

MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR MEETING

Wednesday, September 17, 1997

Pursuant to notice given to *The Register-Guard* for publication on September 11, 1997, and distributed to persons on the mailing list of the District, the regular monthly meeting of the Board of Directors of the Lane Transit District was held on Wednesday, September 17, 1997, at 7:00 p.m., in the LTD Board Room at 3500 East 17th Avenue, Eugene.

Present: Kirk Bailey, Vice President
Rob Bennett
Patricia Hocken, President, presiding
Dave Kleger, Treasurer
Mary Murphy, Secretary
Roger Saydack
Phyllis Loobey, General Manager
Susan Hekimoglu, Recording Secretary

Absent: Hillary Wylie

CALL TO ORDER: Board President Pat Hocken called the meeting to order at 7:03 p.m..

EMPLOYEE OF THE MONTH: Ms. Hocken introduced Administrative Secretary I Chris Thrasher, the August 1997 Employee of the Month. Ms. Thrasher was hired on July 17, 1995, and is a member of the District's Take Care Committee. The Employee of the Month Selection Committee selected Ms. Thrasher because of the exceptional organizational skills, quiet competence, and cheerful helpfulness she displayed while performing the many facets of her job.

When asked what made Ms. Thrasher a good employee, Administrative Secretary II Susan Hekimoglu said that Ms. Thrasher was highly valued for her dedication to her job, her organizational skills, and the calm approach that she brought to staff and her tasks. Ms. Thrasher maintained a high regard for providing exceptional customer service both to her co-workers and the general public, and she was very well liked by her co-workers.

Ms. Hocken presented Ms. Thrasher with her certificate and monetary award. Ms. Thrasher thanked the Board, saying that she really enjoyed working at LTD. She liked the advanced technology, and said that everyone is very nice to work with.

Ms. Hocken then introduced the September 1997 Employee of the Month, Bus Operator Dick Ellis. Mr. Ellis was hired on March 9, 1988, and had received awards for nine years of correct schedule operation and seven years of safe driving. At the 1997 employee awards

banquet, Mr. Ellis also received a special award for excellence in providing accessible service. He was nominated by a customer who described him as being "helpful, cheerful, and very polite," and said that Mr. Ellis by choice goes the extra mile for his customers.

When asked what made Mr. Ellis a good employee, Field Supervisor Marylee Bohrer said that Mr. Ellis always came to work in a good mood, and was very pleasant to be around. He loved his job, and showed it by how he treated people and by always going out of his way to help others. Ms. Bohrer stated that these positive attributes made Mr. Ellis a very valued employee.

Ms. Hocken presented Mr. Ellis with his certificate and monetary award. Mr. Ellis thanked the Board for the recognition. He stated that he did love his job and helping people in simple ways.

Ms. Hocken then introduced the October 1997 Employee of the Month, Bus Operator Damion Grill. Mr. Grill was hired as a bus operator on December 11, 1995. Mr. Grill was awarded a one-year safe driving certificate and qualified for the attendance incentive award program. Four customers nominated him for his kind, pleasant, and respectful attitude, his neat appearance, and for his patience and knowledge in giving information. One person stated that Mr. Grill was respectful of each person's individual needs. Another customer appreciated Mr. Grill's fresh, clean appearance and pleasant personality.

When asked what made Mr. Grill a good employee, Transit Services Administrator Rob Montgomery said that Mr. Grill had been part of LTD's family only since December 1995, but during that time, he had demonstrated that he genuinely cared about his customers. He was a very friendly and helpful operator who took that extra step to provide service excellence. Mr. Montgomery said that this was substantiated by the compliments LTD had received from the public regarding Mr. Grill's performance. Mr. Grill's attendance record was excellent, and Mr. Montgomery said that he was pleased to have Mr. Grill on the LTD team.

Ms. Hocken presented Mr. Grill with a certificate and monetary award. Mr. Grill thanked Ms. Hocken and the Board, and said that this job was his second favorite. His first favorite job had been in California, and he had retired from it, so LTD could expect to see him around for quite some time.

AUDIENCE PARTICIPATION: There was no one in the audience who wished to speak to the Board.

CONSENT CALENDAR: Mr. Bailey moved adoption of the following resolution: "It is hereby resolved that the Consent Calendar for September 17, 1997, is approved as presented." Mr. Kleger seconded, and the Consent Calendar was approved by unanimous vote, 6 to 0, with Bailey, Bennett, Hocken, Kleger, Murphy, and Saydack voting in favor and no one opposed. The Consent Calendar consisted of the minutes of the May 21, 1997, regular Board meeting; minutes of the June 18, 1997, regular Board meeting; minutes of the June 24, 1997, special Board meeting; minutes of the July 14, 1997, special Board meeting; and minutes of the July 30, 1997, special Board meeting.

Motion

Vote

BUS RAPID TRANSIT POLICY FOR TRANSPAN: Planning and Development Manager Stefano Viggiano presented the revised suggested wording for a TransPlan policy. He stated that the revised wording was almost exactly as Mr. Saydack had stated it at the joint meeting with the Lane County Board of Commissioners on September 9, 1997. That policy appeared to have received consensus approval by the County Commissioners. At the MPC meeting on Thursday, September 11, 1997, Commissioner Cornacchia reiterated his support for the policy and his opinion that the Board of Commissioners would formally approve it when it was taken to them as an action item. Also at the MPC meeting, Commissioner Cornacchia suggested that the City of Springfield consider adopting the BRT policy. Springfield City Councilor Greg Shaver was at the MPC meeting, and he had indicated that he would take that suggestion back to his Council. Mr. Viggiano stated that the next step would be for the LTD Board to formally endorse this policy, then it would be put on the agenda as an action item of both the Lane County Board of Commissioners and the Springfield City Council. It was hoped that would happen soon enough that this revised wording would be included in the draft TransPlan.

Mr. Kleger asked if there was any agreement on how the material reduction of traffic congestion with BRT would be judged. Mr. Viggiano replied that there was some discussion about that, and at this point, it could be defined through some additional information that went into the TransPlan. For each policy statement, there would be an explanatory paragraph and also a series of implementation strategies and performance objectives. There were a lot of questions about how it would be judged, such as whether it was measured immediately or in the long term, and if it was measured over the entire system or just by corridor. Mr. Kleger stated that he was mindful of the fact that whenever transit relieving automobile congestion was discussed, there were two elements; one was the material reduction in traffic during the current month, and the other was the growth over the long term that did not happen.

Mr. Viggiano further stated that there would be an opportunity to change that wording during the review of the draft TransPlan. However, since there was some agreement on this wording, it might be best to stay with the wording as it was.

Motion Mr. Saydack moved that the Board adopt the following resolution: It is hereby resolved that the LTD Board of Directors approves the following language regarding Bus Rapid Transit for inclusion in TransPlan:

Establish a Bus Rapid Transit (BRT) system, composed of frequent, fast transit service along major corridors and neighborhood feeder service that connects with the corridor service and with nearby activity centers, if such a system will materially reduce traffic congestion, the system is supported by local units of government, and financing for the system is feasible.

Vote Mr. Kleger seconded the motion, which passed by unanimous vote, 6 to 0, with Bailey, Bennett, Hocken, Kleger, Murphy, and Saydack voting in favor and no one opposed.

BOARD MEMBER REPORTS: Ms. Hocken reported on the September 11 Metropolitan Policy Committee (MPC) meeting. She stated that Commissioner Cornacchia had tried to ensure that everyone present at MPC understood that by having BRT listed as one of the projects in the Transportation Improvement Plan, that did not mean that LTD was going to go

ahead and implement BRT now. Ms. Hocken responded at MPC by stating that BRT needed to first be listed in the TransPlan and the Board needed to get the approval of the local governmental jurisdictions. She further stated that the Transportation Improvement Plan had many projects that may or may not be implemented because it covered a four-year period. Ms. Hocken further reported that Commissioner Cornacchia had talked with Springfield City Councilor Shaver and Springfield Mayor Morissette, and possibly with Springfield City Councilor Burge. Ms. Hocken had spoken with Councilor Shaver after the MPC meeting, and he had said that he and the Mayor could place the BRT language item on the City Council agenda. He would work with Springfield staff to determine in what format it would be brought to the Council, and whether it would be helpful to have members of the LTD Board there during the Council discussion. In addition, Commissioner Cornacchia was encouraging the Eugene City Council to review the new BRT language as well, because they had supported the BRT option as it was previously written, and he thought they should be given the opportunity to state their support for the new language.

A discussion on Board walkabout would be held later in this meeting.

Ms. Hocken reported that the next meeting of the Willamette Valley Livability Forum would be held in October, so there was nothing to report at this time.

Ms. Hocken asked the Board for their comments on the joint meeting with the Lane County Board of Commissioners that occurred on September 9. Mr. Kleger stated that he thought it had been a very productive meeting and that LTD needed to hold joint meetings more than once each year. Ms. Murphy commented that the County Commissioners had been very gracious and had provided information that lended support to LTD and provided areas where LTD could use the County's expertise, i.e., through studies.

AUGUST FINANCIAL STATEMENT: Finance Manager Diane Hellekson was present to report on the financial state of the District. She said that this particular financial report focused more on the form of the report than on the content. She prefaced the format comments by saying that for the first two months of this year, LTD was in very good financial shape. The Board Finance Committee would be reviewing LTD's tax situation and the tax rate in the fall, after the demographic information on the self-employment tax was received. There was very strong growth in both revenue sources; the self-employment tax and the payroll tax. LTD had received nearly twice as much self-employment tax in the current period than was received during the same period last year. Expenses were under control as well.

Ms. Hellekson continued by saying that the format changes that the report referenced actually were begun during the budget process last year. One of the changes made during the last budget process was that department managers were asked to budget for all operating revenues and expenses by month. The goal was to make the monthly reports, at least the income statements, for the General Fund mean something. It was very difficult to interpret the information before, without extensive comments, because there were some revenues that were very seasonal and a number of expenses that only occurred one time per year.

Phasing in something like this took time, and in fact, there was no way to reach 100 percent accuracy. Ms. Hellekson wanted the focus, at least through this first year and maybe through subsequent years, to be on a quarterly analysis. She directed the Board's attention to

page 74 of the agenda packet to show how the format of the income statement had changed. There were three columns of information, the current month, the current month budget to indicate that staff were or were not doing what they had forecasted, and the year-to-date section that indicated the variance. On the far right was listed the annual budget. The goal was to even out the seasonal fluctuations and to provide better information.

Ms. Hellekson described another change that had occurred. The General Fund transferred a fairly significant amount of money to the Capital Fund for two reasons. One was to provide local match for grants as they were received, and the other was to provide capital reserves. Typically, LTD had made that transfer only one time per year, resulting in the overstatement of the General Fund position until the very end of the year and the appearance that the Capital Fund was in the red. Now, for purposes of the local match, those transfers would be made as the grants were drawn down. It would give a better sense of how the Operating Fund and the Capital Fund were looking.

Mr. Bennett asked when and to where transfers were made from the operating revenues when those revenues exceeded expectations. Ms. Hellekson replied that according to budget law in the State of Oregon, LTD could not transfer more than ± 10 percent of what was budgeted for transfer without preparing a supplemental budget. Mr. Bennett stated that in his experience, it was important to show good budget intentions when a company was having a good year. Ms. Hellekson stated that last year, LTD transferred nearly three million dollars, which was substantially more than was transferred over the previous year. That transfer was made because the beginning balances had been appropriated. Ms. Hellekson further explained that a surplus could be budgeted in the year after the surplus occurred.

Mr. Bennett asked what SET stood for in the financial statement summary. Ms. Hellekson explained that SET stood for Self-Employment Tax. Mr. Bennett asked about the expense variances mentioned in the summary. He said that he understood that the variances were due in part to careful expenditure management and to budgeting for expenses early in the fiscal year that would occur later in the year. He wanted to get a sense of what exactly that meant. Ms. Hellekson explained that it was a timing issue. September was the last month of the first quarter, so when staff brought financial reports to the Board at its October meeting, those reports would give the Board a perspective on the first quarter of the year, which would be a better test of how well staff did budgeting by month.

GOVERNMENT FINANCE OFFICERS ASSOCIATION (GFOA) CERTIFICATE OF ACHIEVEMENT FOR EXCELLENCE IN FINANCIAL REPORTING: After the 1995-96 Comprehensive Annual Financial Report (CAFR) was presented to the Board of Directors last fall, the report was submitted to the Government Finance Officers Association as a candidate for the GFOA's Certificate of Achievement. The Certificate of Achievement was the highest form of recognition in government accounting and financial reporting. LTD recently was notified that its 1995-96 CAFR met the standards for this award.

Ms. Hellekson stated that when Tamara Weaver was the LTD Finance Manager, it was her goal to apply for and receive the GFOA Award. Ms. Hellekson said that she had to share the credit with Ms. Weaver, because Ms. Weaver had gone ahead and taken the first step. It was very difficult to anticipate what someone's expectations would be on the first try. The CAFRs were reviewed and scored by three people in different parts of the country. Ms. Weaver

had received feedback from her first attempt that was instrumental in making the second attempt successful. Ms. Hellekson also stated that everything the Finance Department did was a team effort. Assistant Finance Manager Roy Burling had put in a tremendous amount of work and effort, and without his work, LTD would not have been able to achieve this award. She stated that the GFOA only gave the award to her, but she wanted to ensure that Mr. Burling was recognized as well.

Ms. Hocken then presented the award for Excellence in Financial Reporting to Ms. Hellekson. Ms. Hocken mentioned that once the report was in the format that the GFAO awarded, usually there were no further problems in receiving this award. Ms. Hellekson mentioned that the City of Eugene had received this award for 23 consecutive years.

COMMUNITY OUTREACH COMMITTEE: Public Affairs Manager Ed Bergeron was present to discuss the community outreach process with the Board. He noted that the memos on pages 81 and 82 of the Agenda packet were intended to update the Board on where LTD stood on the various community meetings and how far the individual Board members had progressed in their community meetings that were outlined last fall. There was no need to have the discussion during this meeting, but Mr. Bergeron asked the Board members to talk with either Susan Hekimoglu, Jo Sullivan, or him after the meeting to determine where staff could be of assistance and to assess their individual progress with their contact lists. He stated that it was important for the Board to contact those people who remained on their lists in the next few months as the draft TransPlan was in its final phase of public review. In addition, Mr. Bergeron directed the Board's attention to a memo on page 85 of the agenda packet, which addressed the public involvement process directly related to Bus Rapid Transit. He said that as a follow-up to the joint meeting with the Lane County Board of Commissioners, the Commissioners, in particular, Commissioner Bobby Green, had encouraged LTD to do more in the way of public involvement and outreach relative to the Bus Rapid Transit initiative. Staff asked the Board to discuss that public outreach and give direction to staff regarding what additional activities might be considered as a supplement to the plan that was in place and was being implemented.

Ms. Hocken asked if the Board members had a response to the material that Mr. Bergeron had presented or to the Commissioners' comments. She stated that it was not just Commissioner Green, but the other Commissioners as well, who felt that LTD had not done enough outreach.

Mr. Kleger observed that he regularly attended neighborhood association meetings, which was much appreciated by the people who were there. When there was a question about LTD, Mr. Kleger was available to provide an answer, which seemed to be helping with the perception of LTD and how it operated. He suggested that Board members be recruited to be present at more of the public forums and/or group meetings. He thought it might be important for someone of the Board's authority level to be at those meetings to communicate and listen to questions and concerns.

Ms. Hocken asked what meetings Mr. Kleger was referring to, to which he replied that he was mainly concerned about the Chamber group meetings and neighborhood association meetings. Ms. Murphy stated that she supported Mr. Kleger's thought. She had attended the Springfield City Management Team meeting, and it was good to have a paid staff person and an

appointed Board member at these meetings to present two perspectives. She said that it also gave people in the audience an opportunity to contact either the staff or Board member.

Ms. Hocken mentioned that Ms. Murphy and Ms. Wylie were to attend the Springfield Chamber of Commerce Summit later in September. Mr. Bergeron suggested that staff send each Board member a more detailed listing of outreach opportunities that were coming up, and the Board members could let staff know if they could attend. There would be many opportunities, such as additional neighborhood meetings. Later in the fall, staff intended to launch a series of public workshops specifically focusing on BRT, whereas the Chamber meetings in September were targeted mostly at the business community. Mr. Bergeron noted that after the advertising campaign had aired for some time, staff wanted to reach a broader audience.

Mr. Bailey stated that he also would attend the Springfield Chamber Summit, representing both the University of Oregon and LTD. He urged the other Board members to speak with Mr. Bergeron about how their individual outreach contacts were going, and he said that he thought that the District was doing an admiral job of spreading the word and getting community feedback.

Mr. Kleger stated that the experience with the Eugene Station public involvement process had given LTD some good ideas about the design and function of the station. It was his hope that LTD also would gain some good community feedback about BRT.

Ms. Hocken mentioned that one of the issues that had come up during the MPC meeting had to do with the Springfield Station and what LTD was doing about outreach in that respect. The perception was that LTD did not do much for community outreach. Mr. Viggiano had attended the MPC meeting and had explained that LTD had not yet begun planning for the Springfield Station. She brought this issue up as a reminder to the Board that community outreach must begin early in a project.

Mr. Bergeron stated that most of the community outreach focus to date had been on BRT, but he saw an eagerness to improve the Springfield Station. He stated that in his particular meetings with community leaders, people did understand where LTD was going and why, and they were responding very favorably. However, they were encouraging LTD to continue doing what it was doing as much as it could, because they realized that it would be a big challenge as BRT would be in competition with many other community issues.

JOINT MEETING WITH EUGENE CITY COUNCIL: Ms. Hocken reported that the Board would hold a joint meeting with the Eugene City Council on October 13, 1997. The meeting would begin with a tour of the Eugene Station at 4:30. Assistant General Manager Mark Pangborn reported that he was coordinating with a City staff member to find a location downtown for the meeting, since the City Council had another meeting in that area immediately following the meeting with the Board. In addition, because of the tight schedule, it was thought that the agenda might not be too aggressive. An agenda packet would be delivered just prior to that meeting.

EUGENE STATION UPDATE: Mr. Viggiano reported that he had nothing to add to the memo on page 92 of the agenda packet. The Board was invited to attend the tour of the station

with the Eugene City Council on October 13. Ms. Murphy asked about the attire for the tour. Mr. Viggiano replied that the site should be clean enough that it wouldn't be a problem if people were in business attire; however, if it rained, there might be some places that were somewhat muddy. He further stated that there was enough cement on the site now that he thought they could travel through most of the site without having to walk through dirt and gravel. Mr. Saydack asked if the anticipated completion was still on schedule. Mr. Viggiano replied that completion was still scheduled for mid-March; however, the contractor believed that currently they were about one month ahead of schedule. In late fall, a date for the opening would need to be selected in order to accommodate the planning of activities surrounding the grand opening events and other operational events, such as the bus operator bid. Ms. Loobey stated that she had heard many positive comments both from the community and the customers. With the construction going on, it had not been easy for the operators or the bus riders with all the station moves that had been made. Mr. Kleger mentioned that he noticed that the first decorative paving in the plaza had been placed in the last few days, and he thought it looked very nice.

THURSTON STATION UPDATE: Mr. Viggiano reported that the paving of the parking area had been delayed due to rain, resulting in the possibility that the station might not be ready for the Sunday start of new service. Staff were making a contingency plan.

STATUS REPORT ON ARMY RESERVE PARK & RIDE SITE: Transit Planner Micki Kaplan reported that in addition to the information contained in the memo on page 95 of the Agenda packet, the local Army Reserve staff had recommended that LTD be allowed to go ahead and develop the site. Staff had waited for word from the second level in the chain of command, which was the Army Reserve office in Vancouver, Washington. Word had been received that approval had been given at that level. The recommendation had been forwarded to the third level in the Reserve's chain of command, and Ms. Kaplan stated that it was possible that this third Division level could have the authority to sign the lease. If they determined that they did not have the authority to sign the lease, the recommendation would be forwarded to a fourth level for review.

SENECA (FRED MEYER) PARK & RIDE: Staff had nothing to add to the memo that was contained on page 98 of the agenda packet.

FAIRGROUNDS SHUTTLE: Transit Planner Lisa Gardner reported that a new shelter was being constructed. The shelter, designed by WBGs Architects, was a new design and was to be used at larger stops, such as South Eugene High School and at the east end of the Lane County Fairgrounds. This design might also be used for the BRT stops. The shelter was similar to the new shelters located at the Oakway Mall and at Sacred Heart, but was much larger.

FOOTBALL SHUTTLE: Ms. Hocken added this item to the agenda. There were a couple of issues that she wanted to discuss. She asked Service Planning and Marketing Manager Andy Vobora to address the Board about how the shuttles were going. Mr. Vobora reported that the pre-game service for the first Thursday evening game went well. The post-game service began well, with the first 30 buses leaving on time. There were a few problems that occurred following those departures. A tour bus pulled into the bus staging area, and some decisions were made that compounded some problems. Staff had met with the UO and the Eugene Police to work out some of the problems that had occurred. A new plan had been worked out that added three police officers to the post-game traffic control and was supported

by the UO. In addition, season shuttle passes would be reintroduced and sold at the Park & Ride locations for the second game. Mr. Vobora noted that 6,000 passengers were transported back to the Park & Ride locations within 45 to 50 minutes of the end of the game.

Mr. Kleger asked how the service from the new Park & Ride at Shasta Middle School had performed. Mr. Vobora replied that 330 people rode from that location. In addition, 800 people rode from the Gateway Park & Ride, and 1,100 from South Eugene High School and the Fairgrounds. He noted that the University of Oregon should be applauded for their efforts. For the second game, they had agreed to move the start time back one hour to avoid the conflict with the Eugene Celebration Parade participants at South Eugene High School.

Ms. Murphy noted that she had heard a lot of positive feedback from people who appreciated the service.

RIDESOURCE ELIGIBILITY APPEALS AND COMMUNICATIONS PROJECT:

Ms. Kaplan reported that Lane Council of Governments (LCOG) staff had planned to review the RideSource eligibility process and recertify existing RideSource riders. She explained that LCOG was under contract to manage the RideSource program. Due to the recertification, staff were anticipating an increase in eligibility appeals. Consequently, LCOG had obtained a grant to develop a model eligibility appeals program for RideSource customers and applicants. LCOG had teamed with a consulting firm to develop an appeals model. It was the first time in the United States that a rights-based mediation model would be developed and applied to paratransit service appeals.

Ms. Kaplan stated that the Board would have the opportunity to review the draft eligibility appeals model at its October meeting. She directed the Board to a memo from LCOG staff member Terry Parker on page 101 of the agenda packet for more background information. The model was to be field tested in the spring, and if successful, some parts or all of it would be implemented.

Mr. Bennett asked about the cost to develop the model. Ms. Kaplan replied that she was not sure how much the grant allocation had been. She did know that the contract signed between LCOG and the consultant, ADR Vantage, was to cover approximately seven months. Mr. Bennett then asked why the eligibility criteria were hard to understand, and why the eligibility requirements could not be made easier to understand in an effort to cut down on the number of appeals. Ms. Kaplan replied that eligibility was such a critical component in the ability to preserve the program for those who really needed the service. It was subject to a lot of interpretation, and it had been the subject of several national conferences. The federal Americans with Disabilities Act (ADA) did not spell out how to go about it. Ms. Kaplan said that, essentially, a customer had to demonstrate that he or she was physically unable to get to a bus stop or to use the fixed-route service. Experience had shown, particularly when staff wanted to really gatekeep the service for those who truly needed it, that a lot of people did not agree with the decisions of eligibility.

Mr. Bennett asked about physician certification and why that would not be the definitive word about eligibility. Ms. Kaplan replied that physician certification had been ruled out because doctors were signing forms for people who were not eligible. In other words, physician certifications were easy to come by. Staff did require professional verification. Mr. Bennett

stated that RideSource was a very important program that had received wide support. He thought that political support would be hurt if the cost problem were compounded by getting into expensive mediation because clear eligibility requirements were not stated. He said that he thought that more emphasis should be placed on figuring out a way to clarify the eligibility requirements. Ms. Kaplan stated that was a good point, and she would bring that up with the LCOG staff and the consultants. However, she noted that it was not a question of clarifying eligibility, but the right of the person to appeal the decision that was made on that individual's eligibility. Mr. Bennett thought that the ADA law might need to be changed in that respect.

Mr. Bailey stated that the effort to examine the area of eligibility was viable and admirable; however, he thought that Mr. Bennett had raised some good points. He asked if there were requirements in the ADA or in other enabling legislation that required an appeal process. Ms. Kaplan replied that an appeal process was required for paratransit, but fixed-route requirements were not so specific. Ms. Kaplan stated, in response to Mr. Bennett's comments, that she agreed that mediation would be expensive, and the cost would be a factor in deciding whether or not that element of the appeal process would be implemented.

Mr. Saydack asked how many appeals there were. Ms. Kaplan replied that when RideSource began recertifying riders last spring, they received four appeals in a row that were very costly, difficult, and time consuming. Mr. Saydack stated that he found it amazing that staff had to invent an appeals process on a piece of federal legislation. He asked if other transit systems had a model yet. Ms. Kaplan stated that along with the ADA there had been very little guidance provided by the Federal Transit Administration (FTA), and in fact it was difficult to get them to take a position. Ms. Kaplan stated that all communities had to have an appeals process, but she did not think that other programs were as far along in the ADA process as LTD was. LTD was out in the forefront as far as having a 100 percent accessible fixed-route system. There were elements of other systems' appeals process that LCOG and the consultant would be looking at.

Mr. Kleger stated that the ADA was drafted in reaction to a series of complaints, many of which were directed at the transit industry. There were a lot of requirements that had been set forth without specifying how communities were to meet those requirements. He had been involved throughout the entire appeals process, and he was very impressed with the consultants. They were asking very intelligent questions, making good suggestions, and were clearly listening to the responses they were getting. He thought that the results would be a good improvement over the process that currently was in place, and there was no question that the efficiency in handling appeals needed to be improved.

Ms. Kaplan realized that the Board had concerns about the project, and offered to present the draft model to the Board. The consultants would be in town in October, and if the Board were interested, she could ask the consultants to present the draft model to the Board. The draft model was not binding, but regardless, the appeal process would be changed.

Mr. Saydack asked if LTD were ultimately responsible for the administration of the appeals process. LCOG and RideSource staff would be administering the process, but ultimately as manager of the RideSource contract, Ms. Kaplan could be involved. Mr. Saydack asked whose appeals process it was, and Ms. Kaplan replied that it would be LTD's process, but LTD contracted with LCOG to administer the program and the appeals process. Mr.

Saydack asked if there would be a legal review of the proposed process. Ms. Kaplan stated that there would be a legal review.

Mr. Saydack stated that he did not see any reason for the Board to meet with the consultants. Mr. Kleger stated that he would continue to maintain an involvement in the proceedings, and if he thought something needed Board review, he would ensure that it was done. Ms. Hocken stated that she would like to see the draft because this Board would be responsible for adopting the final policy for implementation.

Mr. Saydack asked why LCOG administered the program for LTD. Ms. Kaplan replied that, historically, LTD had maintained the previous Dial-a-Bus program in-house. There were several reasons that LCOG was the contract holder for paratransit service. One of the reasons was that the transportation fund was meant for countywide use and not just within the LTD service boundaries, so it made sense for the LCOG Board to make the decisions for the rural areas. Mr. Saydack asked if LTD had legal responsibilities for the service that operated outside of the LTD boundaries. Ms. Kaplan replied that LTD did not have that responsibility.

Ms. Hocken further clarified that LTD received all the state funding for special transportation for the entire Lane County and passed those on to LCOG. LTD matched the funds that were provided for its service area to operate RideSource. That was the only part that LTD had legal responsibility over, but LCOG also managed the program in other parts of the county.

Ms. Murphy reminded the Board about a conversation it had last spring about the high turnover in RideSource operators due to a disparity between the operators' pay and the management pay or overall administrative costs. She asked Ms. Kaplan if those issues had been resolved. Ms. Kaplan stated that she thought it was incorrect that the RideSource management was highly paid. She explained that the increase in the RideSource budget this past year was to increase the staff wages and benefits to address the turnover rate.

Mr. Bennett stated that he did not recall that the Board had reviewed the LCOG contract during his time on the Board. He also did not recall that the Board had been involved in the decision to change the appeals process. He asked what role the Board did have in this issue. He stated that he would find it difficult to support this approach at all, since earlier decisions were made without his participation. He asked why Ms. Kaplan was bringing this issue to the Board at this time.

Ms. Hocken stated that ultimately if this project came up with a recommended new appeals procedure and the Board needed to adopt the process or policy, she thought the Board should be aware of what the procedure would be when the money that was to fund it was actually coming out of LTDs budget. Mr. Bennett replied that his attitude was that if he had not been a part of the early decision making process, why was he being asked to be a part of it now, and if he was, what was the role of the Board at this point.

Ms. Kaplan stated that possibly the Board should have been briefed earlier about the project. A lot of the decisions were made at the staff level. Mr. Bennett stated his agreement with that and thought a lot of the decisions should be made at the staff level, but then he didn't think they should be brought to the Board. He stated that the Board might set some overall

policy, such as that it supported paratransit. Mr. Saydack stated that he agreed with Mr. Bennett, that it appeared as though many of the policy decisions had already been made on this issue. He said that he did not see a need to get involved at this point. If the process met the legal requirements, and if staff had reviewed it, he was comfortable with staff moving forward with it.

Ms. Hocken suggested that some of the Board members wanted to see, as an information item, the draft model. Then, if and when it was decided to change the policy, the Board could decide its role in that. She stated that she wanted to be aware of what was going on with this issue.

MOHAWK BOULEVARD REDEVELOPMENT PLAN: Ms. Loobey stated that this was an information item, and the LTD staff were involved at the technical level. Mr. Bennett asked if there was any way to get a dedicated lane or to check into queue-jumping. Ms. Loobey stated that those issues were why LTD was involved, and that area of Springfield was developing at a rapid pace.

Ms. Murphy stated that she would like to add the list of names in the memo on page 105 of the agenda packet to the list of names that were assigned to the Board members for the walkabout process. She added that she would be happy to meet with all of those people.

Ms. Kaplan had attended the Springfield Planning Commission meeting, and this item had been pushed back to the citizen advisory committee level for further planning. It was unclear at this point how strong the document would be and what would be adopted by the Commission.

Ms. Murphy also made the suggestion that the Mohawk Roads Advisory Committee be made aware of LTD's interest in signal priority. Opticom was in place along that corridor, and she wanted to ensure that LTD buses were moved through that area expeditiously.

Mr. Saydack asked at what stage the draft plan was and what role LTD had played in the development of the draft plan. Mr. Kaplan replied that LTD had been invited to participate in the technical committee, and she had attended some of those meetings and the advisory committee meetings to present some of the transit service issues. There was language in the executive summary about supporting alternative modes and enhancing the pedestrian amenities along the Mohawk Boulevard.

Mr. Saydack asked if any Park & Ride lots were included in the draft plan. Ms. Kaplan replied that there were none. Mr. Saydack asked if it were possible to get a Park & Ride program into the plan. Ms. Kaplan replied that following a recent staff discussion about BRT, it was decided that ultimately LTD would want to have a Park & Ride or a mini station somewhere near the intersection of Mohawk and Olympic. Mr. Saydack said that should be stated in the draft plan, and asked how staff could make sure that information got into the plan at this point. Ms. Kaplan replied that the draft plan was still open for public input, and staff planned to provide formal input. Mr. Saydack asked if LTD had any more status than the general public, or whether there was anything that would compel the people who were creating this plan to include LTD. Ms. Kaplan stated that the Springfield staff had been very good about including LTD, but she did not think that LTD had any more weight than any other jurisdiction.

Mr. Bennett stated that LTD's participation should be increased. The Mohawk area was building rapidly, and LTD should be a major player in these types of development plans. Ms. Kaplan stated that LTD could certainly increase its involvement, particularly during the public hearing. Mr. Bennett asked about the frontage opportunity along Mohawk Boulevard. Ms. Loobey stated that it rapidly was being taken up. Ms. Murphy noted that as a resident of that area, she had received mailings inviting public comment. She liked the idea of including a Park & Ride in the area, and she noted that Waremart recently had vacated their location at Centennial and Mohawk. She did not think that anything had been suggested to fill the vacancy. She said that she thought it would be a good location for a Park & Ride. Ms. Kaplan mentioned that full copies of the draft plan were available by request.

Mr. Bailey asked if the area was in the plan on the conceptual BRT routes. Ms. Kaplan replied that Centennial Boulevard was, and it crossed Mohawk. Mr. Bailey then asked if Mohawk Boulevard would be a feeder loop route. Mr. Viggiano replied that a nice option would be to have BRT turn onto Mohawk. Centennial Boulevard likely was to be fourth or fifth on the BRT route priority list.

Mr. Saydack stated his concern that LTD should be more heavily involved in this type of plan, and at the very least, there should be a Park & Ride plan in place. He stated that LTD should put some resources into these types of plans and it should be talked about during walkabout meetings. He encouraged staff to stay abreast of these activities as they begin in order for LTD to be involved earlier in the process. Mr. Viggiano replied that BRT still was not an adopted policy of the community. To some extent, there was some difficulty in saying that this would be a BRT corridor when, in fact, the community had not decided that BRT was a strategy it would endorse. He thought LTD's ability to suggest these types of improvements would improve once BRT was adopted as a community policy in TransPlan. Mr. Saydack still believed that the concept should be introduced initially in these development plans, and that the argument should be made for transit improvements, not necessarily BRT, at this time.

Ms. Hocken asked if LTD had any extra status as a result of the signed intergovernmental agreement with the City of Springfield. Mr. Viggiano replied that the cooperative services agreement stated that LTD should be coordinating its services with the City's plans. Ms. Murphy suggested that staff use the work "express" when discussing corridor service at this point. She believed that would address the concerns about BRT not yet being a community policy.

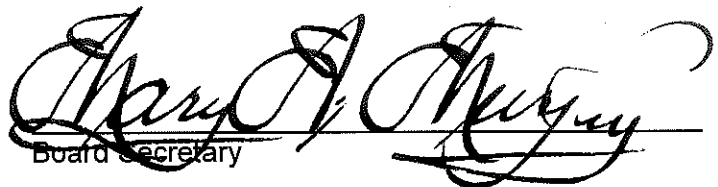
BOARD TRAINING OPPORTUNITIES: Ms. Loobey stated that there were two very good training opportunities for the Board members who were interested. They were listed in the summary on page 112 of the agenda packet. She stated that staff would assist interested Board members with arrangements to attend.

OREGON TRANSIT ASSOCIATION (OTA) ANNUAL CONFERENCE: Ms. Loobey reported that the OTA Conference was to be held in Seaside, Oregon, beginning on Sunday, October 26, and ending on Wednesday, October 29. Board members could contact staff for assistance in making arrangements for this conference. Mr. Kleger strongly recommended the conference as a good way to get in touch with what other transit agencies around the state were doing.

BOARD CORRESPONDENCE: A letter was included in the agenda packet from Lane County Commissioner Peter Sorenson stating his support for a group pass program at LCC. Ms. Hocken asked for an update on how that process was going. Mr. Vobora responded that Commuter Resources Specialist Connie Bloom Williams was working with a group of students and staff who had drafted some options for funding a group pass program and were lobbying other student groups. Mr. Vobora said that he thought that the opportunity to involve a Board member and continue to have Ms. Bloom Williams as the staff person at the table was a good one to bring in the upper level management at LCC. There was a good opportunity to make it happen this year, and having Board support at the table would be very positive. Mr. Vobora stated that the funding package in the way of a transportation fee that would fund upgrades and repairs to the parking lots as well as a transit pass was a good one. Ms. Hocken asked when a meeting would take place. Mr. Vobora thought the meeting would be organized in October. Ms. Hocken stated that she previously had been involved, so it was logical that she be involved at this point.

MONTHLY STAFF REPORTS: Ms. Hocken asked if the Board had any comments or questions about the monthly staff reports. Mr. Saydack asked about the delay in the new radio system. Transit Operations Manager Patricia Hansen stated that the vendor who was developing the software had delayed the process until December, then there were further delays at that end. A letter was sent by LTD to the vendor demanding a new project manager, and a formal response had not yet been received. At this point, it was expected that the new radios would be placed on the new buses, and that the revised implementation date was set for February.

ADJOURNMENT: There being no further business, Ms. Hocken adjourned the meeting at 8:58 p.m.


Board Secretary