

Summary of Comments: Board Work Session

April 14&15, 2005

1. Data on Comparison of Different Transit Systems

- a. Think of system to grade categories of LTD productivity compared to other systems. (numeric grade, a,b,c, etc. Who: Stef When:
- b. Consolidate comparisons into document that has fewer numbers, easier to understand. Who: Stef When:
- c. Create list of FAQ and common responses to those questions for the board. Examples: How does fare recovery impact efficiency?, Why doesn't the passenger pay more of cost?, How to save money in operations. People frequently criticize LTD for the public toilets. We should do restroom counts- Springfield, Eugene to demonstrate useage. Who: Mark When:

2. Establishment of service standards

- a. Standards for wheelchair patrons: Consider improvement to corridors with high wheelchair usage. High platform, access, capacity on bus. Who: Terry Parker When:
- b. How about green standards- fuel, noise. Who: Sam Marra When:
- c. Relative productivity standard of 67% opens the question of what is appropriate, it creates useful dialogue. Board wants to be involved in service decision. Who: Stef When:
 - i. Current process creates anxiety on certain routes. Could work by putting certain routes "on notice or probation." To create incentives for a neighborhood to work to improve productivity.
 - ii. Don't lock LTD into specific commitment on coverage/productivity so LTD can respond to demand issues.
 - iii. Rural is really coverage, so maybe coverage is higher than 25%. Look at where the split is now, productivity/coverage and then realize that it might shift plus 5%.
 - iv. We should look for ways to find 5% to respond to changing demands, because we don't have 5%.
 - v. Bring back five year service demand model to the board. Distribution of service, rural/urban, etc. What will the increasing cost of oil do to driving demand for bus service? How anticipate and respond to?

- vi. Should service be a policy question that is driven by regional policy, RTP, 2050, etc. or is this a board decision exclusively. Should we ask city councils' what they believe the split should be? How to inform and/or involve city in service decision process.

3. Special Services Who: Andy Vobora When: May, 2005

- a. OCF- looks at opportunities to generate money through underwriting partnerships.
- b. Review policy for pricing special service. May board meeting.

4. Labor Negotiation De-brief Who: Mary Neidig When:

- a. There is a phrase being use that could apply to decisions that impact LTD employees, "Nothing about me without me" meaning that as we discuss policy issues that affect employees, employees should be part of that discussion.
- b. There is a need to build community at LTD. Have board participation on "building LTD community" committee. What are the restraints on board activities and interaction with union members?
- c. Honor and respect all participants
- d. Need to examine all our relationship and avoid "Us vs. Them."
- e. How can we create ways to cooperate? Approach decision making locally to build trust
- f. Board will be accountable for its policies and actions.
- g. Have educated, dispassionate hard nosed negotiation.
- h. Build positive expectation for outcomes
- i. Find out what other union are doing to successfully address the increase in medical benefits costs.
- j. Find ways to educate union on budget.
- k. How to involve board with getting to know union.
- l. Can one realistically asses ahead of time the sentiment of a majority of the union membership?.
- m. What is the role of the board in negotiations in the future and what is the consequence of that role? Must educate union on board role.
- n. Find a successful way to discuss and change work rules.

- o. What can we do pro-actively between now and the next negotiations in terms of PR and educating the public on relevant labor issues?

5. Strategic plan Who: Stef When:

- a. Include organization in reviewing mission, vision, and core values.
Review terms used: Guests, corridor, and choice rider.
- b. Board needs to keep track of alternative fuel and propulsion systems.
Look at pilot projects. "Keep track of innovation in all areas."
- c. PCE should not be limited to just one corridor or just signal priority.
LTD needs to be opportunistic putting improvements anywhere effective and possible.
- d. Do we need to change name of PCE, i.e. Incremental (progressive) corridor enhancement – ICE.
- e. Highlight TDM role and LTD's involvement. With TDM in strategic plan.
- f. Go slower on full blown corridor by corridor BRT development. Focus instead on enhancements throughout the system. Technology is not yet proven and success of BRT has not been proven in US. Do Franklin and then test results.
- g. Most transit occurs on corridors so transit enhancements will have to occur on corridors.
- h. How and when does LTD initiate a conversation with Eugene on the next BRT corridor in Eugene? LTD should bring issue to regional planning bodies. (LCOG, MPC, 2050) on where a complete BRT corridor is needed most. Six year timeline is a concern. Find right language to move BRT agenda, politics and funding.
- i. Move clean fuel technology to the "Leadership Strategy" from "Innovative Service Strategy."
- j. LTD needs to be sensitive to the level of fares and rate of increase relative to inflation, average income of riders, community perceptions. Have a work session in the near future on fares.
- k. Rework terms and language of "Team Environment" strategy.
Communicate to organization that the board is interested in board organizational involvement in re-working this strategy.

6. Payroll Tax increase

- a. Issue of political will and impact of increase at this time

- b. Timing 2007 – Earlier is seen as paying for health benefits costs and BRT. Need to talk to the two Chambers more about increase.
- c. Repetitive annual increase may create a new political opposition to payroll tax.
 - d. Use the next year to actively sell a tax increase in 2007 to the business community. Do outreach starting immediately
- e. Approve tax increase ordinances before December 2005.
- f. Annual Increase
 - i. .0002 2007
 - ii. .0002 2008
 - iii. .0002 2009
 - iv. .0001 2010
 - v. .0001 2011
 - vi. .0001 2012
 - vii. .0001 2013

7. Financial Issues

- a. Discuss reserve policy soon. Need to have a clear understanding of how much necessary for reserves. \$ 3,000,000.00 has been enough. If it goes below \$3,000,000.00 why, when, how long, how can it be rebuilt? Reserve policy needs to be flexible.
- b. Continued development of Pioneer Parkway EmX (PP EmX) is a critical cost decision that in turn drives a number of key financial decision, i.e. transfer to capital, operational reserves, ability to maintain or increase serves levels, ability to respond to unanticipated financial crisis. PP EmX expenditures puts pressure on a number of other key parts of LTD services.
- c. Would prefer not to debt finance capital., but Board should consider debt.
- d. All of these financial decisions are relative to the current circumstances and future considerations. Need to be flexible. Cannot bind future boards.

8. To Do – Board Operations

- a. Should board resume the use of committees to conduct business?
 - i. HR, Finance, Service, and Executive committees
- b. Staff should comment and recommend on value of Board committees: Staffing issues, efficiencies, pros and cons. (Finance committee, HR committee) Talk about what committees could be formed, changes to committees, issues to be heard by committees. May 2005 Board meeting.

Who: When:

Andy Vobora

1. **Special Services** Who: Andy Vobora When: May, 2005

- a. OCF- looks at opportunities to generate money through underwriting partnerships.
- b. Review policy for pricing special service. May board meeting.

2. **Payroll Tax increase: Who: Andy Vobora When:**

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- b. Timing 2007 – Earlier is seen as paying for health benefits costs and BRT. Need to talk to the two Chambers more about increase.
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Diane Hellekson

1. Financial Issues Who: Diane When:

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Ken Hamm

1. To Do – Board Operations Who: Ken When: June, 2005

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Mark Pangborn

FREQUENTLY ASKED QUESTIONS

6/3/05

1. How much does the passenger pay of the cost of a trip? Why doesn't the passenger pay more?
2. Does fare recovery affect efficiency or effectiveness of the transit sytem?
3. How come the buses are always empty?
4. Why doesn't LTD run small buses and save money?

Mary Neidig

1. Labor Negotiation De-brief Who: Mary Neidig When:

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- b. There is a need to build community at LTD. Have board participation on “building LTD community” committee. What are the restraints on board activities and interaction with union members?
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Sam Marra

Establishment of service standards

- a. How about green standards- fuel, noise. Who: Sam Marra When:

Stefano Viggiano

1. Data on Comparison of Different Transit Systems

- a. Think of system to grade categories of LTD productivity compared to other systems. (numeric grade, a,b,c, etc. Who: Stef When: Draft 5/05, consider using National transit database info on annual update in the budget document.
- b. Consolidate comparisons into document that has fewer numbers, easier to understand. Who: Stef When: Draft 5/05

2. Establishment of service standards

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Terry Parker

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