



LANE TRANSIT DISTRICT BOARD OF DIRECTORS COMPREHENSIVE & ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, October 19, 2021 1:00 p.m. – 3:00 p.m.

VIRTUAL MEETING

Zoom details for viewing and public participation provided on the web calendar at www.LTD.org.

Watch live (viewing only no participation) via: https://metrotv.ompnetwork.org/

AGENDA

Table with 4 columns: ITEM, Time, Page. Includes items like CALL TO ORDER, ROLL CALL, PRELIMINARY REMARKS FROM THE CHAIR, ANNOUNCEMENTS AND ADDITIONS TO AGENDA, and AUDIENCE PARTICIPATION.

Public Comment Note: This part of the agenda is reserved for members of the public to address the Committee on any issue. Please note the following instructions:

- 1. To indicate that you would like to provide testimony, please use the raise your hand button.
2. For those attending via phone only, press *9 on your phone to raise your hand.
3. When it is your time to speak, your name will be called.
4. Please state your name, city of residence, and who you are representing for the audio record.
5. Once you have provided testimony, your hand will be lowered. Please do not raise your hand again. Only one opportunity to speak is provided.
6. For those unable or not wanting to speak publicly, testimony may be provided via e-mail at clerk@ltd.org.
7. Public testimony is limited to three (3) minutes per community member. A timer will be displayed on the screen and will beep when the three (3) minutes is up.

VI. ITEMS FOR ACTION

V. ITEMS FOR BOARD RECOMMENDATION

VII. ITEMS FOR INFORMATION/DISCUSSION

- A. UPDATE ON FY22 SERVICE PLAN: *Materials Included* 1:25 p.m.
[Tom Schwetz]

Action Needed: None. Information Only

- B. FY22-24 STRATEGIC BUSINESS PLAN IMPLEMENTATION UPDATE: *Materials Included* 2:00 p.m.
[Kim Le]

Action Needed: None. Information Only

XI. FUTURE MEETING AGENDAS

Attached is a calendar of Action or Information items that will be included on the agenda for future meetings.

XII. ADJOURNMENT

2:40 p.m.

*To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).***Bicycles:** There are bicycle racks located by the front entrance to the customer service center at the Eugene Station.



AGENDA ITEM SUMMARY

DATE OF MEETING: October 19, 2021

ITEM TITLE: UPDATE ON FY22 SERVICE PLAN

PREPARED BY: Tom Schwetz, Director of Planning and Development

DIRECTOR: Mark Johnson, Interim General Manager

ACTION REQUESTED: None. Information Only

PURPOSE: To provide the CATC with an update on the recent fall service change.

ROLE: As an advisory committee to the Board of Directors, the committee's role in this instance is to obtain information for a future recommendation to the Board.

COMMITTEE COMMUNICATION: N/A

PUBLIC COMMUNICATION: N/A

STRATEGIC BUSINESS PLAN: The District's FY22-24 Strategic Business Plan has five strategic areas of focus. These include 1) Customer Satisfaction 2) Employee Engagement 3) Community Value 4) Financial Health 5) Sustainability. Each of these priorities has tactics, milestones, and performance measures to ensure achievability and accountability. All District projects and matters brought before the Board align with one of these five strategic areas of focus.

This agenda item aligns with the strategic area of: Customer Satisfaction, Community Value, and Sustainability

DESCRIPTION: LTD has faced several challenges to increasing service due to the inability to hire enough operators. Staff will provide an update on the service changes that went into effect on September 26, current ridership levels, and an update on hiring operators.

BACKGROUND: As the region begins to pivot toward a 'new normal', staff have been planning for the increase in service from current levels in a manner that anticipates the region's need for increased mobility. LTD has faced challenges in its ability to hire enough operators to increase service during FY 22. This difficulty in hiring operators led to a reconsideration of the scope and scale of service additions in FY 22.

Ridership increased at the beginning of September when middle and high schools went back into session. The fall service changes went into effect on Sunday, September 26, the day before classes started at the UO. Ridership data for the period following the service change indicates an even stronger increase in ridership. Overall, ridership has increased from approximately 12,000 weekday boardings at the end of August to 18,000 at the end of September, approximately a 50% increase.

A presentation will be provided to explain this topic in further detail.

CONSIDERATIONS: N/A

ALTERNATIVES: N/A

NEXT STEPS: N/A

SUPPORTING DOCUMENTATION: N/A

PROPOSED MOTION: N/A



AGENDA ITEM SUMMARY

DATE OF MEETING: October 19, 2021

ITEM TITLE: FY22-24 STRATEGIC BUSINESS PLAN IMPLEMENTATION UPDATE

PREPARED BY: Kim Le, Strategic Business Plan Implementation Coordinator

DIRECTOR: Mark Johnson, Interim General Manager

ACTION REQUESTED: None. Information Only

PURPOSE: To provide information on the FY22-24 Strategic Business Plan (SBP) rollout.

ROLE: As an advisory committee to the Board of Directors, the committee's role in this instance is to obtain information for a future recommendation to the Board.

COMMITTEE COMMUNICATION: This is the first time that the committee is receiving information about the FY22-24 Strategic Business Plan rollout. However, the committee did receive information about the SBP development process at its April and July 2021 meetings.

PUBLIC COMMUNICATION: This is the first communication to this committee.

STRATEGIC BUSINESS PLAN: The District's FY22-24 Strategic Business Plan has five strategic areas of focus. These include 1) Customer Satisfaction 2) Employee Engagement 3) Community Value 4) Financial Health 5) Sustainability. Each of these priorities has tactics, milestones, and performance measures to ensure achievability and accountability. All District projects and matters brought before the Board align with one of these five strategic areas of focus.

This agenda item aligns with the strategic area of: Community Value.

DESCRIPTION: The FY22-24 Strategic Business Plan guides Lane Transit District for the next three years with a focus and clear direction on the most important outcomes to deliver. It bridges LTD's mission, vision, and values to our day-to-day operations. The SBP implementation officially kicked off in October 2021 and will span into June 2024. There will be quarterly progress updates to the board to ensure that LTD is on our way to achieving success outcomes in the five strategic areas of focus.

BACKGROUND: The LTD board of directors adopted the SBP in July 2021. This meeting is to update the committee on staff preparation for plan implementation.

CONSIDERATIONS: N/A.

ALTERNATIVES: N/A.

NEXT STEPS: There will be quarterly progress updates to the board of directors. The first quarterly report for Q2 FY22 (October-December 2021) is anticipated to take place in February 2022.

SUPPORTING DOCUMENTATION:

- 1) FY22-24 SBP One-pager

PROPOSED MOTION: N/A.

2022-2024 Lane Transit District Strategic Business Plan

The Strategic Business Plan (SBP) focuses Lane Transit District on the most important outcomes to deliver. It bridges LTD's mission, vision, and values to our day-to-day operations.

MISSION: Connecting our community.

VISION: In all that we do, we are committed to creating a more connected, sustainable, and equitable community.

VALUES: Respect, Integrity, Innovation, Equity, Safety, Collaboration

For the next three years, LTD will focus our priorities on five strategic areas, each with measurable success outcome definitions as outlined below:

CUSTOMER SATISFACTION

Our goal is to deliver outstanding customer service that increases the willingness of our customers to recommend our services to others.



A Net Promoter Score of 55%.

EMPLOYEE ENGAGEMENT

Our goal is to attract and retain a high quality workforce through high levels of employee engagement.



An Employee Engagement Score of 65%*.

COMMUNITY VALUE

Our goal is to provide strong value to the community through the services we offer, whether or not they use our services directly.



Establishment of a baseline for the percentage of the community that believes we provide value and improve 5%.

FINANCIAL HEALTH

Our goal is to maintain LTD's strong financial position to sustain our operations for the future.



Achievement of 3-year rolling financial plan targets.

SUSTAINABILITY

Our goal is to do our part to preserve and protect the environment through a reduction in greenhouse gas emissions.



A reduction in Greenhouse Gas Emissions of 70%.

*The Employee Engagement Score will be a composite of three key indicators of engagement from the Employee Survey: understanding of how employee performance is linked to LTD's success, agreement that LTD leadership is invested in employee success, and agreement that employees are provided the tools needed to work successfully.



2022-2024 Lane Transit District Strategic Business Plan

Work Plan Tactics

Tactics are the major projects or work activities that we will undertake to succeed in each of the strategic areas of focus.

CUSTOMER SATISFACTION TACTICS

- Measure customer satisfaction – Fixed route
- Measure customer satisfaction – Paratransit
- Improve trip efficiencies & performance – RideSource
- Maintain on-time performance – Fixed route
- Conduct courtesy training for operations/public safety
- Enhance customer convenience
- Comprehensive operations analysis – RideSource
- Establish baseline analysis of equity of LTD services

EMPLOYEE ENGAGEMENT TACTICS

- Manage employee turnover
- Implement workforce diversity initiatives
- Conduct internal customer survey
- Conduct employee events
- Provide development opportunities
- IT process improvement
- Continuous improvement program
- IT task scheduling communication
- Succession planning

COMMUNITY VALUE TACTICS

- Conduct comprehensive operations analysis
- Create sustainable services stability fund
- Strengthen & streamline vendor & partner relations
- Ensure diversity equity inclusion participation in bidding opportunities
- IT disaster recovery & resiliency
- Communications: LTD as transportation leader
- Establish community partnerships for talent pipeline

FINANCIAL HEALTH TACTICS

- Develop IT hardware/software replacement plan
- Define financial forecasting model
- Assess & evaluate long-term financial stability
- Increase operational efficiency

SUSTAINABILITY TACTICS

- Electronic records management
- Fleet procurement plan
- Achieve sustainability certifications

Performance Metrics

Prioritizing what to measure enables us to produce results that matter towards achieving our goals.

CUSTOMER SATISFACTION METRICS

- Overall customer satisfaction
- Overall net promoter score
- Customer impression of on-time performance
- Actual on-time performance
- Customer impression of safety & security
- Accidents per 100,000 miles
- Customer impression of bus operator courtesy
- Bus operator complaints per 100,000 boardings

EMPLOYEE ENGAGEMENT METRICS

- Employee net promoter score
- Employees understand how their performance is linked to LTD's success
- Employees agree leadership is invested in their success
- Employees agree they are provided with the tools needed to work successfully
- Internal customer satisfaction

COMMUNITY VALUE METRICS

- Community perception of LTD value
- Community partner perception of LTD as trusted leader
- Access to frequent transit (total population)
- Access to frequent transit (minoritized population)

FINANCIAL HEALTH METRICS

- Operating cost per boarding
- Maintenance cost per mile
- Vehicle hours per labor hour

SUSTAINABILITY METRICS

- Greenhouse gas emission reduction
- Fleet transitioned to electric
- Renewable fuel consumption
- Overall ridership increase

For more information, visit:
www.ltd.org/strategic-business-plan



Comprehensive Accessible Transportation Committee Annual Working Agenda

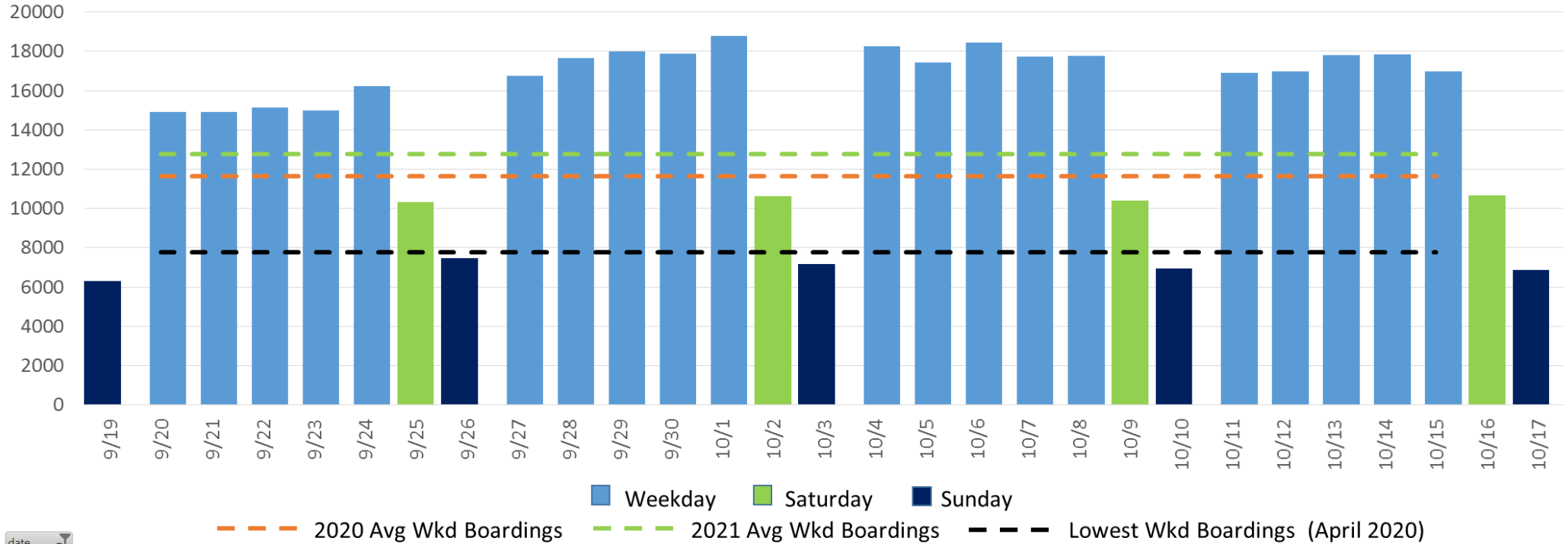
Topic	Notes	Presenter	Agenda Time
February 23, 2021 Materials Deadline: February 12			Time (minutes)
Items for action:			
Items for Board Recommendation			
Items for Information/Discussion:			
Securement System Options		Matt	15
Written Reports:			
		TOTAL TIME	15
April 15, 2021 Materials Deadline: April 5			Time (minutes)
Introductory Items			10
Items for Action			
Items for Board Recommendation			
Items for Information/Discussion:			
Summer Service Change		Heather Lindsey	20
Vehicle Procurement		Matt Imlach	10
Written Reports:			
		TOTAL TIME	40
July 20, 2021 Materials Deadline: July 6			Time (minutes)
Introductory Items			10
Items for Action			
Items for Board Recommendation			
Items for Information/Discussion:			
Strategic Business Plan		Kim Le	30
Service Change Update		Tom Schwetz	20
Written Reports:			



Comprehensive Accessible Transportation Committee Annual Working Agenda

Topic	Notes	Presenter	Agenda Time
		TOTAL TIME	60
October 19, 2021 Materials Deadline: October 5			Time (minutes)
Introductory Items			10
Items for Action			
Items for Board Recommendation			
Items for Information/Discussion:			
Statewide Transportation Improvement Fund			
Written Reports:			
		TOTAL TIME	10

Total Boardings by Day

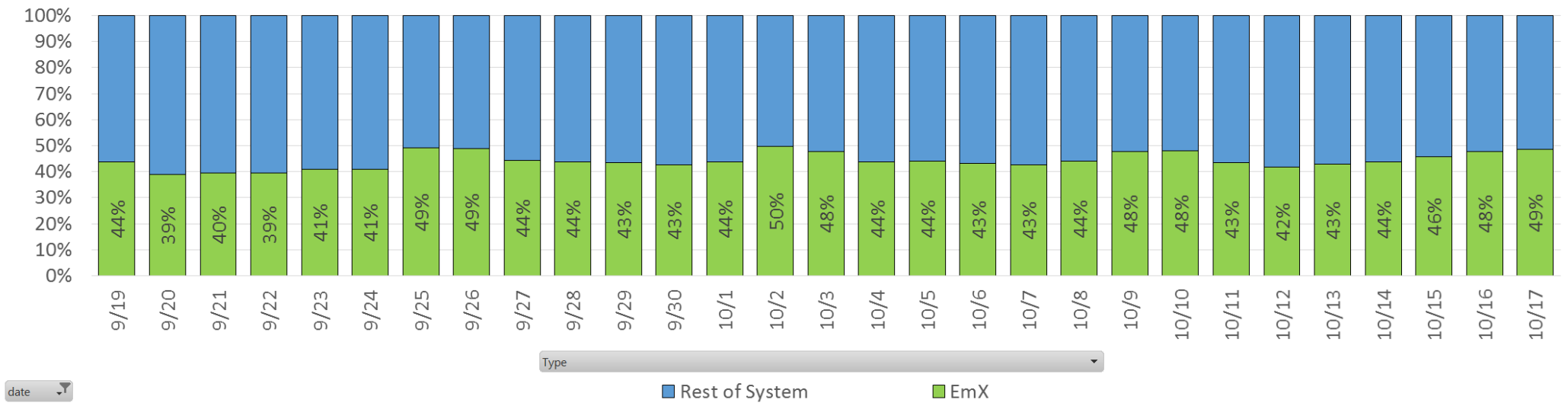


date

2020 Avg Wkd Boardings 2021 Avg Wkd Boardings Lowest Wkd Boardings (April 2020)

Sum of ons

EmX Portion of Ridership



date

Type

Rest of System EmX

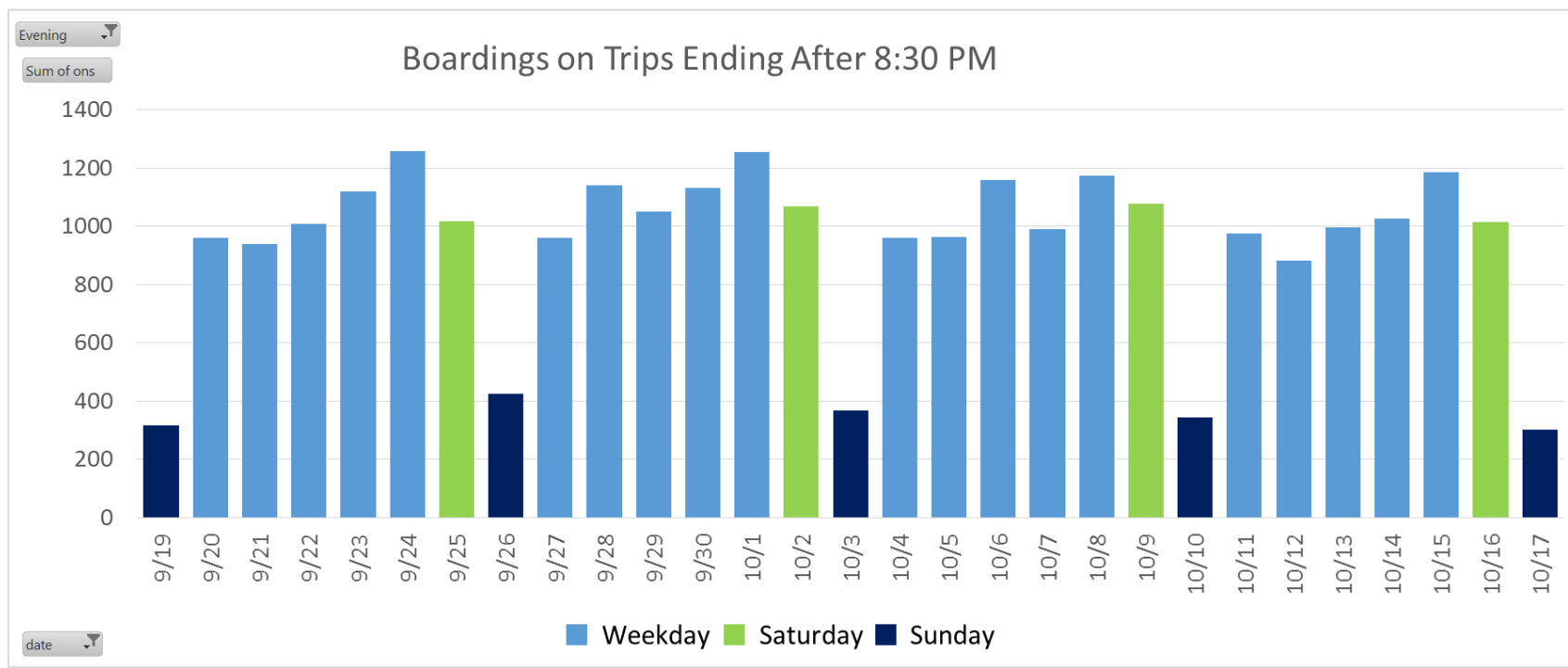
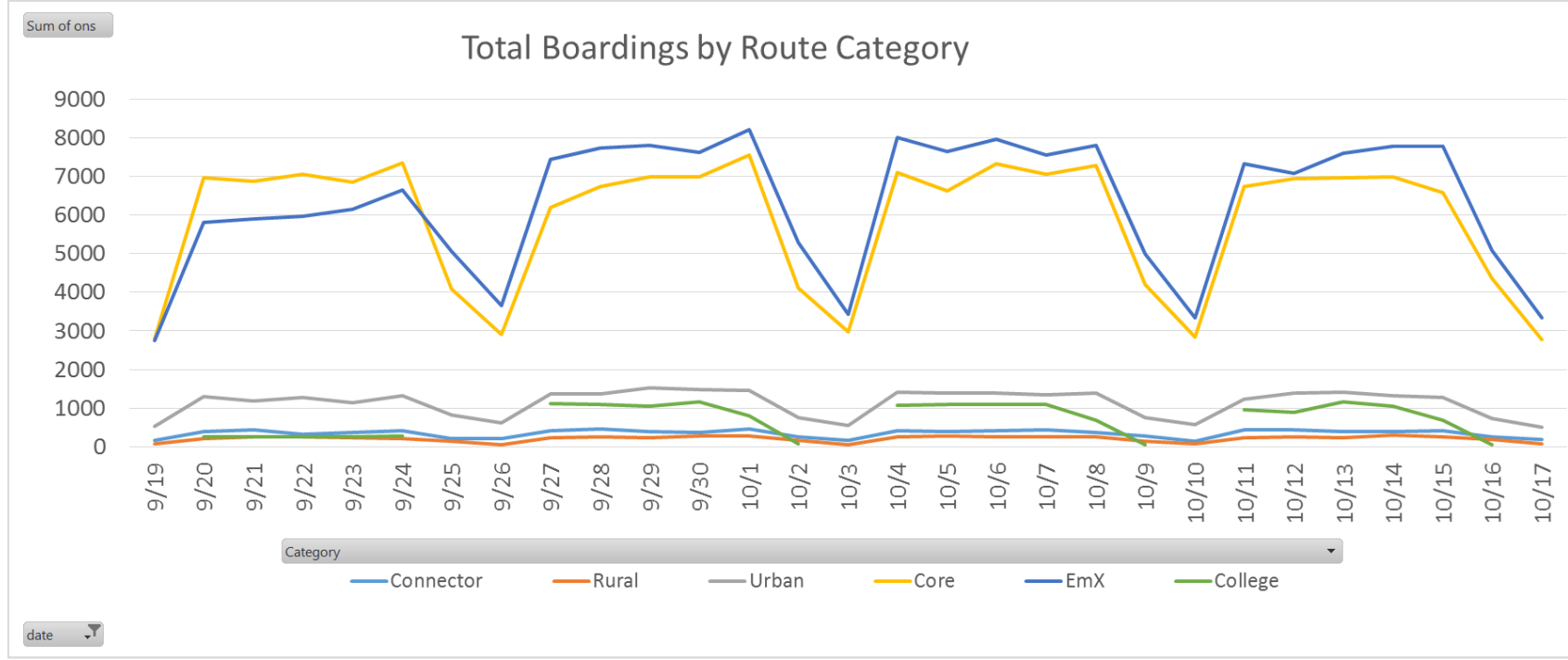
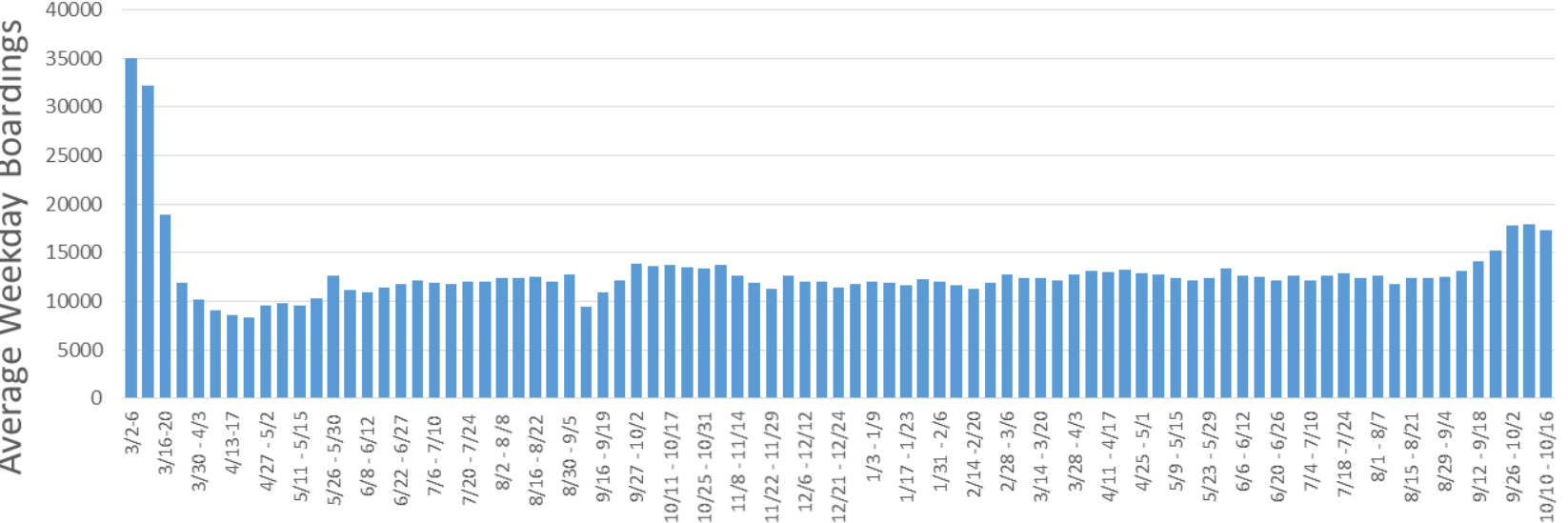
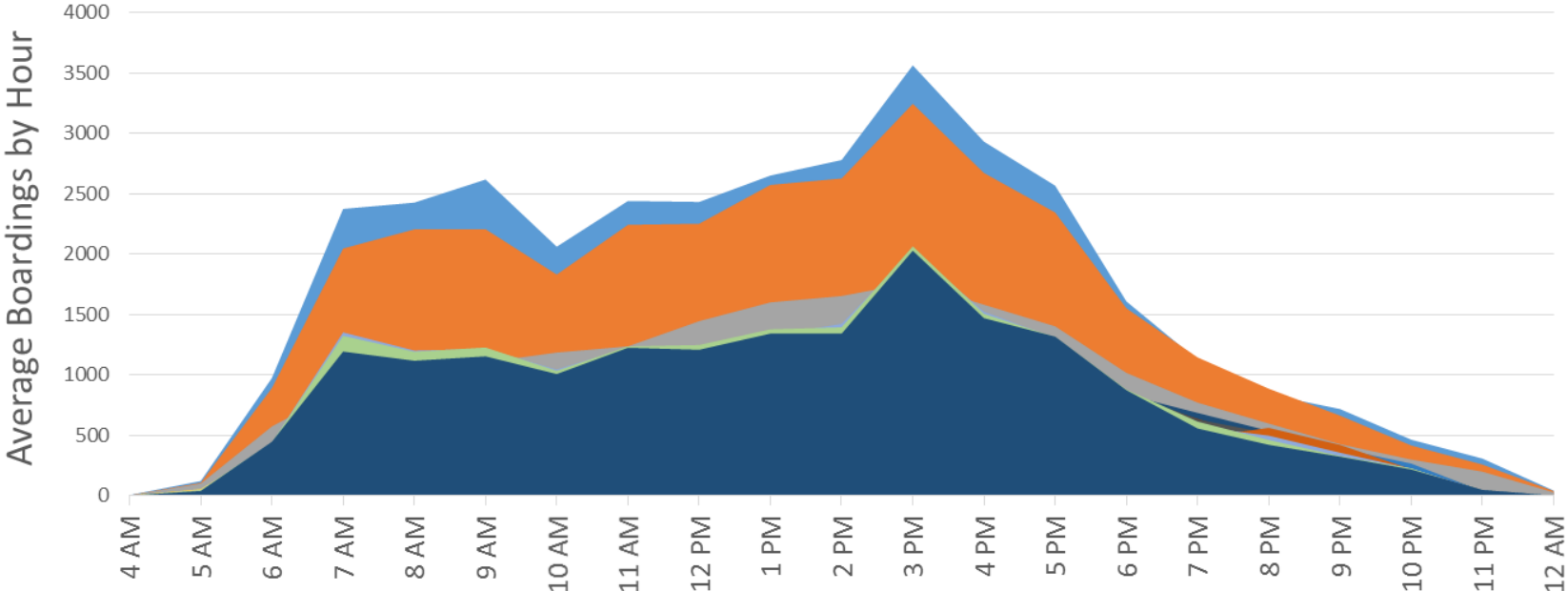
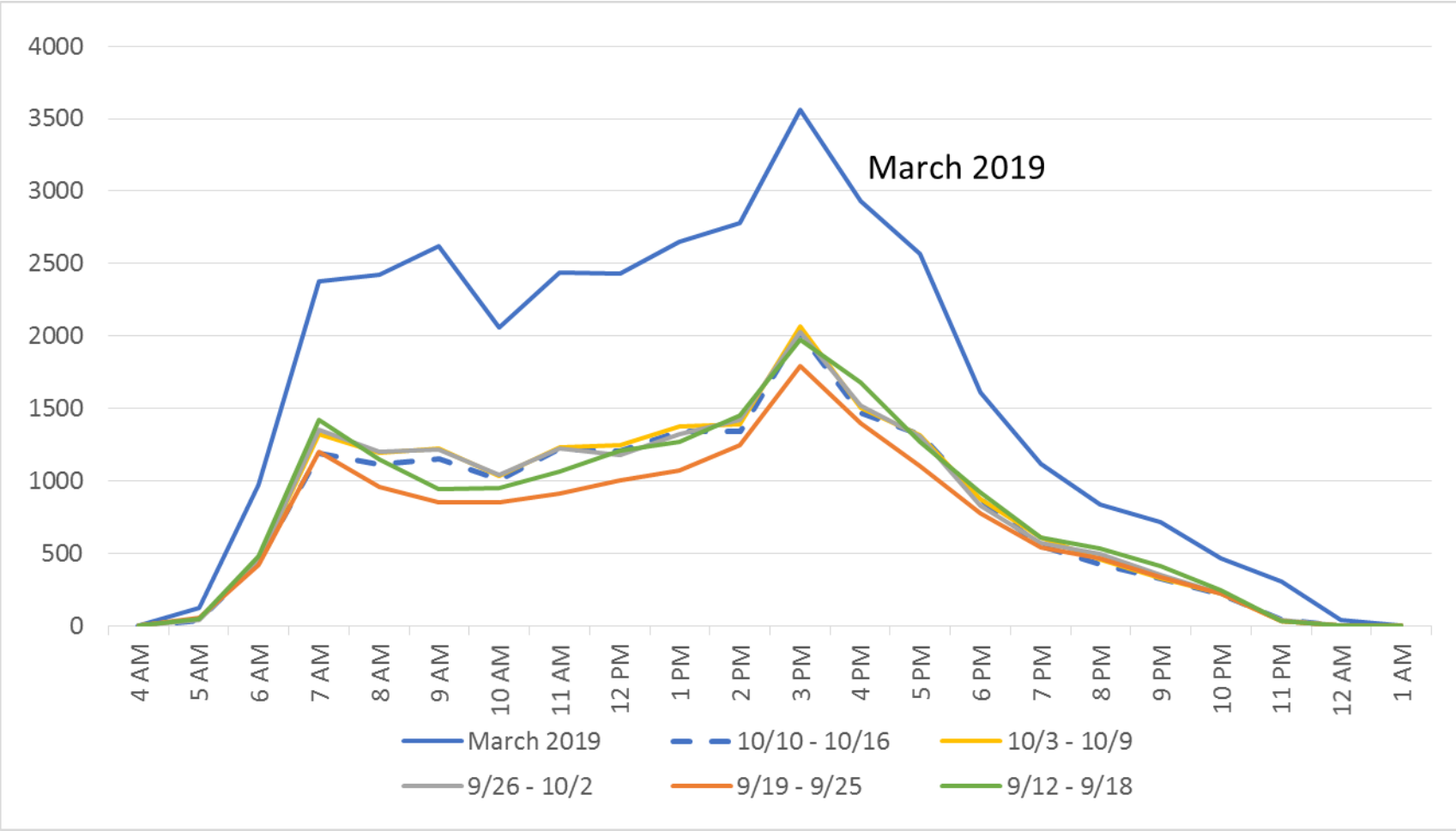
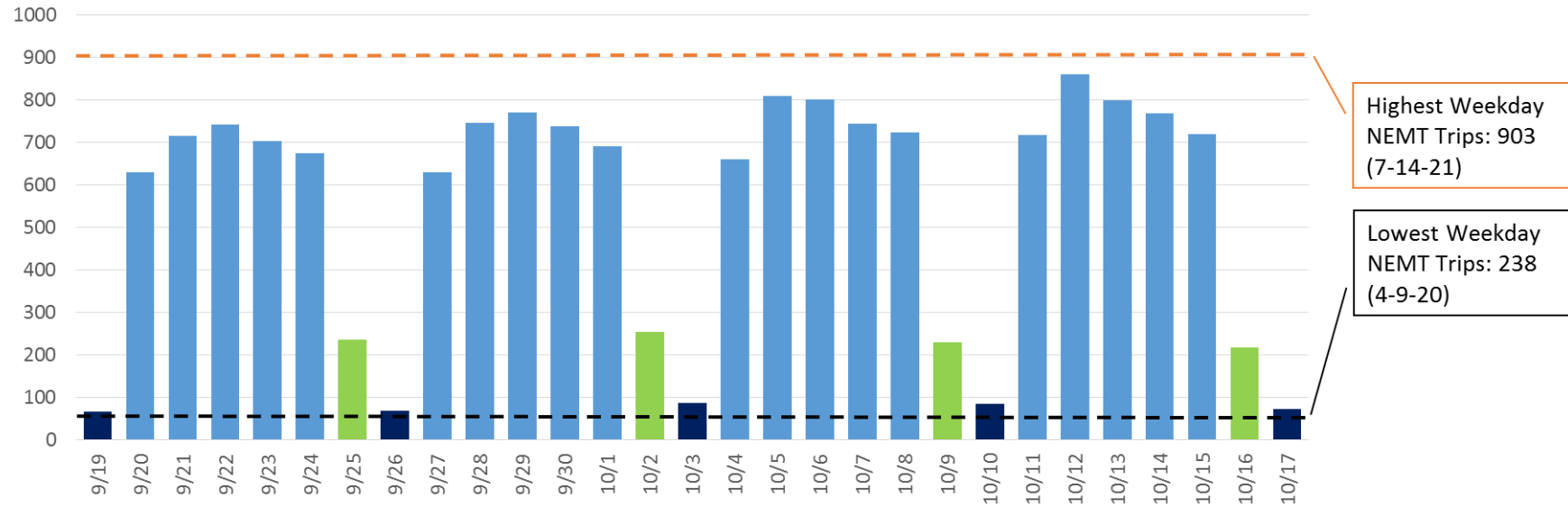


Figure 4 - Average Weekday Boardings by Hour and Average Daily Boardings





Non-Emergency Medical Trips



ADA Trips

