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**LANE TRANSIT DISTRICT
SPECIAL BOARD MEETING/WORK SESSION**

**Monday, June 19, 2000
5:30 p.m.**

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

NO PUBLIC TESTIMONY WILL BE HEARD AT THIS MEETING.

A G E N D A

Page No.

I. ROLL CALL

Lauritsen _____ Wylie _____ Bennett _____ Gaydos _____
Hocken _____ Kleger _____ Kortge _____

II. CALL TO ORDER

III. EXECUTIVE SESSION PURSUANT TO ORS 192.660(1)(h), to discuss current litigation or litigation likely to be filed

IV. WORK SESSION

- A. Appeal of Springfield Wal-Mart Site Plan
- B. Customer Service Center Hours
- C. Future Bus Purchases

V. 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 682-6100 (voice) or 1-800-735-2900 (TTY, through Oregon Relay, for persons with hearing impairments).

AGENDA ITEM SUMMARY

- DATE OF MEETING:** June 21, 2000
- ITEM TITLE:** CUSTOMER SERVICE OPERATING HOURS
- PREPARED BY:** Andy Vobora, Service Planning & Marketing Manager
- ACTION REQUESTED:** Staff request Board feedback regarding the hours of operation in Customer Services.
- BACKGROUND:** Lane Transit District has operated a customer service function on or adjacent to the Eugene Station since the 1970s. The facilities and staffing levels were small to begin with, but have grown as the District and its customer base have grown.
- In 1983, the 10th Avenue Eugene Station was upgraded with wider sidewalks and new passenger shelters, and the telephone and sales functions were consolidated into leased space at the corner of 10th Avenue and Willamette Street. Hours of operation were roughly 7 a.m. to 6 p.m., Monday through Friday.
- Throughout the mid-1980s, ridership grew steadily, placing more demands on the customer service staff. To meet the growing demands, Saturday and Sunday service was added, along with an expansion of weekday evening service. These added hours provided more opportunities for customers to access route and schedule information, make fare instrument purchases, and wait for their buses in a dry, safe place.
- Following the comprehensive service redesign of 1992, the service span offered on LTD routes was expanded to include an 11:40 p.m. departure. At the same time, the District extended operating hours in customer services to offer a fuller span of service. Weekday evening coverage was expanded from a closing time of 7:30 p.m. to 11:30 p.m.
- Since moving into the new Eugene Station in 1998, the budgeted level of customer service staffing has remained unchanged. However, due to turnover, actual staffing to accommodate this span of service has yet to reach full strength. This has resulted in overtime costs. Currently, only eight of the ten positions are filled, which has provided an opportunity to discuss the concept of reducing service center staffing and hours of operation.

Staff have discussed many different options for staffing customer services. The discussions have narrowed the options to two scenarios:

1. Hire staff to fill the two open positions and maintain the service center hours that currently exist.
2. Hire one staff person and reduced the operating hours to 6:00 a.m. to 8:30 p.m. Monday through Friday and 9:00 a.m. to 5:00 p.m. on weekends.

Scenario One is consistent with the operational plan for the Eugene Station. Before construction, the Eugene Station Advisory Committee discussed issues related to customer convenience and safety, as well as facility safety. The customer service hours directly reflect the Committee’s study of the concept of Crime Prevention through Environmental Design.

Scenario Two was developed using an analysis of sales and telephone activity on an hour-by-hour basis. These activities drop quickly in the evening; therefore, there is an argument that these sales and information calls could be accommodated by shifting the demand. Staff recognize that there are many customers who use the waiting area and restrooms during their evening and weekend transfers. These customers would not have this option under Scenario Two. Under Scenario Two, staffing of the station platform would occur through the use of LTD supervisory staff or contract security staff. Additional accommodations, such as waiving the ‘closed-door’ policy, would need to be considered.

RESULTS OF RECOMMENDED ACTION:

If the Board prefers Scenario One, staff will begin the hiring process to fill the two vacant positions. If the Board prefers Scenario Two, staff will fill one additional staff position and begin the communication process with the customers regarding the changes in customer service hours.

Implementation of changes to hours of operation would most likely be coordinated with the fall bid. This timing allows adequate time to educate the customers and to change printed information pieces.

ATTACHMENT: None

PROPOSED MOTION: None

AGENDA ITEM SUMMARY

DATE OF MEETING: June 21, 2000

ITEM TITLE: WORK SESSION: EXECUTIVE SESSION PURSUANT TO
ORS 192.660(1)(h)

PREPARED BY: Ken Hamm, General Manager

ACTION REQUESTED: That the Board move into Executive Session pursuant to
ORS 192.660(1)(h), to discuss current litigation or litigation likely to be filed.

ATTACHMENT: None

PROPOSED MOTION: I move that the Board meet in Executive Session pursuant to
ORS 192.660(1)(h), to discuss current litigation or litigation likely to be filed.

AGENDA ITEM SUMMARY

DATE OF MEETING: June 21, 2000

ITEM TITLE: EUGENE DOWNTOWN SHUTTLE VEHICLES

PREPARED BY: Ron Berkshire, Fleet Services Manager

ACTION REQUESTED: Direction to staff regarding type of vehicles preferred for the shuttle service.

BACKGROUND: A proposed downtown shuttle service that will connect the Eugene Station with the University of Oregon campus, Fifth Street Market area, and Valley River Center is part of the comprehensive service redesign (CSR) to be implemented in the fall of 2001. The service is designed to provide ten-minute service during peak hours and twenty-minute service the remainder of the time. A total of six buses will be needed to provide the service, five in regular service and one spare. Based on ridership projections, the buses should have a minimum capacity of thirty-three passengers.

The distinct characteristics of this service—operating the majority of the time in the downtown core on a circulatory route with buses thirty feet or less in length—provide a unique opportunity: the introduction of alternative-powered, low-emissions technology. The community is encouraging the District to use low-emission technology on its buses. Staff have been monitoring alternative-powered technology for a number of years, seeking a viable technology that is affordable and could be implemented into service with minimal impact on current operations. Currently, hybrid-electric technology is the most promising and has been implemented successfully into transit service. Staff believe that this is an opportune time to introduce low-emission buses to the community, and that the District should consider hybrid-electric powered buses for the shuttle service.

Beside propulsion systems, there are two other factors to be considered in basic bus design: floor height and seating configuration. To facilitate fast, easy ingress and egress, and to provide maximum seating and space for passengers, staff are recommending that only low-floor buses with perimeter seating be considered. However, standard-floor buses with forward-facing seats remain an option.

Staff believe that there are four viable alternatives in selecting a bus for this service. Since the bus selection is ultimately a Board decision, staff have prepared the following options to assist the Board.

Option One: Use existing buses—no new bus purchase

Pros:

- ❑ This option would require no capital expenditures, assuming bus availability.

Cons:

- ❑ There is a potential risk of not having enough buses to provide service after the comprehensive service redesign.
- ❑ There would be a shortage of thirty-foot buses, requiring larger buses to be used in areas that require shorter buses.
- ❑ Standard-floor buses would be used on the shuttle service, slowing down passenger ingress and egress.
- ❑ Passenger space would be reduced due to forward-facing seats and narrow aisles.
- ❑ Fleet emissions would not be reduced.
- ❑ It would be difficult for customers to distinguish between regular service buses and shuttle service buses.

Option Two: Purchase six low-floor, diesel-powered buses

Pros:

- ❑ Low-floor design would provide fast, easy passenger ingress and egress.
- ❑ Perimeter seating would increase passenger space.
- ❑ Latest diesel technology would have the potential to reduce fleet emissions.
- ❑ Diesel technology is well established and very reliable.
- ❑ Alike buses facilitate easy customer recognition of shuttle vehicles.

Cons:

- ❑ District and community would not benefit from alternative low-emissions technology.

Option Three: Purchase six low-floor, hybrid-electric-powered buses

Pros:

- ❑ Low-floor design would provide fast, easy passenger ingress and egress.
- ❑ Perimeter seating would increase passenger space.
- ❑ Community and environment would benefit from maximum low-emissions technology.
- ❑ This would be an opportunity for the District to receive positive publicity and address community expectations.
- ❑ A quieter-operating bus is possible.

- ❑ Alike buses facilitate easy customer recognition of shuttle vehicles.

Cons:

- ❑ Entire shuttle service is at risk if technology becomes unreliable or fails completely.
- ❑ There is a premium price of 15 percent to 20 percent for this technology, when compared with diesel technology.

Option Four: Purchase a combination of both diesel and hybrid-electric powered buses

Pros:

- ❑ Low-floor design would provide fast, easy passenger ingress and egress.
- ❑ Perimeter seating would increase passenger space.
- ❑ Community and environment would benefit from low-emissions technology.
- ❑ Two buses would have quieter operating characteristics.
- ❑ The reliability of diesel technology would minimize exposure of the shuttle service to the potential unreliability of new technology.

Cons:

- ❑ District and community would not gain maximum benefit from alternative low-emissions technology.
- ❑ There is a premium price of 15 percent to 20 percent for the hybrid-electric buses.
- ❑ There is a risk of new technology failing.
- ❑ Shuttle vehicle identity would be reduced.

Cost Comparisons:

All costs are estimated capital expenditures.

- Option One – No Cost
- Option Two – \$ 235,000 each x 6 = \$1,410,000
- Option Three – \$ 261,000 each x 6 = \$1,566,000
- Option Four – 3-hybrid & 3-diesel = \$1,488,000

Staff Recommendation:

Staff are recommending Option Three. Staff believe that this is an opportune time to introduce low-emission buses to the community. The community continues to encourage the District to use low-emission technology. Hybrid-electric technology is a viable technology that is affordable and could be implemented into service with minimal impact on

current operations. The quieter, cleaner technology would provide a unique identity to the shuttle service with a high potential for attracting ridership. This option will provide maximum benefit of low-emissions technology while providing valuable experience that will assist in the decision process for future purchases, such as neighborhood buses for BRT.

Staff recommend the purchase of six hybrid-electric powered buses to be used for the downtown shuttle.

RESULTS OF RECOMMENDED ACTION:

Staff will prepare a proposal for procurement of buses based on Board direction and bring the proposal to the Board for review and approval.

ATTACHMENT:

None

PROPOSED MOTION:

I move that the LTD Board direct staff to prepare a proposal to purchase (number) hybrid-electric and (number) diesel-powered buses to be used for the downtown shuttle service.