



LANE TRANSIT DISTRICT BOARD OF DIRECTORS COMPREHENSIVE & ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, July 16, 2019 10:00 a.m. – 12:00 p.m.

Next Stop Center 1099 Olive Street, Eugene (at the Eugene Station)

AGENDA

Table with 3 columns: Time, ITEM, Page. Contains agenda items from 10:00 a.m. to 10:30 a.m., including Call to Order, Roll Call, Preliminary Remarks, Announcements, Audience Participation, and Items for Action/Board Recommendation.

VIII. ITEMS FOR INFORMATION/DISCUSSION

- 11:30 a.m. A. COMMITTEE BYLAWS AND MEMBERSHIP 17  
[Aurora Jackson]

**Action Needed:** Information and Discussion

*Staff will review and discuss draft bylaws and membership needs for the committee.*

- 11:40 a.m. B. ACCESSIBILITY WORKGROUP 28  
[John Ahlen]

**Action Needed:** Information and Discussion

*Staff discuss the formation of an accessibility workgroup.*

11:50 a.m. IX. PROGRAM UPDATES

- a. Lane Transit District – Cosette Rees
- b. RideSource Call Center Advisory Committee – Kris Lyon
- c. RideSource Call Center – Michelle Buie
- d. RideSource ADA paratransit – Chris Tovey
- e. South Lane Wheels (Cottage Grove) – Ruth Linoz
- f. Florence Rhody Express – Josh Haring
- g. Oakridge / Diamond Express – Jason Higham
- h. White Bird Clinic – Loretta McNally
- i. Alternative Work Concepts – Scott Whetham
- j. LCOG Senior & Disability Services – Rachel Jacobsen
- k. LILA – Tim Shearer
- l. Other

12:00 p.m. X. ADJOURNMENT

**The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).**

COMPREHENSIVE & ACCESSIBLE TRANSPORTATION COMMITTEE MEETING

LANE TRANSIT DISTRICT

Tuesday, April 16, 2019

Pursuant to notice given to *The Register-Guard* for publication on April 10, 2019, and distributed to persons on the mailing list of the District, the Comprehensive & Accessible Transportation Committee of the Lane Transit District held a meeting on Tuesday, April 16, 2019, beginning at 10:00 a.m. at the Next Stop Center, 1099 Olive Street, Eugene, Oregon.

Present: Pete Barron, Chair  
Carl Yeh (by phone)  
Don Nordin  
Caitlin Vargas  
Josh Haring  
Ruth Linoz  
Hoover Chambliss  
Stefan Kwiatkowski  
Scott Whetham  
Paul Blaylock  
Ed Necker  
John Ahlen  
Aurora Jackson  
Kris Lyon  
Cosette Rees  
Camille Gandolfi  
Michelle Buie  
Kristen Denmark  
Bryan Barrett  
Loretta McNally  
Robert Hendrix

Absent: Dawn Helwig  
Jason Higham  
Rachel Jacobsen

**CALL TO ORDER/ROLL CALL** — Mr. Barron called the meeting of the Comprehensive & Accessible Transportation Committee (CATC) to order. Those present introduced themselves.

**PRELIMINARY REMARKS FROM THE CHAIR** — None.

**ANNOUNCEMENTS AND ADDITIONS TO AGENDA** — No further changes were made to the agenda.

**AUDIENCE PARTICIPATION** — Mr. Hendrix asked about the bus stop at the service station at Highway 99 near Lindholm Center, noting that the stop is very far from the crosswalk. Mr. Blaylock said that he agreed that the stop should be moved closer to the crosswalk, as it is a problem for people with mobility issues. Mr. Ahlen responded that he has initiated a stop review regarding that stop's accessibility.

## ITEMS FOR ACTION

**MOTION APPROVAL OF MINUTES** — Mr. Kwiatkowski moved to approve the November 20, 2018, and the January 15, 2019, minutes of the Accessible Transportation Committee meetings. Mr. Blaylock provided the second.

**VOTE** The motion was approved as follows:  
AYES: Barron, Whetham, Kwiatkowski, Chambliss, Blaylock, Haring, Linoz, Yeh, Nordin, Vargas, Necker (11)  
NAYS: None  
ABSTENTIONS: None  
EXCUSED: None

**ITEMS FOR BOARD RECOMMENDATION** — None.

## ITEMS FOR INFORMATION/DISCUSSION

**COMMITTEE BYLAWS AND MEMBERSHIP** — Ms. Jackson reported that the LTD Board requested that the Service committee and this committee be combined, so that decisions about service changes include input regarding seniors and accessibility. The LTD Board approved three Board members to join this committee: Ms. Vargas, Mr. Nordin, and Mr. Yeh. General Counsel Kristen Denmark helped prepare the draft bylaws for this CATC, following same format as all Board committee bylaws. The copy of the draft bylaws provided to everyone includes comments about changes and why they were made. They also include a resolution combining the two committees. Ms. Jackson said that she hoped that this committee could review the draft bylaws and provide comments before they are finalized and recommended. The bylaws will then go before the Board of Directors, and the Board will formally adopt them.

Ms. Jackson began reviewing the key changes to the committee, starting with the new name, the Comprehensive and Accessible Transportation Committee, or CATC. Ms. Denmark continued by pointing to the Section 1.1, the purpose of the newly formed CATC, which is narrower than the purpose of the ATC. The purpose is pulled directly from the resolution, which is to provide input from those representing senior and disabled riders regarding potential and actual service changes.

Mr. Necker said that he wondered how the purpose is narrowed if two committees have been combined. Mr. Barron said that he also wondered if there are responsibilities the committee used to have but no longer has, given that the purpose has narrowed.

Ms. Denmark responded that the language of the resolution implies that the CATC's responsibilities are only related to service changes.

Mr. Kwiatkowski inquired who would address other accessibility issues not related to service changes.

Ms. Jackson explained that the Board would like recommendations from the committee about the bylaws, including how other accessibility issues might be addressed, before the bylaws are finalized. She encouraged everyone to read through the draft and provide input at the next committee meeting.

Mr. Necker noted that the previous bylaws of the ATC included STF duties, which are now carried out by a separate committee.

Mr. Barron also encouraged everyone to take home the draft bylaws, look through them, and come to the next meeting with feedback regarding what this committee should be doing.

Ms. Linoz expressed concern about her ability to continue using the CATC as a resource for accessible transportation issues and for making sure her service changes comply with requirements, since she does not have such a committee in Cottage Grove. She said that she wondered if the changes to the committee align with compliance requirements for service changes within Lane County, and if she can continue to use this committee as a public forum to make sure she meets all requirements.

Ms. Jackson responded that individuals from this committee might need to advise staff on details related to specific issues such as Ms. Linoz's question and other more technical matters. Many of those technical matters do not require the public forum of an advisory committee (a committee that advises the Board). They still want to use this committee as a way to gather input as to how LTD can better serve the community as well. She suggested that the committee have two-part meetings, in which the first half is the advisory committee meeting at which three Board members are present, and the second half involves the staff and committee working through all other issues that arise for the providers and others who attend the meetings. The second half would not have to meet public notice and records requirements. That part would be more of an advisory committee to the staff. Ms. Jackson suggested that at the next meeting, topics could be split, with discussion of the bylaws first, and then the secondary portion involving all other issues that are to advise the LTD staff and providers.

Ms. Denmark clarified that the bylaws focus on the committee reporting and making recommendations to the board, which is more of a narrow duty. Therefore, the first half of the meeting includes the Board members, is a public meeting, and it formulates recommendations of policies and procedures to make to the Board. The second half of the meeting would be more like a work group, which is not public, and which deals with topics other than recommendations to be made to the Board (for example, advising service providers about various issues). This will impact the bylaws most in the stated purpose and committee membership.

Mr. Necker inquired about the deleted text in the draft bylaws, and Ms. Denmark explained that most changes were made to keep the documents consistent with other bylaws. The substantive changes on which to focus are the purpose of the committee and the membership.

Mr. Haring asked Ms. Linoz if her service changes and route changes need to be on public record, and Ms. Linoz replied that significant service changes need to go through a public process. She said that she would have to research whether that process would still be met by the second, non-public, part of the meeting be part.

Ms. Jackson remarked that LTD is looking at revising its service policy, so service policy changes might be an opportunity for other providers such as South Lane Wheels to get on the same page.

In response to a question from Mr. Barron, Ms. Gandolfi explained that no motion is needed to divide the meeting into two parts, and it can just be a future agenda item. Ms. Denmark added that the full group would still meet until the bylaws have been finalized, and if the changes result in split meetings, then the two-part meetings can begin.

Ms. Linoz stated that if there is nothing to bring to the Board, there would be no agenda for the first group. There would always be two separate agendas and the groups would meet according to what is on those agendas.

Mr. Hendrix wondered if the committee will be limiting its membership. Ms. Denmark responded that for the legal portion that is advising the Board, she recommends 7-12 members.

**PROGRAM MANAGEMENT PLAN UPDATES** — Mr. Ahlen presented information about changes and updates to the Project Management Plan (PMP), which is a document that guides how LTD uses and allocates 5310 funding. The major change is that now 5310 and STF recommendations are made by the separate STF Committee instead of by the ATC. Housekeeping changes have been made to the PMP to reflect current practice. An updated PMP was handed out to the committee for everyone to review. The PMP is deferential to the Coordinated Plan, which contains more of the substantive updates.

**COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN (“COORDINATED PLAN”)** — Ms. Lyon presented changes to the “Coordinated Plan,” or “The Plan.” The Plan is a required source document for the allocation of 5310 and STF funds. The last major update to the plan was in 2013, and there have been many changes since then in service, the economy, and the way services are planned. The Plan is reviewed every biennium to align with STF program management. ODOT must certify to FTA that all projects to which the state gives funding are derived from this Plan. A copy of the updated Plan was provided to everyone present.

Ms. Lyon explained that the Plan has six requirements:

- 1) stakeholder involvement
- 2) evaluation of existing transportation resources and services
- 3) data and information
- 4) identify unmet transportation needs
- 5) develop transportation priorities
- 6) plan review and adoption (This is where they are right now; they have done community presentations and will present to the Board next month.)

Mr. Necker noted that there has been difficulty addressing low-income issues except through agencies. Ms. Lyon elaborated that “low-income” within the Plan refers to people on Medicaid, since the Plan includes non-emergent medical transportation for those individuals.

Ms. Lyon continued by reporting that the Plan Updates for 2019 accomplish the following:

- 1) Update important information to make sure the Plan is relevant to present conditions;
- 2) Reference relevant needs assessment and local planning information, including LTD initiatives;
- 3) Match needs with preferred coordination practices and projects;
- 4) List projects and resources; and
- 5) Report on public review and comments about the Plan.

2019 Plan Updates to meet present conditions include:

- economic forecast is positive
- gas prices declined from 6 years ago
- federal funding is authorized through 2020
- STF funding remains stable
- STIF funding legislated in 2017
- health care reform
- LTC Accessible & Customer Service changes, including new software and a new contractor at RideSource

2019 Plan Updates regarding needs assessment and local planning include:

- the last LTD Origin/Destination survey was from 2011
- Veterans' Transportation Initiative and transportation for Lane County veterans
- local planning
- LTD Planning

Mr. Kwiatkowski pointed out that there was a more recent origin/destination survey than the one in 2011, and Ms. Lyon said she will update the draft Plan based on the 2015 survey.

Ms. Lyon pointed out the significant increase in Veterans' service transportation since 2010. She noted that this service is not VA-funded, but it is part of STF funding, and it is arranged through the RideSource Call Center.

Ms. Lyon then described the 6 areas of unmet transportation needs, which are:

- 1) underserved/unserved areas
- 2) lack of availability
- 3) unconventional services
- 4) affordability
- 5) lack of awareness
- 6) training

The project priorities established are as follows and have been consistent for several years:

First Priority: Maintain existing service.

Second Priority: Respond to growth within existing services.

Third priority: Respond to emerging community needs. STIF funding will help with this.

Mr. Necker said that he wondered if cooperation with veterans will fit in some way with the third priority. Ms. Lyon responded that LTD has been involved in veterans' service since 2010, but they have requested an increase in funding for it, which makes it a second priority.

Ms. Lyon then pointed to the Community Outreach list in the Plan, which is a list of dates of upcoming presentations at which this document will be shared and public comment will be invited. In response to a question from Mr. Necker, Ms. Lyon said that the presentation to the S&DS Advisory Committee will happen by mid-May.

Mr. Hendrix suggested that Ms. Lyon consider presenting the Plan to the Lane County Mental Health Consumer/Survivor Committee.

Ms. Rees encouraged everyone to review the full Plan at home and provide feedback to Ms. Lyon.

**FARE ORDINANCE UPDATE** — Ms. Rees presented updated information about fare ordinance and the fare collection system.

Ms. Rees spoke about the Fare Collection system, reporting that LTD has gone through the selection process for a new electronic fare validation system, and they will be entering into a contract with Delerrok for a touch pass system. This system can be used with either a smart card or a mobile app. Delerrok was scheduled to present to the LTD board about the system the following day.

In response to questions from Mr. Necker, Ms. Rees explained that cash fares will still be accepted, but regarding the need to exchange passes, they are still working on all the details of

implementation. She also assured the Committee that LTD will take into consideration concerns relating to mobility, capability, and functionality when deciding on the placement of the technology.

Ms. Rees spoke about Fare Ordinance, which can now be looked at with the new collection system as well as with STIF funding in mind. At the March Board meeting, Ms. Jackson recommended subsidizing the student pass program, as well as subsidizing low-income passes at a higher level. The Board approved (moving forward to ordinance discussion) increasing low-income passes from a 50 percent to a 75 percent subsidy (purchased by not-for-profits and distributed to community members for free). The Board discussed funding bus passes for K-12 students throughout the calendar year in partnership with the school districts. With the new fare collection system, the Board has opportunities to look at changes in fare ordinance.

Mr. Necker inquired about information collected by the new fare collection system, and Ms. Rees said she would address that in her agency report.

Returning to the fare ordinance discussion, Ms. Rees explained that one feature of the smart card/mobile app system is the opportunity to do fare capping. They will be asking the Board to consider fare capping on a calendar day or calendar month. They are suggesting that a day pass becomes automatic with a smart card after buying two rides in a day, and if you buy a \$25 or \$50 worth of rides, you then have unlimited rides for that calendar month, and the rest of the month becomes free as you reach \$25 or \$50, regardless of when you hit that cap.

Mr. Necker asked about the method of loading the smart card or app, and Ms. Rees explained that people can load it online with a credit or debit card, or at customer service or at one of about 70 retailers with cash. Riders can still pay cash on the bus for a single ride or for a day pass.

Mr. Nordin said that he wondered whether people who are concerned about their privacy would be required to pay in cash, since it is an account-based system. Ms. Rees explained that Delerrok has excellent security and has never had a data breach, and if you don't create an account with your personal information and you lose your card, there is no way to tie a new card to the value you have paid.

Ms. Linoz asked if a loaded smart card can be transferred to family members. Ms. Rees replied that one person should have one card, and the system can be programmed such that that a card cannot be used more than once in a certain time period in order to avoid double tapping or handing it over to another person.

Mr. Whetham asked if STIF funding is ongoing so that the subsidized programs are sustainable, and Ms. Rees replied that it is. Ms. Rees also assured Mr. Kwiatkowski that free fare for people over 65 will remain.

Ms. Rees continued the fare ordinance discussion with a reminder that the calendar month fare capping will only be available for people using smart pass system. She added that they are considering getting rid of the 10-ticket books, and that they are looking to institute a \$5 fare for the Autzen Express route (the bus to the stadium when there is a game), which would be a cost to the rider.

Ms. Rees explained that the changes discussed above to fare ordinance will be presented to the Board, and the Board will direct the staff what to take forward. Then LTD would bring the fare ordinance update to the Board for a first reading, then a public hearing would be held, a second reading would be done, and then the Board would adopt it.



Mr. Kwiatkowski expressed concern about the new fare for the Autzen Express. Ms. Jackson said that the information provided regarding residents of his neighborhood using the Autzen Express for regular transportation would be useful in configuring the fare collection system.

## **PROGRAM UPDATES**

**Lane Transit District** — Ms. Rees spoke about the newly selected fare collection system. She reiterated that Delerrok would be presenting about and demonstrating the system at the Board work session the following day, and anyone could attend. She reported that LTD staff looked at the Rogue Valley system, which uses Delerrok touch pass. Rogue Valley customers report that they like this system. This system will help collect a lot of information and data, including allowing recovery of the value in an account if the card is lost. It also gives insight into the group pass program, and can capture information about transferring, routes, how people are using the system, etc. Next month there will be more details about implementation.

Ms. Rees mentioned that Mr. Ahlen has been working on the paw print program and will be reporting to ODOT about how that program is being used. A couple other agencies have shown interest in this program. Mr. Ahlen has been participating in CTAA Emerging Leaders program. Additionally, Ms. Rees mentioned that Mr. Hendrix was a big inspiration in creating the paw print program.

Mr. Ahlen spoke more about the paw print program, explaining that the qualitative data from the pilot program is coming in. Riders have been very supportive, as are operators. Surveys have been conducted of participants in the program and all operators, and there is a 70-80 percent satisfaction rate. There are consistent reports that the program reduces conflict between riders and drivers, it speeds up boarding, etc. Mr. Ahlen is packaging it into a best practices report to distribute throughout Oregon if other locales want to try it. Rogue Valley is going to try it.

Mr. Ahlen summarized the structure of the paw print program, which involves putting a paw print on the rider's card. This is a completely voluntary program. Riders with service dogs can opt not to have the paw print and instead respond to the two permitted questions by the drivers.

Mr. Necker said that he wondered if the paw print representation would be available on the smart card, and Ms. Rees said that it might be. Mr. Ahlen added that they want to make sure a program like this creates more options to make things easier for riders.

Ms. Rees reported that LTD is continuing with the Transit Tomorrow and Moving Ahead projects, and encouraged everyone stay abreast of input opportunities for these programs.

In response to a question from Mr. Hendrix, Mr. Ahlen said that he wants all kinds of feedback, including critical feedback, of the paw print program.

Ms. Linoz said that she wondered if there could be a simple information piece for providers and operators to hand out about the paw print program. Mr. Ahlen said that he does have handouts, but the first source of information is through trainings with drivers, and drivers often refer riders to learn more about the program. They need to make sure it is voluntary. Mr. Ahlen added that now that the pilot program is over, he can distribute more informational and promotional materials.

**RideSource Call Center Advisory Committee** — Ms. Lyon reported that the Advisory Committee met in March and will meet again in May. They began to look at grievances coming into RideSource. They discussed some resolutions that the Call Center has come up with, as well as

how to help prevent things from happening that result in complaints. RideSource is looking at having a provider meeting soon with external providers, but no date has been set yet.

Mr. Chambliss said that he wondered how many external providers there are, and Ms. Lyon responded that there are 28 or 29.

**RideSource Call Center** — Mr. Barrett reported that there has been a lot of turnover recently, and the Call Center is working on filling the spots. They currently have 23 employees, with several new hires. New employees have been achieving better than expected, so they don't need as long to get up to speed.

**RideSource ADA Paratransit** — Ms. Buie reported that they are short on drivers. They are having a job fair on May 2nd and are hoping to hire 10 new drivers. After the staff up to par numbers-wise, then they will focus on on-time performance. Ms. Buie has been riding in vehicles to get drivers' and riders' perspectives.

Mr. Necker inquired about the project to change to a smoother rear suspension system on some buses, and Ms. Lyon reported that the liquid spring suspension project is still on the to-do list and not yet in progress.

**South Lane Wheels (Cottage Grove)** — Ms. Linoz reported that South Lane Wheels just finished its third month of mobility on demand in Cottage Grove. More people are catching on to the app-based service. The biggest learning curve has been educating people on the meaning of "on demand."

Ms. Linoz shared her concerns over the new fare collection system, as she sees a schism between those who are interested and willing to work with apps and those who are not (or who cannot afford the technology). People attracted to the mobility on demand service are people who do not work well with apps. More support needs to be in place to bridge the gap. Also, cell service in rural areas is not always reliable. SLW's system allows people to call to request rides if they cannot use the app. She said that she wondered how a resource for support can be available at all times, to provide help setting up an account, add smart cards and value, etc.

The mobility on demand rides went from 30 people per day to 85. When they have multiple vehicles, software can group people or give people a taxi ride. Every day is different. There could be a wait if other people are grouped in to ride. The average wait time is 10 minutes or less.

Mr. Necker asked if Ms. Linoz is concerned about her riders using cash or LTD passes and not being able to adapt to a smart card system. Ms. Linoz replied that whatever LTD wants to do is what they will do. Ms. Rees added that if someone gets a smart card, there are retailers in Cottage Grove where they can go in person to add value to their card. They will not be charged twice if a day pass is used and if they transfer to a South Lane Wheels vehicle.

Ms. Linoz added that she understood that Cottage Grove is going to participate in student pass program, which adds to the concern of how students will use the mobility on demand service. Ms. Jackson addressed this concern and assured Ms. Linoz that they will work it out, and lessons learned from the one-year pilot mobility on demand program will help.

Ms. Linoz added that SLW is getting a new bus.

Mr. Nordin asked if riders who did not use their smartphones were not as happy with the system, and if that was because they could not track the location of the vehicle. Ms. Linoz confirmed that this issue is part of the dissatisfaction.

**Florence Rhody Express** — Mr. Haring spoke about a company where he worked and experienced the transition to a smart card system. He said the transition was difficult, but after about a year, it was very successful and attractive to businesses who could supply cards to employees. He added that Rhody ridership is good, and the Yachats route is getting new vehicle.

**Oakridge/Diamond Express** — Mr. Higham was not present.

**White Bird Clinic** — Ms. McNally reported that the Crisis Program for White Bird will be moving to the old Lane Medical Society building at 990 West 11th by 3rd week of June. Over the period of July 1st, 2018-March 31st 2019, White Bird has enrolled 194 clients and is averaging about 318 rides monthly.

**Alternative Work Concepts** — Mr. Whetham reported that it is a busy time of year, as the weather is changing. They are now contacting people who have been referred to program for training and were waiting for good weather. They are also providing site tours for different agencies. Travel training helps to transition people from paratransit to fixed route transit. They might talk to other systems such as SeaTran or Tri-Met about replicating the travel training program in those locations.

**LCOG Senior & Disability Services** — Ms. Jacobsen was not present.

**LILA** — Mr. Shearer was not present.

**ANNUAL WORKING AGENDA** — Ms. Gandolfi explained that the document in the back of the packets everyone received provides a picture of meetings going forward and agenda items projected ahead. If anyone has an agenda item to be added, they can do so.

**NEXT MEETING** — The next meeting was scheduled for Tuesday, May 21, 2019.

**ADJOURNMENT** — Ms. Linoz made a motion to adjourn the meeting, and Mr. Kwiatkowski seconded the motion, which passed unanimously. Mr. Barron adjourned the meeting at 12:00 pm.

*(Recorded by Rachel Burstein)*



## AGENDA ITEM SUMMARY

<b>DATE OF MEETING:</b>	July 16, 2019
<b>ITEM TITLE:</b>	COMMITTEE BYLAWS AND MEMBERSHIP
<b>PRESENTOR:</b>	Aurora Jackson, General Manager
<b>DIRECTOR:</b>	N/A
<b>ACTION REQUESTED:</b>	Information and Discussion

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**PURPOSE:** To update the committee on the status of committee bylaws and membership.

**HISTORY:** Approximately two years ago, the Board began reviewing the purpose and structure of all of its advisory committees. To this end, the Board asked staff to develop standardized bylaws for each advisory committee to ensure legal compliance and clarify their purpose in advising the Board.

At its January 16, 2019, meeting, the Board decided to merge its service committee and accessible transportation committee into one advisory committee to the Board called the Comprehensive Accessible and Transportation Committee (CATC). The purpose of this newly formed committee is to advise and assist the Board in considering the impacts of potential, proposed, or actual service changes on individuals who are transit dependent, especially those who are older adults or people with disabilities.

With the formation of this new committee comes the need to develop new bylaws that are in compliance with the Board directive and consistent in structure with the bylaws of all other Board Advisory Committees. Draft bylaws have been developed and through their first review by the Districts legal counsel. In addition to the development of bylaws is the need to review and discuss the appropriate committee membership that will be best suited to meet the Boards directive.

At the April 16, 2019, CATC meeting, draft bylaws were presented to the committee for review and discussion. Since that time staff have established that it would be beneficial to add a representative from the Districts Strategic Planning Committee to promote improved communication between committees and to the Board of Directors. Staff have also discussed adjusting the meeting schedule of the CATC to meeting a minimum of twice per year as needed.

Also discussed has been the importance of the information related to day-to-day accessibility on the LTD system that has been provided by members and attendees of the committee as it has been structured to date. With the transition of the Accessible Transportation Committee into the Comprehensive Accessible and Transportation Committee, staff want to ensure that information is not lost to the District. To address that concern, the formation of an administrative accessibility work group is being proposed (this will be further discussed later in the meeting under a separate agenda item).

**CONSIDERATIONS:** Staff welcomes feedback and discussion regarding the draft committee bylaws and membership needs. Included for reference is the resolution from the January 16, 2019, Board meeting developing the new committee, and the final draft bylaws with the latest changes noted.

**ALTERNATIVES:** N/A

**NEXT STEPS:**

- The final draft of the committee bylaws will be brought before the committee prior to Board adoption.
- Staff will take the proper administrative steps to pursue the decided upon membership.

- Staff will present the final draft bylaws and committee member applications to the Board for approval.

**SUPPORTING DOCUMENTATION:**

- 1) Resolution No. 2019-01-16-005
- 2) CATC Draft Bylaws

**PROPOSED MOTION:** N/A

RESOLUTION NO. 2019-01-16-005

**A RESOLUTION MERGING THE ACCESSIBLE TRANSPORTATION COMMITTEE AND SERVICE SUBCOMMITTEE TO CREATE THE COMPREHENSIVE AND ACCESSIBLE TRANSPORTATION COMMITTEE**

**WHEREAS**, the Board of Directors complies with Oregon's Public Meetings Law, Public Records Law, and all governance procedures and meeting requirements set forth in the LTD Ordinance Providing Rules for Meetings of the Lane Transit District Board of Directors;

**WHEREAS**, the Board of Directors may form advisory committees comprised of Board members and community stakeholders, and subcommittees comprised of no more than three Board members to gather information and advice on areas of significance;

**WHEREAS**, the Service Subcommittee is comprised of no more than three Board member;

**WHEREAS**, the Service Subcommittee's purpose is to deliberate and provide advice on matters related to transit service issues;

**WHEREAS**, the Accessible Transportation Committee is comprised of stakeholders who represent bus riders and nonprofit organizations;

**WHEREAS**, the Accessible Transportation Committee's purpose is to provide advice on matters related to accessibility for seniors (older adults) and people with disabilities; and,

**WHEREAS**, the Board of Directors expressed a desire to take a more comprehensive approach to service changes that considers impacts on individuals who are transit dependent, especially those who are older adults or people with disabilities.

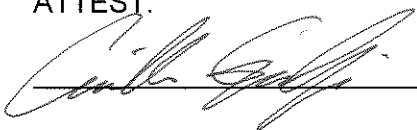
**NOW, THEREFORE, BE IT RESOLVED** that the Lane Transit District Board of Directors passes a Resolution:

1. Merging the Accessible Transportation Committee and the Service Subcommittee;
2. Renaming the merged committee to the Comprehensive and Accessible Transportation Committee;
3. Appointing no more than three (3) Board members to the merged committee; and,
4. Directing the general manager to assist the new committee in drafting bylaws for approval by the Board of Directors.

ADOPTED BY THE LANE TRANSIT DISTRICT ON THIS 16 DAY OF Jan, 2019.

  
\_\_\_\_\_  
PRESIDENT, Carl Yeh

ATTEST:

  
\_\_\_\_\_



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**COMPREHENSIVE AND ACCESSIBLE TRANSPORTATION  
COMMITTEE  
COMMUNITY ADVISORY COMMITTEE  
BYLAWS**

**ARTICLE I  
NAME AND PURPOSE**

**SECTION 1.1 *Purpose.*** The Comprehensive and Accessible Transportation Committee (the “CATC” or “Committee”) was established by the Lane Transit District (“LTD” or the “District”) Board of Directors (the “Board”) in Resolution No. 2019-01-16-005. The Committee advises and assists the Board in considering the impacts of potential, proposed, or actual service changes on individuals who are transit dependent, especially those who are older adults or people with disabilities.

**ARTICLE II  
GOVERNANCE PROCEEDINGS**

**SECTION 2.1 *Governance Procedures.*** The Committee will comply with Oregon’s Public Meetings Law, Public Records Law, and all applicable governance procedures set forth in LTD Ordinance 52, Providing Rules for Meetings of the Lane Transit Board of Directors.

**ARTICLE III  
MEMBERSHIP, COMPOSITION, APPOINTMENT**

**SECTION 3.1 *Membership.*** The Committee shall consist of nine (9) members, including those Board members appointed to the Committee and one (1) representative from the District’s Strategic Planning Committee representative. All members of the Committee are voting members.

**SECTION 3.2 *Appointment.*** Committee members are appointed by the LTD Board of Directors. In addition, up to three (3) Board members and one (1) representative from the District’s Strategic Planning Committee representative may serve on the Committee. Applications for membership are available electronically on the District’s website.

**SECTION 3.3 *Composition.*** Committee members appointed by the Board pursuant to Section 3.2 must be knowledgeable about the public transportation needs of typically transit-dependent populations, especially those who are older adults, people with disabilities, or low-income populations, and be a person who is a member of or represents one or more of the following:

- a) Local governments;
- b) Public transportation service providers;
- c) Non-profit entities which provide public transportation services;
- d) Neighboring public transportation service providers;
- e) Public health, social and human service providers;
- f) Social equity advocates;
- g) Educational institutions; or
- h) Major destinations for users of public transit.

Committee membership should consider diversity within typically transit-dependent populations, including but not limited to, older adults, people with disabilities, and low-income individuals.



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**ARTICLE IV**  
**TERMS OF SERVICE, VACANCIES**

**SECTION 4.1 *Terms of Service.*** Members shall serve for two year terms. Members may be eligible for reappointment for up to three additional two-year terms, for a total term of eight years.

**SECTION 4.2 *Vacancies.*** For non-Board members appointed to the Committee pursuant to Section 3.2, the General Manager, with the consent of the LTD Board of Directors, may appoint the member's successor, but are not required to do so, to serve for the remainder of the unexpired term.

**ARTICLE V**  
**OFFICERS, DUTIES**

**SECTION 5.1 *Officers.*** The Committee shall choose from among its members, by majority vote of the members, a chair and vice chair to serve one (1) year terms. Terms of office shall begin on the first day of July and end on the last day of June each year.

**SECTION 5.2 *Chair.*** The chair, and in the chair's absence, the vice chair; and in the absence of both, a member selected by the members present to act as president pro tem, shall preside at Committee meetings. The presiding officer shall be entitled to vote on all matters and may make and second motions and participate in discussion and debate.

**SECTION 5.3 *Vice Chair.*** In the event of the absence of the chair, or of the chair's inability to perform any of the duties of the president's office or to exercise any of the president's powers, the vice chair shall perform such duties and possess such powers as are conferred on the president, and shall perform such other duties as may from time to time be assigned to the vice president by the president or Committee.

**SECTION 5.4 *Secretary.*** This section intentionally left blank.

**SECTION 5.5 *Treasurer.*** This section intentionally left blank.

**SECTION 5.6 *Vacancies.*** In the case of a vacancy in any office other than by expiration of an officer's term, the vacancy shall be filled by election by the Committee members when the need arises and the newly elected officer shall take office immediately upon the occurrence of such vacancy to fill the balance of the unexpired term.

**SECTION 5.7 *Committee Assignments.*** This section intentionally left blank.

**ARTICLE VI**  
**CODE OF ETHICS AND CONFLICT OF INTEREST POLICY**

**SECTION 6.1 *Code of Ethics and Conflicts of Interest Policy.*** Each Committee member is governed by Oregon's Government Ethics Law and the Federal Transit Administration Circular 4220.1F regarding conflicts of interest.

**ARTICLE VII**  
**MEETINGS**

**SECTION 7.1 *Committee Meetings.*** The Committee will meet a minimum of two (2) times per year on an as needed basis. The Committee will comply with Oregon's Public Meetings Law, Public





Records Law, and all governance procedures and meeting requirements set forth in the LTD Ordinance 52, Providing Rules for Meetings of Lane Transit District Board of Directors, attached hereto as Exhibit A. This Article VII is intended to supplement the law and LTD's Ordinances.

**SECTION 7.2 Quorum Requirements.** A quorum of Committee members is a majority of the Committee members, even if a member is absent or a position is vacant with the intention of being filled.

**SECTION 7.3 Meeting Times.** The Committee will meet on **an as needed basis**. Respect the scheduled starting and ending times for meetings. The vice president will assist the president with maintaining the meeting schedule.

**SECTION 7.4 Attendance.** All Committee members are expected to regularly attend Committee meetings and be fully engaged with minimal distraction (from cell phones, etc.) at regularly scheduled Committee meetings, unless prevented by illness or an unavoidable cause.

**SECTION 7.5 Telephonic Attendance.** If a Committee member is unable to attend a meeting, there is an option to attend telephonically. A Committee meeting can also be held telephonically, without any members having to physically attend, so long as all the requirements of the Public Meetings Law are still followed (notice, recording, and a location for the public to attend and listen).

**SECTION 7.6 Meeting Preparation.** All Committee members should prepare for Committee meetings by reading the materials ahead of the meeting.

**SECTION 7.7 Committee Meeting Discussion.** Committee discussions should be thorough yet concise and pertinent to the issues on the agenda.

**SECTION 7.8 Public Participation.** Although the Public Meetings Law guarantees the public the right to attend all public meetings, it does not provide the public the right to participate. LTD has historically allowed public participation at meetings upon recognition by the president. Public testimony will typically be limited to three (3) minute increments, but it is adjustable at the discretion of the committee president.

**SECTION 7.9 Scheduling.** All Committee members are expected to cooperate in scheduling special meetings and/or work sessions.

## **ARTICLE VIII** **VOTING RULES**

**SECTION 8.1 Voting.** Committee members are expected to cast a vote on all matters except when a conflict of interest arises.

**SECTION 8.2 Conflict of Interest.** Committee members should be familiar with Oregon's Government Ethics Law and the Federal Transit Administration Circular 4220.1F regarding conflicts of interest. If a Committee member believes he/she may have a conflict of interest, that concern should be communicated with the Clerk of the Board and/or the General Manager in advance of the Committee meeting. They may consult with legal counsel.

## **ARTICLE IX** **PUBLIC MEETING LAW AND PUBLIC RECORD LAW**

**SECTION 9.1 Legal Requirements.** The requirements of Oregon's Public Meetings Law must be followed whenever a quorum of Committee members meet to deliberate towards a decision. All



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Committee communications are subject to the Public Records Law. This Article IX is intended to supplement the requirements of the Public Meetings Law and Public Records Law.

**SECTION 9.2 *Serial Communications.*** If Committee members have serial communications among a quorum of its members, the requirements of the Public Meetings Law apply. A serial communication occurs when Committee member 1 deliberates towards a decision with Committee member 2; Committee member 2 then deliberates towards a decision with Committee member 3, and so on, until a quorum of Committee members is involved. While serial communications can take place in person or over the phone, they most often occur via email.

**SECTION 9.3 *Committee email.*** The following guidelines apply to use of Committee email:

- a. Do not reply to Committee emails to deliberate towards a decision that should occur in public session;
- b. “Deliberation towards a decision” can only occur among Committee members. It is acceptable to reply to an email from the General Manager and/or Clerk of the Board, so long as the General Manager and/or Clerk of the Board do not share your opinion with any other Committee members; and
- c. Committee emails are subject to public records request. As a general rule, do not write anything in an email that you would not want printed in the newspaper.

#### **ARTICLE X** **SEVERABILITY**

**SECTION 10.1 *Severability.*** If any provision of these Bylaws or its application to any person or circumstances is held invalid, the remainder of these Bylaws, or the application of the provision to other persons or circumstances is not affected.

#### **ARTICLE XI** **AMENDMENTS**

**SECTION 11.1 *Action.*** These Bylaws, as adopted by the Lane Transit District Board of Directors, may be revised or amended at any regular or special meeting of the Committee by a vote of the majority of the whole membership of the Board.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** July 16, 2019

**ITEM TITLE:** ADMINISTRATIVE ACCESSIBILITY WORKGROUP

**PRESENTER:** John Ahlen, Accessible Services Specialist

**DIRECTOR:** Cosette Rees, Director of Customer and Specialized Services

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide an update regarding structural and information flow changes being made to the Comprehensive & Accessible Transportation Committee (CATC), including the formation of an informal administrative accessibility workgroup.

**HISTORY:** The role of the CATC is to provide recommendations to the LTD Board on a variety of topics. To that end and in the interest of utilizing community members and LTD staff time in a respectful and efficient manner, that purpose is being reflected more purposefully in the meeting schedule and agenda items. With this narrowed scope, it is important that an open forum not be lost with community members, program providers, stakeholders, and riders who give their time, sometimes at great effort, to provide LTD with valuable information regarding day-to-day accessibility on the system. For example, it has been essential to review the layout and features of newer vehicles, or mobility device securement.

To maintain this open communication, the formation of an informal administrative accessibility workgroup is being developed that will include all current CATC (formerly ATC) members. The newly organized CATC and Special Transportation Fund (STF) Committees are well positioned to allow for community input when making recommendations for approval by the LTD Board, in particular ensuring that the values of older adults and people with disabilities are reflected in these recommendations.

While it is anticipated that CATC may meet relatively infrequently, the administrative accessibility workgroup could have the flexibility of meeting on any given month to discuss matters of interest that may not rise to the level of needing the attention or action of the LTD Board.

Current and future CATC members should expect to be invited to participate in this workgroup on an informal basis. Rather than agenda item summaries and minutes, we anticipate open and robust discussion on transportation matters that impact older adults and people with disabilities in the area.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Staff will reach out to CATC membership to schedule regular workgroup meetings based on the current needs of the organization. Your participation is an essential part of keeping our transit system accessible and inclusive.

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** N/A



Daniel Costantino  
[daniel@jarrettwalker.com](mailto:daniel@jarrettwalker.com)



# Board Work Session

June 19, 2019

# Why change the bus network?

- 20 years since the last time LTD took a look at the whole network
- Some big moves (EmX), lots of small route adjustments, but little total service growth (5%)
- Do LTD's services still reflect the community's values and priorities for transit?

# How did we get here?

- May '18: Choices Report
- Jun-Aug '18: Community Engagement, Phase 1
- Jan '19: Scenarios Report
- Jan-Feb '19: Community Engagement, Phase 2
- Mar '19: Board Direction
- **Now: Draft Recommended Network**

# What comes next?

- **June-July:** gathering internal and partner agency comments on the Draft Plan.
- **August:** once we have incorporated comments, we will ask for your approval to turn this into a Final Plan.
- **Fall-Winter:** we will take the steps necessary to get to a Final Plan. This will include:
  - Public review and comment on the proposal
  - Updates and revisions leading to Board adoption
  - Detailed technical work and logistics leading to implementation

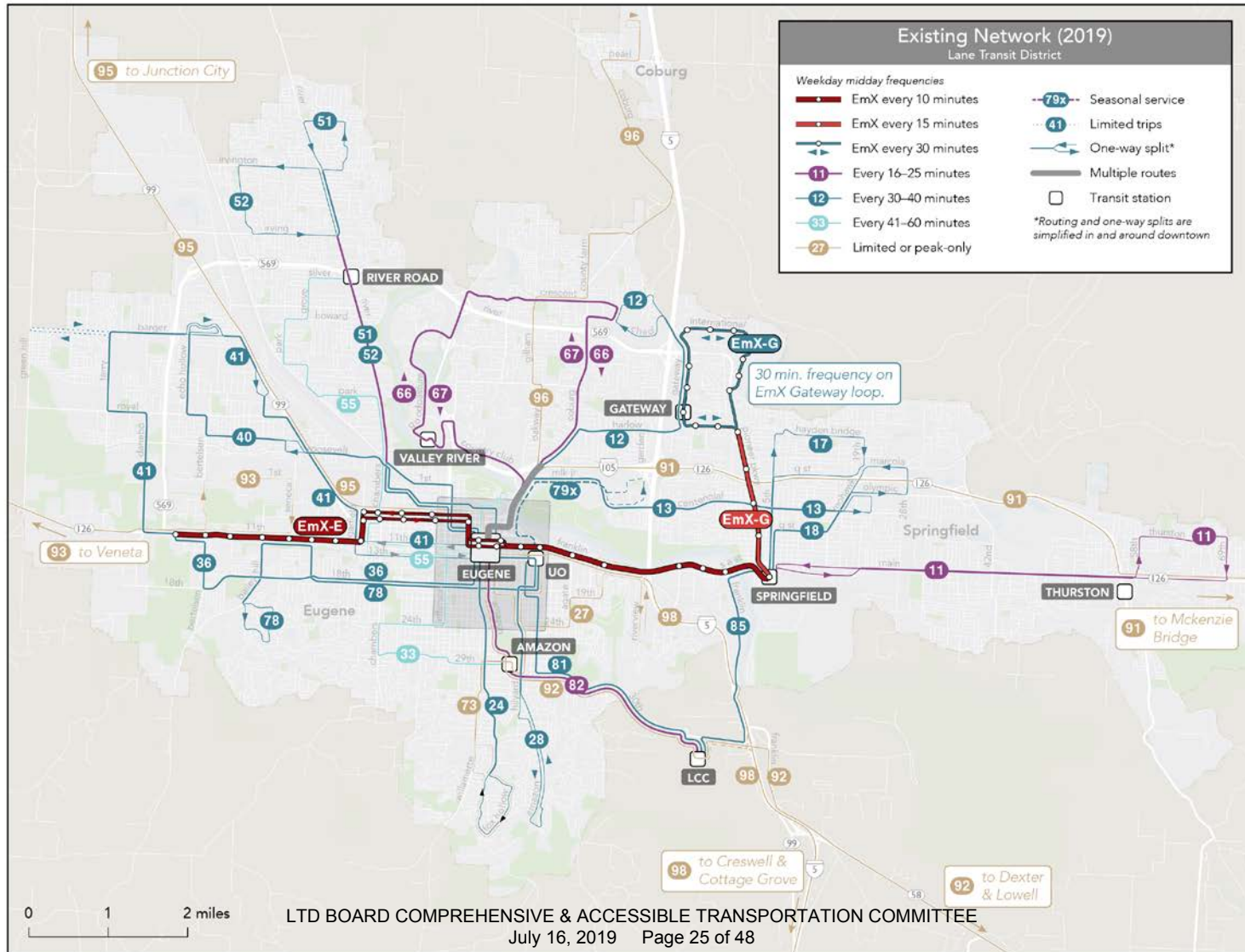
LTD Transit Tomorrow

# Trade-Offs + Board Direction

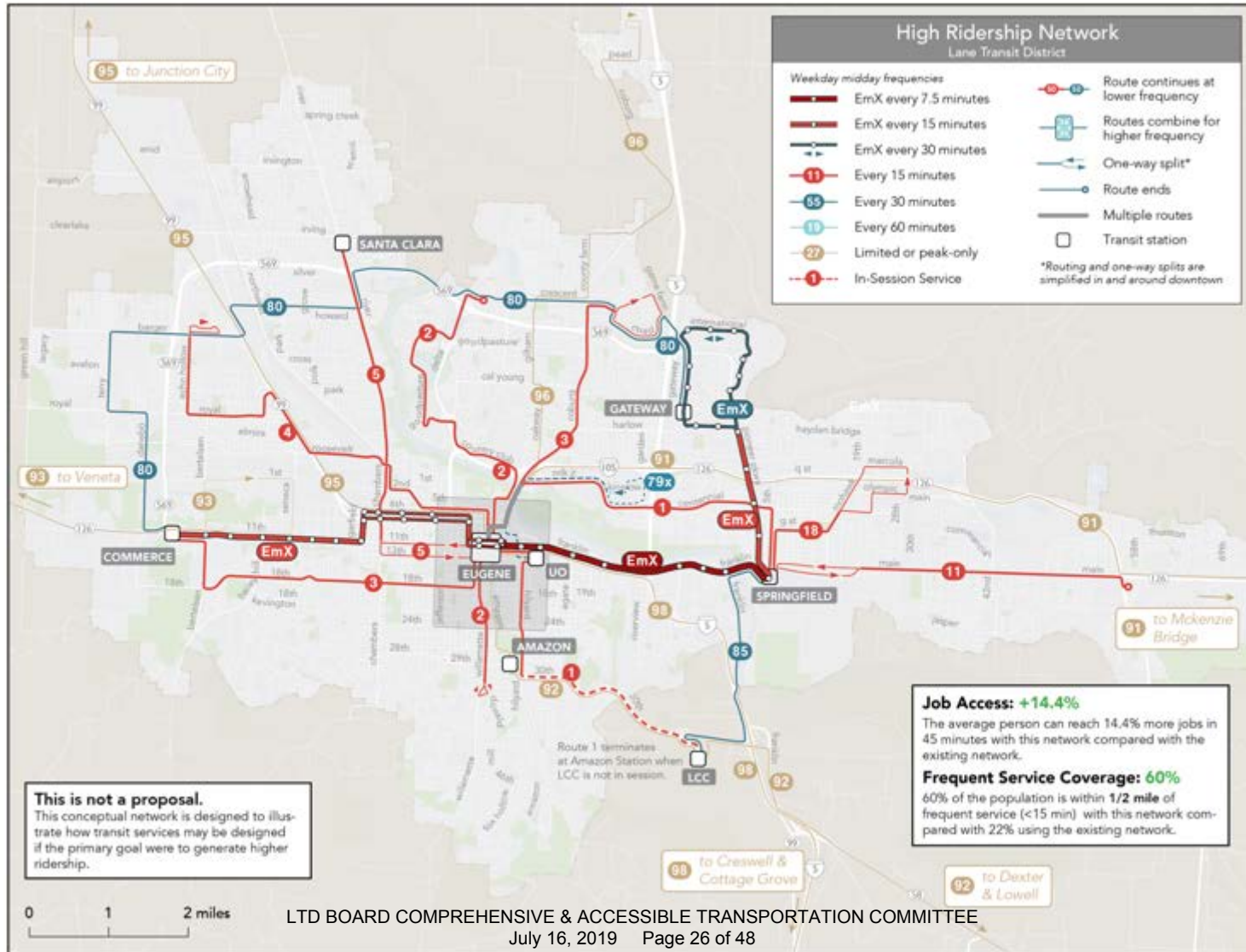
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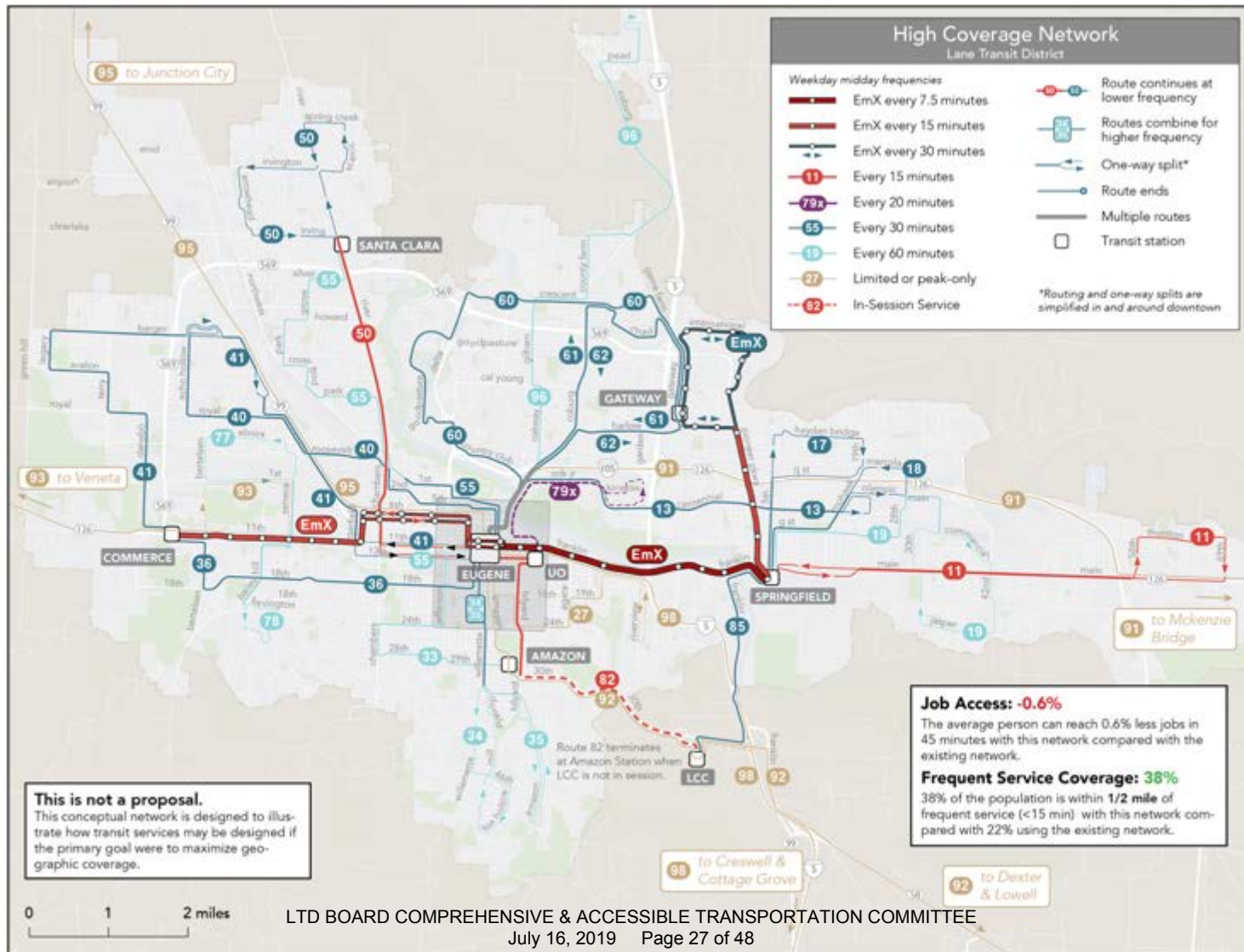
# Existing Network



# Ridership vs. Coverage



# Ridership vs. Coverage



# More Service vs. Lower Fares

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- LTD is about to start receiving new STIF funds.
- Should we spend these new resources on increasing service, or on making it more affordable?

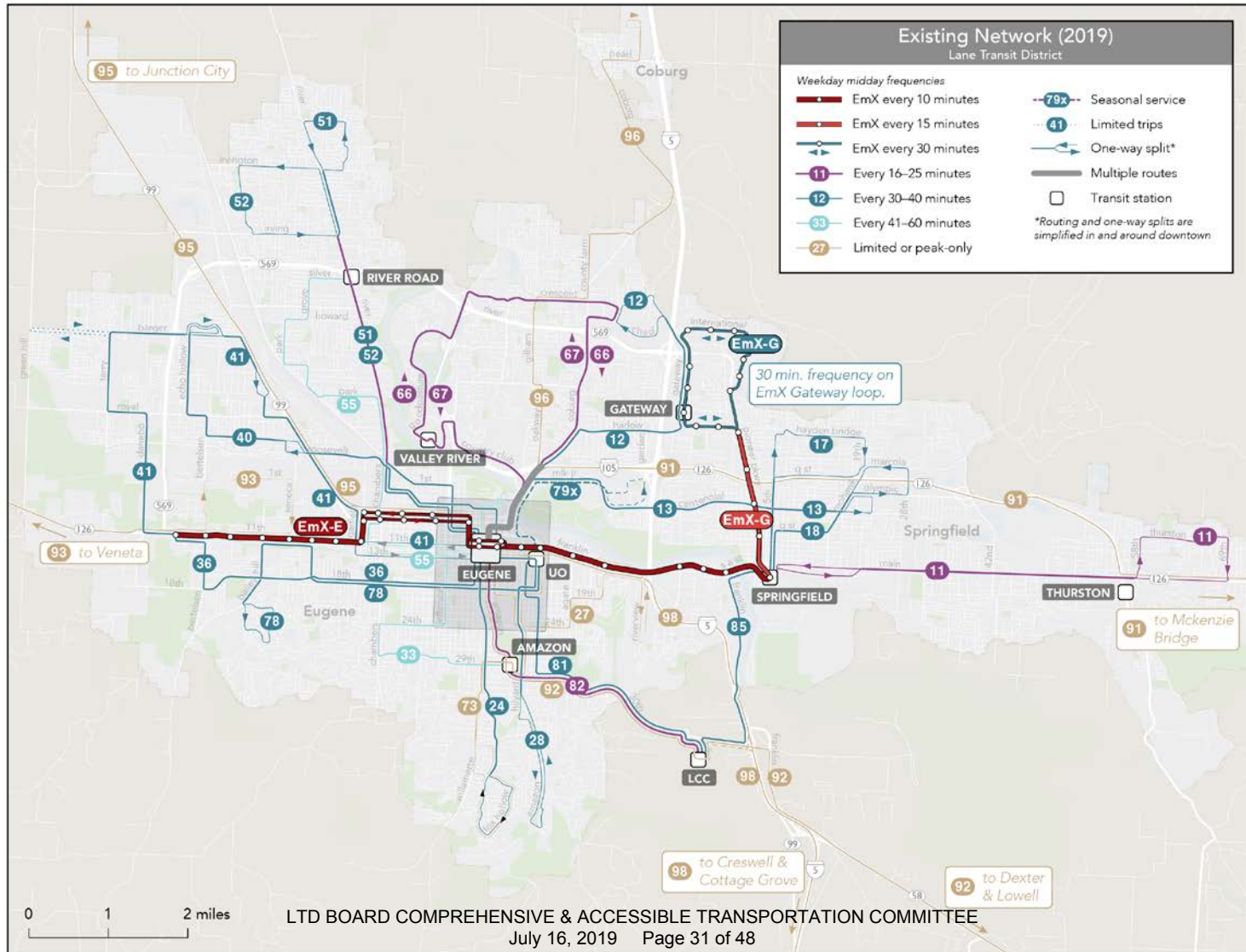
# Board Direction (March 2019)

- **80 - 85% Ridership** (up from 65%)
- **15 – 20% Coverage** (down from 35%)
- Up to 5% in service other than fixed routes
- Except for youth pass and expanded low-income program, **focus most new resources on service**

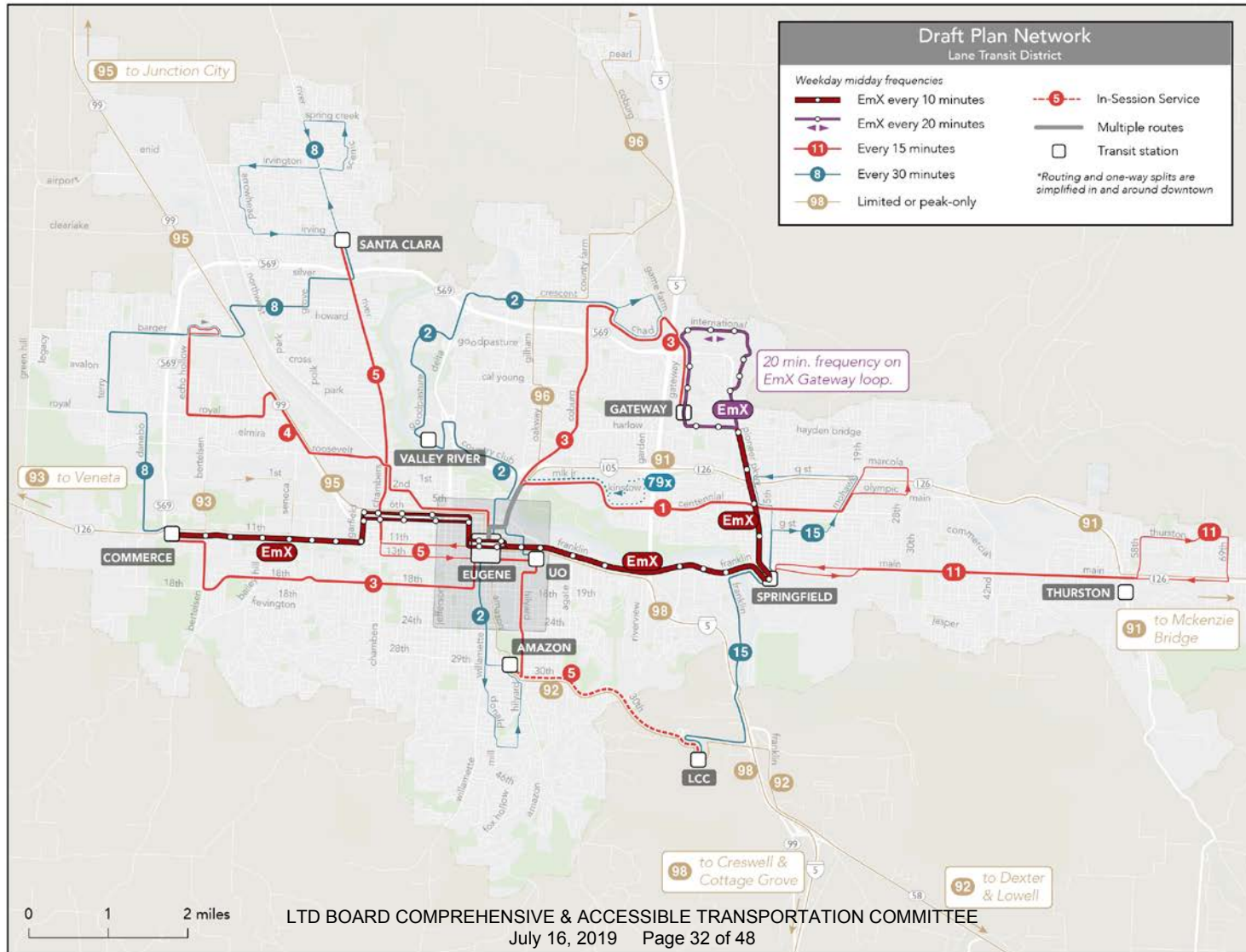
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# Draft Network Plan

# Existing Network (65% Ridership, 35% Coverage)



# Proposed Network (83% Ridership, 17% Coverage)





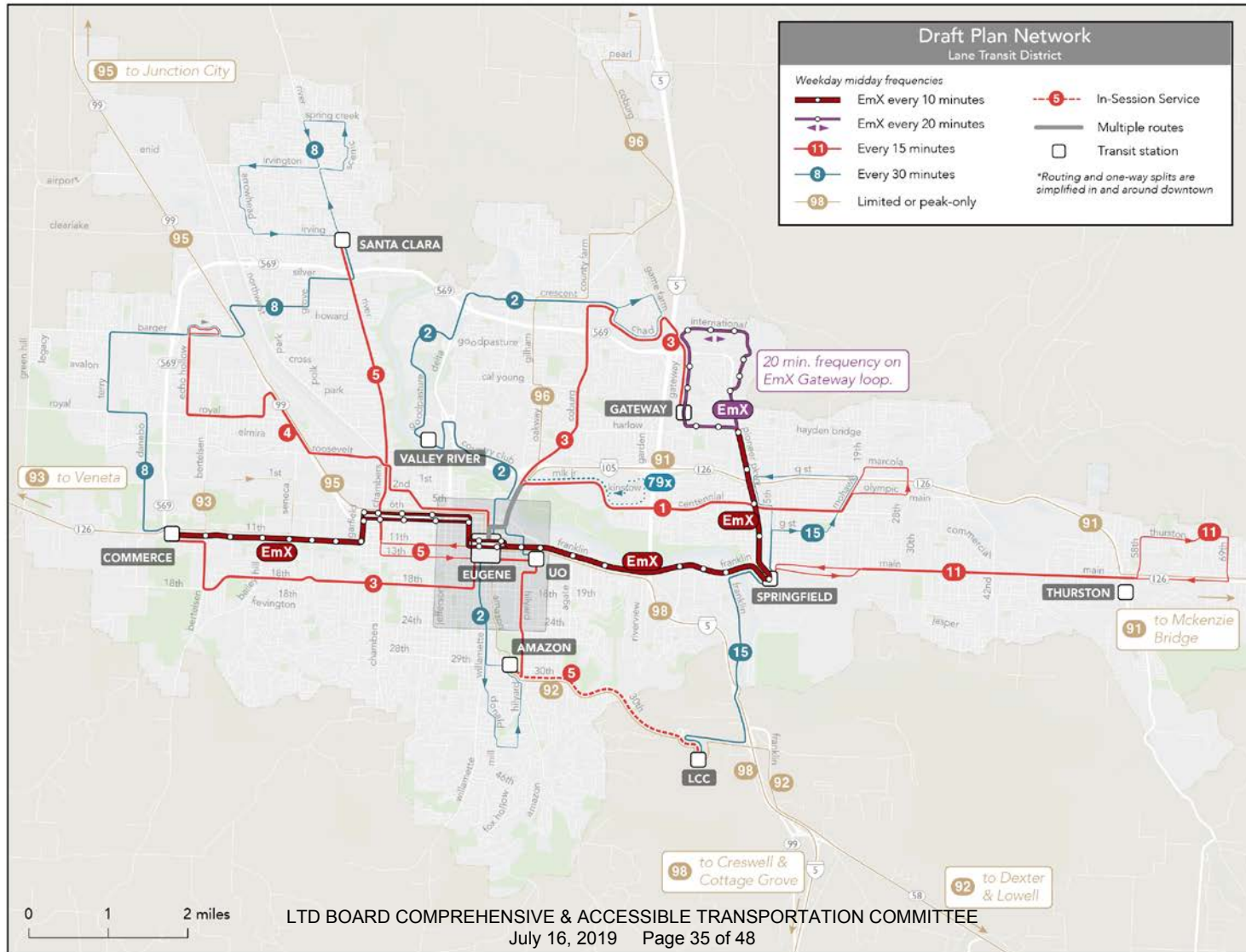
# How did we prioritize « coverage » areas?

- How many people would be farther from service?
- How far would they be from an alternative?
- How many of those people are **communities of concern**?
  - Low Income, Zero Vehicles, Seniors, People of Color

# Simpler and More Frequent Service

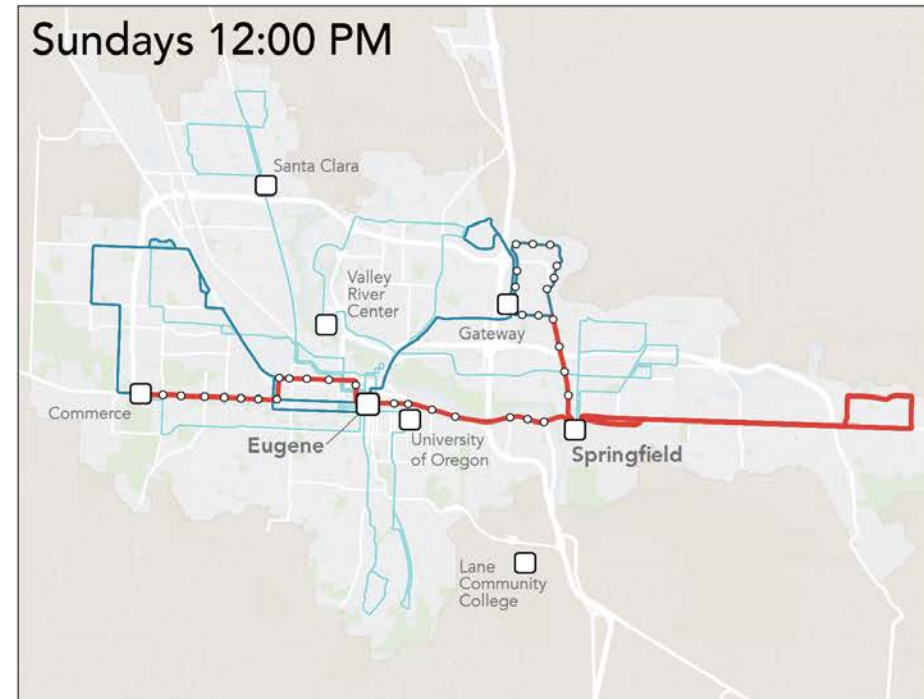
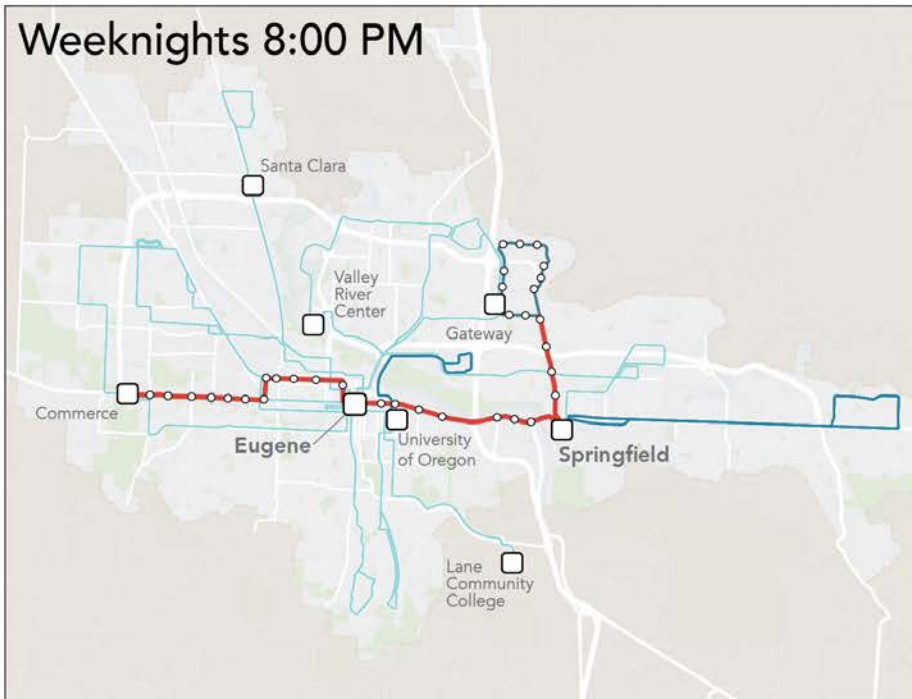
- From 26 routes to 10 routes
- **Seven of 10 proposed routes would operate every 15 minutes or better**
- Several routes would operate through Eugene or Springfield station, reducing the need for transfers

# Proposed Network (83% Ridership, 17% Coverage)



# More Evening and Weekend Service

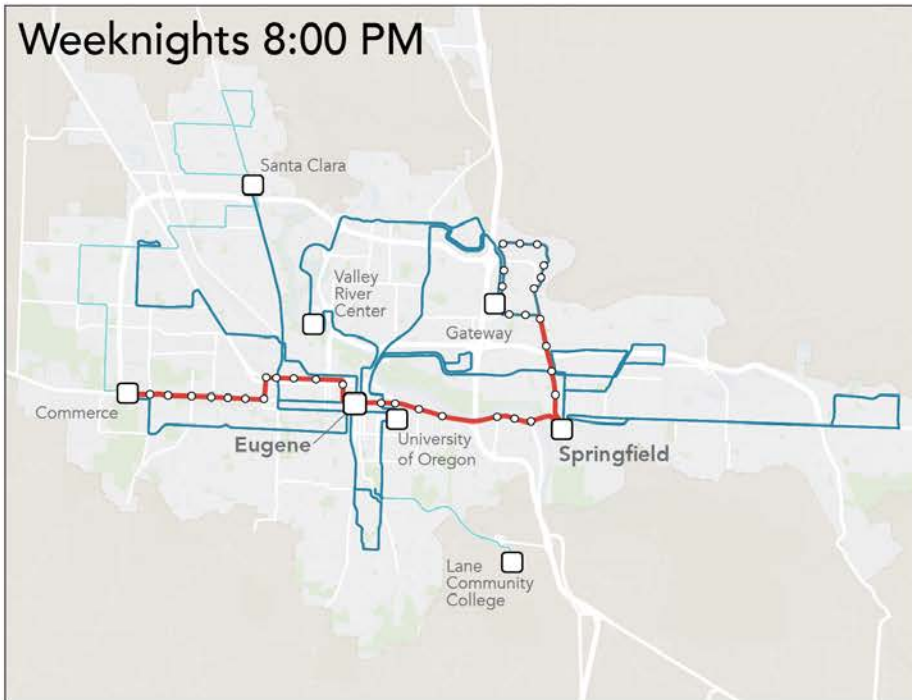
## Existing Network



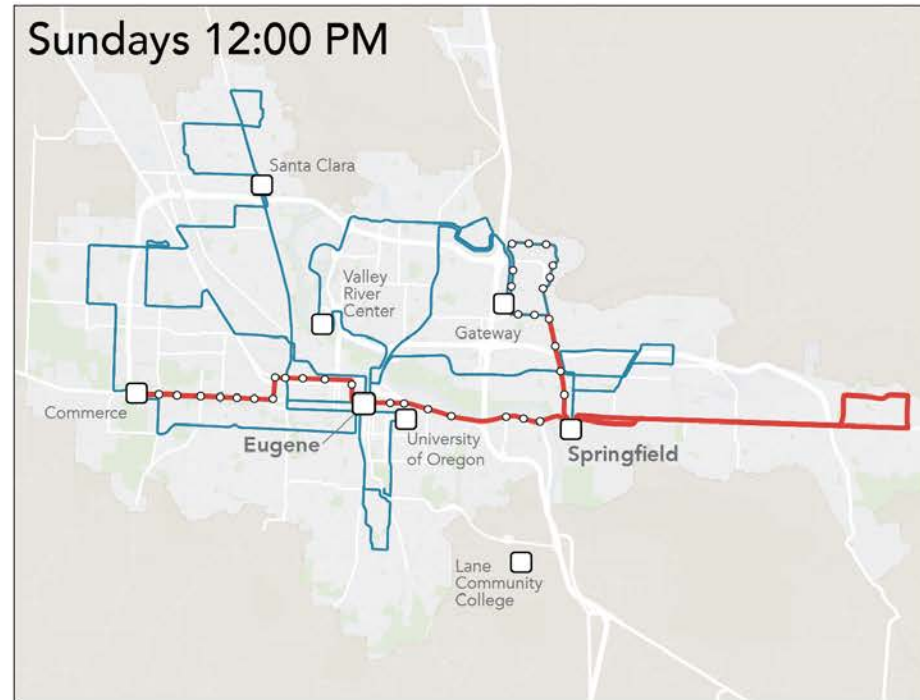
# More Evening and Weekend Service

## Proposed Network

Weeknights 8:00 PM



Sundays 12:00 PM



# More Evening and Weekend Service

- **Service every 30 minutes or better until 10 PM** on weekdays and Saturdays
- **All routes every 30 minutes or better on Sundays**
  - ~20% more total service on weekends

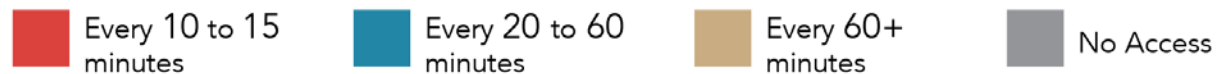
# Faster Travel and More Access

- **In 45 minutes, the average person can reach:**
  - **20% more jobs on weekdays**, and 15% more jobs on Sundays
  - 21% more residences on weekdays, and 14% more residences on Sundays
- This means more access to all kinds of opportunity.

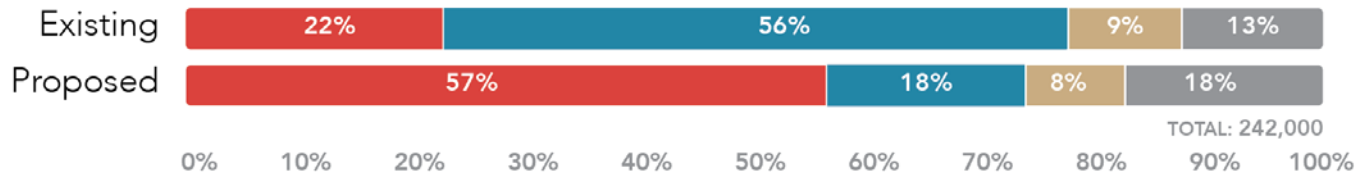
# Benefits are broadly spread...

## Proximity to Transit - Weekdays

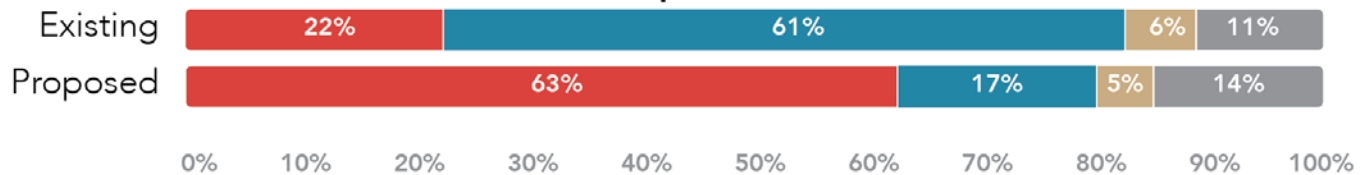
What percentage of the metro area is near a bus route?



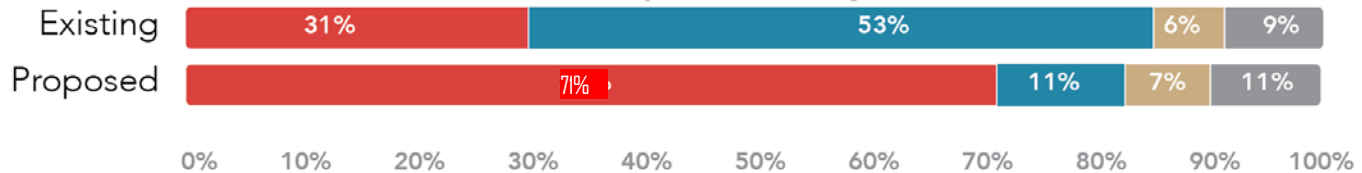
### All Residents



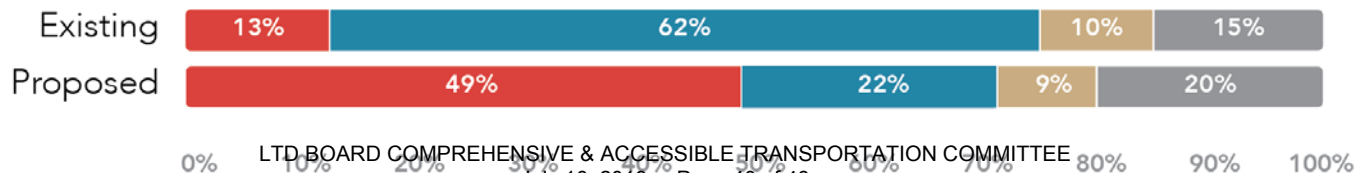
### People of Color



### People in Poverty

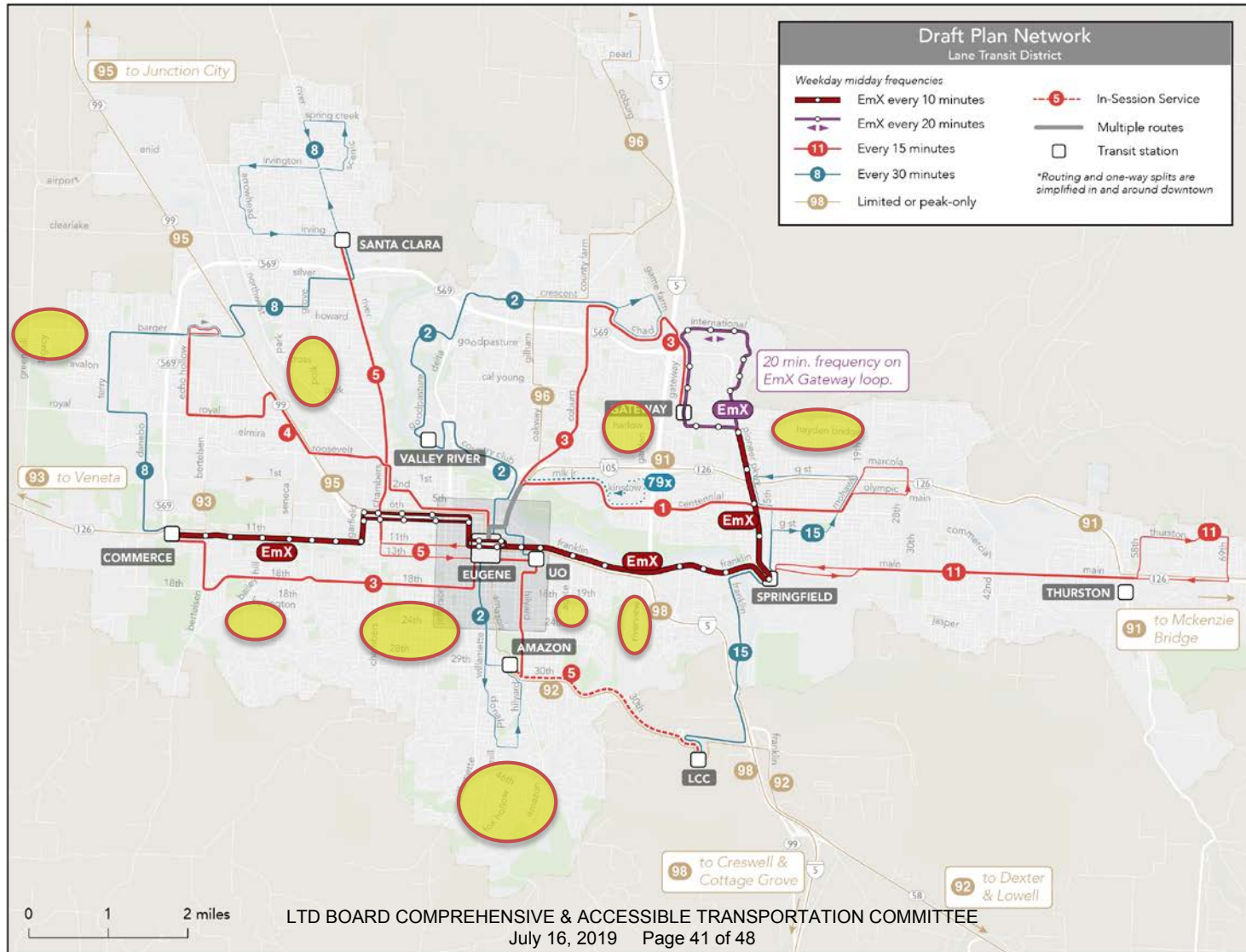


### Seniors

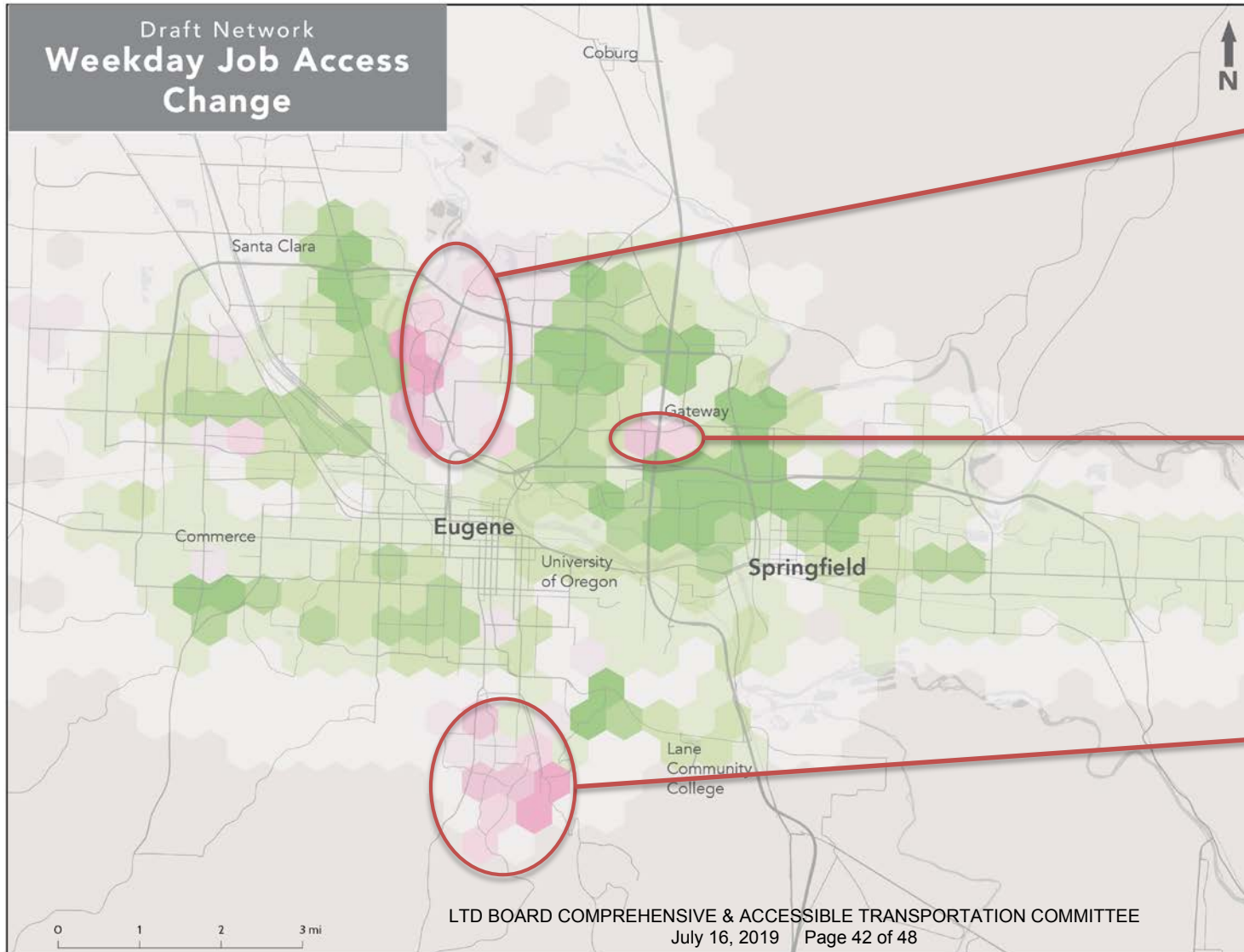




# ...but some people would be farther from transit...



# ...and a few transit trips would take longer than they do now.



Lower weekday frequency (30 minutes) on Goodpasture Island Road, due to lots of empty land between destinations.

Route 12 (Harlow) removed in favor of more frequent service on Coburg Rd and MLK

One-way service south of 29th St, and no service south of 40th St, due to low densities.

LTD Transit Tomorrow

# Network Phasing

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# What's included at base

- Seven of 10 routes every 10-15 minutes on weekdays
- 30 minute service on Saturdays and Sundays
- 30 minute service until 10 PM weekdays and Saturdays

# What can improve with more resources? Evening and Weekend Service

- 15 minute Saturday service: + ~\$1.2 million
- 15 minute Sunday service: + ~\$0.8 million
- Always 30 minute or better service: + ~\$1.5 million
- These would be consistent with the public conversation on added service.

# What can improve with more resources?

## Coverage

- Restore all coverage as fixed routes: ~\$4 million
- Restoring lifeline coverage as mobility on demand zones
  - More or less ~\$400k per year per square mile (**preliminary**)
  - To avoid competing with taxis and Uber, service must be significantly less convenient.
  - So it \*may\* be possible to restore coverage at a lower cost per square mile using MOD, but far fewer (and different) people will use it than the existing LTD bus route.

# What comes next?

- **June-July:** gathering internal and partner agency comments on the Draft Plan.
- **August:** once we have incorporated comments, we will ask for your approval to turn this into a Final Plan.
- **Fall-Winter:** we will take the steps necessary to get to a Final Plan. This will include:
  - Public review and comment on the proposal
  - Updates and revisions leading to Board adoption
  - Detailed technical work and logistics leading to implementation

# Thank You!

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