

MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR BOARD MEETING

Wednesday, June 17, 2015

Pursuant to notice given to *The Register-Guard* for publication on June 11, 2014, 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 on Wednesday, June 17, 2015, beginning at 5:30 p.m., at the LTD Board Room, 3500 E. 17th Avenue, Eugene, Oregon.

Present: Gary Wildish, President
Carl Yeh, Vice President
Julie Grossman, Secretary
Ed Necker, Treasurer
Gary Gillespie
Don Nordin
Angelynn Pierce

Ron Kilcoyne, General Manager
Jeanne Schapper, Clerk of the Board
Lynn Taylor, Minutes Recorder

CALL TO ORDER/ROLL CALL: Mr. Wildish convened the meeting at 5:35 p.m. and called the roll.

PRELIMINARY REMARKS BY BOARD PRESIDENT: Mr. Wildish welcomed LTD's new Board member Don Nordin to his first Board of Directors meeting. He added that the current issue of the Eugene Chamber of Commerce's *Open for Business* magazine highlighted LTD's activities and current projects.

COMMENTS FROM THE GENERAL MANAGER: Mr. Kilcoyne began with remarks concerning Vision Zero, a program that began in Sweden and spread to the United States. He explained that the program has a goal that no loss of life is acceptable with respect to traffic accidents. He said that the legislature is currently considering Vision Zero legislation, and that Portland is adopting a Vision Zero program. He said that he hoped that LTD could work with its partners in Eugene and Springfield to promote a local program.

ANNOUNCEMENTS AND ADDITIONS TO THE AGENDA: None.

BOARD CALENDARS: Mr. Kilcoyne reviewed the coming Board meetings and other scheduled events.

EMPLOYEES OF THE MONTHS — JUNE AND JULY 2015: The Board recognized Accounting Technician Delores Donis as the June Employee of the Month and Bus Operator Cino Faulds as the July Employee of the Month. Mr. Wildish presented both with their awards and thanked them for their outstanding service and dedication to LTD's mission. Ms. Donis and Mr. Faulds thanked the Board for their awards.

Mr. Gillespie commented that he had recently visited the Customer Service Center; and for two hours, he observed customer service representatives working with patrons, drivers, the public, and the community. He said that he was very impressed with the amount of work they did, their excellent explanations of policies and procedures, and how they went out of their way to help people. He expressed that he was appreciative of the opportunity to watch employees in action.

EXECUTIVE (NON-PUBLIC SESSION): Mr. Wildish announced that the Board would now meet in executive session pursuant to ORS 192.660(2)(e), to conduct deliberations with persons designated by the governing body to negotiate real property transactions.

MOTION Mr. Necker moved that the LTD Board of Directors meet in Executive Session pursuant to ORS 192.660(2)(e), to conduct deliberations with persons designated by the governing body to negotiate real property transactions; Mr. Gillespie provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

The Board entered executive session at 5:50 p.m. LTD staff also present for the executive session were Director of Customer Services and Planning Andy Vobora, Service Planning Manager Tom Schwetz, Director of Administrative Services Roland Hoskins, Human Relations Manager David Collier, Director of Operations and Customer Satisfaction Mark Johnson, Internal Auditor Cheryl Munkus, CFO Todd Lipkin, Controller Tom Schamber, and Government Relations Manager Edward McGlone. In addition, Mr. John Brown, Evans, Elder, and Brown; Mr. Rick Satre, Schirmer Satre Group; and Mr. Dwight Purdy, Thorp Purdy Jewett Urness & Wilkinson were present.

RETURN TO REGULAR (OPEN) SESSION: The Board returned to its regular meeting at 5:55 p.m.

AUDIENCE PARTICIPATION: Mr. Wildish explained the procedures for offering comments to the Board.

Judy Morse, Eugene, spoke to the Board regarding bus service to Florence. She said that she recognized that there were budget constraints, but she had spoken to many in the community who expressed support. She explained that she had previously shared her ideas for Florence service with Mr. Kilcoyne and hoped that a delegation could visit Florence and speak to business owners. She said that Florence currently had a small local bus service in town, and there also was a private transport company that charged a \$50 fare to travel

between Eugene and Florence. She said that many people were without cars and would appreciate having a public transit service to the coast.

Rob Zako, Eugene, representing Better Eugene-Springfield Transit (BEST), spoke to the Board about public health. He distributed a handout titled *Leading Causes of Death in Oregon by Age* and noted that for age categories between 15 and 54, road traffic accidents represented one of the leading causes of death. He said that traffic fatalities had become an epidemic and something needed to be done. He stated that it was a public health issue, not a political, transit, or bike/pedestrian issue. He commended the Vision Zero initiative and said that he hoped to see a coalition of public, non-profit, and private interests in the Eugene-Springfield community take on the concept that no traffic deaths were acceptable.

ITEMS FOR ACTION AT THIS MEETING:

MOTION Consent Calendar: Ms. Pierce moved that the Board adopt the following resolution: LTD Resolution No. 2015-022: It is hereby resolved that the Consent Calendar for June 17, 2015, is approved as presented. Mr. Yeh provided the second. The Consent Calendar consisted of:

- Minutes of the March 31, 2015, Special Board Meeting/Strategic Planning Work Session
- Minutes of the April 15, 2015, Regular Board Meeting
- Minutes of the May 7, 2015, Special Board Meeting/Strategic Planning Work Session
- Minutes of the May 11, 2015, Special Board Meeting/Strategic Planning Work Session
- LTD Resolution No. 2015-023 Reaffirming LTD's District Boundaries

VOTE The resolution was approved as follows:

AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)

NAYS: None

ABSTENTIONS: None

EXCUSED: None

Public Hearing and Approval: Fiscal Year 2014-2015 Supplemental Budget: Finance Manager Todd Lipkin stated that the supplemental budget was needed to account for an increase in the demand for Medicaid Non-Emergency Medical Transportation. The increase in demand was due to expanded eligibility for participants in the Oregon Health Plan.

In response to questions from Ms. Grossman and Mr. Gillespie, Mr. Lipkin said that this was the same issue discussed in prior monthly finance reports, and the matching funds were from contingency.

Mr. Wildish opened the public hearing. He determined there was no one wishing to speak and closed the hearing.

MOTION Mr. Necker moved approval of LTD Resolution No. 2015-024, which amends the LTD Fiscal Year 2014-2015 budget as represented in the resolution. Ms. Grossman provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

Public Hearing and Adoption: FY 2015-2016 Budget: Mr. Lipkin stated that the budget presented for adoption was the same budget approved by the Budget Committee in May, with the addition of \$250,000 to cover a pass-through arrangement with the City of Eugene for its SmartTrips program. He said that LTD and the City had jointly applied for a grant, and this would budget for the payments LTD will be making to the City of Eugene for their portion of the grant.

Mr. Wildish opened the public hearing. He determined there was no one wishing to speak and closed the hearing.

MOTION Mr. Necker moved approval of Resolution No. 2015-025, adopting the LTD Fiscal Year 2015-2016 approved budget as presented and appropriating \$180,602,400 as represented in the resolution. Ms. Grossman provided the second.

Mr. Lipkin pointed out that the budget also included appropriations for the West Eugene EmX Extension project and other projects.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

FY 2015-2016 LTD Road Map: Director of Customer Services and Planning Andy Vobora said that development of the new structure of the *Road Map*, LTD's strategic plan, was a two-year process involving employees and the Board. He said that there had been no changes to the plan since the Board's last review of the document. He explained that the newest section of the plan included performance outcomes that would be vetted through the TransitStat process internally to monitor and manage performance.

MOTION Mr. Yeh moved approval of Resolution No. 2015-026, a resolution to approve the Fiscal Year 2015-2016 Lane Transit District *Road Map* as presented. Mr. Nordin provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

Public Records Request Policy: Executive Office Manager/Clerk of the Board Jeanne Schapper stated that the governing body of the District must assure compliance with public meetings and records laws. She said that LTD reviewed policies periodically, and the launch of LTD's new website provided an opportunity to update this policy. She explained the

District's process of responding to requests for public records, and explained that the website made the process more user-friendly. She reviewed various aspects of the policy, noting that an appeals process in the event of a denial of disclosure was included. She introduced Dwight Purdy, LTD's legal counsel, who was available to respond to questions.

Mr. Nordin asked if public records were available on LTD's website. Ms. Schapper said that many of the most frequently requested records were available on the website; others not so easily accessible might require staff time to compile and prepare for dissemination. She noted that in that event, the requestor was charged for materials and staff time. She explained that occasionally a request for a very large number of documents was received and the requestor was given an estimate of the cost and an opportunity to reduce the scope of the request to lower the cost.

In response to a question from Mr. Gillespie, Mr. Purdy explained that a person could not receive personal information about an LTD employee or Board member, but e-mails and other records involving LTD business were subject to disclosure. He said that a request to verify the residency of a Board member in the district he or she represented would be considered by staff and legal counsel. He cautioned about the use of cell phones and other communication devices that were used for both personal and LTD business purposes. He said that generally the rule was that personal use would remain personal, but in some cases that line had not been clear.

Ms. Grossman asked if there were any aspects in LTD's policy that deviated from standard practices for public agencies. Mr. Purdy said that the policy was relatively boilerplate; the fee schedule might vary from agency to agency, based on actual costs. He said that including an appeals process was not typical in a policy. It was included in LTD's policy to give people recourse in the event of a denial without having to pursue a legal solution.

Mr. Purdy added that there were many bills before the legislature dealing with public records law and SB 1, which just passed, asked the secretary of state to audit public agencies and return to the legislature with recommendations.

MOTION Mr. Yeh moved that Resolution No. 2015-027 be read by title only. Mr. Gillespie provided the second.

VOTE The motion was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

Mr. Wildish read the title: **Resolution No. 2015-027, A Resolution Establishing a Public Records Policy and Setting Fees.**

MOTION Mr. Yeh moved the following resolution: Be it resolved that the LTD Board of Directors hereby adopts Lane Transit District Resolution No. 2015-027, a Resolution Establishing a Public Records Policy and Setting Fees. Mr. Necker provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)

NAYS: None
ABSTENTIONS: None
EXCUSED: None

River Road Corridor Property Purchase: Mr. Vobora submitted that the Board had discussed the matter in depth and asked if there were any further questions. Ms. Grossman concurred that the matter had been discussed in detail. As there was no further discussion, Mr. Vobora asked the Board to approve the resolution.

MOTION Ms. Pierce moved approval of the following resolution: LTD Resolution No. 2015-021: It is hereby resolved that the LTD Board of Directors directs the general manager to pursue purchase of property on which a new station can be developed to serve the River Road corridor. Mr. Nordin provided the second.

VOTE The resolution was approved as follows:
AYES: Gillespie, Grossman, Necker, Nordin, Pierce, Wildish, Yeh (7)
NAYS: None
ABSTENTIONS: None
EXCUSED: None

ITEMS FOR INFORMATION AT THIS MEETING:

Board Member Reports: Ms. Grossman said that she had attended a number of meetings around the community and reported that conversations about the Vision Zero concept were gaining momentum. She noted that the mayors of both Eugene and Springfield had recently signed on to the U.S. Department of Transportation Safe People/Safe Road initiative, which encompassed similar goals. She encouraged LTD to stay engaged and be a leader and not a reactor to the concept.

Mr. Gillespie expressed concern with the level of Disadvantaged Business Enterprises (DBEs) that were used by LTD. He asked the general manager, in cooperation with staff and perhaps other agencies, to consider conducting a workshop for DBEs to learn how to register as a DBE with public entities in the Eugene-Springfield area.

Ms. Grossman said that she and Ms. Pierce had participated in an American Public Transportation Association (APTA) conference call relating to crisis communications. She said that there were resources available to help understand how to manage situations so that they did not escalate.

Mr. Vobora said that LTD participated in a public information officer regional group, and crisis communications were often the topic. He said that he would share the District's crisis communication plan with the Board.

Mr. Wildish announced that the annual APTA conference for Board members was coming up in July.

General Manager Recruitment Update: Director of Administrative Services Roland Hoskins said that the executive search firm, KL2, was moving forward with the recruitment process. Staff had provided KL2 with all of the information collected from employee and community

interviews, and it would be consolidated and presented at the June 22 special Board meeting/workshop with members of the community. He said that following the workshop, KL2 would compile the results and present the recruitment criteria to the Board for adoption at the July 2 special meeting by conference call. He described the recruitment process and said the goal was to hire a new general manager by November 2015.

Mr. Gillespie asked how the interest and concerns of salaried staff were incorporated into the process. Mr. Hoskins said that all staff had been engaged in determining desirable leadership characteristics of a general manager. He described the meetings that were held to give all employees an opportunity to express their opinions. The final list of recruitment criteria would be shared with employees.

Safe Routes to Schools Program Report: Safe Routes to School (SRTS) Mapping Project Leader Ellen Currier said that the SRTS program promoted safe school transportation options. She said that the program worked with three coordinators in each of the school districts across the region. She explained that the SRTS programming included:

- Encouragement - Stipends were offered for any school wishing to participate in encouragement events. Twenty schools participated in fall and spring activities.
- Education - Bike and pedestrian safety courses were offered through the Eugene River House program. One thousand students participated in pedestrian safety, and a bit fewer participated in bike safety. These courses were supported with funds from the Jane Higdon Foundation. Willamalane would begin teaching courses in the spring of 2016, expanding program capacity.
- Evaluation - Staff were working with state leadership to develop common evaluation methods.
- Engineering and Infrastructure Improvements - School coordinators worked closely with the school districts, cities, and county staff to improve connectivity and safety. A bike parking assessment had been completed and was available to the public. It had been used successfully to raise donations for bike parking. A transportation growth management (TGM) grant had been completed; and if funds were awarded, the project would create infrastructure and facilities plans focused on multi-modal transportation that schools would adopt.
- Enforcement - Lack of funding for crossing guards prevents progress in this area. Staff continued to work with the state to obtain more funding and provide better training.

Ms. Currier said that staff were working on updating the regional plan--a large piece of which was incorporating equity in all aspects of the program.

Ms. Grossman asked how the education component provided by River House was delivered to students. Ms. Currier said that it was usually provided during physical education courses, with the exception of second grade pedestrian classes that were offered during regular school hours. She explained that delivery of the classes depended on teachers' willingness to participate.

Mr. Nordin asked if the SRTS program extended to exurb communities. Ms. Currier said that it does not at this time. She explained that the program was delivered to districts within the

Metropolitan Planning Organization (MPO) in Eugene, Springfield, and Bethel. She said that the program would be happy to expand to other areas if funding was available.

Mr. Gillespie asked how much funding would be required to provide crossing guard training. Ms. Currier noted that the cost varied by school district. She said that the state provided materials and school district employees were expected to provide the training; although funds were not available to pay for employee time. She said that an estimate of the cost to fully staff training throughout the region could be done.

Mr. Gillespie suggested that a funding request for staff training could be made to the Metropolitan Policy Committee (MPC). He said that crossing guard training was compatible with the concept of Vision Zero and transportation safety. Ms. Currier said she appreciated the suggestion, and commented that it was difficult to maintain the training program without a reliable funding source.

TransitStat Update: Director of Transit Operations Mark Johnson said that the TransitStat system emerged from a 1990s improvement process developed by the New York City Police Department. It had been adapted by other jurisdictions to suit their own internal improvement needs, including transit. LTD had adopted TransitStat one year ago, and it has taken some effort to get the process underway in the District. The system works such that staff teams propose an issue or problem as an improvement project. To date, three projects have been accepted:

1. Stand time – This involves operators on stand to cover work when people do not show up, so service is not disrupted. As stand time had been steadily increasing, the project established a goal of decreasing stand time by 200 hours per month. Stand time decreased almost 200 hours the first month; more than 200 hours the second month; and over the course of a year, more than 3,000 hours were saved. Statistics are reviewed monthly to monitor progress.
2. Road calls - as measured in miles between road calls. Typically that number averaged about 5,000 miles between road calls; and as a result of the project efforts, that number has increased to nearly 7,000.
3. Print/copy efficiencies - determine how many printers were actually needed and better manage the system. This project had just begun and data was being collected in order to make recommendations.

Mr. Nordin asked if employees were satisfied with the TransitStat program and committed to having it continue. Mr. Johnson explained that the teams were engaged in the process and pleased with the successes to date. He said that he needed to determine how to promote more project proposals. He explained that the program was intended to engage employees in improving their work environments, providing better customer services, and realizing efficiencies. Mr. Vobora added that all of the performance outcomes and metrics in the *Road Map* would be reported in TransitStat.

Ms. Grossman asked if the program was incentivized. Mr. Johnson said that a District-wide rewards program was being developed.

Mr. Wildish noted that the agenda packet included an efficiency report that contained information on improvement projects. He commended the stand time project that resulted in a savings of nearly a position and a half per year. He said that he was pleased that the

program provided employees with the opportunity for ownership of District performance and operations.

FY2016-2025 Capital Improvements Program (CIP) Administrative Amendments: Mr. Lipkin said that the administrative amendments were made to carry forward unspent funds from the current year for projects that were not completed and to program them within the CIP so that the budget adopted by the Board and the CIP were aligned.

In response to a question from Mr. Gillespie, Mr. Lipkin confirmed that Federal Transit Administration funds were expected to be received in August 2015.

Monthly Financial Report: Mr. Lipkin said that the report was similar to the last few months, but noted that while it appeared that payroll taxes were more than 99 percent of the budget, it was a result of receiving some taxes in April that would normally be paid in May. The impact of the \$672,000 take-back early in the fiscal year would again be reflected in the May financial report, with payroll taxes back to 96.9 percent. He said that once the May postings were completed, staff would provide a comparison of the current year to last year's payroll tax receipts, which he said would demonstrate continuing improvement of the economy.

Monthly Engagement Report: Mr. Vobora said that staff had been tracking the decline in ridership and identified some factors that could be involved. He said that the University of Oregon and Lane Community College enrollments were major factors, and ridership on the No. 12 and EmX had been affected by the Gateway Mall reconstruction. He speculated that the numbers were likely to rise when construction was completed and fall service improvements were implemented.

Monthly Performance Reports: There were no questions or comments.

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 7:17 p.m.

LANE TRANSIT DISTRICT:

ATTEST:

Julie Grossman
Board Secretary

Jeanne Schapper
Clerk of the Board