

# Customer and Specialized Services

LTD Board Meeting, March 16, 2022







# MISSION

CONNECTING OUR COMMUNITY.

# VISION

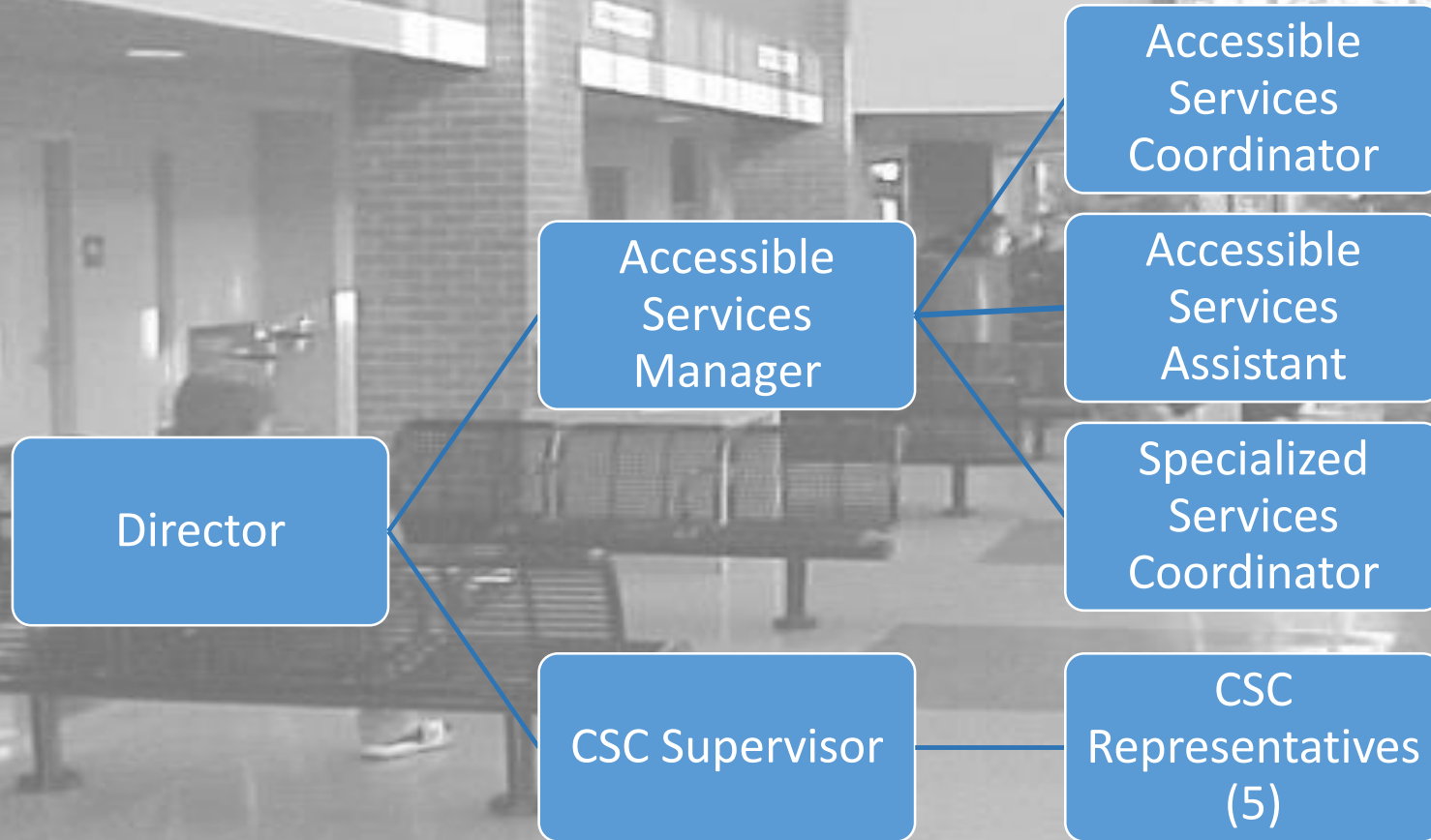
IN ALL THAT WE DO, WE ARE COMMITTED TO  
CREATING A MORE CONNECTED, SUSTAINABLE, AND  
EQUITABLE COMMUNITY.

# VALUES

RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY,  
AND COLLABORATION.



# Customer and Specialized Services Team





# The Customer Service Team ... At Your Service

LTD's friendly Customer Service team is located at our bustling Eugene Station. Our team is here to help make using our services easy and stress free. We connect people to their community and beyond by providing:

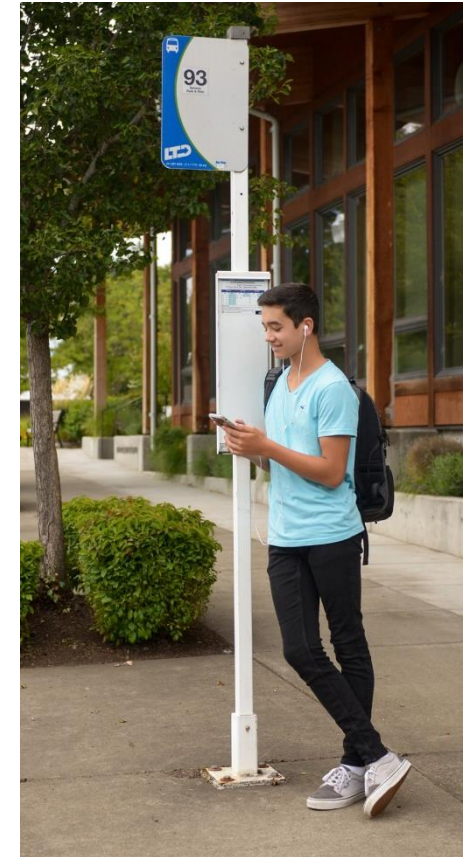
- Helpful trip planning and pass sales
- Manage Umo system
- Manage our low income program
- Provide tips to make using alternative modes convenient, and
- Connect people to their lost items

All to support our diverse community to utilize public transportation to improve their life.



# Customer Service FY22 Highlights

- Continued service throughout COVID
- Completed transition to Umo e-fare system
- Fully implemented K12, UO & LCC





# Customer Service – FY23 Plan

- Implement Customer Information software replacement
- Implement Umo Validation on EmX
- Fare integration with other providers
- Participate in Eugene Station Modernization project
- CSC teambuilding, training, and best practices



# The Accessibility Team – Very Accommodating



The Accessible Services Team provides mobility and accessibility in new and innovative ways, proving LTD is more than a bus company.

- Champions of innovative services, programs, and facilities that are accessible and welcoming to all,
- Provides connections to jobs, school, and services for rural communities,
- Oversees many of our grant funded programs, partnering with agencies and providers to enhance our transportation network.



# Accessible Services Team

The Accessible Services Team oversees programs that enable our organization and our community to connect to service that improves accessibility and quality of life.

- Oversee Accessible Services and Medicaid Fund programs
- Manage Travel Training and Transit Host and other programs
- Provide training and on-going awareness for staff
- Manage non-fixed route STIF programs
- Oversee rural services
- Serve as a technical resource internally and externally

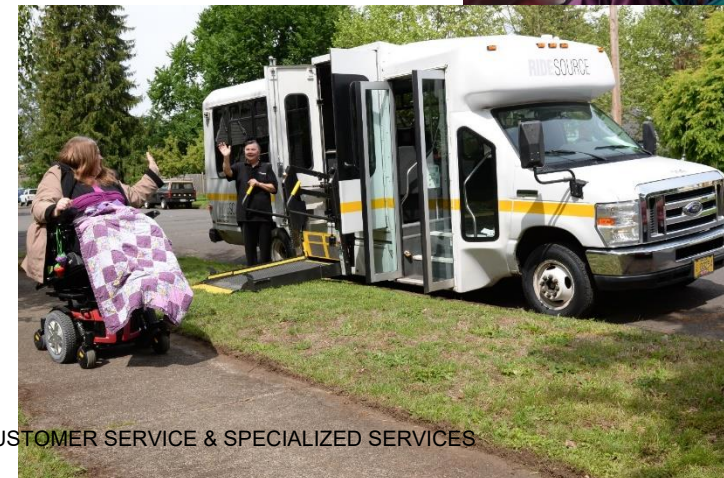




# RideSource Operations

RideSource is a one-call center, serving many people who are eligible for multiple programs. RideSource services are critical connections to an independent enriching life. Services are provided using our locally owned fleet of small buses, in addition to taxis, medical transports, trains and planes. Programs include:

- ADA Paratransit
- NEMT Medicaid
- Shopper Shuttle
- Senior & Disability Services Non-Medical Transportation
- Pearl Buck Preschool
- Veterans
- Crucial Connections
- Volunteers, Rural Medical Escort
- Senior Companions



# Accessible Services FY22 Highlights

- Built a strong, high-functioning team
- Supported our programs and contractors in innovative ways throughout COVID
- Renegotiated our RideSource Operations contract, and negotiated an increase in our NEMT PM/PM rate
- Implement Novus modules to provide increased customer experience; move to a hosted solution





# Accessible Services – FY23 Plan



- RideSource Operations Analysis
- RFP for RideSource operations; implement new contract September 2022
- Statewide Transportation Improvement Fund plan development
- Update our plans to reflect STF Consolidation

# Final Thoughts ...





# Questions?

