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Public notice was given to *The Register-Guard* for publication on January 15, 2004.

**LANE TRANSIT DISTRICT
BOARD OF DIRECTORS
SERVICE COMMITTEE MEETING**

**January 16, 2004
12:00 p.m. – 1:30 p.m.**

**LTD Board Room
3500 East 17th Avenue, Eugene (in Glenwood)**

AGENDA

Page

- I. CALL TO ORDER
- II. ROLL CALL
Kleger _____ Hocken_____ Gant _____
- III. SERVICE DESIGN CONCEPTS (Andy Vobora)
- IV. SERVICE POLICY REVIEW (Andy Vobora)
- V. SERVICE REDUCTION LIST (Andy Vobora)
- VI. ANNUAL ROUTE REVIEW OUTREACH (Andy Vobora)
- VII. OTHER BUSINESS
- VIII. ADJOURN

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, for persons with hearing impairments).

2004 Annual Route Review - Service Reduction Options

	Description	Approximate Hours per Day	Approximate Annual Hours	Percent Savings	Cumulative Savings	Dollar Savings	Annual Cumulative Dollar Savings
6	Cut 06:14 & 15:45 trips of route 8X	1.5	387.0	0.13%	0.13%	\$14,551	\$14,551
7	Cut Rambling loop on the #18 (savings from not adding a bus to address afternoon running time problems)	1.0	258.0	0.08%	0.21%	\$9,701	\$24,252
8	Cut Rambling loop on the #19 (savings from not adding a bus to address afternoon running time problems)	1.0	258.0	0.08%	0.29%	\$9,701	\$33,953
9	Eliminate the #22	1.5	387.0	0.13%	0.42%	\$14,551	\$48,504
15	Eliminate Saturday #55	13.9	721.2	0.23%	0.66%	\$27,119	\$75,623
16	Eliminate route #60	3.6	934.0	0.30%	0.96%	\$35,117	\$110,740
17	Reduce mid-day or all-day frequency on #64	3.7	964.9	0.31%	1.27%	\$36,281	\$147,021
20	Eliminate #73 on Sunday	12.3	637.0	0.21%	1.48%	\$23,951	\$170,972
24	Eliminate #77	6.3	1,612.5	0.53%	2.01%	\$60,630	\$231,602
27	Eliminate 82 trips due to artic use	3.2	827.4	0.27%	2.28%	\$31,110	\$262,712
28	Eliminate evening trip combinations for off-peak #12 / #13 / #79, as well as eliminate evening #85 service after 6:30 pm	7.4	1,914.4	0.62%	2.90%	\$71,980	\$334,692
30	Eliminate #96x	0.8	211.6	0.07%	2.97%	\$7,955	\$342,647
36	Eliminate the 11:40 p.m. departure weekdays	9.5	2,438.1	0.79%	3.76%	\$91,673	\$434,319
		65.6	11551.0	3.76%		\$434,319	

2004 ARR Analysis



Description	Approximate Hours per Day	Approximate Annual Hours	Percent Savings	Cumulative Savings	Dollar Savings	Annual Cumulative Dollar Savings	Other Impacts
Route Specific Changes:							
0 Cut Saturday Breeze service	24.5	1,274.0	0.41%	0.41%	\$47,902	\$47,902	
1 Cut weekday Breeze Frequency	11.0	2,838.0	0.92%	1.34%	\$106,709	\$154,611	
2 Cut Breeze routing to UO	12.0	3,096.0	1.01%	2.35%	\$116,410	\$271,021	
3a Eliminate #1 Weekday Service	9.3	2,386.5	0.78%	3.13%	\$89,732	\$360,753	
3b Eliminate #1 Saturday Service	10.3	533.0	0.17%	3.30%	\$20,041	\$380,794	
3c Eliminate #1 Sunday Service	8.3	429.0	0.14%	3.44%	\$16,130	\$396,924	
4 Cut Eugene Sta from 3X routing	0.5	116.1	0.04%	3.48%	\$4,365	\$401,290	
6 Cut 06:14 & 15:45 trips of route 8X	1.5	387.0	0.13%	3.60%	\$14,551	\$415,841	
7 Cut Fairview & Rambling loops on the #18 (savings from not adding a bus to address afternoon running time problems)	1.0	258.0	0.08%	3.69%	\$9,701	\$425,542	
8 Cut Fairview & Rambling loops on the #19 (savings from not adding a bus to address afternoon running time problems)	1.0	258.0	0.08%	3.77%	\$9,701	\$435,243	
9 Eliminate the #22	1.5	387.0	0.13%	3.90%	\$14,551	\$449,794	
10 Redesign the #28 to begin and end at UO	0.0	0.0	0.00%	3.90%	\$0	\$449,794	Needs further investigation.
11 Drop 36 connection to UO 36B Wilshire loop (no cost savings)	7.7	1,991.0	0.65%	4.55%	\$74,861	\$524,655	
12 Eliminate routing on Barger between Terry and Greenhill #41	4.4	1,127.5	0.37%	4.91%	\$42,392	\$567,047	
13 Eliminate #43 routing on Barger to Cody loop	4.0	1,032.0	0.34%	5.25%	\$38,803	\$605,851	
14 Eliminate Sunday #52 service	8.6	447.2	0.15%	5.39%	\$16,815	\$622,665	
15 Eliminate Saturday #55	13.9	721.2	0.23%	5.63%	\$27,119	\$649,784	
16 Eliminate route #60	3.6	934.0	0.30%	5.93%	\$35,117	\$684,901	
17 Reduce mid-day or all-day frequency on #64	3.7	964.9	0.31%	6.25%	\$36,281	\$721,182	
19 Eliminate route #68	8.0	416.0	0.14%	6.38%	\$15,642	\$736,823	
20 Eliminate #73 on Sunday	12.3	637.0	0.21%	6.59%	\$23,951	\$760,775	
21 Eliminate Saturday #73	16.3	845.0	0.28%	6.87%	\$31,772	\$792,547	
22 Eliminate weekday evening #73	6.7	1,720.9	0.56%	7.43%	\$64,704	\$857,251	
23 Eliminate mid-day frequency on #76	2.9	735.3	0.24%	7.67%	\$27,647	\$884,898	
24 Eliminate #77	6.3	1,612.5	0.53%	8.19%	\$60,630	\$945,528	
25 Eliminate first inbound trip of #79	0.8	193.5	0.06%	8.25%	\$7,276	\$952,804	
26 Add #81 weekday routing to Eugene Station	0.0	0.0	0.00%	8.25%	\$0	\$952,804	Needs further investigation.
27 Eliminate 82 trips due to artic use	3.2	827.4	0.27%	8.52%	\$31,110	\$983,914	
28 Eliminate evening trip combinations for off-peak #12 / #13 / #79, as well as eliminate evening #85 service after 6:30 pm	7.4	1,914.4	0.62%	9.15%	\$71,980	\$1,055,894	
29 Eliminate #91 Sunday service	6.0	312.0	0.10%	9.25%	\$11,731	\$1,067,625	
30 Eliminate #96x	0.8	211.6	0.07%	9.32%	\$7,955	\$1,075,580	
31 Eliminate #98 Sunday service	4.0	208.0	0.07%	9.39%	\$7,821	\$1,083,401	
32 Eliminate route # 426 (SEHS/UO/Braeburn)	1.0	52.0	0.02%	9.40%	\$1,955	\$1,085,356	
SUBTOTAL Route-specific changes	202.1	28,813.9		9.40%	\$1,085,356	\$1,085,356	
System-wide Changes 2004:							
34 Reduce Sunday service to hourly, except on the #11 Thurston	17	884.0	0.29%	0.29%	\$33,238	\$33,238	K = 17 W = 0 R = 0 P = 0
35 Reduce Saturday service to hourly, except on the #11 Thurston	60.6	3,148.6	1.03%	1.31%	\$118,387	\$151,626	K = 41.8 W = 11.75 R = 7 P = 0
36 Eliminate the 11:40 p.m. departure weekdays	9.5	2,438.1	0.79%	2.11%	\$91,673	\$243,298	K = 3.2 W = 1.75 R = 1 P = 3.5

2004 ARR Analysis



	Description	Approximate Hours per Day	Approximate Annual Hours	Percent Savings	Cumulative Savings	Dollar Savings	Annual Cumulative Dollar Savings	Other Impacts
37	Eliminate the 10:40 p.m. departure weekdays	14.9	3,844.2	1.25%	3.36%	\$144,542	\$387,840	K = 5.4 W = 2.5 R = 2.0 P = 5
38	Eliminate the 10:40 p.m. departure Saturday	9.3	481.0	0.16%	3.52%	\$18,086	\$405,926	K = 3.5 W = 1.25 R = 1 P = 3.5
39	Eliminate the 7:30 p.m. departure Sunday	9.2	478.4	0.16%	3.67%	\$17,988	\$423,914	K = 3.8 W = 1 R = 1 P = 3.4
40	Operate no service on Memorial Day, July 4th, Labor Day, New Year's Day	244.6	978.4	0.32%	3.99%	\$36,788	\$460,702	N/A
41	Shift system start to 06:30 a.m.	9.7	2,489.7	0.81%	4.80%	\$93,613	\$554,314	K = 5 W = 0.85 R = 0.5 P = 3.3
	SUBTOTAL System-Wide Changes 2004	374.6	14,742.4	4.80%	4.80%	\$93,613	\$554,314	
	Total Cut List 2004	576.7	43,556.3		14.20%		\$1,639,670	
	System-wide Changes 2005:							
50	Eliminate Sunday service	244.6	12,719.2	4.14%	8.13%	\$478,242	\$478,242	K = 76
51	Shorten the span on Sunday to eight hours	0	0.0	0.00%	8.13%	\$0	\$478,242	K = 32
52	RideSource savings on Sunday	28.0	1,454.6	0.47%	8.61%	\$54,693	\$532,935	
53	Administrative saving on Sunday	0	0.0	0.00%	8.61%	\$0	\$532,935	
54		0	0.0	0.00%	8.61%	\$0	\$532,935	K = 5
55		0	0.0	0.00%	8.61%	\$0	\$532,935	
56		0	0.0	0.00%	8.61%	\$0	\$532,935	
57		0	0.0	0.00%	8.61%	\$0	\$532,935	
	SUBTOTAL System-wide Changes 2005	272.6	14,173.8		8.61%	\$532,935	\$532,935	

258.0 weekdays
 52.0 weekend days
 37.6 direct cost
 307000.0 platform hours
 0.76 average fare

22004 Annual Route Review (ARR) Outreach



Lane Transit District
P.O. Box 7070
Eugene, Oregon 97401-0470

3500 East 17th Avenue
Eugene, Oregon 97403

Phone: 541-682-6100
Fax: 682-6111
TTY: 800-735-2900
E-mail: ltd@ltd.lane.or
Web: www.ltd.org

Target

*Bus riders, people with disabilities, LTD bus operators,
Guest Services staff, general public*

Planned Outreach Methods

- **Presentations to Groups Representing People with Disabilities**
- **Open House/Staffed Displays**
 - *Thursday, February 5, and Thursday, February 26
7:30 a.m. to 7:00 p.m., LTD Guest Service Center*
 - *Saturday, February 7 (Springfield Greeter Business Expo)
10:00 a.m. to 4:00 p.m., Gateway Mall*
- **Bus Stop/Station Signage on Routes of Possible Significant Impact**
- **Bus Talk** (*January, February, March issues*)
- **Web Site – Input Form**
- **Direct Mail to Neighborhood Leaders**
- **E-mail to Jurisdictional Bodies** (*cities, county, schools*)
- **Communications with Social Service Agencies**
- **Displays**
 - *GSC*
 - *LTD Operations Lounge*
 - *Web*
- **Press Releases**
- **Advertisements in *The Register-Guard, Springfield News,*
and Other Newspapers**
- **Group Pass Contacts and Major Employers**
 - *E-mail*
 - *Newsletters*
 - *Intranet*
 - *Employee meetings*
- **Public Hearings.**
 - *Wednesday, February 18, and Wednesday, March 17
6:30 p.m., LTD Administrative Offices*

SERVICE COMMITTEE AGENDA ITEM SUMMARY

DATE OF MEETING: January 16, 2004

ITEM TITLE: **ANNUAL ROUTE REVIEW OUTREACH**

PREPARED BY: Andy Vobora, Service Planning and Marketing Manager

ACTION REQUESTED: None

BACKGROUND: The District is required to conduct a public process any time there are service reductions that involve 25 percent of a route's service hours or mileage. The District's practice has been to conduct a public process each year, regardless of the magnitude of the service changes being proposed, during the Annual Route Review (ARR) process. Additionally, staff often looks for ways to increase opportunities for input.

Attached is the outline of outreach activities planned for the 2004 ARR. If the 2005 ARR involves a system redesign, then the outreach for those service cuts will begin this summer and continue through the decision process in March 2005.

**RESULTS OF
RECOMMENDED
ACTION:** None

ENCLOSURE: ARR Outreach Plan

PROPOSED MOTION: None



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

(503) 741-6100
Fax (503) 741-6111

January 12, 2004

TO: CLASSIFIED ADVERTISING - SECTION 146, NOTICES
THE REGISTER-GUARD (FAX NO. 687-6668)

ONE PAGE - Placed by FAX

FROM: Susan Hekimoglu, Administrative Services Coordinator
(541) 682-6108

RE: CLASSIFIEDS PUBLICATION - Notice of Public Hearing
LTD PO# A-02033

TO BE PUBLISHED ON January 15, 2004:

NOTICE OF BOARD COMMITTEE MEETINGS

The Service Committee of the LTD Board of Directors will meet on January 16, 2004, at 12:00 p.m., in the LTD Board Room located at 3500 East 17th Avenue (in Glenwood), Eugene. The Committee will review service design concepts, service policy, and a draft service reduction list and will discuss the annual route review outreach process.

The Joint Development Committee of the LTD Board of Directors will meet on January 16, 2004, at 3:00 p.m., in the LTD Conference Room located at 3500 East 17th Avenue (in Glenwood), Eugene. The Committee will consider a draft joint development policy and discuss the next steps necessary in joint development.

The facility used for these meetings is wheelchair accessible. On request, printed materials can be made available on audio tape or in large print. American Sign Language (ASL) interpretation is available with 48 hours' advance notice. For more information, please call (541) 682-6100 (voice) or 1-800-735-2900 (text telephone through Oregon Relay).

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SERVICE COMMITTEE AGENDA ITEM SUMMARY

DATE OF MEETING: January 16, 2003

ITEM TITLE: SERVICE DESIGN CONCEPTS

PREPARED BY: Andy Vobora, Service Planning and Marketing Manager

ACTION REQUESTED: None

BACKGROUND: In 1991, the District conducted a Comprehensive Service Redesign (CSR). The basic change to the system was to move from a four pulse to a six pulse departure structure. (A pulse is equivalent to a departure from the Eugene Station.) This change allowed the system to grow to a point where each major corridor would have 10-minute frequency of service. Route 11 Thurston was the only single route to offer 10-minute frequency, while other corridors achieved this goal by multiple routes joining together after serving a neighborhood loop. The pulse change and the investment in service hours greatly increased LTD's ridership throughout the 1990's.

In 1999, the District began another a CSR. This CSR was needed to address system changes due to increasing traffic congestion and the resulting running time problems that this congestion created. It also was an opportunity to evaluate service to new neighborhoods that had grown up in our community. Staff developed plans to fix the operational issues, increase service along the corridors, and create additional neighborhood coverage by creating cross-town routes. Additionally, the Board's interest in a downtown shuttle was studied and the *Breeze* service was developed. At the eleventh hour, the budget for the service package was altered significantly, and what had been planned as a major investment in service was revised to little more than an aggressive annual route review year. An increase of four percent was implemented, and of this increase, the majority of service hours went to the *Breeze* service. The remainder of the system did not change significantly.

The CSR process did introduce a new design process that was embraced by the Board. Nelson Nygaard, a planning firm from Portland, was brought in to discuss the design process with the Board and to work with staff on evaluating the system. The basic concept involved categorizing service into the following three types:

1. **Productivity.** The productivity model says that you should place your service hours along the main corridors and that service frequency should be as high as possible. This model recognizes that people will be attracted to a simple system that offers service so often that timetables are unnecessary. Since the service operates along main corridors, service is provided to the greatest number of businesses and to the most densely populated sections of the city. The consultant termed this model the “business” model because it provides the greatest opportunity for farebox recovery.
2. **Coverage.** The coverage model says that everyone in the community should have access to some level of bus service. The model supports operating service to virtually every neighborhood, even if the service is very infrequent. The consultant stated that the coverage model recognizes that transit service is a social service, and therefore appeals to the environmentalists in the community. However, oddly enough, the coverage model also appeals to the business community because the service is available to areas where all community members live and work.
3. **Equity.** The equity model evaluates population, employment, and other factors in an attempt to provide “equitable” service to sectors of the community.

The Board chose to create a system that blended the productivity and coverage models, while recognizing there may be situations where having some level of service hours for “discretionary” allocation would be helpful. The Board directed staff to allocate service hours in the following manner:

1. 75 percent productivity
2. 20 percent coverage
3. 5 percent discretionary

An analysis of the system following CSR implementation has shown that these allocations were met with one exception. The five percent discretionary category was needed to account for rural service.

Following the 2001 implementation of the CSR increase in service, the District has since reduced service by more than twice what was added. Staff has not conducted an analysis of the service package following these cuts; however, the nature of these cuts suggests that both the productivity and coverage categories were impacted. Rural service was not affected by the 2002 cuts.

The District is facing additional service cuts as the operating budget suffers a lack of funding. Staff has been directed to find approximately three percent to cut from the current service package for Fall 2004. If budget projections hold true, an additional 12 to 15 percent will need to be cut in Fall 2005. This will bring the total reduction in service hours to 27 percent over the 2002 to 2005 period.

Reductions of this magnitude will require a CSR. Changes to span of service, frequency of service, and the days of week the District operates will be evaluated. The Board will be asked to make a decision about how the service hours will be allocated. Will the Board want to alter the 75 percent, 20 percent, 5 percent allocation guidelines established with the 2001 CSR? Will the Board want to maintain frequency along major corridors and reduce service into neighborhoods? Is rural service to be protected or may changes be made?

There will be many more questions to be asked and answered, but the time to begin discussions is now. If the Board chooses to pursue significant service cuts, staff will begin an aggressive outreach process this summer in preparation for cuts in 2005.

**RESULTS OF
RECOMMENDED
ACTION:**

None

ENCLOSURE:

None

PROPOSED MOTION:

None

Service Policy

Objective

To provide standards for the implementation and evaluation of bus service.

Application

This policy applies to all bus service offered by Lane Transit District, including regular fixed-route service, tripper service, and special events service.

Policy

The policy segment is divided into the following sections:

- A. Definition of Terms
- B. Service Standards:
 - 1. Standards for Productivity
 - 2. Standards for ~~Guest Customer~~ Convenience
 - 3. Standards for ~~Guest Customer~~ Comfort and Safety
 - 4. Standards for Service Reliability
- C. Service Evaluation Procedures
- D. Substandard Service
- E. Implementation/Evaluation of New Service
- F. Service Decision-Making Process
- G. Standards for Tripper Service
- H. Maintenance of Policy

A. Definition of Terms

Bid: Bids are held at least three times per year, as defined in the labor agreement with ATU 757, and provide an opportunity to implement service changes. Contract employees select work shifts at this time.

Block: See "Schedule."

Boardings: A boarding, or unlinked trip, occurs every time a ~~guest customer~~ boards a bus. Thus, a trip requiring a transfer would count as two boardings.

Community Events: Community events are defined both as one-time events (concerts at Autzen Stadium) and annual or repeating events (the Oregon Country Fair and University of Oregon football games).

Correct Schedule Operation (CSO): Correct schedule operation is when a bus leaves a timepoint no earlier than the scheduled time and not more than four minutes late.

Coverage: Coverage is defined as the percentage of households that are within one-quarter mile of a bus stop.

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Deadhead: Deadhead refers to bus travel that is not in revenue service, such as travel time to the garage after the bus has completed scheduled service.

Directional Routes: Directional routes typically are offered during peak times and are oriented toward commuter travel. Productivity results for directional routes will include a factor for unproductive deadhead time necessary to position these routes for revenue service.

Duty: See "Run."

Express Service: Express service significantly reduces travel time for guests compared to regular bus service. Express service typically is offered during peak times and is oriented toward commuter travel. Productivity results for express service will include a factor for unproductive deadhead time necessary to position these routes for revenue service.

Farebox-to-Operating-Cost Ratio: The farebox-to-operating-cost ratio measures the percentage of the operating cost paid by guests. It is computed as the total farebox revenue (including sales of passes and tokens) divided by the total operating cost.

Headway: Bus headway refers to the amount of time between consecutive buses on a given route. The lower the headway, the more frequent the service.

Layover Time: This term identifies time that a bus is not in operation between scheduled revenue service. The typical five-minute pause at the Eugene Station between trips is not considered layover time, but instead is considered part of revenue hours.

Limited-Stop Service: Limited-stop service combines fixed-route service and express service to provide neighborhood coverage and reduced travel times. Limited-stop service typically is offered during peak times and is oriented toward commuter travel. Productivity results for limited-stop express service will include a factor for unproductive deadhead time necessary to position these routes for revenue service.

Line Route: A line route is defined as a bus route that travels outbound and inbound along the same streets. Line routes differ from loop routes, in that loop routes travel to and from their point of origin using different streets.

Passenger Trips: A passenger trip occurs when a guest/customer travels from trip origin to trip destination, regardless of the number of transfers required to complete the trip. Thus, a trip requiring a transfer still only counts as one passenger trip.

Pay Hours: Pay hours refers to the number of hours actually paid to the bus operators to provide the service. Overtime is calculated at time and one-half (one hour of overtime is 1.5 hours at regular pay).

Peak Hour: The peak-hour period on the system is weekdays between 7:00 a.m. and 9:00 a.m., and between 2:00 p.m. and 6:00 p.m. This is the time when the greatest number of buses is in use and the greatest number of guests/passengers is carried.

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Platform Hours: A platform hour is counted for every hour that a bus operator is with a bus, including deadhead and layover time. This does not include report time or turn-in time.

Preparatory Time: This term refers to the time allotted each bus operator to check a bus out from the garage.

Report Time: The time an employee is scheduled to report for work.

Revenue Hours: A revenue hour is each hour that a bus is in revenue service. This is equivalent to platform hours less deadhead time and layover time.

Ridership Productivity: Ridership productivity, as used in this document, is defined as the number of boardings per revenue hour of service. Ridership productivity is defined with different units, such as passenger trips per schedule hour, in other applications.

Road Call: A road call occurs when a bus is replaced or repaired during revenue service.

Run: A run is the work operated by a bus operator, either full-time or part-time, on a given day. Runs can be either straight (with no unpaid breaks in the workday) or splits, composed of two or more pieces of work that may include paid or unpaid breaks between them.

Run Cut: The run cut is the collection of runs developed from a set of schedules. Separate run cuts are developed for weekdays, Saturdays, and Sundays.

Run Cut Efficiency: Run cut efficiency measures how efficiently the schedules are divided into runs. It is computed as the percentage of pay hours that are used to provide platform hours. The formula is pay hours minus platform hours divided by platform hours.

Rural Route: A rural route is a route that operates, at least in part, outside the Eugene/Springfield urban growth boundary.

Schedule Efficiency: Schedule efficiency measures how efficiently the service is written into schedules. It is computed as the percentage of platform hours that actually are in revenue service. The formula is platform hours minus revenue hours divided by platform hours.

Schedule Hours: Schedule hours are simply the amount of time on the schedules.

Timed-meet: A timed-meet occurs when separate bus routes converge at one point, generally a transit station, and guests customers make transfers.

Transfer: To transfer means to change from one bus to another. Transfer slips are given to customers at the time the cash or token fare is paid. A transfer slip is valid for one hour from the time of issuance, and may be used to board any bus at any time within that period.

Tripper: A tripper is a short-term bus trip that is designed to meet a particular demand.

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Turn-In Time: This term applies to the time provided every bus operator when the bus is returned to the garage.

Urban Route: An urban route is a route that operates entirely within the Eugene/Springfield urban growth boundary. Lane Community College, although just outside the urban growth boundary, is considered within the urban area for the purposes of route identification.

Route Deviation: A route deviation involves deviating from the standard bus route to serve a housing, school, or commercial node.

B. Service Standards

Productivity Standards

A route will be considered substandard if it has a ridership productivity of less than 67 percent of the average of other routes within the category, computed separately for weekdays, Saturdays, and Sundays. This standard may apply to productivity during the entire day or to productivity during specific time periods. The following route categories are evaluated:

- ◆ **Urban.** Urban routes are arterial routes that operate from major transit stations.
- ◆ **Express.** Express routes are limited-stop routes that operate in peak direction.
- ◆ **Connector/Shuttle.** Connector/shuttle routes operate within neighborhoods or along designated shuttle routes in the urban core.
- ◆ **Commuter.** Commuter routes are peak-direction routes serving specific school or work locations.
- ◆ **Rural.** Rural routes operate outside the urban growth boundary and provide lifeline service to rural communities within the District.

A segment or trip of a route will be considered substandard if it has a ridership productivity of less than 67 percent of the average of all similar segments or trip in the route category. Similar segments are separated between those that are primarily in residential areas and those that are primarily in commercial or industrial areas. This standard applies to the route segment during the entire day or to the segment during a specific time period.

A rural route will be considered substandard if it carries less than an average of 30 boardings per round trip. A specific trip on a rural route will be considered substandard if it carries fewer than 20 boardings.

Route deviations will carry a minimum of 5 boardings per trip and will be scheduled when deviation conditions are met and when schedule time allows.

Route deviations should occur only in order to satisfy one of the following conditions:

1. To serve a major trip generator.
2. To serve an area with a high population of seniors or persons with disabilities.
3. To remedy a significant coverage deficiency.

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Guest Convenience Standards

A 60-minute headway is the minimum frequency for all urban routes. This is considered the policy headway.

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Headways shorter than the policy headway will be based upon demand for the service. The frequency of a route will not be increased unless the route has a ridership productivity of at least 20 percent above the system average of other routes operating during the same time period, or if the change is necessary to improve transfer connections to other routes, or if improvements in the headway are expected to improve route productivity.

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A timed-meet (pulse) system is to be used at the Eugene Station and at other significant regional transit stations.

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Route scheduling will take into consideration the following factors:

- 1. Staggering of routes on major arterials.
- 2. Minimizing the necessity to transfer.
- 3. Minimizing transfer time when transfers are necessary.
- 4. Maintaining consistency and clarity of timetables for guests.
- 5. Arriving and departing at major destinations in a timely manner (i.e., meeting class schedules at LCC and the UO).

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Whenever possible, routing will be direct, using major arterials and neighborhood collector streets to provide the shortest practical travel time between points on a line. When possible, terminal points at both ends of a route should be located at major activity centers to ensure ridership in both directions of operation.

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When possible, routes will be structured as two-way line routes. Line routes reduce travel time and are easier for the public to understand. Loops at the end of routes will be used as a turnaround and to provide neighborhood coverage.

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The spacing between bus stops in developed areas generally will be approximately two to three city blocks or 1,000 feet. Closer spacing may be implemented in the downtown or other high-density areas. Wider spacing will be considered in less developed areas.

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Transit stations will be located in areas with very high numbers of transferring guests customers or major trip generators. The size of the transit station will be consistent with expected use, operational needs, and the financial capacity of the District.

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The District will strive to make all service and associated facilities wheelchair accessible.

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Comfort and Safety Standards

The scheduled running time for routes will adequately meet average guest customer loads and typical traffic congestion, and will include an ample amount of recovery time for each route to compensate for variations in running time and to provide for bus operator restroom breaks.

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Additional service may be added if:

- ◆ Guest loads consistently exceed 1.5 times the seated capacity of the vehicle.
- ◆ Guests are not accommodated on a trip due to full guest loads and the next scheduled trip is more than 30 minutes away.

~~an average trip results in guests customers standing on the bus for more than 15 minutes, or if the total passenger load at any point on the route exceeds 1.5 times the seated capacity. See Section C of this policy for implementation of tripper service. This load standard does not apply to special event service.~~

If funding is available, bus shelters will be located at bus stops with at least 30 boardings per day, with the priority of installation based on heaviest usage. Bus benches will be located at stops with at least 15 boardings per day. Shelters and benches also may be located at stops that are heavily used by seniors and persons with disabilities, or if there is a significant amount of transfer activity at the stop. Shelters and benches that do not meet the productivity criteria may be installed if the adjacent development subsidizes the cost of the shelter and its installation.

Every bus stop is to have a paved boarding area. This will not be a requirement where curbs and sidewalks do not exist. Streets will not be considered for bus routes unless the street and the associated intersections and traffic controls allow for the safe operation of the bus. LTD's Safety Committee will be consulted whenever a new street is considered for service.

All buses will be cleaned daily, inside and out.

Service Reliability Standards

Buses will arrive within two minutes of the departure time of connecting buses 95 percent of the time.

Road calls on the system should not occur more frequently than every 10,000 vehicle miles.

The number of missed trips will be less than one-half of one percent of total trips operated.

The average age of the bus fleet will be eight years or less, and no buses older than 20 years will be used in regular route service, unless they have been rehabilitated to acceptable standards.

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C. Service Evaluation Procedures

Timing of Changes

There are at least three bids per year when service changes typically are made. The fall bid coincides with the commencement of classes at area schools. The summer bid coincides with the end of the school year. The winter bid is scheduled at approximately half way between the fall and summer bids.

Major service changes generally will be confined to the fall bid. Minor service changes can be made during the winter and summer bids, and the deletion of school service can occur during the summer bid and during holiday breaks.

An Annual Route Review (ARR) will be conducted every year. Requests for changes or additions to service and other improvements to the system will be considered during the ARR. Approved recommendations from the ARR will be implemented with the fall bid.

A major bus rider survey will be conducted at least every four years. The survey will determine travel behavior, fare payment trends, and guest customer opinions on service options and guest passenger information.

D. Substandard Service

Substandard service, as defined in Section B, Productivity Standards, will be evaluated as part of the Annual Route Review. The substandard service will be subject to possible elimination or modification. The District may choose to continue to offer service that does not meet productivity standards if the service meets other District objectives.

E. Implementation/Evaluation Guidelines for New Service

New service, as defined in this context, includes the establishment of new routes or the addition of service on existing routes, either through increased frequency or increased span of service. Service hours will be allocated according the following percentages:

1. 75 percent productivity
2. 20 percent coverage
3. 5 percent discretionary

The addition of new service generally will be considered only during the Annual Route Review. Factors to consider in evaluating potential service additions include the following:

1. Financial situation of the District.
2. Expected ridership and ridership productivity, both immediate and long term.
3. Availability of fleet and maintenance capacity.
4. Integration of the service in the District's overall route system.

New service will be operated for a probationary period of at least 18 months without major modification, except in extenuating circumstances. Productivity standards for the performance of new service will be different than the standards for mature service. Following the probationary period, new service will be subject to the same standards as the remainder of the system.

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Adequate marketing resources to promote the new service are to be available during the probationary period.

F. Service Decision-Making Process

Recommendations for service changes or the addition of new service will be made by the Development Services Service Planning Department. The Service Planning and Marketing staff Department will consult with the Service Advisory Committee and other employees before developing recommendations on significant service changes. Input will be collected from current quests customers and potential quests customers through public outreach processes.

The Leadership Council will review and approve all recommendations for significant service changes or additions.

The Leadership Council will determine which service changes are to be presented to the Board of Directors for approval. Any change that affects 25 percent of the service miles on a route, or 25 percent of the trips on a route, or the establishment of a new route, must go to the Board of Directors for approval. A service presentation will be made to the Board of Directors each December or January. This will be followed by public hearings in February and March. The Board of Directors will approve the ARR service package at the March Board of Directors meeting.

If financial constraints or other problems require that reductions in service that are not substandard be implemented, the elimination of service will be based upon the following factors:

- ◆ The productivity of the service (boardings per revenue hour, cost per boarding).
- ◆ The availability of alternate bus service in the area.
- ◆ Ridership by seniors and persons with disabilities or others with limited transportation alternatives.
- ◆ The cost effectiveness of the service cut.

G. Standards for Tripper Service

The following criteria are to be used in determining whether to offer tripper service:

- ◆ Trips cannot be adequately provided by existing service, or there is not enough capacity within the existing service.
- ◆ There are no budgetary or fleet constraints that would preclude the addition of the tripper.

Trippers will be evaluated weekly and discontinued when no longer needed. If the demand continues, the tripper will be added as regular service and included in the next available run cut.

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H. Maintenance of the Service Policy

The Service Planning and Marketing Manager is responsible for maintaining this policy and recommending changes to the policy as necessary.

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Board Approval of Revisions: 6/16/99

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SERVICE COMMITTEE AGENDA ITEM SUMMARY

DATE OF MEETING: January 16, 2004

ITEM TITLE: **SERVICE POLICY REVIEW**

PREPARED BY: Andy Vobora, Service Planning and Marketing Manager

ACTION REQUESTED: Comment and provide direction on updating the District's Service Policy.

BACKGROUND: The District's Service Policy provides standards for the implementation and evaluation of bus service. The last update to the policy occurred in 1999.

Following the CSR implementation in 2001, it was the intent of staff to engage the Board in further dialogue around the Service Policy. Since 2002 brought work involved with service cuts, this dialogue did not occur. Staff is proposing a number of minor revisions to the Service Policy at this time and would like the committee's feedback.

RESULTS OF RECOMMENDED ACTION: Staff will revise the Service Policy and bring it to the Board for adoption.

ENCLOSURE: Service Policy

PROPOSED MOTION: None

SERVICE COMMITTEE AGENDA ITEM SUMMARY

DATE OF MEETING: January 16, 2004

ITEM TITLE: **SERVICE REDUCTION ANALYSIS**

PREPARED BY: Andy Vobora, Service Planning and Marketing Manager

ACTION REQUESTED: None

BACKGROUND: Service planning staff has begun a process to evaluate potential service cuts. This process involves the District's Service Advisory Committee, which is comprised of bus operators, GSC staff, Operations staff, service planners, and service marketing staff. In December, the group brainstormed a list of potential cuts. This list includes cuts in span of service, frequency of service, service coverage, and days of the week service is operated.

The list offers many choices; however, there is much discussion still needed. Some cuts should not occur in conjunction with others on the list due to the need to maintain frequency to key locations. Cuts that involve rides being replaced by more costly *RideSource* trips should be evaluated closely. Frequency changes that create larger guest loads may cause running time problems for routes that pick up the additional rides. Days of the week cuts have ramifications for many area work commuters and compromise the District's ability to provide special event services on those days.

Staff will discuss the options and ask the Board to provide feedback. At the time the committee meets, staff will have gone through an initial prioritization process. The priority list will give the committee an opportunity to see how staff might achieve the three percent reduction for Fall 2004.

**RESULTS OF
RECOMMENDED
ACTION:**

None

ENCLOSURE: ARR 2004 Cut Analysis Board Summary

PROPOSED MOTION: None