

MINUTES OF DIRECTORS MEETING
LANE TRANSIT DISTRICT

ADJOURNED MEETING

November 27, 1984

Pursuant to notice given at the October 16, 1984 regular meeting and published in the Register-Guard on November 22, 1984, and distributed to persons on the mailing list of the District, an adjourned meeting of the Board of Directors of the Lane Transit District was held on Tuesday, November 27, 1984 at 8:30 p.m. in the Eugene City Hall.

Present: Peter Brandt, Treasurer
Janet Calvert, President, presiding
Larry Parducci, Secretary
Gus Pusateri
Phyllis Loobey, General Manager
Jo Sullivan, Recording Secretary

Absent: Janice Eberly, Vice President
Judy Nelson
Velma Scheve

INTRODUCTORY REMARKS BY BOARD PRESIDENT: Ms. Calvert stated that the Board had several items of importance to discuss that evening, including the protest of service on Game Farm Road and funding for Dial-A-Ride, as well as some of the Items for Information that concern District activities.

EMPLOYEE OF THE MONTH: Ms. Calvert reminded the Board that the Employee of the Month is nominated by patrons or fellow workers and goes through several committee processes before final selection. She invited the December Employee of the Month, Merrill Barto, to come to the front to meet the Board. Mr. Barto has been an employee with the District since March, 1975 and has a five-year safe driving record. Ms. Calvert remarked that she is always impressed by the number of employees who receive awards at the annual employee banquet for different numbers of years without avoidable accidents. She also welcomed Mr. Barto's wife and expressed to Mr. Barto the Board's appreciation for his efforts in helping the District have a good face in front of its patrons, and for his reliable service. She presented to him his certificate and check, and thanked him for the excellent job he had done. Mr. Barto stated that he had enjoyed driving and always tries to do the best he can. He said that driving is an interesting job because of all the people a driver meets, and that it has been quite a satisfying career for almost 10 years. Although there had been ups and downs over the ten years, he said there were always good parts to compensate for the down times. Ms. Loobey thanked Mr. Barto for coming to the meeting, and stated that staff, as well, are very proud of his fine service.

AUDIENCE PARTICIPATION: Ms. Calvert asked for participation from any member of the audience, but asked that anyone wishing to discuss service on Game Farm Road wait until that item came up on the agenda. There was no audience participation at this time.

APPROVAL OF MINUTES: Mr. Parducci moved, seconded by Mr. Brandt, that the minutes of the October 16, 1984 regular meeting be approved as distributed. With no further discussion, the minutes were approved by unanimous vote.

GAME FARM ROAD PROTEST: Ms. Calvert introduced Stefano Viggiano, Planning Administrator, who first showed the Board a blow-up of the area in question. Game Farm Road is located in the northern part of town, just east of Highway I-5 and just south of Beltline. He explained that the section of route which had been protested was the southern part of Game Farm Road South, and that the area around Game Farm Road includes some apartment complexes, the region's main post office, and quite a few other businesses, such as the Red Lion, the Ramada, some restaurants, a couple of insurance companies, etc., as well as some vacant areas. One such area has been mentioned as a possible site for a regional shopping center. Game Farm Road South is basically single family residential homes. Mr. Viggiano explained that one quirk about the sector is that there are no roads that go through from Gateway to Game Farm Road between Harlow Road and Beltline. He then used a map to show the two routes which serve the area. The first is the #12 HARLOW, which starts in downtown Eugene, goes out Coburg Road, across Harlow, and then completes the Gateway/Beltline/Harlow route, takes a jog to Ashlane Apartments, which are a major destination and origin point for riders, and finally, turns around at the Fred Meyer store at 5th and Q. It returns the same way that it went. The second route, the #15 LCC/ASHLANE, starts at LCC, goes through downtown Springfield, up 5th, across Harlow, and by Ashlane Apartments (which houses many LCC students), and then makes a loop in a clockwise direction as a turnaround. Both routes operate every half-hour during the weekday, and every hour in the evenings. The #12 operates hourly on weekends, but the #15 doesn't run on Saturday or Sunday. Since the Harlow route goes by in both directions and the LCC/Ashlane goes by in one direction, on weekdays there are six buses per hour along the section of route that has been protested. In the evenings, there are three buses per hour, and on Saturdays and Sundays there are two buses per hour.

Mr. Viggiano then showed on the map the route which was in existence prior to September 23 of that year. The bus, instead of running the entire length of Game Farm Road, took a jog on Mallard to Pheasant and went straight down Pheasant to Lindale. The routing in that area was changed in September to avoid some safety and delay problems in the intersection at Harlow and Pheasant. There are stop signs on Pheasant, but no traffic light, and drivers were having a problem with being delayed anywhere from two to five minutes when trying to cross Harlow Road, which is substantial when buses are scheduled with every minute counting. A safety issue arose, also, because, in order to avoid excessive delays, the drivers were sometimes forced to "shoot through" an insufficient gap in the traffic. During peak hours, it is difficult to find the six or eight second gap in traffic in both directions

which is necessary for a bus to cross. The problems have gotten worse over the years as traffic on Harlow has increased, and, according to the Metropolitan Land Use Plan, traffic is expected to continue to increase. Mr. Viggiano showed areas scheduled for residential and industrial development and the one mentioned for a regional shopping center. Staff had received increasing numbers of complaints from drivers about the intersection, and felt that some changes had to be made. By moving the service over to Game Farm Road South and splitting the crossing of Harlow into two turns, the safety and delay problems were eliminated. The first turn is a right turn, which means that the bus only has to wait for west-bound traffic to clear, then goes to the center turn lane and waits for the east-bound traffic to clear, to complete the crossing of Harlow Road.

Mr. Viggiano further explained that the protest of the Game Farm Road South section of the route was centered along three different arguments. The first was a concern about a conflict with cars backing out of driveways along the road and other buses and automobiles driving along the road, as well as a concern that traffic along Harlow presently travels very fast, and that buses would make the situation even more unsafe. Mr. Viggiano responded to these concerns by stating that the shifting of the route to this section of Game Farm Road was in response to a recommendation made by the District's Safety Committee, which is composed of drivers. After receiving the protest, Planning staff went back to the Safety Committee to review the two alternatives (the old routing versus the new), and the Committee unanimously recommended that the current routing be continued. One point that Mr. Viggiano wanted to make was that bus drivers, because they sit up so high, have a better advantage to see cars coming out of driveways onto the road, even over parked cars. As far as speeding, he thought that since the buses will not be speeding on the road, it is possible that they might actually slow down some of the traffic.

Another concern of the residents of Game Farm Road South was that of road deterioration. Since District staff did not feel qualified to address that issue, they asked Lane County Public Works to look into it. Public Works sent an engineer to Game Farm Road to look at the road itself, and concluded that Game Farm Road is a good road as far as the base; it was adequately prepared and dug down deeply enough, but the surface condition of the road is in poor condition. However, they found that the surface condition of the entire length of Game Farm Road is basically the same, and concluded that the buses must not be responsible for the road deterioration, since they had been running along the northern portion of the road for about ten years.

A third concern was one of empty buses and excessive bus service that wasn't being utilized. Mr. Viggiano pointed out that this section of the road is very near the end of both routes which run on it. This means that in the morning the buses haven't picked up most of the riders as they head toward their final destination, and in the afternoon they have already dropped off most of the people. He said it was not surprising that buses are fairly empty going through that area. Staff did some ridership counts in that area, which showed passenger activities, or boardings and deboardings,

on a weekday. There were 209 activities along the loop, with about 75% of those along Gateway. This level of activity is to be expected, with most of the development being along Gateway. The only significant stop along Game Farm Road is at Mallard, with 24 activities. This was also expected, since Game Farm Road has mainly low density residential housing. Mr. Viggiano explained that it is not the District's intent to put that level of service, six buses per hour, along Game Farm Road South, but, in order to serve Gateway, the buses must also operate along Game Farm Road South.

Mr. Viggiano then explained some of the routing alternatives which staff had looked at, starting with the existing service. The advantages of the existing service are that it addresses the safety and delay problems that the District had with the previous routing, and that it uses a designated collector street. Game Farm Road is listed in the county as a collector, whereas Pheasant is listed as a local street. Where possible, he said, LTD tries to keep buses on arterials and collectors and off local streets. This service also provides fairly direct routing, and there are few other alternatives which would do that. The main disadvantage of the second alternative, that of going back to the previous routing, is that it does not address the safety and delay issues which initiated the change last fall. That is really the only objection the District had to that routing, he said, and if that issue could be addressed through the installation of a traffic signal, staff would be more than happy to move the service back to Pheasant. Game Farm Road is in Lane County, but the Springfield city limits come out and cover the intersection. Staff called Springfield and asked what the chances are of having a traffic signal installed there, and they said, basically, "slim to none." It is a very low priority for them; money is tight and they have many other intersections which they feel are a higher priority for traffic signals. The District does have the option to pay to put in a traffic signal, if Springfield would approve; however, staff did not recommend doing that because it would cost about \$75,000 to \$100,000, which staff felt could be better spent elsewhere, and it would set a precedent. In the past, traffic devices and improvements have always been paid for by the local jurisdictions (Eugene, Springfield, or Lane County), and if the District paid for one improvement, it might be expected to pay for others in the future. He said that is something staff would like to avoid.

Mr. Viggiano then showed a third alternative which would remove about two-thirds of the protested service and still accomplish the safe crossing. The disadvantages were that it would cause out-of-direction travel for some patrons, meaning that if someone were traveling from the Gateway area to Fred Meyer, it is faster for them to go straight down Game Farm, rather than traveling on the additional four turns this alternative would add. He explained that this not only takes extra time, but it is a perception among riders that if a bus turns in a direction they don't want to travel in, it is not as direct and they are less likely to want to take the bus. From a service standpoint, he said, it wasn't too bad, since it did penetrate the residential area near Pheasant better than staying on Game Farm Road.

The fourth alternative which Mr. Viggiano discussed was that of turning around on Beltline and Game Farm Road East instead of covering the present

loop. Problems associated with that change would include the fact that Game Farm Road East is a very quiet residential street, and the residents recently protested when railroad tracks were paved over to allow traffic to get through. The District could be fairly certain of hearing another protest if bus service were to start running on that street. Another major disadvantage would be that a whole section of the present route, including about 45 trips a day, would be eliminated. This alternative would also create a "spur" in the route, or would go to one point and come back exactly the same way it came. This, he said, is one type of routing which staff try to avoid, since it provides an extreme disincentive for people who Board before the spur to ride that route. In addition to the time factor involved, patrons have the perception that they spend time on the bus to accomplish nothing. This alternative would also take more time than the current route, and there is no time to spare along the Harlow route.

In conclusion, he said, the staff recommendation was to keep the service running as it was at that time. He said staff were sympathetic with the concerns of the area's residents, but feel that because Game Farm Road is a designated collector street, it is where they should be putting the buses. Additionally, because the Safety Committee prefers that alternative, and because it provides the adequate amount of service needed on Gateway, it is seen by staff as the best alternative. Mr. Viggiano stated that the alternatives were limited by the street network in the area. In response to a question from Mr. Pusateri regarding future plans for Game Farm Road, Mr. Viggiano stated that, although it is not in the County's five-year plan, they believe that within the next twenty years the road will be widened. Because of all the new development proposed for the Gateway area, there will be a need for more traffic to travel south. Right now the only road to do that on is Game Farm Road South. An alternative to extend Second and Third to take traffic from Game Farm Road is no longer the direction the County and Cities want to take.

With no further questions from the Board, Ms. Calvert asked for participation from the audience. Mr. Burton Temple, the initiator of the protest, asked to speak. He stated that he had thought he had a few arguments for the Board, but that Mr. Viggiano had done such a good job that Mr. Temple's arguments had been "shot down." He thought that the biggest problem was that there was no traffic control light at Harlow and Pheasant, and he doubted seriously that the County would ever put one in, because of the cost. He had a question about buses continuing east on Game Farm past Pheasant, but staff said that none of the buses except possibly the last bus at night should be continuing eastbound instead of turning left on Pheasant.

Mr. Temple relayed an incident which had occurred in front of his house recently, in which north- and south-bound buses had met in front of his house at the same time that one of them had to swerve over the center line to miss a girl on a bicycle. The other bus slammed on its brakes, and he thought they had not missed hitting each other or the bicycle by more than about two inches. He was concerned that ice or snow would make those conditions worse. He talked about the trucks which travel very fast on that road, as well. Ms. Calvert mentioned that she sat on that section of the road in the

middle of the afternoon a couple of days before, and said she had not seen the kind of traffic to which Mr. Temple referred, but he said it is there at times. Mr. Temple then thanked the Board and staff for their sincere attention to his protest, and said he had come in the spirit of full cooperation and that he saw no reason to continue his protest further. Ms. Calvert said she understood and sympathized with his concerns and thanked him for his open-mindedness and willingness to listen, which is not always the case when people address the Board with concerns.

Mr. Parducci stated, and other members of the Board concurred, that staff, especially Mr. Viggiano, did an excellent job of researching alternatives and presenting their recommendation. Mr. Brandt thought the Board should take action to accept the staff recommendation. He therefore moved that the Board accept the staff recommendation on the route protest concerning service on Game Farm Road. After seconding, the motion carried unanimously.

DIAL-A-RIDE FUNDING: Ms. Loobey recalled for the Board that, when the District went into the budget for this fiscal year, staff had budgeted at a particular level to support the Dial-A-Ride service. That level of funding has not been quite adequate. She recalled the "flurry" in the newspaper in May about reducing support for that kind of service, and staff had come back to the Board earlier in year to ask for additional funding at the level of \$18,000 for the year. The Board instructed staff to look at the issue in six-month increments instead, and authorized \$9,000 in additional funding for the consortium for Dial-A-Ride service. The Board also asked staff to look at services being provided, whether or not there were any additional efficiencies in costs that could be made, and to bring the issue back to the Board to discuss the funding level for January through June, 1985. She introduced Leon Skiles, Service Analyst and Dial-A-Ride project manager, who would make the presentation to the Board at that time.

Mr. Skiles explained that during the budget process in the spring of 1984, staff had budgeted at a level of \$102,900. After that budget was set, in May, the District lowered the funds available to the consortium which provides Dial-A-Ride service to the equivalent of \$102,900 per year. At that time, service had to be reduced and regularly scheduled trips had to be cut. Quite a few complaints were received, and about half of the cut service was restored. Another small cut was made and from June through December, service remained at a consistent level. In July, staff asked for \$9,000 more to continue that service through December, and asked what level of service, vis-a-vis level of funding, the District should be providing from January through June of this fiscal year. Further on, the question is what level of funding the District should sustain in the future.

As background, Mr. Skiles stated that Dial-A-Bus was begun by LTD and run internally. That service was then contracted out, and the District eventually entered into the Lane Council of Governments (L-COG) Consortium to provide service now known as Dial-A-Ride. He explained that the Consortium is concerned with providing elderly and handicapped transportation for the Eugene/Springfield area and into Lane County. It is made up of three primary

fundings: LTD, Adult and Family Services (AFS), and the Area Agency on Aging (AAA). The three funding sources basically purchase three different types of service for three separate clientele. Mr. Skiles showed a graph of ridership by type of rider through the life of the Consortium, which started in January, 1984. The only place where the three types of service meet is in economy of scale, for a combined lower rate per trip, because overhead and dispatching and some of the vehicles are shared. Between April and May, and into June, LTD's service showed a decline in ridership which had not occurred before April. This meant that, previous to the District's cuts in service, ridership was not tending to decline naturally. When service was cut, trips were cut. After June, service has basically leveled off.

Mr. Skiles then looked at Dial-A-Ride ridership over the past five years. Over three years, LTD's service was contracted out to Special Mobility Services, and in FY 83-84, LTD joined the Consortium. The District went from spending \$350,000 in 1980-81 to spending less than \$120,000 last fiscal year. These figures are in real dollars and do not account for inflation; Mr. Skiles stated that if Dial-A-Bus was still being offered internally, the District would be spending well over \$400,000 per year. For 1984-85, the Board would be deciding whether to spend \$111,900 or \$121,000.

Next, Mr. Skiles displayed a graph which showed the ratio between ridership and cost, which creates a cost per trip figure. The cost per trip declined over the same period of time, and lately had leveled off and risen slightly. As the District made cuts originally, overhead cuts were made in such things as the cost of non-contract labor as opposed to contract labor, but as cuts were made in the recent past, the District was cutting deeply into ridership. He explained that savings now are going to come in putting the vehicles out on the street, so now, as more service is cut, more trips will be cut than occurred in the past. If the additional \$10,000 is not authorized, ridership will drop down about 300 to 400 trips per month. In the past, cuts were efficient relative to ridership, but the point has been reached now where cuts will be inefficient relative to ridership.

Finally, Mr. Skiles talked about the characteristics of the riders who make up Dial-A-Ride. He explained that when Dial-A-Bus first started, it was for all handicapped and elderly persons. Over time, that has been more restrictive, and the criteria changed from "elderly" to "frail elderly." Last spring, a recertification process began with the intent of allowing only those persons who really needed to use the service, with no alternative means of transportation and who were not able to use fixed route accessible service, to use Dial-A-Ride. The new criteria did not cause a shift of riders from Dial-A-Ride to fixed route; rather, people made that shift voluntarily and by the time the new criteria were implemented, people who could use fixed route service were already using it. This resulted in well over 700 rides per month on fixed route service. Current Dial-A-Ride passengers are the very frail elderly and the very handicapped. About half of them have no alternative mode of transportation and the other half use extensive taxi service or friends and relatives. The present riders tend to have very low incomes, well below the poverty level, which is even lower than

usual bus riders. They tend to ride once or twice a week, and would like to ride once or twice a week more.

Mr. Skiles stated that LTD spends about 90 cents per person for curb-to-curb service, but that the average in the State of Washington is about \$2.00 per person. Because staff see a population very dependent upon public curb-to-curb transportation, they feel that making the small cut in service, affecting about 300 to 400 rides per month for a \$10,000 savings, is not cost effective. Therefore, staff recommended that the current level should be maintained, with the allocation of \$10,000 allocated to the consortium for the remainder of the fiscal year.

Ms. Calvert asked if all the patrons paid their own fares, or if some were paid directly by the agencies. Mr. Skiles replied that of the three primary Consortium agencies, AFS has no fee for their clients and AAA can pay only through donations, with an average fare through donations equal to LTD's required 50 cents per one-way trip. The Dial-A-Ride patrons would all qualify for Reduced Fare cards on the fixed route system if they were able to use fixed route service, so they are paying double what they would pay if they could use fixed route, and there is some economic incentive to make the shift to fixed route. In response to another question, he explained that it is a federal requirement that handicapped persons are allowed to ride for half the base fare, and the District's way to monitor that is through the Reduced Fare Program. However, that is only for the fixed route system and everyone who rides Dial-A-Ride pays fifty cents.

With no further discussion, Mr. Brandt moved that the Board approve the staff recommendation, which was to allocate an additional \$10,000 for the Lane Council of Governments Specialized Transportation Consortium contract for January through June, 1985, in order to continue the present funding and service level for Dial-A-Ride. Mr. Parducci seconded the motion, which then carried by unanimous vote.

REPORT FROM SALARY SUBCOMMITTEE ON ADMINISTRATIVE SALARY REVIEW PROCESS: Ms. Calvert asked Mr. Pusateri if he would like to add any information to what was presented in the agenda packet. He stated that the Subcommittee members had met and agreed that they did not feel that it was appropriate at this point in time to approve the expenditure of \$7,000 to hire a consultant for a salary review process. He said the decision was not because the salary review wouldn't be a nice type of report to have, but even if it was done and the District didn't have the funds to implement the recommendations, it wouldn't be of much value. For those reasons, he said, the Subcommittee chose to recommend that the study not be done. In response to a question from Mr. Brandt, Ms. Loobey stated that it had been the staff's recommendation to the Subcommittee that the Subcommittee and Board approve the study. Ms. Calvert had some concerns that the usual questions about comparison salary information would not be able to be answered during the next Budget Committee process.

Mr. Brandt moved that the Board approve the Salary Subcommittee recommendation, as set forth on page 5 of the agenda packet for that evening,

which read, "That the Board not conduct a comprehensive salary study, but rely on staff for appropriate information when reviewing administrative staff salaries for the FY 85-86 budget." After seconding by Mr. Pusateri, the motion carried unanimously.

APTA FEDERAL ALLOCATIONS SUBCOMMITTEE APPOINTMENT: Ms. Calvert informed the Board that the American Public Transit Association (APTA) had requested that Ms. Loobey serve as chair on an important national subcommittee. This would involve additional trips to Washington, D.C. and some additional cost to the District. Ms. Loobey had estimated four additional trips per year, or approximately \$4,000. She stated that most of the meetings would last one day, either in Washington, D.C. or Chicago.

Mr. Brandt moved that the Board approve the appointment of the General Manager to the position of Chair of APTA's Federal Allocations Subcommittee. Mr. Pusateri seconded the motion, which then carried by unanimous vote.

ITEMS FOR INFORMATION AT THIS MEETING:

Fall Route Segment Analysis: Ms. Loobey stated that staff were very pleased to note the response to the new service implemented in September. Mr. Viggiano explained that the survey was taken in early November, after service implementation in late September. Generally, staff have found that immediately after major changes there is a drop in ridership and then it starts to climb, reaching the previous productivity anywhere from six months to two years later, with the hope that productivity will continue to rise after that point. He said that the new September service was already only slightly below where it was initially, after only a month and a half, which was very encouraging, with 200 additional rides per day. Ms. Loobey asked Paul Bonney, who was present in the audience, what he had heard from other bus riders about the new service in the Ferry Street Bridge area. He said people seemed to like it because they could get to major destinations such as Valley River Center and G.I. Joe's much quicker.

There was some discussion about the new buses which would arrive in the near future. Ms. Loobey stated that Board members would be notified when the prototype bus arrived on the property, so they could view it if they wished.

The Opening of Willamette between 10th and 11th: Mr. Parducci asked what was happening and when the Board might receive an update from staff. Ms. Loobey explained that nothing has happened. City staff were at that time setting up a design review team, and the District had been notified to participate on that team. She anticipated that a meeting would be held in the next two weeks or so. Other team members would include someone from ICC, the Eugene Downtown Association, downtown business members, etc. Nothing else was happening specific to this issue at that time. Another issue which Ms. Loobey mentioned that staff are monitoring for discussion with the Board is the planned retail development at the west end of the mall downtown, and what happens to transit in the long run if all of that goes through. That would place the District in a vulnerable position at the western end of the mall.

Ms. Calvert asked for an updated list of the Eugene Downtown Commission members. She thought it would be useful for the Board members to have. Ms. Loobey said Mayor-elect Obie had mentioned that it would be useful if a member of the LTD Board of Directors served on the Downtown Commission. Ms. Loobey mentioned to him that one of the Board members had applied for a position on the Downtown Commission but was not appointed. The criteria are that an applicant must own property or work downtown, and Mr. Brandt thought that the downtown area was divided into sections. Mr. Pangborn thought it was also possible that one of those "sections" involved being either a property owner or working in the downtown area as a whole; he said staff would check on that.

Christmas Service: Ms. Calvert asked about the activities associated with the Christmas service. Staff explained that bus stop signs were decorated to designate stops on the shuttle route, and that all buses were decorated on the inside. The shuttle route bus was also decorated on the outside. Mr. Bonney commented that the schedules on the posts were very helpful.

Letter from the OTA: Ms. Calvert commented that she had attended one day of the Oregon Transit Association conference held in Eugene, and there had been a very interesting speaker. Included in the agenda packet was a letter from the OTA thanking the District for hosting that conference.

December Board Meeting: Ms. Loobey stated that it appeared that there would be no significant action items for December, so there might not be a December Board meeting.

ADJOURNMENT: Mr. Brandt moved, seconded by Mr. Pusateri, that the meeting be adjourned. With no further discussion, the meeting was unanimously adjourned.


Board Secretary