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**LANE TRANSIT DISTRICT
SPECIAL BOARD MEETING**

**Monday, March 15, 1999
5:30 p.m.**

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

A G E N D A

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AGENDA ITEM SUMMARY

DATE OF MEETING: March 15, 1999

ITEM TITLE: COMPREHENSIVE SERVICE REDESIGN (CSR) DESIGN ELEMENTS

PREPARED BY: Andy Vobora, Service Planning & Marketing Manager

ACTION REQUESTED: None

BACKGROUND: The LTD route system has developed over many years. This development has been shaped by the service policies adopted by the Board. These service policies, along with specific strategic goals and objectives, have allowed the LTD system to grow into one of the best systems in the nation.

In the late 1970s, LTD operated a basic coverage system utilizing one-way loop routes. This system served the basic transportation needs of the community; however, it lacked the frequency and directness that would appeal to the choice rider. In the fall of 1981, a redesign was implemented in order to eliminate a significant amount of service in the face of severe payroll tax revenue shortages. The system that emerged formed the basic route system that exists today. More direct line routes were created, and customers benefited. As the years passed, service to new neighborhoods was added and deleted, but the primary component driving the increase in service hours was the addition of frequency and weekend service to routes. As frequency was added, new customers were attracted to the system. More residents saw the bus as a viable alternative. During the past decade, service growth also has occurred following demand created by the development of the group pass program. This service has taken the form of direct, cross-town, and express routes. In order to respond to the continuing customer requests for greater frequency, the District implemented another service redesign in 1991. This redesign focused on changing the timed-meet pulse system from four pulses per hour to six pulses per hour. Six pulses meant that major corridors could be served every ten minutes. In the early 1990s, the District met the goal of providing ten-minute frequency along major corridors during peak travel periods. The ridership response to these changes was very positive.

Since the last service redesign in 1991, a number of pressures have created the need to once again make comprehensive changes. Traffic congestion and ridership growth have placed heavy demands on the bus routes. Running times have slowed, resulting in additional schedule time being added to ensure that transfers are met at the Eugene Station. Creative planning and scheduling has allowed the District to maintain the major connections at the station, but the cost of this creativity continues to grow. These costs primarily are driven by buses laying over or dead-

heading (running out-of-service) to prepare for the next trip in the schedule. Additionally, large areas of the community have developed for residential and commercial uses, and LTD service has not responded to this growth. The demand for new service and the strain due to traffic congestion and ridership growth necessitate the need for another service redesign.

Staff believe that the year 2000 service redesign should maintain many of the current system components. This includes both route structure and level of frequency. The existing system provides a base level of transit service necessary for our community to have mobility through public transit. The redesigned system also should accomplish this standard. This does not mean that all neighborhoods should receive a bus route within three blocks of all homes. Corridor service should be maintained, while neighborhood loops should be scrutinized. Neighborhoods with no service should be analyzed to determine if bus service should be extended. Current service to neighborhoods with poor ridership histories should be eliminated or restructured to increase productivity and efficiency.

Beyond a basic system that provides mobility, routing and frequency decisions should be based on ridership history and density analysis. Cross-town service and express trips must be available to address the needs of the choice rider. A reduction in the use of single-occupant vehicles, thereby reducing VMTs, is critical to accomplishing the District's goals.

The next level of service LTD should continue to provide is community event service. The value of this service is great in terms of social and financial benefits. The community benefits financially when these large events pump millions of dollars into the local economy. The social benefits are felt by anyone living near or traveling by an event site. Without transit services, entire areas of the community would see traffic congestion rise to unmanageable levels. The cost to the community to manage the congestion would be enormous.

Staff will lead a discussion focusing on the effectiveness of the current route system, and examine what effect would occur if the system were modified to reflect a distribution of service hours into a coverage-, equity-, or productivity-only system.

ATTACHMENTS: None (Additional materials will be available at the meeting.)

PROPOSED MOTION: None