

MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR BOARD MEETING/PUBLIC HEARING ON SERVICE

Wednesday, March 16, 2016

Pursuant to notice given to *The Register-Guard* for publication on March 9, 2015, and distributed to persons on the mailing list of the District, the Board of Directors of the Lane Transit District held a regular board meeting/public hearing on service on Wednesday, March 16, 2016, beginning at 5:30 p.m., at the Eugene Public Library, Bascom-Tykeson Room, 100 W. 10th Avenue, Eugene, Oregon.

Present: Gary Wildish, President
Carl Yeh, Vice President
Ed Necker, Treasurer
Gary Gillespie
Don Nordin

A.J. Jackson, General Manager
Jeanne Schapper, Clerk of the Board
Lynn Taylor, Minutes Recorder

Absent: Julie Grossman, Secretary
Angelynn Pierce

CALL TO ORDER/ROLL CALL: Mr. Wildish called the meeting of the Lane Transit District (LTD) Board of Directors to order and called the roll.

PRELIMINARY REMARKS BY BOARD PRESIDENT: Mr. Wildish thanked all those present for attending the meeting and welcomed the public to the hearing.

COMMENTS FROM THE GENERAL MANAGER: Ms. Jackson announced that LTD was recognized by the Cascade Chapter of the American Society of Safety Engineers and received two awards. The first award was given to LTD for its safety and health program that resulted in a 47 percent reduction of workers compensation premiums. The second award went to Risk Manager David Lindelien, who was recognized as the Safety Professional of the Year. Ms. Jackson said that she was impressed with LTD's holistic approach to employee safety, both at work and at home. She thanked Mr. Lindelien for a job well done.

ANNOUNCEMENTS AND ADDITIONS TO THE AGENDA: Planning and Development Manager Tom Schwetz said that the Main Street/McVay project's Governance Team, which is composed of Springfield's mayor and one city councilor, two LTD Board members, and Oregon Department of Transportation's (ODOT) Area 5 manager, decided on the options to be considered in the Main Street-McVay study. Mailings would be sent to all residents and business and property owners adjacent to the corridors informing them about the decisions and providing information on the possible impact of improvements in their vicinity; the mailings would be followed up with meetings. He explained that staff would provide talking points to LTD Board members and Springfield city councilors so that everyone would have the same information when asked about the project.

BOARD CALENDARS: Ms. Jackson briefly reviewed coming Board activities.

PUBLIC HEARING: 2016 ANNUAL ROUTE REVIEW (ARR):

Staff Presentation: Service Planner Tim Simon presented an overview of the 2016 ARR and draft recommendations. He highlighted the recommendations intended to increase frequency and productivity along key corridors, improve Sunday service, and improve reliability through route realignment. He said that many of the changes were designed to attract new riders and provide better neighborhood support in some areas. He said that the changes were based on results of a robust public outreach campaign, operator feedback, LTD's Long-Range Transit Plan, and LTD's Long-Range Financial Plan.

Public Hearing: Mr. Wildish explained the procedures for providing testimony and opened the public hearing.

Gary Rodgers, Coburg, said that he was a long-time Coburg resident, bus rider, and Serenity Lane alumnus. He asked that LTD consider additional service to Coburg because of recent development in the area, including the opening of the Serenity Lane campus and expansion of the industrial park. He said that growth in the Coburg area had increased the demand for service, particularly during the middle of the day. He applauded the decision to increase service on Route 12 when the Veterans Administration clinic opened and reminded the Board that Serenity Lane also was a hospital dedicated to helping people. He urged consideration of adding mid-day service to the Coburg area on Route 96.

Cliff Gray, Eugene, representing Trainsong Neighbors, spoke about access to Highway 99 and EmX. He distributed a handout to Board members that illustrated various options for the Highway 99 corridor, and he pointed out a proposed pedestrian and bicycle bridge that would provide that access. He said that in the meantime, an alternative was to allow residents better access to bus stops as the current average walk to a stop was a half mile. He proposed changing Route 40 by adding a short loop into the neighborhood, which would greatly aid access for elderly and disabled riders.

Paul Blaylock, Eugene, said that he agreed with the recommendations presented by Mr. Simon, but he suggested that Route 40 Echo Hollow Saturday service be moved from 30 minutes after the hour to 20 minutes after the hour. He said that the bus often ran late on the inbound and his suggestion would allow enough leeway for riders to make connections.

Jozef Siekiel-Zdzienicki, Eugene, representing Our Money, Our Transit (OMOT) distributed a copy of an e-mail from Bob Macherione to Board members. He said that the e-mail was asking for more bus service on Route 96, particularly to low-income housing on Brewer Avenue. He said that Mr. Macherione had been making the same request for years. He agreed with previous speakers about the need to provide service to low-income residents.

Judy Morse, Eugene, spoke to the need for service to Florence. She reminded the Board that there was good support for a Florence route, and she said that she was willing to assist in supporting the route and promoting it to Florence residents.

Debbie Aitkenhead, Eugene, said that she had recently moved from California, and she very much appreciated the area's excellent transit service. She said that she felt it would be helpful to expand Sunday service to later at night. She said that the current Sunday

schedule, with buses running every hour and a majority of buses leaving the station at 30 minutes after, made it difficult to make connections. She added that she also hoped to see more stops with benches along Coburg Road.

Gil Huland, Eugene, said that he was pleased to hear about consideration of a cross-town connector route. He said that he hoped to see a cross-town connector that would also extend to the River Road Station and somewhere in the Echo Hollow-Barger Avenue area so that it would be possible to cross town without coming into the Eugene Station.

Joseph Mincey, Eugene, expressed concern that the homeless population was excluded from LTD's system. He related an incident that resulted in him losing his composure and being thrown off the bus. He said that the process for being reinstated as a rider was byzantine, and he hoped that LTD would make efforts to not marginalize some citizens.

Mr. Wildish determined there was no one else wishing to speak and closed the hearing.

Board Comments and Questions: Mr. Wildish called for questions from the Board.

Mr. Gillespie asked about the impacts on Route 40 of implementing the schedule changes suggested by Mr. Gray. Mr. Simon said that it would have an impact on the run time of a route that already had challenges with timeliness because of the train tracks in that location. He said that staff had contacted Union Pacific, which was willing to work with LTD to avoid blocking the route for longer than ten minutes.

Mr. Yeh asked why there was a demand for more service on Sundays. Mr. Simon said that people were used to the pattern of service on Saturday and wanted to see that same level of service on Sunday. Also, many people had weekend jobs and required the same transportation on both days of the weekend. He said that the 2017 ARR process could explore that issue in greater detail.

Mr. Nordin asked when the 2017 ARR process would begin. Mr. Simon said that the new process collected information on service throughout the year so that people could provide input on possible service changes at any time. He said that information collected in past ARR surveys also was used. He noted that staff were recommending adding two trips to Route 96, but had not decided where they would be placed in the schedule. Once the 2016 ARR recommendations were approved by the Board, staff would research the best placement of those trips, including interviewing clients and staff at Serenity Lane.

Mr. Gillespie commented that many of Serenity Lane's clients may have suspended driver's licenses, and that could influence the level of service on that route.

EMPLOYEE OF THE MONTH — APRIL 2016: The Board recognized Graphic Designer Karen Kirchhoff as the April Employee of the Month. Mr. Wildish presented Ms. Kirchhoff with her award and thanked her for her outstanding service and dedication to LTD's mission. Ms. Kirchhoff thanked the Board for her award and acknowledged the rest of the Marketing and Communications Team. She thanked LTD for the opportunities she had been given to be innovative and support services to the community, particularly vulnerable populations. She also thanked her family, especially her son Charlie.

AUDIENCE PARTICIPATION: Mr. Wildish explained the procedures for providing testimony to the Board.

Cliff Gray, Eugene, said that EmX might be in trouble because the Jefferson-Westside neighbors had rejected routing along 11th and 13th avenues. He asked if that would impact plans for the corridor.

Mr. Wildish said that staff would contact Mr. Gray to discuss that issue.

Sandy Coffin, Springfield, said that she was a user of LTD services and a volunteer leader for AARP Oregon. On behalf of the 50,000 AARP members in Lane County, she thanked the Board for its commitment to reliable and safe public transportation and urged members to take the next step by adopting a Vision Zero resolution. She said that 50 percent of people over 50 years of age said they would be unable to live in their current neighborhoods if they were unable to drive. The role of transit in helping older people and those with disabilities to remain active, independent, and engaged members of the community could not be emphasized enough. She said that older adults were disproportionately impacted by a lack of safe streets. LTD was a powerful force for safe transportation. She said that adoption of a Vision Zero resolution would help make the transportation system safer for all users.

Sue Wolling, Eugene, a nurse at RiverBend Hospital, said that she witnessed daily the toll that obesity took on society, and she was involved in teaching children about healthy lifestyles. She said that children were unfamiliar with the rules of traffic and could not judge dangers when crossing streets. It was essential to keep them safe while they learned. She said that she supported Vision Zero and its goal of learning why accidents happened and how they could be prevented, thereby making fatalities on the streets as rare as airplane crashes. She urged the Board to adopt Vision Zero and make streets safer for everyone.

Marina Hajek, Eugene, said that her son had been killed nine years ago by a speeding driver on Bailey Hill Road because the infrastructure encouraged dangerous behavior. She was gratified with the community's support for changes to improve safety for all users, particularly children. She said that the Board's consideration of a Vision Zero policy demonstrated that it was looking toward safety for all road users. She urged adoption of the resolution and thanked LTD for the services it provided to the community.

Joshua Skov, Eugene, EmX Steering Committee member and former board member of Better Eugene-Springfield Transit (BEST), congratulated LTD on receiving the health and safety awards. He spoke to the need to be clear to the community about the reason for adopting a Vision Zero resolution. He cautioned that Vision Zero was not only about bike and pedestrian safety; it met widely held community goals such as safety for all transportation system users, especially the elderly and children; access and opportunity for transit-dependent populations; and access to healthy transportation options. He said that Vision Zero addressed the basic human rationale of health, safety, and access for everyone; and that should be the primary focus in discussions with the community.

Alexis Biddle, Eugene, EmX Steering Committee member, urged the Board to adopt Vision Zero. He said that traffic fatalities were one of the major causes of death for young people. Vision Zero was a policy that would help focus awareness on making decisions that were safer for the community. He said that he appreciated the Board's work on behalf of the community.

Jozef Siekiel-Zdzienicki, Eugene, stated that he had been in construction for 45 years and when he made a mistake, he paid for it. He referred to a recent newspaper article about issues with handicap ramps along the West Eugene EmX route. He said that clients and taxpayers should not be asked to pay for that mistake.

Rob Zako, Eugene, representing BEST, distributed two handouts to the Board: 1) a memorandum from BEST dated March 16, 2016, supporting Vision Zero, and a pledge to behave safely and responsibly on public streets containing a petition urging the Eugene City Council to adopt a Vision Zero resolution that was signed by a number of residents. He stated that the petition had been signed by community members throughout the region. He said that he was not aware of any other transit agency in the United States that had adopted Vision Zero, and LTD's adoption would receive national recognition. He said that it was important that LTD be clear about the reasons it was adopting Vision Zero. He asked that public input remain open for another week so that BEST could work with LTD staff to craft language that would clarify the Board's intent.

Charles Durbin, Eugene, stated that he had been a Eugene resident for 62 years and a long-time LTD rider. He asked the Board to reconsider the policy regarding access to restrooms at the Eugene and Springfield stations, which were currently closed at 7:00 p.m. He said that closing of the restrooms placed the burden of providing restroom access on neighbors of the LTD facilities. He said that lack of access to a bathroom could contribute to health problems or result in citations for men who were forced to relieve themselves in public. He said that there was strong support among riders for leaving restrooms open later in the evening.

Paul Blaylock, Eugene, spoke in favor of bus service to Florence. He said that the current service was private and very expensive.

Judy Morse, Eugene, expressed surprise that the restrooms at bus stations did not remain open until bus service had ended at night.

Stephen Baker, Eugene, a member of the Eugene Planning Commission, suggested leaving the public comment period open longer in order to receive additional written comments from the public.

Mr. Gillespie commented that the Eugene Library Information Desk had a map and listing of portable public restrooms in downtown that were open later in the evening after businesses had closed.

ITEMS FOR ACTION AT THIS MEETING:

MOTION **Consent Calendar:** Mr. Yeh moved adoption of the following resolution: LTD Resolution No. 2016-004: It is hereby resolved that the Consent Calendar for March 16, 2016, is approved as presented. Mr. Gillespie provided the second. The Consent Calendar consisted of the Minutes of the February 17, 2016, Regular Board Meeting and the nomination of Jennifer Smith to the LTD Budget Committee.

VOTE The resolution was approved as follows:

AYES: Gillespie, Necker, Nordin, Wildish, Yeh (5)
NAYS: None
ABSTENTIONS: None
EXCUSED: Grossman, Pierce (2)

General Manager Pro Tempore: Ms. Jackson clarified that the Board had approved the resolution last year; the current action would remove the title of a position that had been vacated.

MOTION Mr. Gillespie moved approval of Resolution No. 2016-005, Designating General Manager Pro Tempore. Mr. Yeh provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Necker, Nordin, Wildish, Yeh (5)
NAYS: None
ABSTENTIONS: None
EXCUSED: Grossman, Pierce (2)

Capital Improvements Program (CIP) Amendment for Santa Clara Property Land Use Planning Services: Mr. Schwetz said that the amendment to the CIP would allow LTD to work through a series of extensive land use applications and site design on the property to prepare it for ground-breaking. He said that the project did not involve construction but would enable LTD to proceed with development of the site.

Mr. Nordin asked if the planning effort would involve preparation for solar energy collection. Mr. Schwetz replied that the initial planning activities would not involve that level of detail, but solar collection was open to consideration in later stages.

MOTION Mr. Yeh moved approval of the following resolution: Resolution No. 2016-006: Be it resolved that the Lane Transit District Board of Directors approves an amendment to the Fiscal Year 2015-16 Capital Improvement Program (CIP) to program \$265,500 into the current fiscal year (2015-2016) to enable work to begin on land use planning applications and site design for the recently purchased Santa Clara property located on River Road between Hunsaker Lane and Green Lane. Mr. Necker provided the second.

Mr. Wildish observed that LTD was not in the development business but had to go through the planned unit development process in order to develop its portion of the property.

VOTE The resolution was approved as follows:
AYES: Gillespie, Necker, Nordin, Wildish, Yeh (5)
NAYS: None
ABSTENTIONS: None
EXCUSED: Grossman, Pierce (2)

ITEMS FOR INFORMATION AT THIS MEETING:

Board Member Reports: There were no comments or questions.

Mr. Necker noted that the March Accessible Transportation Committee meeting had been canceled.

Draft Resolution Supporting Vision Zero: Mr. Schwetz said that the resolution was the culmination of discussions by the EmX Steering Committee and LTD Board. He said that the Board did not need to act upon the resolution immediately and could postpone adoption as suggested by speakers earlier in the meeting in order to modify the language.

Mr. Yeh thanked Ms. Jackson and staff for preparing the resolution, and he thanked the community for providing input. He said that he agreed with delaying adoption in order to incorporate suggestions from speakers.

Mr. Gillespie concurred with strengthening the resolution language.

Mr. Wildish said that he appreciated the comments from the public, and he was pleased to accept additional suggestions to modify the language for the Board's consideration at its April meeting.

Ms. Jackson said that Mr. Schwetz would follow up on the Board's request to incorporate suggestions from the public.

2015 Origin and Destination (O&D) Survey Results: Mr. Schwetz said that the survey was designed to identify where passengers were boarding the bus and disembarking, in addition to identifying characteristics of riders and why they used transit.

Selena Barlow of Transit Marketing, LLC, said that the O&D surveys had been conducted for a number of years by LTD. She reviewed the administration methodology, sample size, and response rate. An executive summary of the data collected was included in the agenda packet. She said that the information would be used by LTD staff throughout the year for route-by-route analysis.

Ms. Barlow used a slide presentation to show the rider profile data collected in the following categories: frequency of use, transit dependence, age, income, employment/student status, trip purpose, transferring, mode to/from bus stop, trip origin and destination, need for assistance, and fare media used. She compared the 2015 data with previous years and with data from other transit agencies. She said that the 2015 O&D survey also collected data on modes of communication used by riders and rider satisfaction with LTD service in a variety of categories.

Ms. Barlow added that EmX riders were generally like fixed-route users but somewhat more likely to drive to the bus stop, be commuters to work, use one bus, and pay with an employer pass. She said that while administering the paper survey, surveyors also piloted the use of tablets for future surveys. She said that tablets would greatly increase the quality of data collected but could introduce some potential bias with some riders unwilling to participate. She said that it was possible a hybrid approach could be used in the future.

American Bus Benchmarking Group (ABBG) Update: Director of Operations and Customer Satisfaction Mark Johnson introduced Mark Trompet and Lindsey Morse from the Imperial College, managers of the ABBG process, to make the presentation.

Mr. Trompet said that the 19-member ABBG began five years ago and included transit agencies from around the world. He explained that benchmarking was intended to facilitate an exchange of information and technical assistance among member agencies to aid in identifying and resolving operational issues and improving performance. He stressed that while information was freely shared among members, it was confidential; and results presented outside the group were normalized so that other agencies could not be identified. He used a slide presentation to compare data across agencies in the areas of passenger density, fleet composition, and propulsion. He explained the ABBG peer communication processes, access to data, and discussion forum. He said that a member could ask a question and receive responses from other members, often saving the cost of consultants.

Ms. Morse used a series of slides to show LTD's performance compared with its peers in a variety of fixed-route categories, including provision of static passenger information, on-time performance, average bus load, seat/capacity utilization, cost effectiveness, capital investment per passenger mile, operating costs, cost recovery, and vehicle collision rate. She said that LTD compared very favorably in almost all categories and was highly ranked in all key performance measures.

Mr. Nordin left the meeting at 7:40 p.m.

Mr. Gillespie asked if data was collected on the use of alternative payment methods, such as smart phones, across the ABBG group. Ms. Morse said that information was not collected as an indicator, but it was shared among members.

Monthly Financial Report: There were no comments or questions.

Monthly Engagement Reports: There were no comments or questions.

Monthly Performance Reports: There were no comments or questions.

Monthly Grants Report: There were no questions or comments.

Monthly Department Reports: There were no questions or comments.

ADJOURNMENT: Mr. Wildish adjourned the meeting at 7:52 p.m.

LANE TRANSIT DISTRICT:

ATTEST:

Julie Grossman
Board Secretary

Jeanne Schapper
Clerk of the Board

Date Approved: _____