



**LANE TRANSIT DISTRICT  
BOARD OF DIRECTORS  
SPECIAL MEETING**

Wednesday, May 06, 2020  
5:30 – 6:30 p.m.

**VIRTUAL MEETING**

Zoom details will be provided on the web calendar at [www.LTD.org](http://www.LTD.org).

*No public testimony will be heard at this meeting.*

**AGENDA**

Time	ITEM	Page
5:30 p.m.	I. CALL TO ORDER	
	II. ROLL CALL	
	<input type="checkbox"/> Carl Yeh (President) <input type="checkbox"/> Kate Reid (Vice President) <input type="checkbox"/> Joshua Skov (Secretary) <input type="checkbox"/> Don Nordin (Treasurer) <input type="checkbox"/> Caitlin Vargas <input type="checkbox"/> Steven Yett <input type="checkbox"/> Emily Secord	
	III. COMMENTS FROM BOARD PRESIDENT	
	<i>This agenda item provides an opportunity for the Board president to formally communicate with the Board on any current topics or items that may need consideration.</i>	
	IV. COMMENTS FROM THE GENERAL MANAGER	
	<i>This agenda item provides an opportunity for the general manager to formally communicate with the Board on any current topics or items that may need consideration.</i>	
	V. ANNOUNCEMENTS AND ADDITIONS TO AGENDA	
	<i>This agenda item provides a formal opportunity for the Board president to announce additions to the agenda, and also for Board members to make announcements.</i>	
5:35 p.m.	A. RIDERSHIP AND OPERATIONS UPDATE: <i>Materials Included</i> [Tom Schwetz]	
	<b>Action Needed:</b> None. Information Only	
6:30 p.m.	VI. ADJOURNMENT	



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** May 6, 2020

**ITEM TITLE:** RIDERSHIP AND OPERATIONS UPDATE

**PREPARED BY:** Tom Schwetz, Director of Planning and Development

**DIRECTOR:** Aurora Jackson, General Manager

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide the Board with an update on current ridership trends and operations.

**ROLE OF THE BOARD:** The Board's role in this instance is to obtain information.

**HISTORY:** Beginning with the closure of the UO during the week of March 16, LTD's ridership experienced a decline until the week of March 23 when data indicates that ridership leveled out. Figure 1 provides an overall view of LTD's ridership trends between March 2 and April 23, 2020, for both LTD's fixed route service and RideSource services.

### Trends in Fixed-Route Service

Overall, all routes have experienced ridership reductions. In particular, EmX and LTD's core routes have seen heavy reductions, though EmX continues to carry the majority of overall ridership. LTD's ridership has gone from an average of about 35,000 boardings per day on an average weekday in 'normal' times to about 10,000 boardings on an average weekday. This represents about a 70% reduction in our ridership – similar to what is being seen across the country. During this period of time, evening service (after 8:30 PM) - has been fairly stable at about 800 average weeknight boardings.

Anecdotally, we've also seen hiring advertisements for people to stock shelves at places like Costco, Fred Meyer's, other grocery stores, and similar types of outlets (work that usually takes place in the evening and early morning). It is with that reality in mind, that it was decided to move to a modified Sunday service, which is operating from 7:30 AM to 10:30 PM (this service started on March 30), rather than the 8:30 AM to 8:30 PM span that would normally be operated on Sundays.

In the context of who might be using LTD's services during this period of time, it is useful to consider which community residents are most transit dependent. Though there are likely many factors that would cause someone to be dependent on transit, income, access to a vehicle, and possession of a driver's license are important factors. In LTD's recent Origin-Destination Survey, 61% of riders indicated that they do not have a driver's license. Many riders (46%) live in households that do not own a car. While many students do not have access to a vehicle, nearly as many non-students lack driver's licenses or vehicles. Transit dependence is much more highly tied to income. A high percentage of LTD's ridership is comprised of lower-income individuals who tend to ride transit more days per week than those who have higher incomes. It is with that reality in mind, that it was decided to move to a modified Sunday service, which is operating from 7:30 AM to 10:30 PM, rather than the 8:30 AM to 8:30 PM span that would normally be operated on Sundays.

Staff has been researching the change in boarding activity between last year and this year between the end of March and late April with respect to high-volume stop locations. This provides some insight into who might be using those stops and possibly the purpose of their trip making. As can be seen in Figure 2, the majority of top stop locations in 2019 for regular service were associated with University and LCC students. In contrast, the highest used March-April 2020 stop locations are primarily in the northwest and western side of Eugene, River Road, and parts of Springfield. Several of these stops are associated with shopping-related trip making (for example, Wagner East of Cubit is the stop associated with Winco). Note that several of the stops associated with shopping are on both lists and represent stops on the West Eugene EmX line. There is also a correlation between the 2020 stop locations and lower income concentrations of population.

For March 30 through April 24, 2020, the top EmX station in terms of average weekday boardings during that period was the Commerce Station Outbound, having approximately 246 boardings on an average weekday. Using Figure 3, you can see that, for the same period in 2019, that stop was experiencing 678 average weekday boardings. In addition, you can look at the table showing the 2019 top 10 EmX stops and see that the Commerce Station Outbound was ranked number 3 in 2019.

#### Trends in RideSource Operations

On March 16, consistent with LTD's fixed-route service, RideSource switched to urgent and essential trips only. When Sunday service on fixed-route was stopped, RideSource stopped providing non-life sustaining ADA trips on Sundays. Medicaid trips or life sustaining trips are available through LTD's external providers at all times. Data has been gathered on LTD's RideSource operations during this time period. Figure 1, Page 3 provides an overview of the RideSource Call Center Activity and RideSource Trips by Date and Program for March and April through April 30. This data continues to show a significant reduction on RideSource call activity in that period in a pattern similar to fixed-route ridership trends.

Governor Brown lifted the order which had delayed non-urgent procedures at medical facilities beginning on May 1, 2020. LTD continues to urge fixed-route and paratransit riders to avoid travel on public transit unless there is an urgent and essential need. Paratransit riders are allowed to self-select whether a trip is considered urgent and essential.

#### Safe Operations for Essential Trips

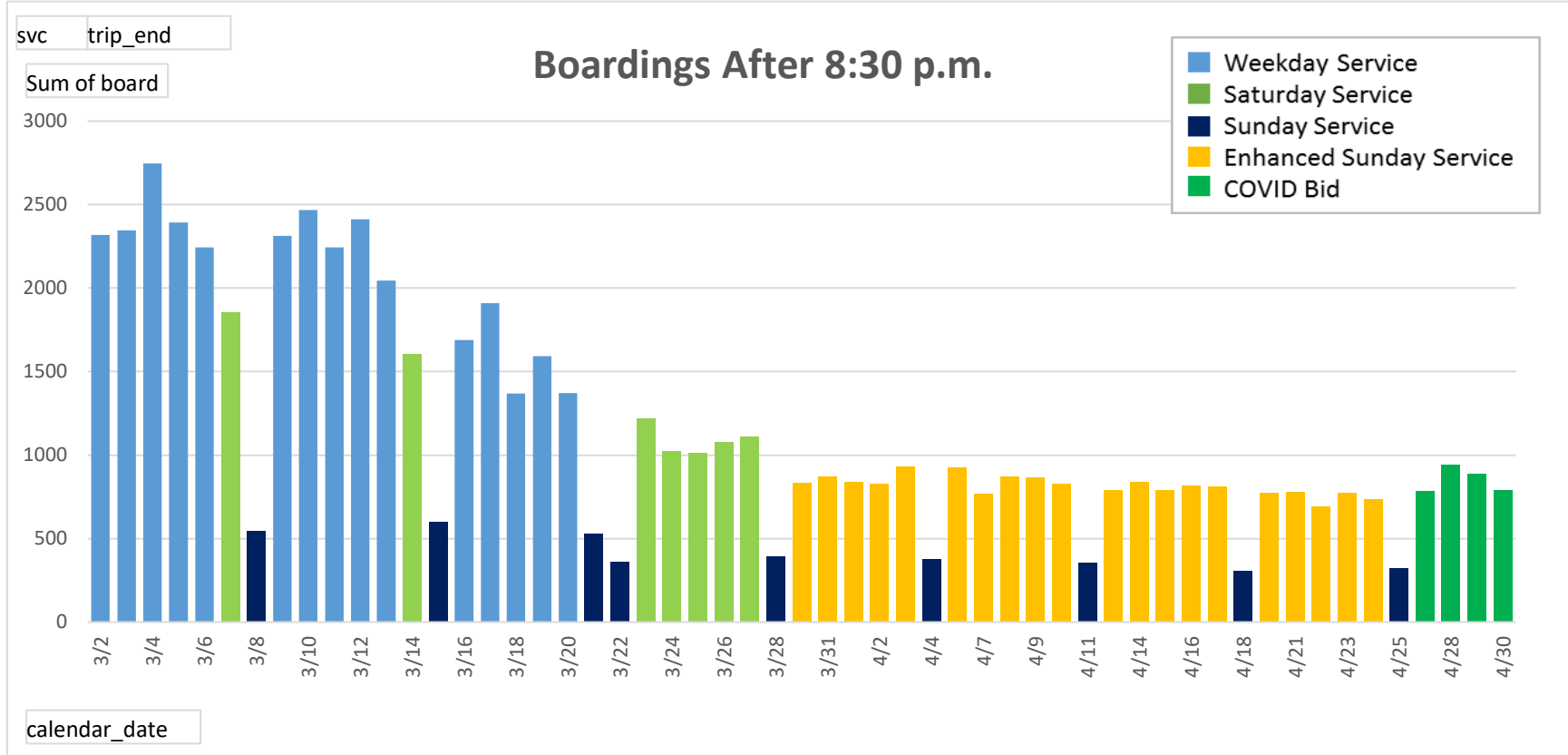
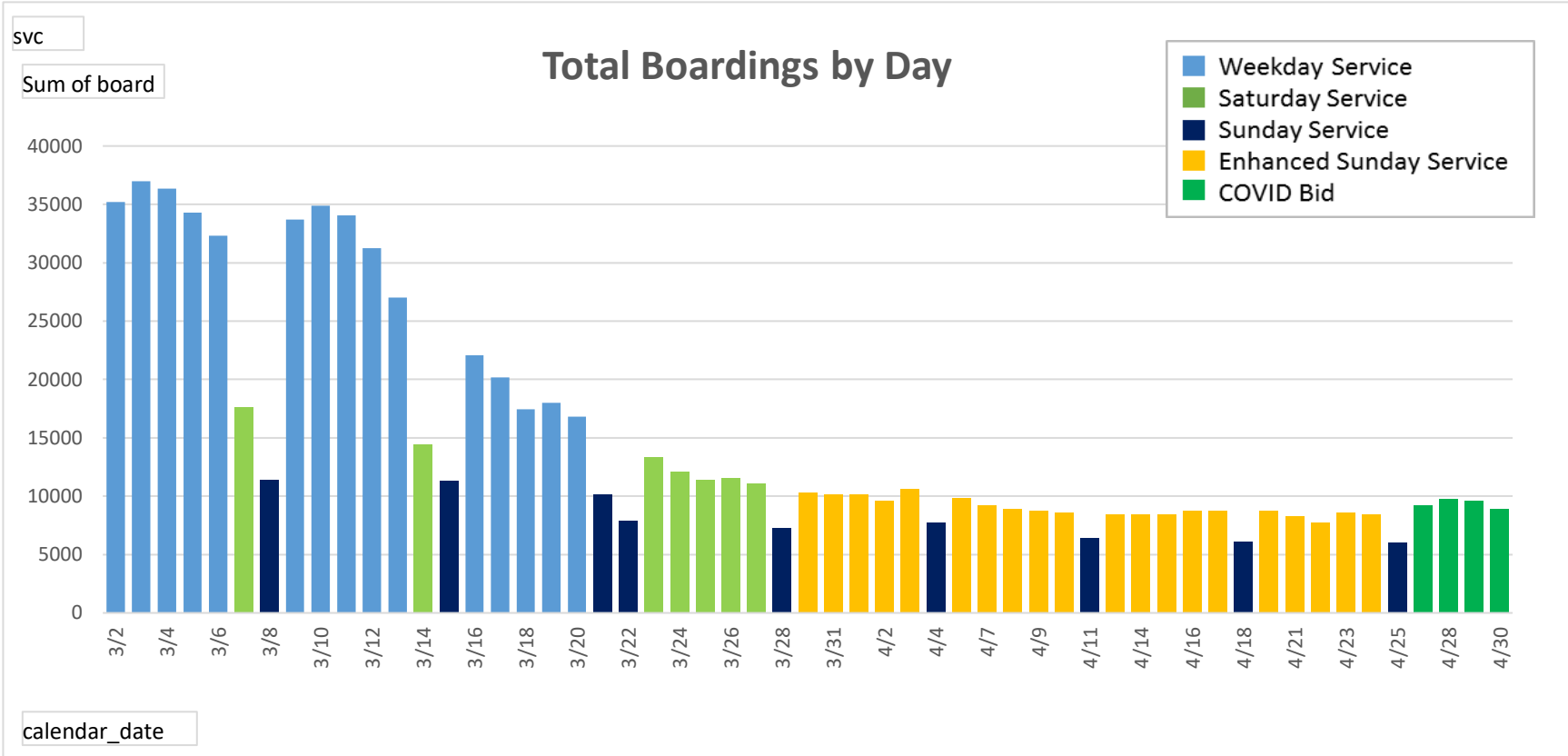
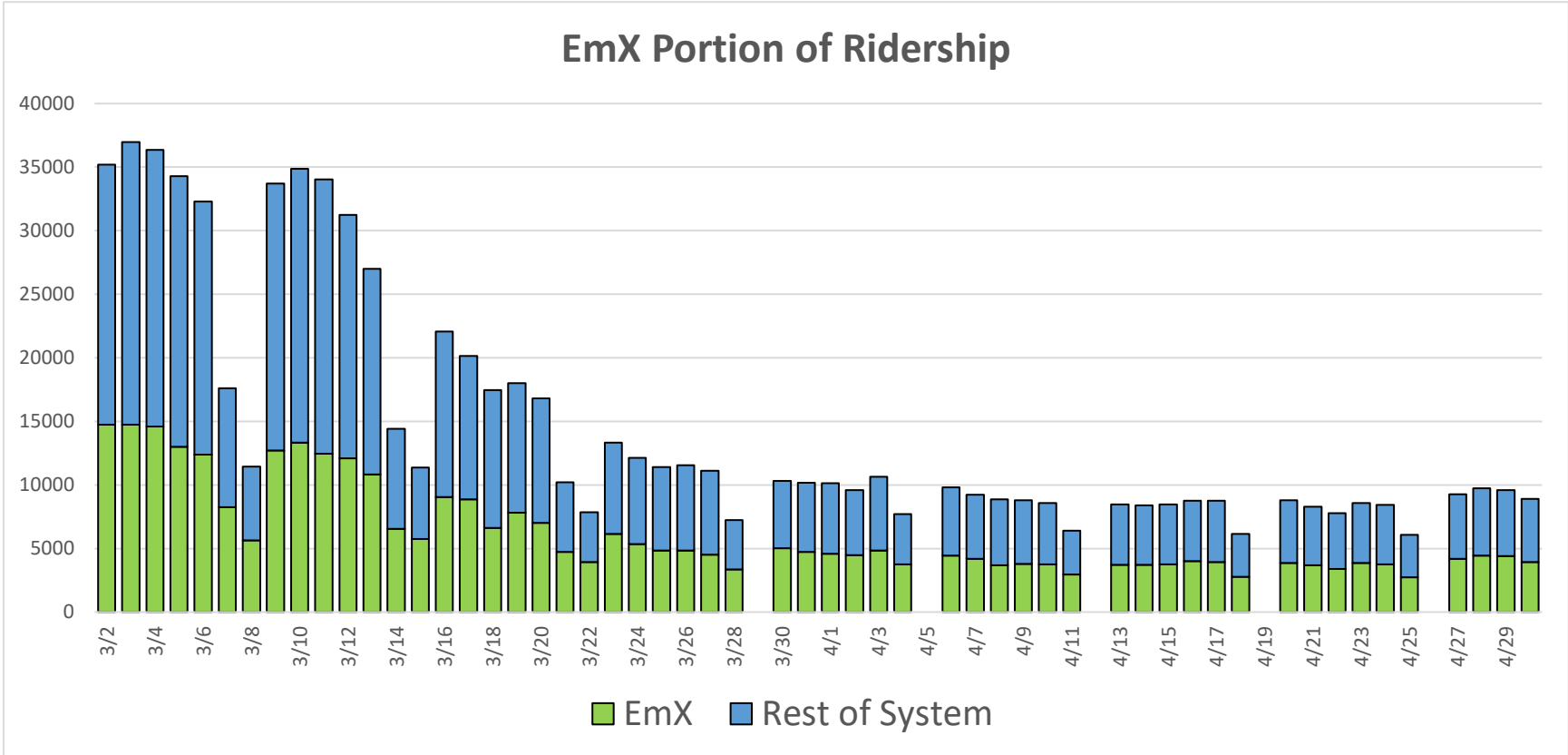
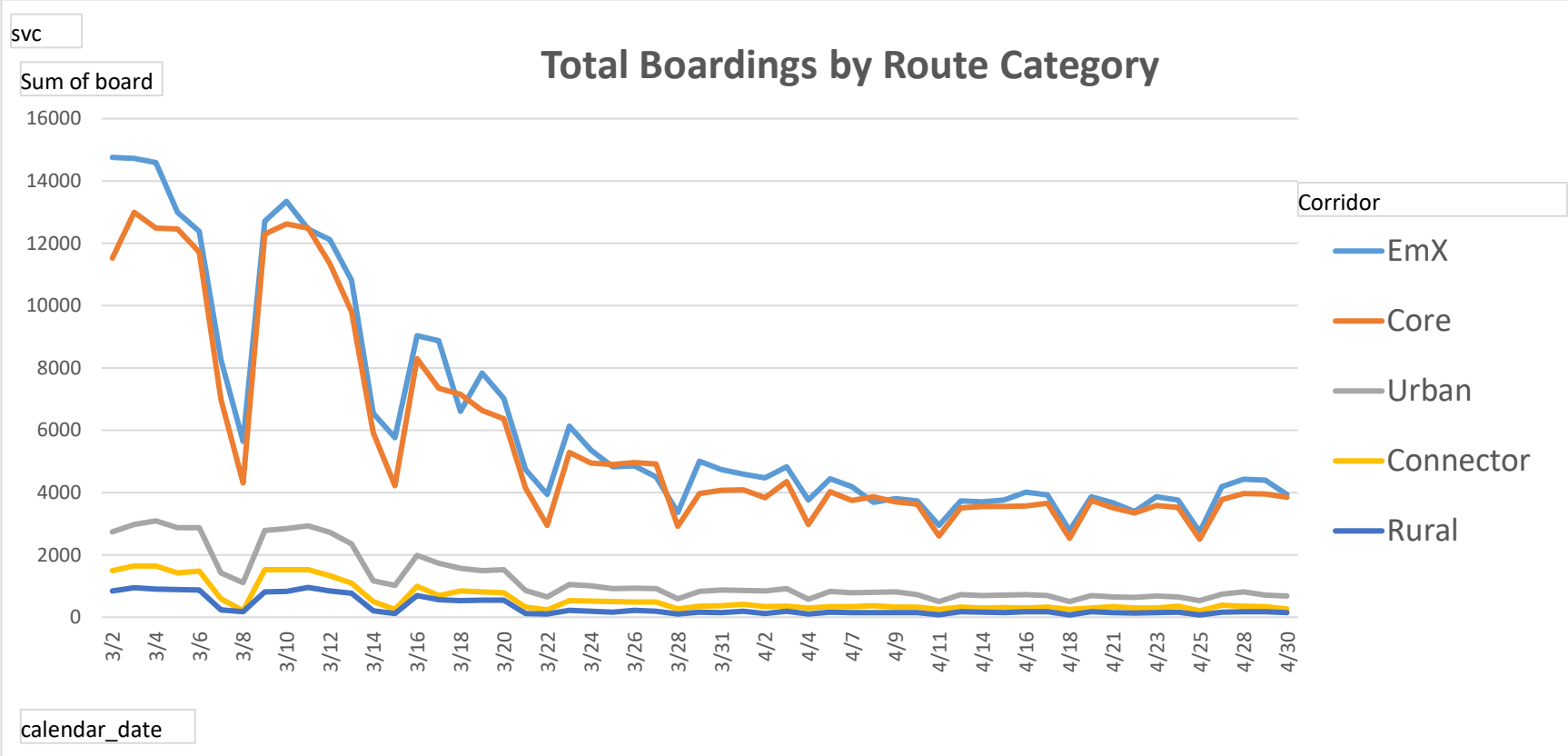
Ridership productivity is not the goal at this time. This is true for two reasons; first, we need to make sure that we are providing a 'useful' level of service - one that meets the demands we are observing during this period; and second, we need to run enough frequency to avoid too many people on a bus at one time. LTD began managing loads on April 4 - limiting 40 foot buses to 15 passengers and 60 foot buses to 20 passengers. In addition, on April 9, LTD began requiring that all passengers wear masks (i.e., masks, bandanas, scarves) while on LTD property or vehicles. This can be characterized as a "Public Health First" approach to service deployment - safely operate the minimum level of service that can be provided for essential trip making in the region.

Ridership levels will continue to be monitored closely as conditions change. A report on both ridership activity and operational activities will be provided at each of the board's meetings during this period.

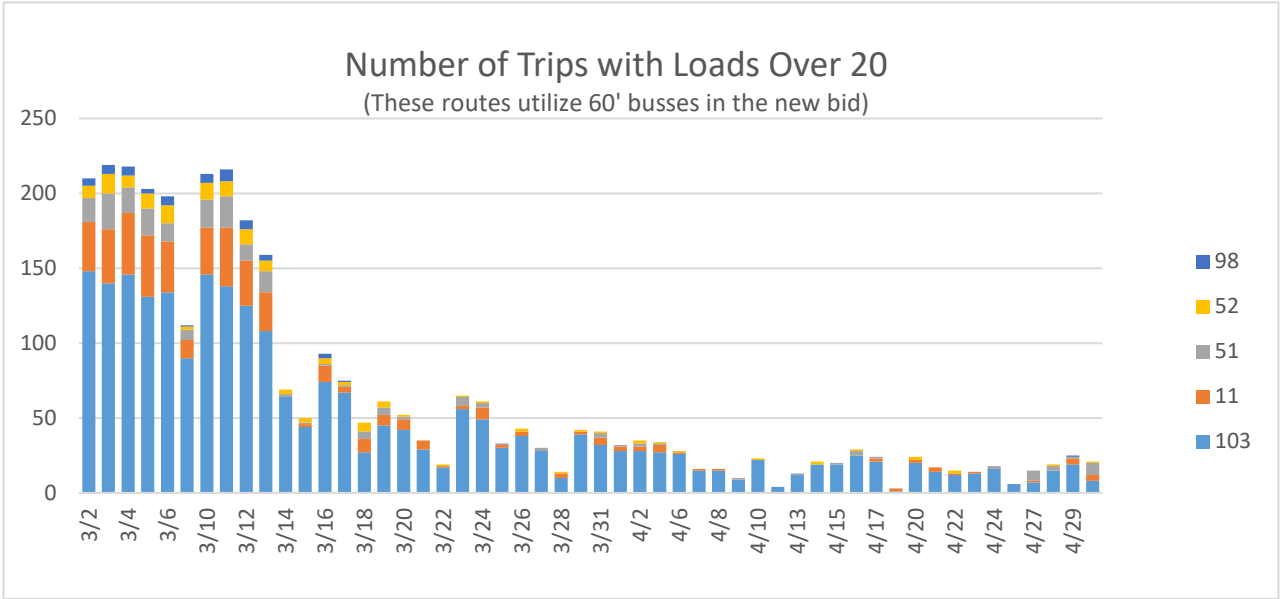
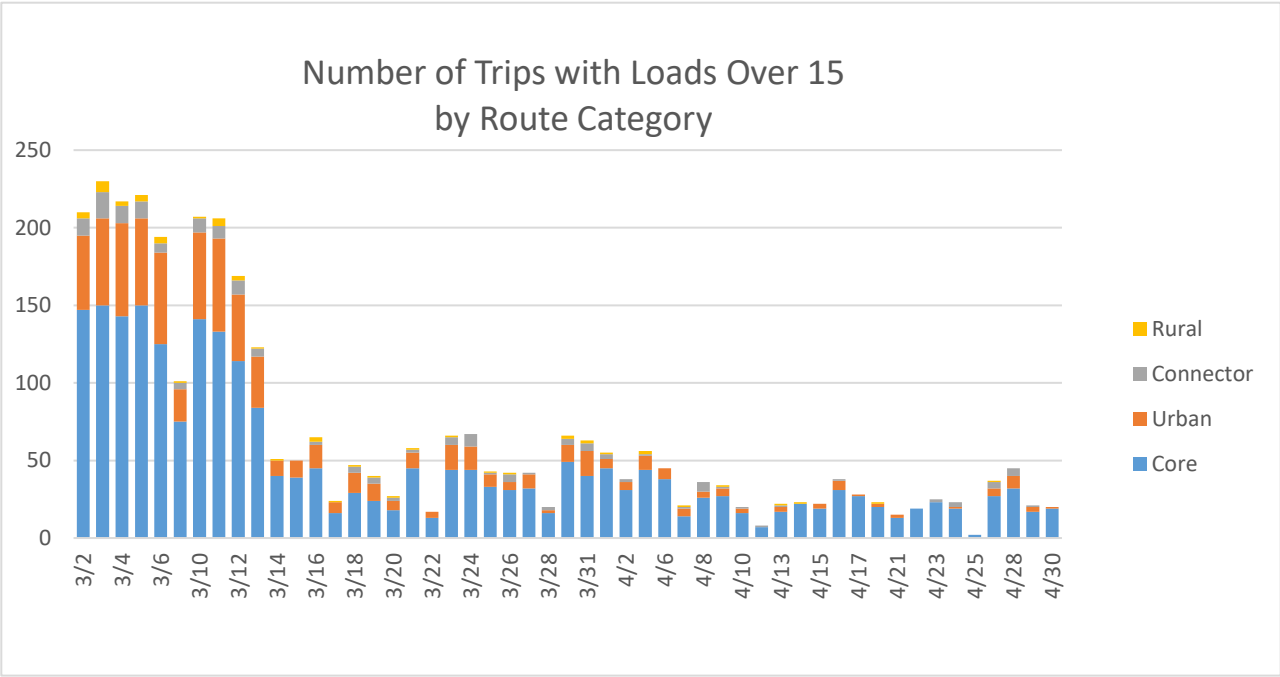
#### **SUPPORTING DOCUMENTATION:**

- 1) Figure 1 – LTD's ridership trends between March 2 and April 19, 2020
- 2) Figure 2 Comparison of Average Weekday Boarding Activities - 2019 and 2020 Top 10 Regular Service Stops
- 3) Figure 3 - Comparison of Average Weekday Boarding Activities - 2019 and 2020 Top 10 EmX Stops

# Figure 1 - Summary of Ridership, Passenger Loads, and RideSource Activity Through 4-30-2020



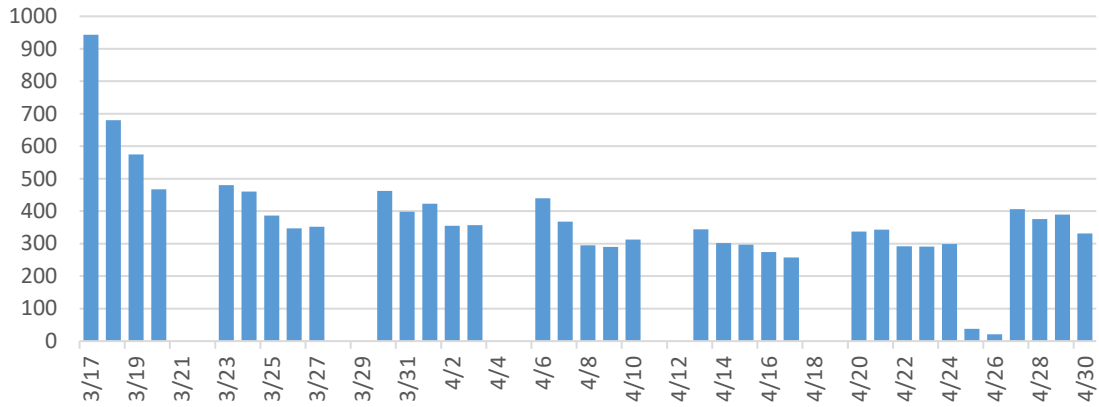
Note: The UO ended on-campus classes starting March 16th. This also coincided with the start of Finals Week when we see a general drop in ridership as well.



Connector	Core	Urban	College	Rural
01 - Campbell Center	11 - Thurston	12 - Gateway	73 - UO/Willamette	91 - McKenzie Bdrge
17 - 5th St/Hayden Bridge	13 - Centennial	28 - Hilyard	78 - Seneca/Warren	92 - Lowell
18 - Mohawk	24 - Donald	40 - Echo Hollow	79x - UO/Kinsrow	93 - Veneta
27 - Fairmount	36 - W. 18th		81 - LCC/Hilyard	95 - Junction City
33 - Jefferson	41 - Barger/Commerce		82 - LCC/Pearl	96 - Coburg
55 - North Park	51 - Santa Clara		85 - LCC	98 - Cottage Grove
	52 - Irving			
	66 - VRC/Coburg Rd			
	67 - Coburg Rd/VRC			

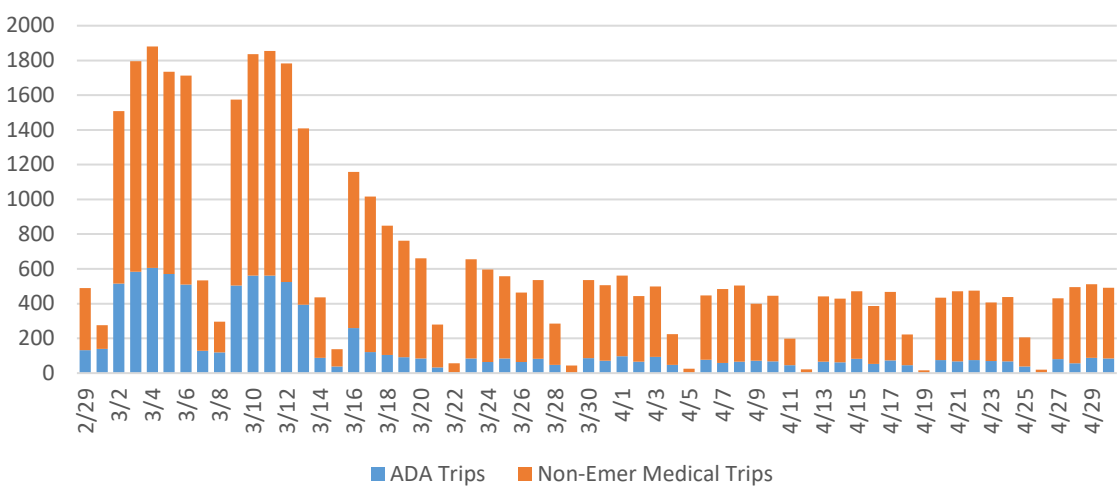
\* No Service

### Total Call Volume Over Time



*\*On 3/16, consistent with LTD's fixed-route service, RideSource switched to urgent and essential trips only. When Sunday service on fixed route was stopped, RideSource stopped providing non-life sustaining ADA trips on Sundays. Medicaid trips or life sustaining trips are provided through LTD's external providers at all times.*

### Trip Type Proportion



**Figure 2 - Comparison of Average Weekday Boarding Activities -**

Average Weekday Boardings March 30 through April 24, 2020 (20 weekdays)					Average Weekday Boardings March 30 through April 24, 2020 (20 weekdays)				
2020 Top 10	Stop	Stop Name	Average Weekday Boardings 2020 by Stop	Average Weekday Boardings 2019 by Stop	2019 Top 10	Stop	Stop Name	Average Weekday Boardings 2019 by Stop	Average Weekday Boardings 2020 by Stop
1	2095	S/S of Wagner E of Cubit	66.0	194.0	1	2303	LCC Station Bay C	575.2	28.8
2	19	N/S of Main W of 58th	62.2	186.3	2	1560	University of Oregon Station - Bay F	541.0	27.1
3	964	W/S of Hwy 99 N of Side	54.6	69.0	3	1550	University of Oregon Station - South	418.1	20.9
4	1897	S/S of 11th W of Commerce (Walmart)	50.7	151.7	4	542	N/S of MLK Blvd W of Kinsrow	300.9	15.0
5	61	N/S of Olympic E of 18th	42.8	116.5	5	2095	S/S of Wagner E of Cubit	194.0	9.7
6	707	(RRS) E/S River Rd N of River Ave (NE)	37.8	178.3	6	19	N/S of Main W of 58th	186.3	9.3
7	1961	E/S of Garfield N of 10th	33.8	71.2	7	2302	LCC Station Bay B	186.1	9.3
8	14	W/S of 69th N of Main St	32.6	114.8	8	2097	N/S of 11th W of Commerce (Target)	184.0	9.2
9	963	W/S of Hwy 99 S of Royal	32.1	66.7	9	707	(RRS) E/S River Rd N of River Ave (NE)	178.3	8.9
10	1508	Gateway Sta.-Bay B (to ES)	31.4	161.8	10	564	W/S of Coburg N of Cal Young	163.0	8.1
<b>Yellow</b>		Represents a Top 10 Stop							
***		Eugene Station and Springfield Station stops not included							

How to read this chart: this chart provides comparisons between the boarding activity for regular service stops that ranked as the top 10 stops in 2019 and the boarding activity for regular service stops that ranked as the top 10 in 2020. One of the comparisons looks at how the top 10 regular service stops have shifted as a result of the UO and LCC being closed and the economy slowing down as a result of Covid. A second comparison can be made between the average weekday boardings for a top 10 stop and 2019 and what those stops are experiencing in terms of average weekday boardings in 2020. Similarly, the table shows that the number 1 ranking regular service stop in 2020 is at Wgner and Cubit near Winco on Barger. In 2019, that station was ranked number 5. The number 2 ranking regular service stop in 2019 was University of Oregon Station - Bay F with 541 average weekday boardings. In contrast, in 2020, this stop only had 27.1 average weekday boardings.

An example: for March 30 through April 24, 2020, the number 5 regular service stop in terms of average weekday boardings during that period was the N/S of Olympic E of 18th, having approximately 43 boardings on an average weekday. Using this table, you can see that, for the same period in 2019, that stop was experiencing 117 average weekday boardings. In addition, you can look at the table showing the 2019 top 10 regular service stops and see that the stop at N/S of Olympic E of 18th was not ranked the Top 10 in 2019.

**Figure 3 - Comparison of Average Weekday Boarding Activities - 2019 and 2020 Top 10 EmX Stops**

Average Weekday Boardings March 30 through April 24, 2020 (20 weekdays)					Average Weekday Boardings April 1 through April 26, 2019 (20 weekdays)				
2020 Top 10	Stop	Stop Name	Average Weekday Boardings 2020 by Stop	Average Weekday Boardings 2019 by Stop	2019 Top 10	Stop	Stop Name	Average Weekday Boardings 2019 by Stop	Average Weekday Boardings 2020 by Stop
1	9961	Commerce Station Outbound	245.7	678.0	1	9966	EmX Walnut Station Inbound	762.3	50.9
2	9953	Seneca Station Outbound	125.6	374.9	2	9964	EmX Dads' Gates Station Inbound	704.0	21.1
3	9940	Monroe/7th Station Outbound	90.0	356.6	3	9961	Commerce Station Outbound	678.0	245.7
4	9939	Monroe/6th Station Inbound	89.1	217.7	4	9965	EmX Agate Station Inbound	663.7	30.0
5	9948	Garfield/10th Station Outbound	80.2	245.1	5	9903	EmX Dads' Gates Station Outbound	579.1	22.1
6	9947	Garfield/11th Station Inbound	74.4	165.6	6	9902	EmX Hilyard Station Outbound	476.2	44.6
7	9938	Charnelton Station Inbound	65.1	210.3	7	9953	Seneca Station Outbound	374.9	125.6
8	9951	Oak Patch Station Outbound	52.4	249.6	8	9940	Monroe/7th Station Outbound	356.6	90.0
9	9963	EmX Hilyard Station Inbound	52.0	292.9	9	9904	EmX Agate Station Outbound	341.0	16.4
10	9966	EmX Walnut Station Inbound	50.9	762.3	10	9963	EmX Hilyard Station Inbound	292.9	52.0
<b>Green</b>		Represents a Top 10 Stop							
***		Eugene Station and Springfield Station stops not included							

How to read this chart: this chart provides comparisons between the boarding activity for EmX stops that ranked as the top 10 stops in 2019 and the boarding activity for EmX stops that ranked as the top 10 in 2020. One of the comparisons looks at how the top 10 EmX stops have shifted as a result of the UO and LCC being closed and the economy slowing down as a result of Covid. A second comparison can be made between the average weekday boardings for a top 10 stop and 2019 and what those stops are experiencing in terms of average weekday boardings in 2020. Similarly, the table shows that the number 2 ranking EmX stop in 2020 is the Seneca Station Outbound. In 2019, that station was ranked number 7. The number 2 ranking EmX stop in 2019 was Dads’ Gates station inbound with 704 average weekday boardings. In contrast, in 2020, this stop only had 21 average weekday boardings.

An example: for March 30 through April 24, 2020, the top EmX station in terms of average weekday boardings during that period was the Commerce Station Outbound, having approximately 246 boardings on an average weekday. Using this table, you can see that, for the same period in 2019, that stop was experiencing 678 average weekday boardings. In addition, you can look at the table showing the 2019 top 10 EmX stops and see that the Commerce Station Outbound was ranked number 3 in 2019. Similarly, the table shows that the number 2 ranking EmX stop in 2020 is the Seneca Station Outbound. In 2019, that station was ranked number 7.



# An American Bus Agency: Change in Weekday Demand since Coronavirus COVID-19 First Case

% Change in Daily Weekday Passenger Journeys to 2019 Average (excl. Weekends)

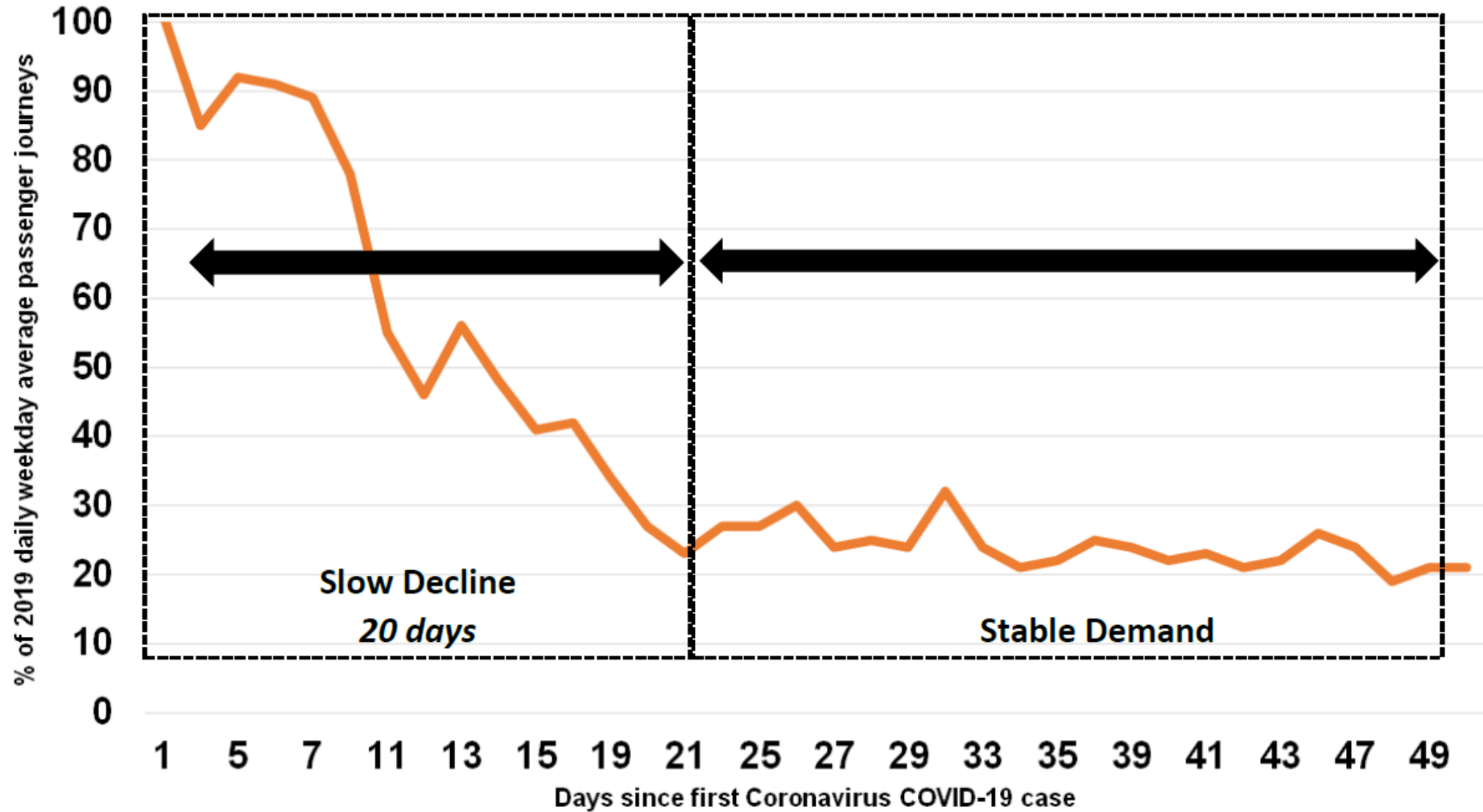
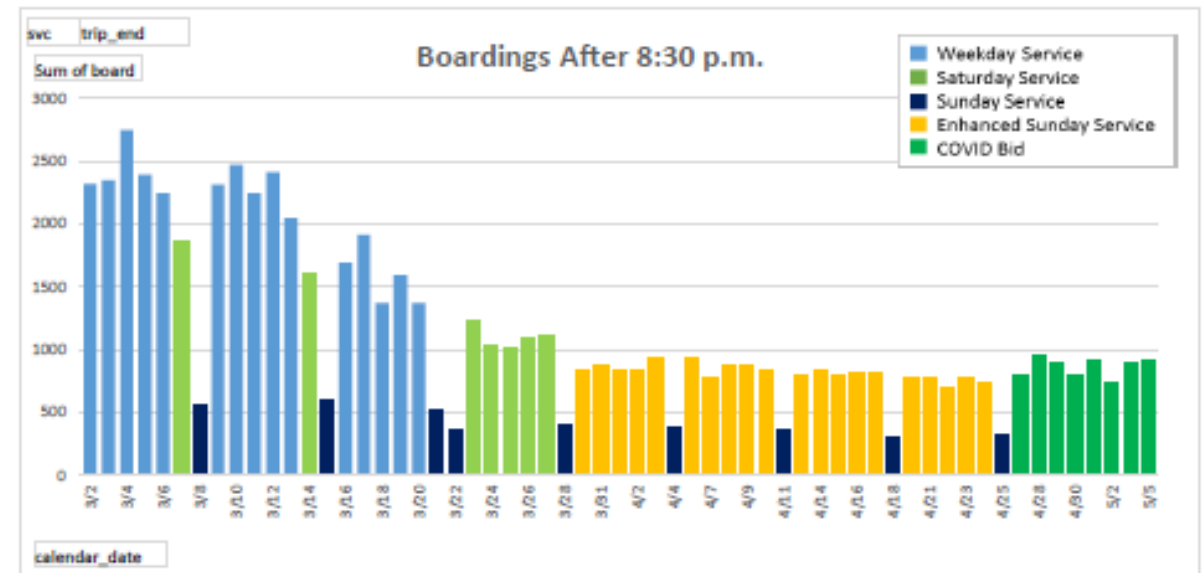
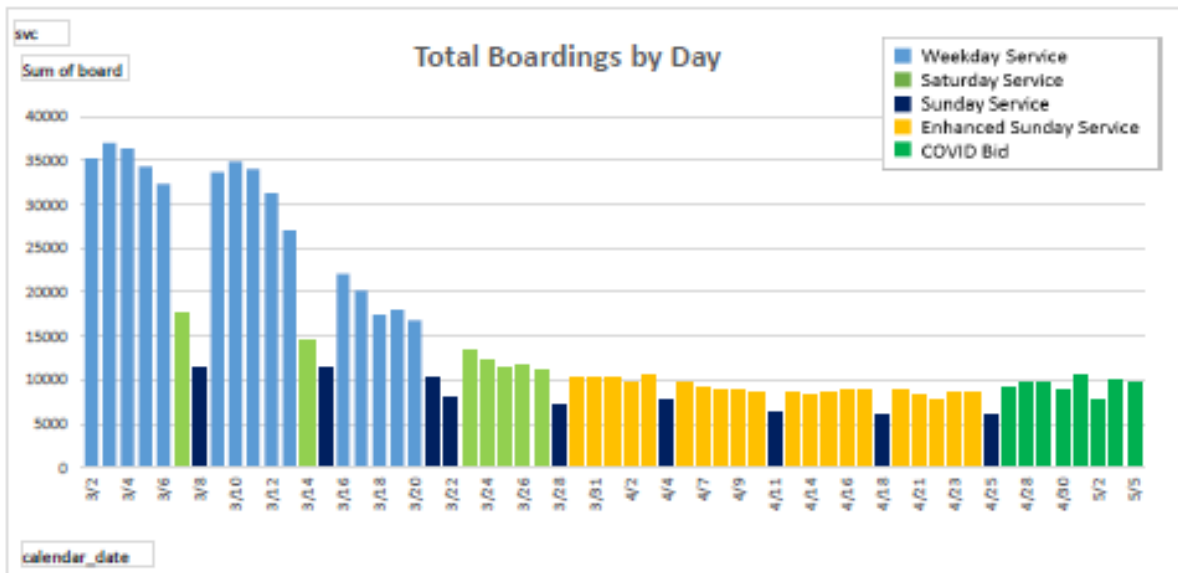
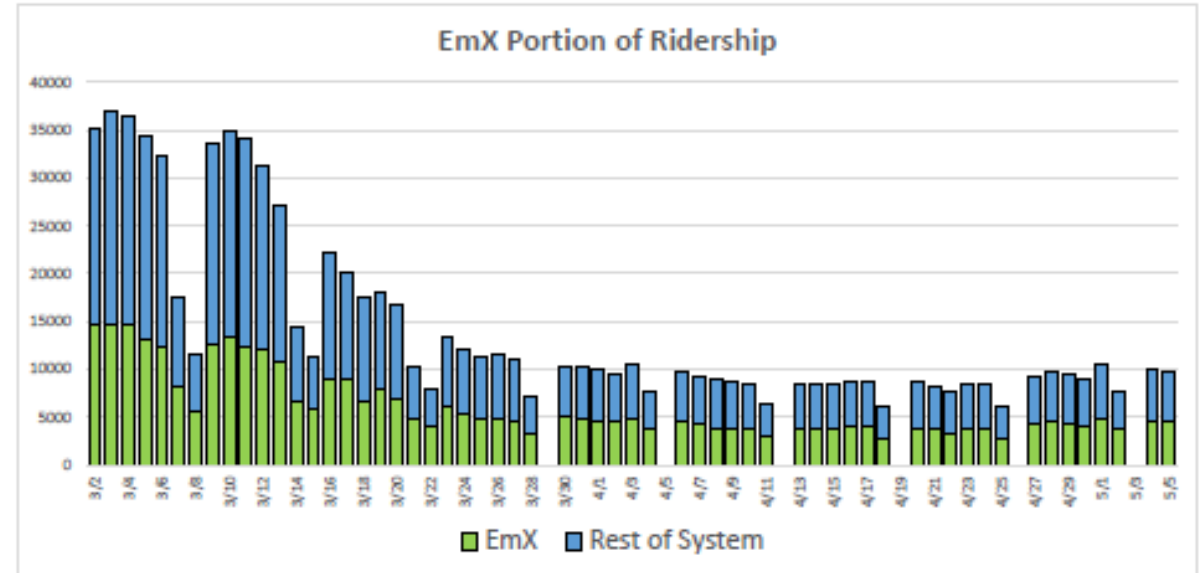
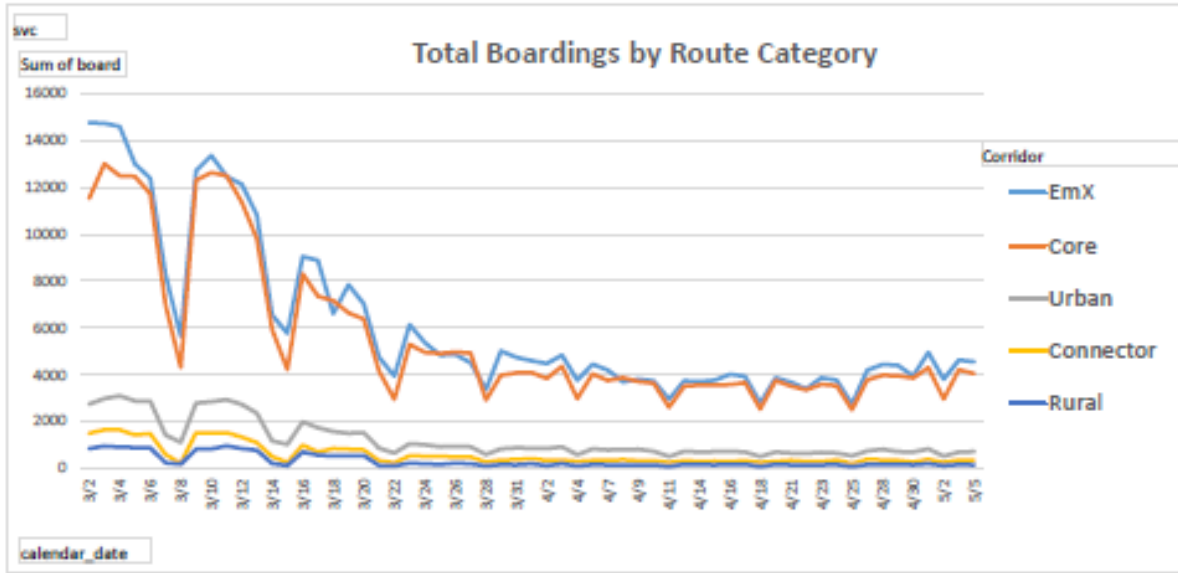
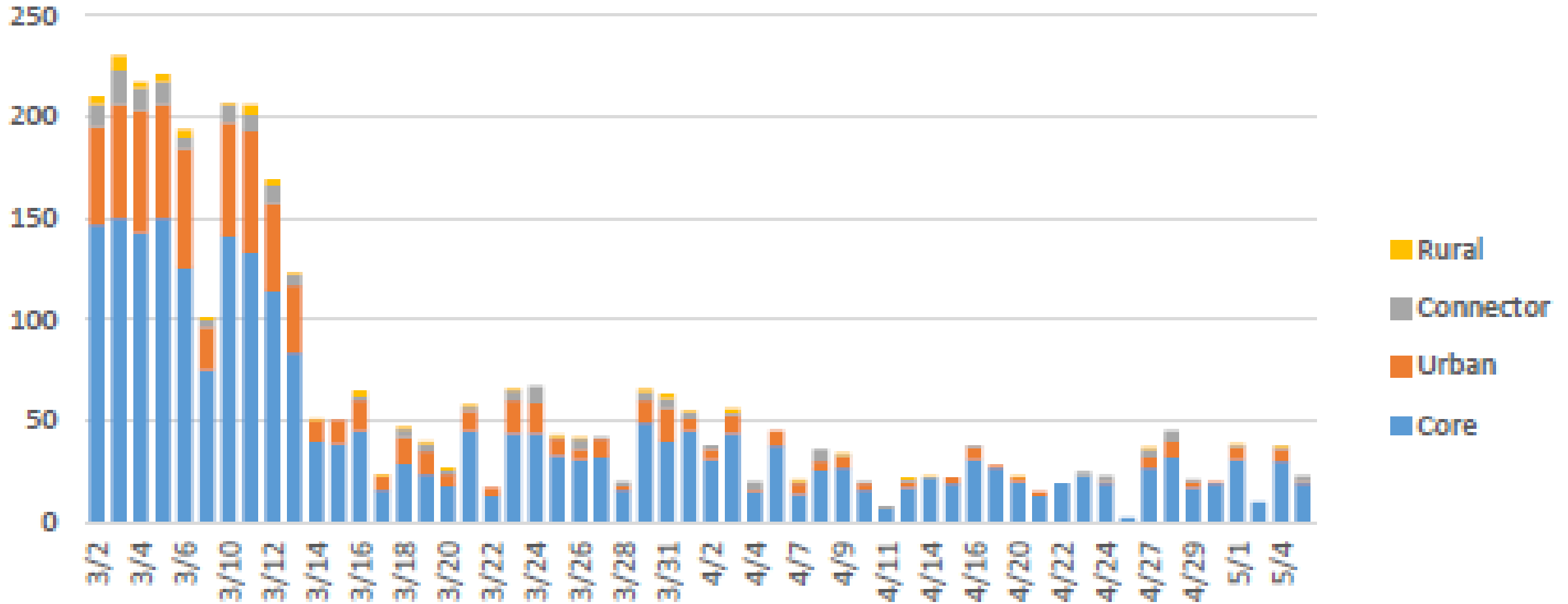


Figure 7: A steady demand decline trend for an American bus agency

**Figure 1 - Summary of Ridership, Passenger Loads, and RideSource Activity Through 5-5-2020**

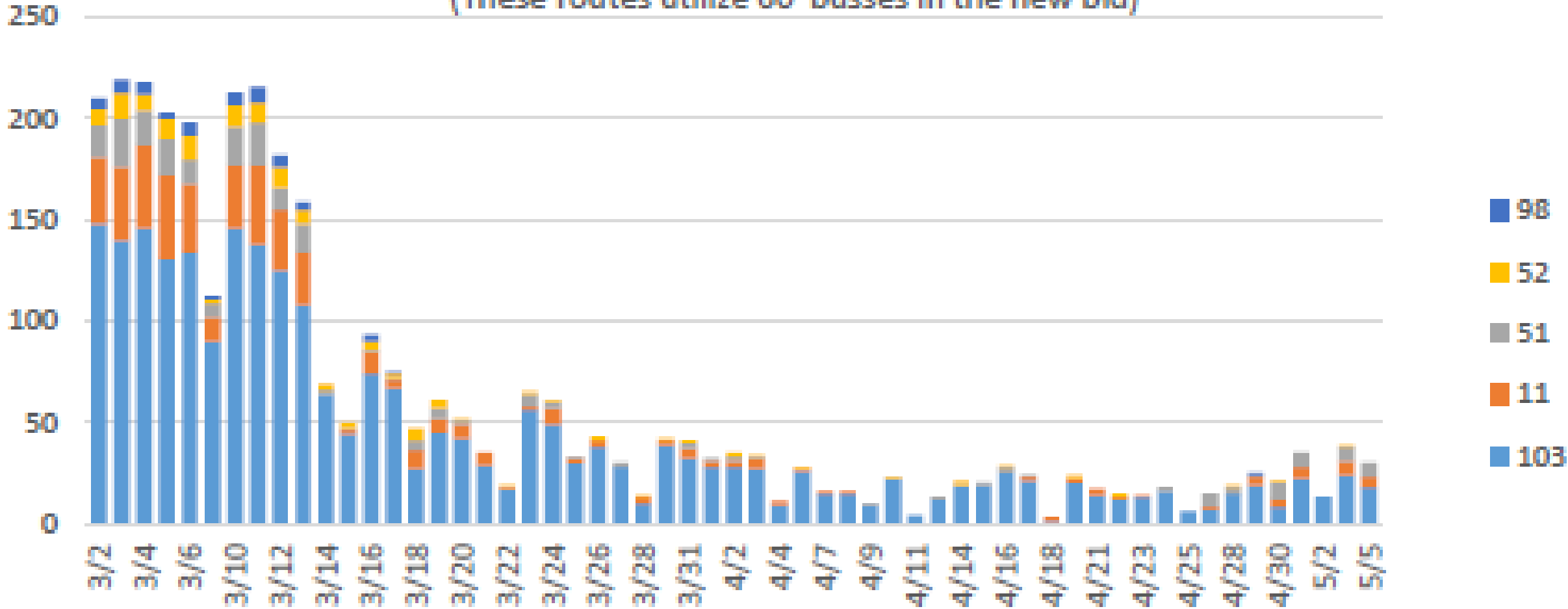


## Number of Trips with Loads Over 15 by Route Category

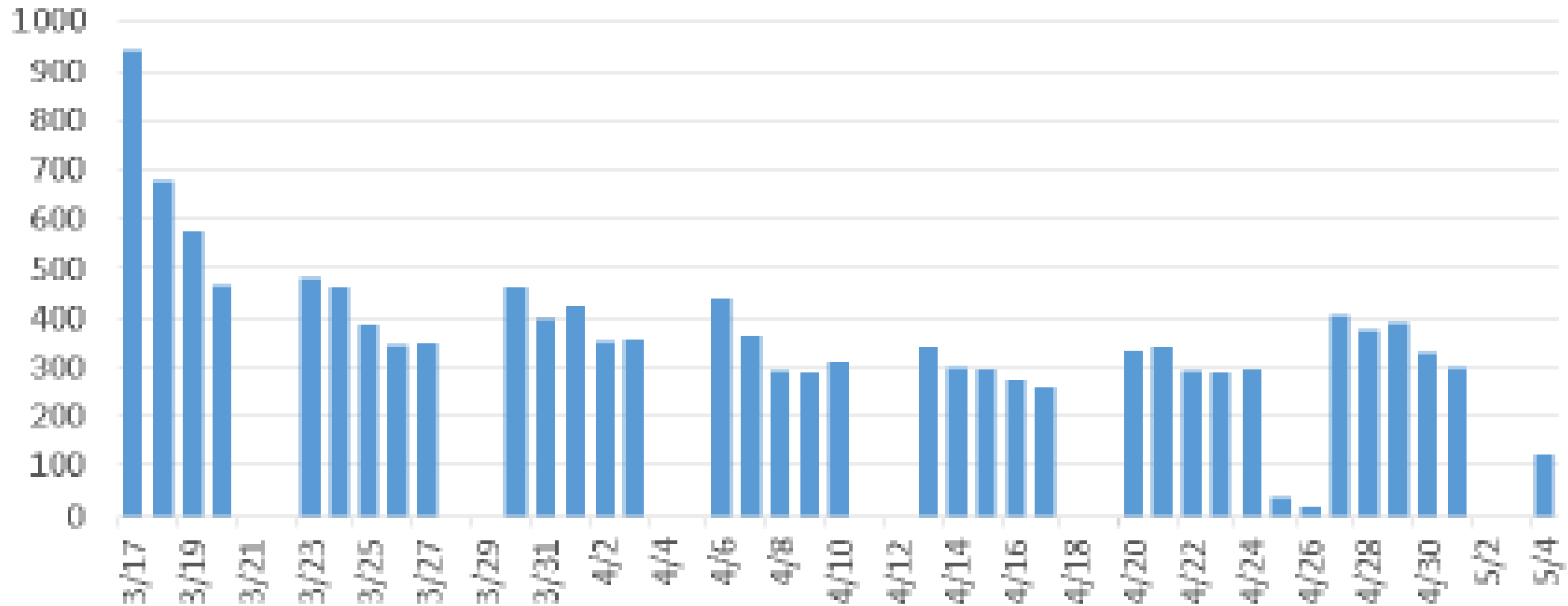


# Number of Trips with Loads Over 20

(These routes utilize 60' busses in the new bid)

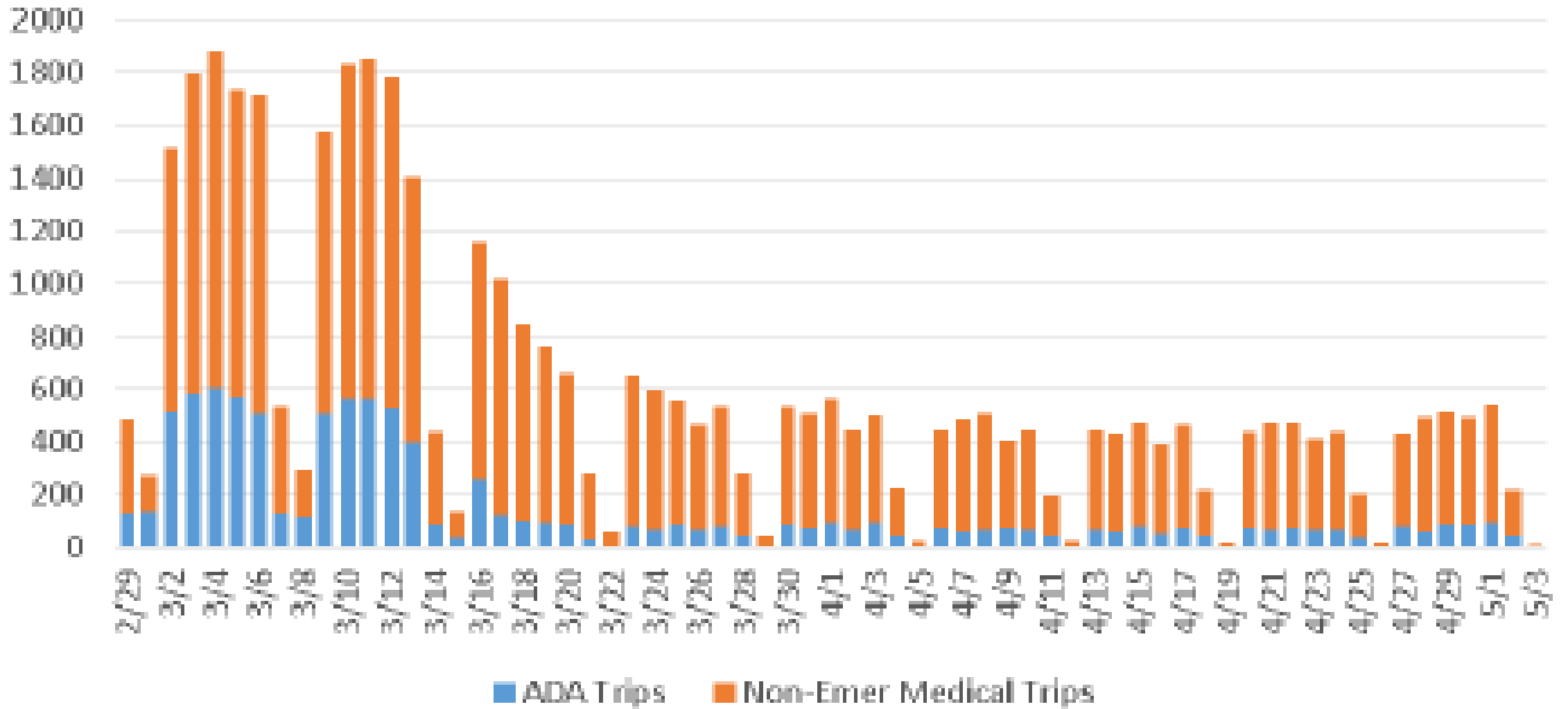


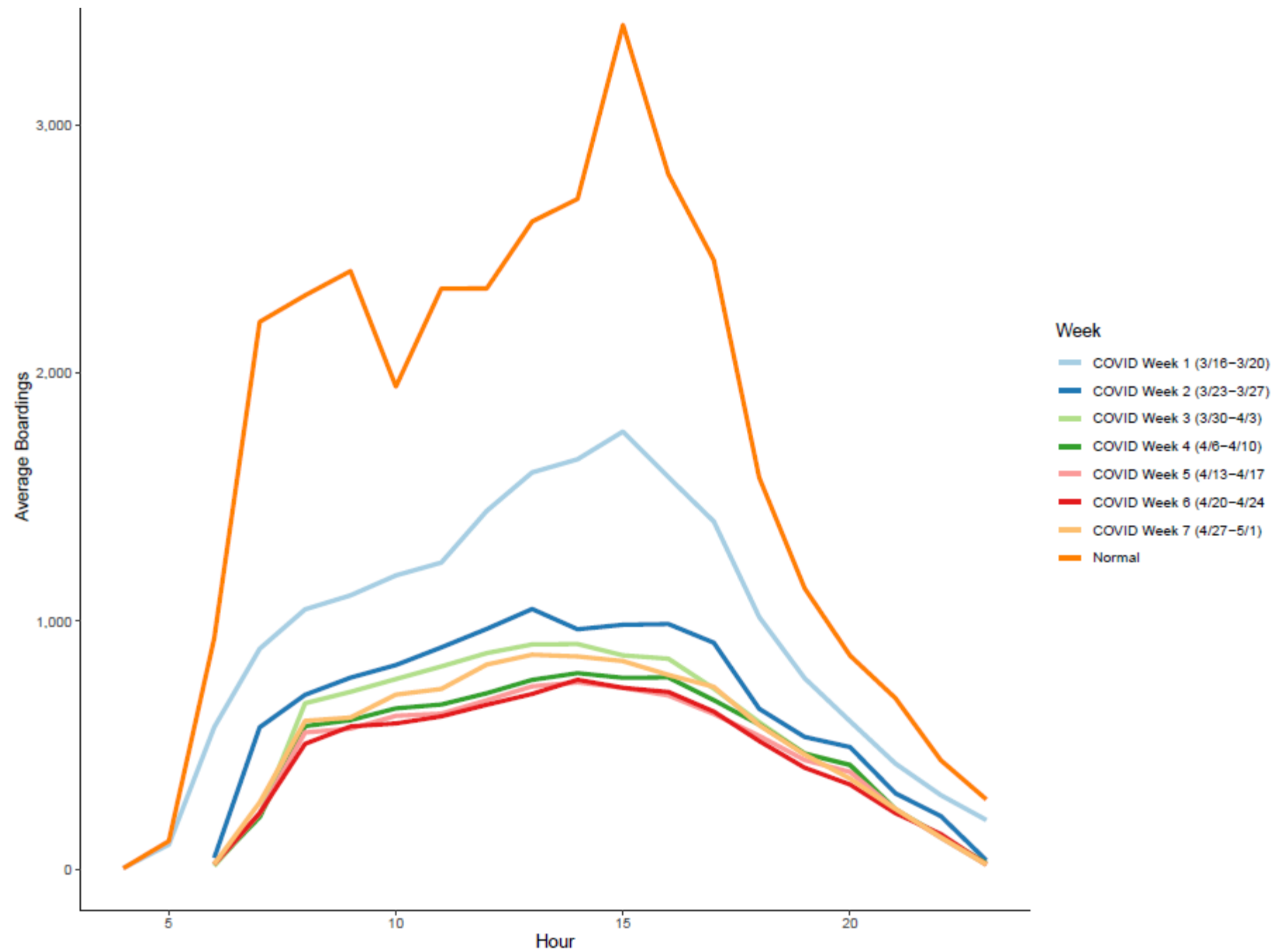
## Total Call Volume Over Time



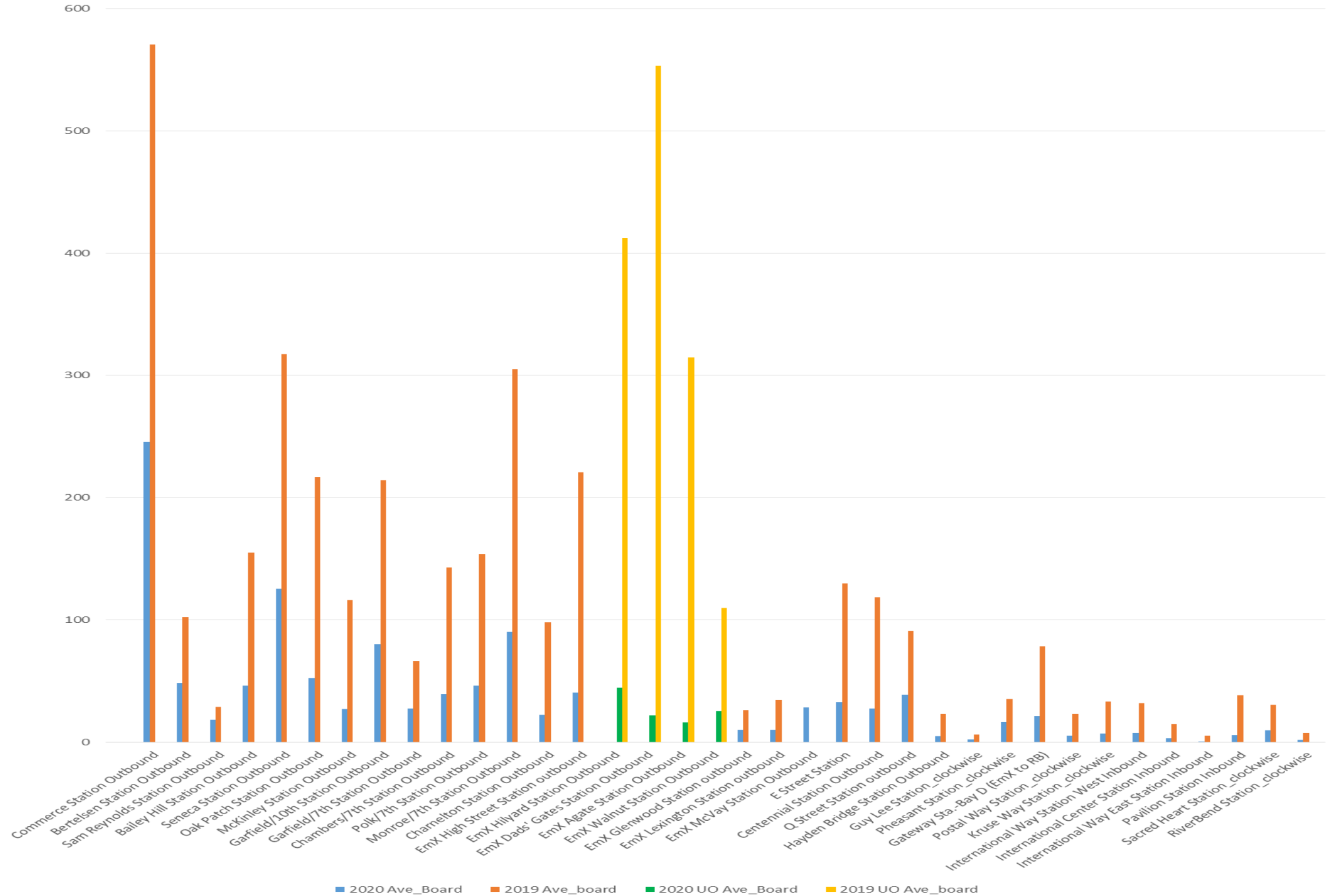
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# Trip Type Proportion



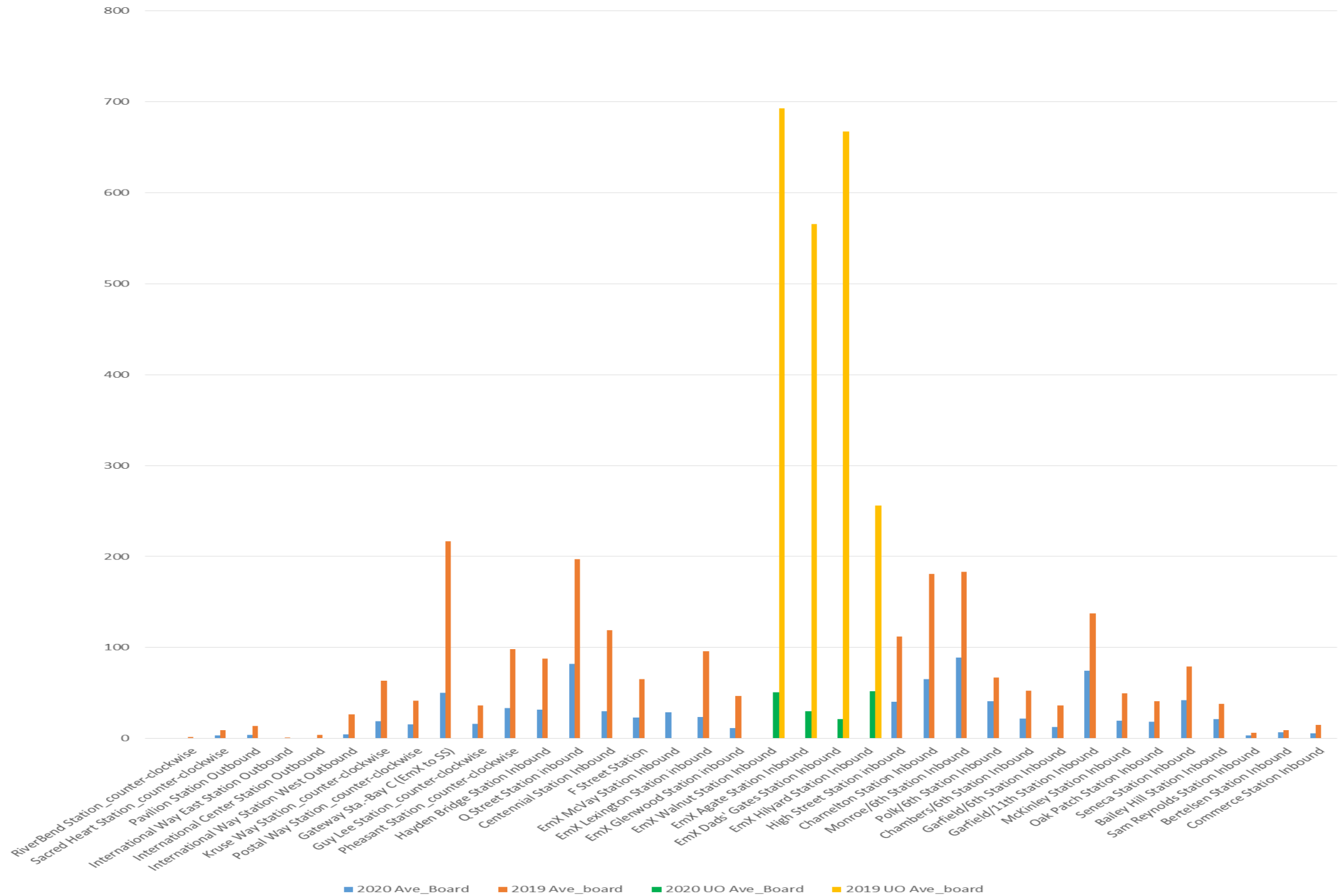


### EmX West Bound April 2019 compared to April 2020 (20 weekdays)





### EmX East Bound April 2019 compared to April 2020 (20 weekdays)



■ 2020 Ave\_Board    
 ■ 2019 Ave\_board    
 ■ 2020 UO Ave\_Board    
 ■ 2019 UO Ave\_board

**Average Weekday Boardings**  
**March 30 through April 24, 2020 (20 weekdays)**

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**Yellow** Represents a Top 10 Stop

\*\*\* Eugene Station and Springfield Station stops not included

**Average Weekday Boardings)  
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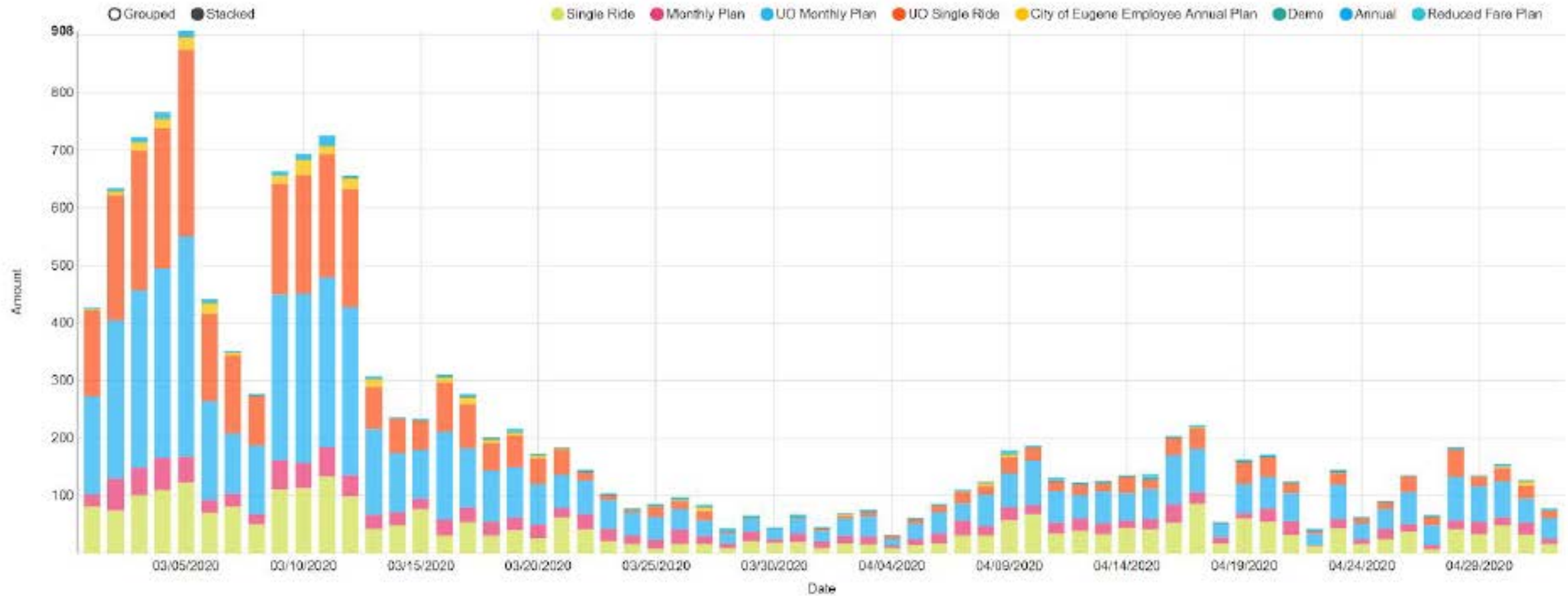
**Average Weekday Boardings  
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**Green** Represents a Top 10 Stop  
**\*\*\*** Eugene Station and Springfield Station stops not included

# Number of Trips per Day by Payment Plan (March 1 - May 2, 2020) - Bikeshare

NUMBER OF TRIPS (DAILY PER PAYMENT PLAN)

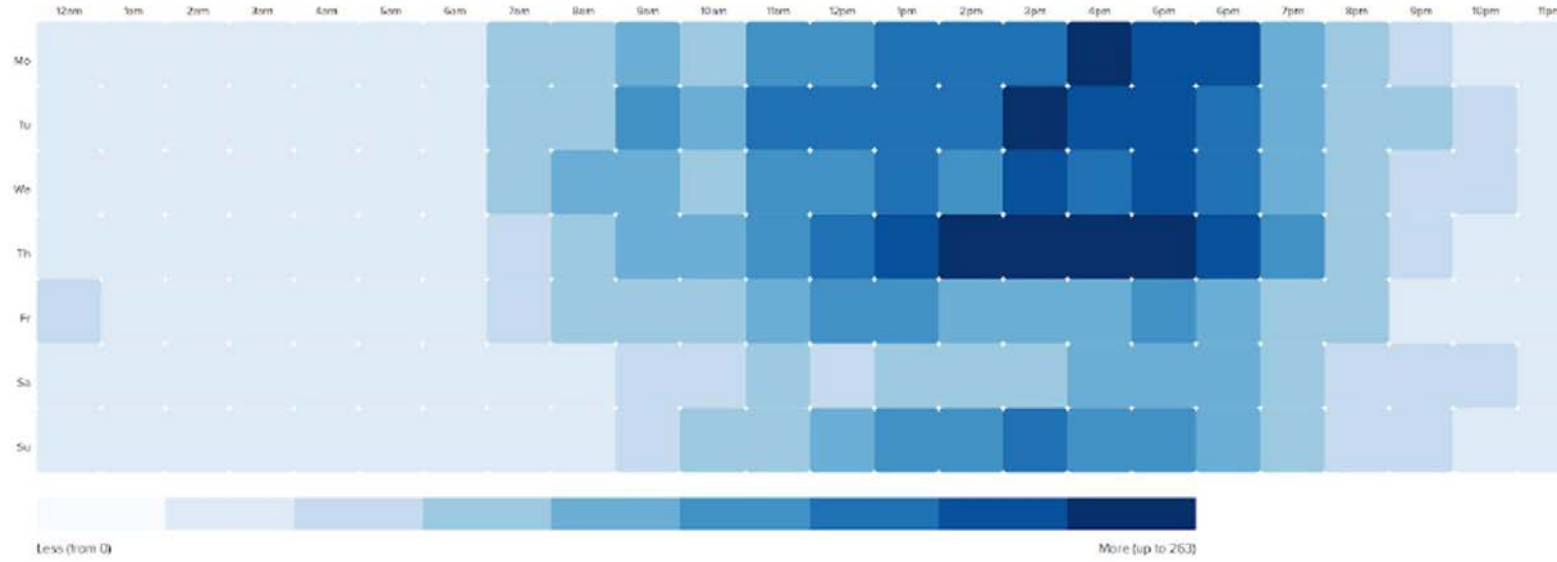


# Number of Trips During COVID-19 - Bikeshare



# - Bikeshare

Trip Frequency (March 1 - May 2, 2020)



Trip Frequency (Last Year Comparison - March 1 - May 2, 2019)

