

MINUTES OF BOARD SERVICE COMMITTEE

LANE TRANSIT DISTRICT

Friday, February 9, 2011

Pursuant to notice given to *The Register-Guard* for publication on February 6, 2011, and distributed to persons on the mailing list of the District, the Board Service Committee of the Lane Transit District held a meeting on Wednesday, February 9, 2011, beginning at 1 p.m. in the LTD Board Room at 3500 East 17th Avenue, Eugene.

Present: Greg Evans
Ed Necker
Doris Towery
Andy Vobora, Director of Service Planning, Accessibility, and Marketing
Will Mueller, Service Planning Manager
Heather Lindsay, Service Planner
Ken Augustson, Service Planner
Terry Parker, Accessible Services Manager
Angie Sifuentez, Public Relations Specialist
Cosette Rees, Public Relations Specialist,
Eileen Mugglewortz, Minutes Recorder

The group briefly discussed the WEEE open house and public hearing that was held on Tuesday, February 8, about the preliminary recommendation and upcoming meetings of the Joint LPA Committee. Mr. Vobora told the group that the public hearing and comments would be posted by Friday, February 12, 2011. Mr. Necker reported that the testimony brought 18 people in favor and 22 people against the project. He added that at one point one attendee asked those who were opposed to the project to please stand, and almost the entire room stood. Mr. Vobora stated that he felt the numbers were a little different than Ed's numbers and the official numbers will be available, but he added that those for and against the project was very balanced. Ms. Towery stated that it is unfortunate that those who are for the project have a tendency to not come out to show support. Mr. Vobora added that it was good rounded testimony from people who use the systems, students, business owners, property owners, institutions, etc. Ms. Sifuentez stated that many folks offering testimony seemed to get off on other topics rather than speaking only to the project, i.e., asking to move the money for WEEE to the schools.

I. CALL TO ORDER

Mr. Necker called the meeting of the Lane Transit District (LTD) Board Service Committee to order.

II. ROLL CALL

Mr. Necker called the roll. He and Doris Towery were present. Mr. Evans was not present at the start of the meeting.

III. APPROVAL OF MINUTES

Mr. Necker moved to approve the minutes as presented. Ms. Towery seconded the motion and the minutes of the February 12, 2010, meeting were unanimously approved (2:0).

IV. REVIEW OF 2010-11 SERVICE CHANGES and THE EFFECTS

Mr. Vobora reviewed the phased-in service cuts and adjustments that took place between last June, September 2010, and January 2011 that were in conjunction with the implementation of Gateway EmX service. He reported on the impact of these changes and the effects of riders. He distributed a handout that summarized the service changes made.

Breeze: The public reacted to the deletion of this popular route, but EmX has been able to absorb this service over the course of time and has increased between 10-11 percent before the addition of Gateway EmX service.

Andy reminded the group that staff's strategy around the service changes was to not duplicate service along the corridors, which included combining services. This change shows this strategy and ridership has been continually increasing.

3x River Road Station: There have been increases along River Road due to frequency changes and the deletion of route 3x. Adding articulated buses to this route has helped accommodate the increased loads. Mr. Necker stated that there are problems with the limited wheelchair bays. Mr. Vobora stated that staff are keeping a good eye on the effects on customers on wheelchairs. It is a challenge about how to address this issue. Staff acknowledged that there has to be a plan as to how to address the problem, and it was noted that it worked on EmX's ability to accommodate wheelchairs is because of frequency. There also is renewed interest in the route 3x from Sacred Hospital/University personnel. It is a new experience for people to be packed into buses during commute times. Customers want to see route 3x return, which LTD would like to do if there was money. Staff have talked with SHMC personnel about them buying some service that could provide for route 3x; however, everyone's budgets are tight. Initial discussions have at least begun.

Mr. Necker asked when the remodel would be completed at University District Sacred Heart. Mr. Vobora stated that the project has not gone out to bid yet, so it could be 2-3 years.

400-Series Routes. Mr. Vobora stated that there has been an increase on regular routes to accommodate the deletion of the school service. He noted that the changes to school service has impacted the route 51 service to North Eugene and Madison Middle School. Will noted that a 52 p.m. trip has been added for winter bid to help address the most crowded trips.

25 Amazon. Route 28 became a seven-day-a-week route when route 25 was eliminated. With a longer span of service to cover the corridor along east and west Amazon. Productivity is up significantly from 40 boardings per revenue hour to 63 boardings per revenue hour. The new service is being well used. An early morning inbound trip was not added that had been well used on route 25 by 7-8 people who work at the library. Staff believe that this was an oversight; staff had wanted to make sure that the span of service remained pretty much intact. The earliest arrival at the Eugene Station is now at 7:30 a.m., which for some is too late. So staff are planning to add an earlier trip back in to this service.

Mr. Necker asked about route 66 inbound doing old route after 7 p.m. Asked if there had been any comments about starting this service earlier. If people from YaPoAh are cognizant of route 1 operating only once per hour. Will stated that there are three trips per hour on the new routing of route 12 that just changed on January 9. Mr. Vobora stated that there have been positive comments about the changes at several meetings with Ya-Po-Ah residents. Ms. Towery noted that there had been a great deal of public testimony from Ya-Po-Ah residents about proposed service changes in their area.

Mr. Vobora also discussed service changes to route 24, which not covers up to Fox Hollow and Donald and connects into the Eugene Station. Productivity went from 52 to 60 boardings per

revenue hour. Andy stated that all over the system people are continuing to ride the bus even at the lower levels of service.

30 Bertelsen. Mr. Vobora told the group that there has been a lot of discussion from folks about West Eugene EmX and the removal of route 30 on Bertelsen. They don't seem to acknowledge that route 76 was added in to cover the service change, although Andy noted that it was not the same service span or available nights or weekends.

Route 30 used to have 2200 boardings per week (7 days). Since the route was deleted, it was assumed that riders would catch other routes that are still operating in the area. He added that route 36 boardings were up 1,000 boardings per week, probably from route 30 riders. Productivity went up from 55 to 63. Route 43 also covers the area that was covered by route 30 and the ridership went up by 700 per week; productivity increased from 50 to 59. Route 76 also covers part of this area and ridership went up 155 boardings per week, and productivity went from 52 to 57. Staff noted that boardings decreased by approximately 300.

60 Cal Young. Andy stated that this route was deleted in the Ferry Street Bridge area and noted some concerns about a gap in the middle of the system (two morning trips were deleted) and lower productivity. Terry was asked to talk with RideSource to see if there had been an increase in RideSource trips if there were seniors or customers with disabilities. Terry reported that there was an individual who had used RideSource who was a capable bus user but there was a barrier at the stop that necessitated using RideSource. Terry noted that there were 570 ADA customers in this eight-month period; only 300 actually use the service. Of those, only 16 are in the neighborhood and there is no way to determine if there did use the bus service before; however, it would be possible to look into it. Terry noted that on RideSource you have the ability to determine where and when they are riding because you have their personal information; it is not possible on the fixed-route service. There are 7 people who use RideSource service (and use it intensively—250 trips), and even though there are eligible, they may not have used fixed route service. During the eight-month period, the cost was \$6300. To put it in perspective of the cost of route 60, the cost was \$56,000. Terry noted that it does remind you to make the analysis when you see the cuts occur. Mr. Towery mentioned that during the service cut evaluations, the group had discussed whether the cost of RideSource trips would be driven up for customers needing to now access its service. Terry stated that the deletion of route 60 showed a neighborhood impacted; usually you don't see it so dramatically. Ms. Towery stated that this was part of the information that had been requested before reductions were made so that the Board could see where the high areas of elderly, low income and disabled customers were located and how the changes would impact them. Andy stated that staff will continue to monitor the area and possibly do a phone survey. Mr. Parker also stated that it would be possible to look up their eligibility, as well. Andy added that staff will follow up with Terry about the overall increase on RideSource applications is to plot the locations and look at where they are in the city adjacent to bus service and service that was deleted. Mr. Necker asked if it were possible to get a geographic overlay; Terry stated that we have their addresses and phone numbers. She added that it is a very proactive outreach process that looks for assessments, so the numbers are pretty high. The outreach goal is to be proactive in letting people know what services are available to them. Ms. Towery asked about the numbers and the increase in the number of applications. In the same timeframe, Senior and Disabled Services had an \$800,000 grant to do phone call center and one-on-one counseling with seniors and customers with disabilities. She felt that part of the spike that we are seeing is because we now have more services and outreach available to them. This is something to look into and discuss with Senior & Disabled Services (SDS). Mr. Parker told the group that staff are very connected with SDS and added that another issue to evaluate is whether everyone is fully eligible or conditionally eligible; the decision making needs to be much tighter than it used to be about whether a person makes a trip on RideSource or on fixed route if they are able. Staff are working with SDS, and Accessible Services staff review every application that is done by SDS because the program is so new.

Mr. Mueller gave an example that customer Marian Walter now has to walk a greater distance now that mid-day service is gone on route 27. It is a very long walk in order to access EmX, so he advised her to apply for RideSource services. He added that there must be other customers who are in the same situation.

Mr. Necker told the group that when he worked at RideSource, when rides were accepted for a conditional rider was a gray area; He asked what the call center's procedure was on these types of calls. Ms. Parker stated that it was a project that staff had been working on for the past year and LTD's IT specialist is working on an automated process so that the call takers can have more specific information about customers' conditions. It is being beta tested now. Currently all the information is in a database that needs to be accessed and the call center personnel do not see it as easily; however, it is much better defined in terms of when you ride the bus and when you use RideSource.

Greg Evans entered the meeting.

No Service on Holidays. There now is no service on holidays and there aren't many options for people. Mr. Vobora stated that there had been complaints. He added that the group would talk later in the meeting about coming out of the recession and review the eight-year financial plan. It does not reflect any increases, so how would the District make adjustments if we come out of the recession soon^{er} and what are priorities for the Board and staff to be looking at in determining etc.

Route 12. In the January bid, the service was truncated and less frequency, but articulated buses were added to many of the trips. It seems to be working as far as capacity. There has been customer input requesting additional service. Mr. Vobora spoke to the issue mentioned by Mr. Necker and that was the reduction in the number of wheelchair bays available with the cut in frequency. There is EmX service available if they would like to ride that service, and Will stated that there has not been a substantial increase in wheelchair overloads on route 12.

Route 13 Centennial. Mr. Vobora reported that the route was streamlined; there were running time issues so the route was truncated to turn round at the Springfield Mall area and not make the connection to Springfield Station, which was a concern for customers. It appears, however, that by the schedule adherence information, the route could operate according to its published schedule.

Mr. Evans stated that he knew that budget issues spills over and affects other parts of the system. What other points in service is it necessary to look at using another bus or adding another trip at a particular time of day that strains resources. Mr. Mueller stated that a lot of time had been added to a lot of trips on routes 51 and 52 (We typically are not operating trippers anymore.) have

V. SERVICE PROVISION STRATEGY GOING FORWARDED-NEAR TERM

VI. POSSIBLE SERVICE POLICY CHANGES UNDER STAFF CONSIDERATION

V. ADJOURNMENT

Mr. Evans adjourned the meeting at 11:44 a.m.

(Recorded by Kimberly Young, City of Eugene)

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