be considered from year to year. It is further

recommended that staff develop and maintain a ridership model in order to more accurately predict the effects of changes in the fare structure.

3. *Increases to the Group Pass rates will be based on the average increase in operating costs of the preceding three years.*

The initial group pass rate is based on a formula as dictated by the Group Pass Policy. Ongoing adjustments to the rate generally are determined by a rolling three-year average of increases in the District's operating costs. Should service be added for a particular group pass program, the marginal costs of that added service also should be included in an increase.

4. *The RideSource fare should exceed the fare of the fixed-route system to reflect the higher cost of a RideSource trip and to encourage use of the fixed-route system.*

RideSource, a demand-responsive, curb-to-curb service, has a much higher cost per trip than LTD's fixed-route service. Establishing a higher cash fare for RideSource than for the fixed-route system will help to compensate for the higher cost and encourage riders who may have a choice between systems to use the fixed-route service. By law, RideSource fares cannot exceed twice the fixed-route fare.

5. *Increases in the farebox recovery ratio should be pursued primarily by improving the ridership productivity of the system and by improving internal operating efficiency.*

There are three ways to improve farebox recovery ratio: by increasing the fare (in real terms); by improving internal operating efficiency; and by improving ridership productivity. Attempts on the LTD fixed route to improve the recovery ratio by increasing the fare by an amount substantially greater than the inflation rate have proven unsatisfactory. Ridership decreases have almost offset the increase in the average fare, yielding only small gains in revenue and significant ridership loss. Improvements in internal operating efficiency should be pursued whenever possible. Improvements in ridership productivity are likely to provide the greatest potential for a significant improvement to the farebox recovery ratio. If the average fare remains stable (in real terms), a 10 percent increase in ridership productivity would achieve a 10 percent improvement in the farebox recovery ratio.

Unlike the fixed-route system, significant increases in RideSource rides do not provide significant additional income to offset costs. Encouraging use of the RideSource Shopper and providing incentives for grouping trips may improve productivity but would not have a substantial impact on the farebox recovery ratio. Due to the significant fare subsidy on RideSource, efforts should be made to maintain a minimum farebox recovery ratio and maintain the Americans with Disabilities Act (ADA) maximum fare, once attained.

6. *Prepayment of fares on the fixed-route system shall be encouraged. Accordingly, passes and tokens should be priced below the cash fare.*

Prepayment of fares benefits the District in a number of ways: It improves the cash flow situation; it guarantees ridership and revenue by the customer; it reduces the chance of non-payment or underpayment; and it speeds boarding. Prepayment mechanisms also tend to encourage increased ridership by customers since the cost of the ride is not required at the time the decision to take the ride is made. It is recommended that monthly passes be priced

at 25 to 30 times the cash fare, and that tokens be priced at 75 percent to 90 percent of the cash fare. Passes should, on a per-ride basis, be discounted more than tokens, since they are more effective at increasing ridership and are a more efficient fare mechanism from an internal operating standpoint. It should be noted that RideSource does not use either passes or tokens since there should not be an incentive to ride RideSource more frequently. However, RideSource provides ticket books for riders, at the same per-ride price as the cash fare, to minimize underpayment of fares, to encourage ease of boarding for customers, and to offer a non-cash alternative to riders.

7. *Increases to the base fixed-route fare generally should not exceed 20 percent and no more than one increase in each fare type should be implemented within a year. Increases to the RideSource fare should not exceed 50 percent and no more than one increase should be implemented each year until reaching the allowable ADA maximum of twice the LTD adult cash fare.*

This policy directs that changes in the fare be incremental in nature to avoid large "catch-up" increases. The District's experience has been that large fare increases (even though occurring less often) have a substantially more negative impact on ridership than smaller, more frequent fare increases. However, more than one increase in any one fare instrument in a year would tend to discourage ridership.

Large fare increases on RideSource do not seem to have a significant impact on ridership. However, RideSource has a more "captive" ridership and fare increases should not be unduly burdensome, especially since many of the riders have low incomes. Once the ADA maximum fare of twice the fixed-route adult cash fare is attained, additional fare increases would occur only when the LTD adult cash fare increases, approximately once every three years.

8. *Recommendations for fare changes will be developed prior to the budget process each spring for the following fiscal year.*

Given the dynamic nature of ridership, budgets, and other factors that affect fares, it is necessary to consider changes in the fare on a yearly basis. This policy ties the recommendations on fare changes to the budget process, as well as to decisions on major changes in the service that result from the Annual Route Review. This policy does not preclude making unprogrammed changes to the fare in mid-year if unforeseen conditions warrant.

9. *The District should alternate increases in the cash fare with increases in the cost of tokens and passes.*

The District has had good success alternating increases in the cash fare with increases in the cost of tokens and passes. This method always gives riders the option of switching to a fare payment mechanism that has not been increased and therefore mitigates some of the negative impacts on fare increases.

10. *Changes in the fare structure should be implemented on the first day of a month, preferably in July or September.*

Since LTD ridership changes significantly at the start and end of summer, these are good times to implement changes to fares. Pass price increases during the school year when LTD ridership is highest are more visible and therefore may result in a greater loss of ridership.

11. *Fare promotions can be used to attract new riders to the fixed-route system.*

Fare promotions have been shown to be a cost-effective method of attracting new users to the system at a very low cost per trip. Surveys indicate that many of those attracted by free or reduced fares are not regular bus riders. The process to be followed in fare promotions includes an analysis of the proposal, a marketing plan for the promotion, and a post-project evaluation. The extent of the analysis, marketing plan, and evaluation would be based on the scale of the promotion. RideSource fare promotions shall be designed to switch riders to the LTD fixed route and to increase RideSource productivity.

12. *Discounted fares may be used to encourage ridership during traditionally low-demand periods.*

The District has had very good success in generating additional ridership in low-demand times through fare reductions. The cost per trip generated by the fare reductions has been much lower than for other options available to the District.

13. *Fare payment options that effectively attract a different market segment or encourage increased use of the bus by current riders shall be developed. The fare payment options should be made conveniently available to customers.*

The District currently offers customers the choice of paying cash or using tokens, monthly passes, or day passes. Each of these fare payment options is attractive to a different segment of the market. Other fare payment options that attract additional riders, increase bus use among current riders, or are more convenient forms of current options should be investigated and, if feasible, implemented. Convenient access to all fare payment options will tend to make the system more attractive to customers and thus will increase ridership.

14. *The design and number of fare payment instruments shall consider the ease of enforcement by bus operators and ease of understanding by customers.*

Bus operator enforcement of fares is necessary to ensure adherence by customers to the fare policies. The ease of enforcement is dependent upon the design of the fare payment instrument and the quantity of different fare payment options available. These two factors should be considered when making decisions on the implementation of a new fare option or the redesign of an existing fare instrument. Fare enforcement programs should be evaluated periodically to ensure that they are appropriate.

MAINTENANCE

The Finance Department will monitor application of this policy and propose revisions as necessary.

Adopted 2/85
Revised 6/86
Revised 6/87
Revised 2/98

H:\BOARD PACKET\1998\03\REGULAR MTG\FARE POLICY.DOC



Pricing Plan 1998

***Written public testimony for
March 18, 1998, Board meeting***



*Lane Transit District
P. O. Box 7070
Eugene, Oregon 97401*

*(541) 741-6100
Fax (541) 741-6111*

**CONSENT CALENDAR ITEM:
AMENDMENT TO LTD FAMILY AND MEDICAL LEAVE POLICY**

Prepared by Ed Rutledge, Human Resources Manager
March 18, 1998

BACKGROUND: According to a recent advisory published by the National Employment Law Institute, "If an employer does not advise employees as to how it will calculate the 12 month period [in which an employee is entitled to up to 12 weeks of FMLA leave], the employee can select the most advantageous 12 month period." It is believed that District operations will be better served if a universal method for calculating the 12-month period is incorporated into policy. The proposed amendment to this policy would accomplish this objective. Attached is LTD Policy III-O, "Family and Medical Leave Policy," with the amendment underlined.

ACTION REQUESTED: Staff recommend that the LTD Board of Directors adopt this amendment to the District's Family Medical Leave Policy, to clarify the definition of "year" for the purposes of calculating the period in which an employee may take up to 12 weeks of such leave.

RESULTS OF RECOMMENDED ACTION: The LTD Family and Medical Leave Policy will be amended to define "year" in which the 12 weeks of family medical leave may taken as a "one- (1) year period...measured forward from the date the employee first took such leave."

AGENDA ITEM SUMMARY

DATE OF MEETING: May 20, 1998

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

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None at this time

BACKGROUND: The action or information items listed below will be included on the agenda for future Board meetings:

- A. **Fiscal Year 1998-99 Pricing Plan/Fare Ordinance:** The second reading and adoption of an ordinance setting the fares for FY 1998-99 will be held on June 17, 1998.
- B. **Budget Transfers:** At the June 17, 1998, meeting, staff may ask for Board approval of budget transfers to accomplish the additional work plans of the District.
- C. **Adoption of Fiscal Year 1998-99 LTD Budget:** At the June 17, 1998, meeting, the Board will be asked to adopt the FY 1998-99 budget, as approved by the LTD Budget Committee on April 23, 1998.
- D. **Boundary Resolution:** State law requires that the District annually determine the territory in the District within which the transit system will operate. This resolution will be scheduled for the June 17 Board meeting. If boundary changes are made necessary by the addition of Cottage Grove to the District, those changes will be accomplished by ordinance.
- E. **LTD Strategic Business Plan:** Following a public comment period on the Draft Strategic Plan, the Board will be asked to approve the final LTD Strategic Plan document at a future meeting.
- F. **BRT Updates:** Various action and information items will be placed on Board meeting agendas during the design and implementation phases of the bus rapid transit project.
- G. **Quarterly Performance Reporting:** Staff will provide quarterly performance reports for the Board's information in February, May, August, and November each year.

H:\Board Packet\1998\03\Regular Mtg\FUTSUM.doc (jhs)

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: AMENITIES ON NEW BUSES

PREPARED BY: Ron Berkshire, Fleet Services Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: Last year LTD received six (6) thirty-foot buses and three (3) forty-foot buses. For evaluation, the buses were equipped with a variety of new interior improvements that are different from our standard bus. Amenities included were new interior colors, new seat design, air conditioning, reading lights, and hand-hold straps. In February, a passenger survey was conducted to assess customer opinion of the amenities. One hundred and fifty-four surveys were collected on various routes throughout the system. Following is a summary of those results:

Do you feel the interior colors on this bus are:

- 68% more attractive than a regular bus
- 13% same as a regular bus
- 19% less attractive than a regular bus

Do you feel the individual reading lights on this bus are:

- 55% more useful than the regular bus lighting
- 12% the same as the regular bus lighting
- 4% less useful than the regular bus lighting
- 31% have not used the individual reading lights

Do you feel the seating style and arrangement are:

- 38% more comfortable than a regular bus
- 27% same comfort level as a regular bus
- 36% less comfortable than a regular bus

Do you feel the air conditioning feature:

- 48% will likely cause you to ride the bus more often
- 41% won't cause you to ride more often, but in better comfort
- 10% will not likely cause you to ride the bus more often

Do you feel the new design on the exterior of the bus is:

- 69% more attractive than a regular bus
- 21% same as a regular bus
- 11% less attractive than a regular bus

Do you feel the straps/handles hanging from the bar for standing passengers are:

- 90% a good thing
- 4% a bad thing
- 8% neither

Looking into the future, please check amenities you would like to see on the buses in the coming years:

- 21% newspapers for sale
- 34% luggage racks
- 54% radios
- 30% television (news program)
- 15% none

Overall, the results are very positive for all amenities. However, one-third of those surveyed thought the new seats were less comfortable than the regular bus seat. Because the new seat is a hard-shell design with a fabric insert, it has less cushioning than the spring cushion used in our standard bus. Considering the maintenance and operational advantages of the new seats and that two-thirds of those surveyed thought the new seat was as comfortable or more so compared with the standard bus seat, it still remains the favored seat.

Currently there are 19 new low-floor buses on order with Gillig Corporation. A pilot bus is scheduled for delivery in mid-April, 1998, giving us an opportunity to examine and evaluate the bus prior to production of the remaining buses.

The order includes the new interior colors, new seat style, air conditioning, hand straps, am/fm radio, luggage rack, and the addition of cabling and mounts for a closed-circuit television security system. Security monitoring systems are currently being evaluated and will be purchased and installed later. Because of the extra-high ceilings in the low-floor bus, it was determined that individual reading lights probably would not be effective. Reading lights can be installed in the future if it is determined that they would be useful. The am/fm radios are intended to be used on sports shuttles for pre- and post-game programming. The utilization of radios in regular service is problematic in that not everyone riding the bus has the same taste for music and programming. We continue to examine the option of individual headphone plug-ins. Cost, vandalism, and maintenance expenses continue to be issues of concern. However, there are

recent advancements in technology that would help diminish a small portion of these concerns.

It is anticipated that the low-floor pilot bus will be available at the April 15, 1998, Board meeting, giving members of the Board an opportunity to inspect the bus and provide staff with feedback.

ATTACHMENT: None

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: March 18, 1998

ITEM TITLE: "LTD SPORTS ICONS" ANSWER SHEET

PREPARED BY: Joyce Ziemplak, Human Resources Specialist

ACTION REQUESTED: None

BACKGROUND: As part of the sports- and team-oriented theme of the March 1, 1998, employee banquet, employees were given a questionnaire regarding the sports interests of their fellow employees. Field Supervisor Dan Budd won this contest by knowing the most about his co-workers' involvement in sports. Board President Pat Hocken was intrigued by this contest and asked to have the answers included in the March agenda packet.

ATTACHMENT: LTD Sports Icons Answer Sheet

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

- DATE OF MEETING:** March 18, 1998
- ITEM TITLE:** FY 1998-99 PRICING PLAN AND FARE POLICY
- PREPARED BY:** Stefano Viggiano, Planning and Development Manager
- ACTION REQUESTED:**
- (1) Conduct a public hearing on the proposed changes to fares.
 - (2) Direct staff to prepare an amendment to Ordinance #35, An Ordinance Setting Fares for Use of District Services.
- BACKGROUND:**
- Every year at this time, staff develop recommendations for changes in the District's fares to be implemented the following fiscal year. Attached is a report that provides preliminary recommendations for changes to the fare structure that would occur during the 1998-99 fiscal year.
- Following a staff presentation and a public hearing, the Board is asked to direct staff on changes to be included in an amendment to Ordinance #35, An Ordinance Setting Fares for Use of District Services. The change in the ordinance requires two readings, which would occur at the April and May Board meetings.
- A revised Fare Policy also is attached. The Fare Policy provides direction for staff to use in developing recommendations for fare changes. The primary revision to the Fare Policy is the inclusion of RideSource fares, which previously had been handled as a separate issue.
- RESULTS OF RECOMMENDED ACTION:** Staff will prepare amendments to Ordinance #35, An Ordinance Setting Fares for Use of District Services.
- ATTACHMENTS:** Written Public Testimony
Draft FY 1998-99 Pricing Plan
Revised Fare Policy
- PROPOSED MOTION:** I move the following resolution: It is hereby resolved that the Board direct staff to prepare amendments to Ordinance #35, An Ordinance Setting Fares for Use of District Services, consistent with the recommendations of the Draft FY 1998-99 Pricing Plan included in the March 18, 1998, agenda packet.