

MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

ADJOURNED MEETING

July 23, 1985

Pursuant to notice given to the Register-Guard for publication on July 18, 1985 and at the July 18 regular meeting, and distributed to persons on the mailing list of the District, an adjourned meeting of the Lane Transit District Board of Directors was held on Tuesday, July 23, 1985 at 7:30 p.m. in the Eugene City Hall.

Present: Peter Brandt, Treasurer
Janet Calvert, President, presiding
Larry Parducci, Secretary
Gus Pusateri
Phyllis Loobey, General Manager
Jo Sullivan, Recording Secretary

News Media Representative:
Steve Collier, Springfield News

Absent: Janice Eberly, Vice President
Joyce Nichols

INTRODUCTORY REMARKS BY BOARD PRESIDENT: After calling the meeting to order at 7:30 p.m. and taking roll, Ms. Calvert introduced Dr. Richard Smith, who was scheduled to be confirmed as a Board member by the Senate Confirmation Committee in mid-August. She stated that Dr. Smith is a Springfield dentist and that more background information about him was written in the agenda notes for that evening's meeting.

She also asked Mr. Parducci to talk about the American Public Transit Association (APTA) Governing Board Members Seminar which he attended in Seattle July 14-16. Mr. Parducci stated that he had heard speakers from Washington, D.C. talk about transit laws and possible changes in some of those. The seminar also included a rundown of the role of a board member, and a day was spent listening to the problems of board members from other transit districts. He stated that he thought LTD was very fortunate not to have the kinds of financial and staff/board problems that other districts are facing. Mr. Parducci said that, overall, the seminar was very informative and enjoyable and that he would recommend future seminars to other Board members.

AUDIENCE PARTICIPATION: Ms. Calvert asked that anyone with comments of a general nature speak at this time, and those with comments specific to agenda items wait until those items came up on the agenda.

Paul Bonney, of 587 Antelope Way, Eugene, stated that in reading the minutes of the last meeting he saw that he might not have made himself

clear when he spoke about the drafts on the buses. He said he was not bothered by the windows being open, nor by the roof vents when they are opened wide as they have been lately, but when the roof vents are opened at the front and closed at the back, it scoops air down on the passengers. If the vents were to be opened at the back but not the front, it would reverse that draft.

Joseph Fox, of 340 N. Adams Street, Eugene, spoke next. He said he had spoken with Ms. Loobey a couple of weeks ago and she had helped him understand some of his questions. He stated that he had been a Eugene resident for over 15 years, and a small business owner with six employees until his retirement in 1977. He considered himself a representative of the employer/taxpayers in Lane County, and a critic of LTD with the goal of reducing the .5% payroll tax by economies that could be made in LTD's daily operation. He discussed several ways in which he thought the District could make those economies, and asked to save his comments on the routes and schedules until the public hearing later on the agenda. He also thought that 50 percent of the LTD Board of Directors should be comprised of business owners with a minimum of five employees each, and that steps to assure this should be taken when Board members' terms expire. The text of his testimony is attached to these minutes.

EMPLOYEE OF THE MONTH: Ms. Calvert introduced Arline Link, the July employee of the month, who had been relieved of her driving duties for a short time so she could attend the meeting. Ms. Link has been a bus operator with the District since 1974, has an eight-year safe driving record and an excellent attendance record. Ms. Calvert added that one of the things that makes Arline special is the fact that each Christmas she spends her own time making small Christmas gifts with each employee's name on them to give to all the LTD employees. After stating that she was pleased to recognize such an outstanding employee, Ms. Calvert presented Ms. Link with her check, certificate, and letter. Ms. Link thanked the Board and stated that the Employee of the Month program was a nice thing to be doing for the employees.

MOTION
VOTE

APPROVAL OF MINUTES: Mr. Parducci moved, seconded by Mr. Pusateri, that the minutes of the June 16, 1985 regular meeting and the July 18, 1985 regular meeting be approved as distributed. With no further discussion, the motion carried by unanimous vote.

SUMMARY OF RECOMMENDATIONS FOR ADJUSTMENTS TO THE ROUTES AND SCHEDULES: Ms. Loobey introduced this topic by stating that the Annual Route Review (ARR) is a process by which the District measures its service with more specificity than during the quarterly checks. If staff notice during the quarterly measurement that a route seems not to be performing according to route standards, they pay close attention to that route during the ARR. Activities at each stop along the route are measured in what is called an "on and off count." This information is compiled with the performance of all other routes and judged against the Board-adopted standards. If the route's performance is 50 percent lower than the average of comparable routes, it is judged to be substandard. Staff also

look at schedules, time points, marketing efforts, etc., to determine if changes which might increase ridership and productivity can be made.

Ms. Loobey added that proposed changes are brought to the Board in July in preparation for the September bid, when service adjustments are made in time for increased ridership due to the reopening of schools. The timeline for producing the new system map, riders' guide, bid work, run cuts, etc., is very short at this point, in order to have the service and marketing tools ready by the end of September. Ms. Loobey then called upon Stefano Viggiano, Planning Administrator, who was present to explain some of the proposed service changes and to answer questions.

Mr. Viggiano used a chart to help explain the objectives of any service adjustment package proposed as a result of the Annual Route Review. Those are to: improve system productivity and efficiency; improve ridership; address substandard service; or add new service that meets productivity objectives. Another consideration this year was the budget directive to save \$30,000 per year in service.

Mr. Viggiano explained that the entire package, as presented, would save 22 hours of service per week and \$30,000 per year, as directed. He said that, despite reducing service, staff were projecting that this package would increase ridership and productivity significantly because of reallocation of service to more productive routes and a redesign which would make routes more attractive to the rider.

Mr. Viggiano stated that only a small percentage (6 percent, or 1,000 rides per weekday) would experience changes in their routes or schedules. Of those, only 2.5 percent would experience routing changes. This means that 94 percent of the District's riders can ride without changes, although it is hoped that they will be affected by the additional options available and lead to an increase in ridership.

Discussion of the Springfield sector routes followed, since those routes involved the most changes. Mr. Viggiano used a map to show the existing seven routes which operate in Springfield. The on-off counts showed that there is a "dead spot" in the Yolanda route, where there is very little ridership activity. The overall productivity of the route is fairly good, but the ridership is almost all between the Springfield Transit Station and the Springfield Mall. The Yolanda sector had the lowest productivity of all the routes reviewed in the ARR. In order to meet the objectives and save money, the redesign proposes eliminating the Yolanda sector of the route.

The #14 FAIRVIEW does fairly well on weekdays but ridership is low on weekends; it is below standards on Saturday and even lower on Sunday. For this reason, staff are proposing to reduce its hours of operation.

Mr. Viggiano used another map to show the system as it was being proposed. One objective was to try to increase the connections from Springfield to Eugene, since four of the seven routes operate entirely

in the Springfield area. Excluding the #11 THURSTON route, which carries 2,000 people per weekday, it presently takes eight buses to operate within Springfield. The proposed Springfield service would improve service to many riders but operate with seven buses.

A third map showed both service which staff were proposing to delete and the proposed service additions. One of two proposed new areas of service would be a route to connect the Gateway/Ashlane area, where many LCC students live, with LCC by freeway, saving 12 minutes in travel time per trip. This bus would run once per hour and is designed to meet classes at LCC. The second new service would be in the area South of Main Street, including Virginia, Camelia, and Daisy. Mr. Viggiano stated that staff have wanted to address service needs in this area for quite some time. It is believed that extension of the #13 CENTENNIAL route will generate quite a bit of additional ridership, since riders must now walk one-third of a mile to a bus stop, and many area residents are senior citizens.

A reduction in service frequency was proposed on the Gateway and Game Farm Road loop, from six buses per hour to four buses per hour. Since residents of Game Farm Road had protested the number of buses on their road approximately six months ago, they should be pleased with the reduction there.

Service to the Centennial Shopping Center was added to the #14 FAIRVIEW, but it will no longer operate during evenings or weekends. Staff believe these changes will add to the total productivity of the route.

Mr. Viggiano stated that several routes had minor changes, but that the elimination of the Yolanda loop on the #10B MOHAWK/YOLANDA route involved the major change of the proposal and had caused the most concern to patrons. When the Yolanda segment was compared with other residential routes which operate on an hourly basis, its productivity was rated at only 38% of the average of comparable routes, and about one-fourth the average of residential routes system-wide. For this reason, staff were proposing the elimination of this loop.

Mr. Viggiano closed by stating that staff believed that these proposals met the goals discussed earlier, and offered to respond to questions from the Board.

PUBLIC HEARING ON PROPOSED SERVICE ADJUSTMENTS: After opening the public hearing on the proposed service adjustments, Ms. Calvert stated that the District had received two letters and two telephone calls since the agenda packet had been delivered. Copies of the letters, from Warren Wong and Fred McDaniel, as well as summaries of the telephone calls from Fred Barker and Sandra Eaves, were given to the Board members.

The first speaker was Carlotta James of Springfield, who asked why the Centennial route was being changed and if it became an hour and a half route if it would still meet the Parkway. Mr. Viggiano explained that it

presently leaves the Eugene Transit Station at :05 and :35 after the hour, but staff were proposing that it leave at :20 and :50. However, several people who work 8:00 a.m. to 5:00 p.m. had requested that the schedule not change because now it fits perfectly with their work hours. Staff believe that two trips, to arrive at 8:00 a.m. and leave at 5:00 p.m., can be added fairly efficiently. The Park and Irving would be paired with other routes. All Centennial buses would go to the Springfield Mall every half hour, but every other bus would go to Daisy and every other bus would go to Lane Community College, so each of those sectors would have hourly service. Harlow Road would still have half-hour service.

Joseph Fox spoke again at this point. He stated that he had spent 26 hours during a Monday through Friday, riding 19 of the "major" routes in the mornings and afternoons during the time when people were going to or returning from work. He said that the buses were never half full, and he thought from observing buses from the street at other times of the day that they were even less full then. He recommended that the interval time on every route be extended by ten to 30 minutes and that first and last buses might be eliminated. He thought also that some of the routes could be shortened by eliminating many loops through residential areas. He stated that patrons have adjusted their plans to the bus schedule in the past and could do so again. It was his opinion that any of these options would not adversely affect the service capabilities of the District by allowing a good schedule without "overkill," and would reduce operating costs.

Eleanor Goswick of 1415 Bertelsen, Space 72, Eugene, asked Mr. Fox to explain a comment he had made about deleting residential loops, such as on the Bertelsen bus. She stated that at the end of the Bertelsen route was a mobile home park, where transportation was absolutely essential. Mr. Fox thought that LTD offered a lot of unnecessary service, but Ms. Goswick responded by saying that the service is absolutely essential to many people who do use the buses for transportation.

Mr. Bonney spoke again to put in a good word for frequency of service, in response to Mr. Fox's comments. Mr. Bonney said he knew, and staff could explain in more detail, that adding frequency to make half-hour service rather than hourly does improve ridership and productivity.

Closure of Public Hearing: With no further comments from members of the audience, Ms. Calvert closed the public hearing.

Board Discussion: Ms. Calvert commented that it is difficult to cut service when people are adversely affected, but the Board is charged with running service as effectively and efficiently as possible.

Dr. Smith asked why staff had decided to eliminate service on Yolanda but add service in South Springfield. Mr. Viggiano explained that staff feel strongly that the South Springfield service will be more productive. The Yolanda segment is sparsely populated, with a number of fields

and one mobile home park. The proposed route in South Springfield would run through a densely populated area which includes several mobile home parks. Mr. Pusateri asked if staff had received requests for service there. Mr. Viggiano said there had been some requests, but not an overwhelming number. However, he said, it is staff's observation that this type of neighborhood is conducive to bus riding. Ms. Calvert asked about advertising the service. Mr. Viggiano replied that the Marketing division has a marketing plan which includes informing residents by direct mail.

Ms. Loobey added that in the District's Comprehensive Service Redesign four years ago, the Yolanda loop was questioned. Its productivity was low then, and ridership did not materialize. The District received comments and concerns from patrons in that area, so service was added with the contingency that it was important for ridership to grow, which has not happened.

Dr. Smith also asked why the Yolanda route segment couldn't be changed to go on 14th and 19th, to which Mr. Viggiano replied that that area already has service but the ridership is not strong there, and would not be expected to increase with more service.

Regarding the proposed change on the Thurston route from 69th to 71st, Dr. Smith stated that he knew it was difficult to get to the bus on 69th, but he wondered if the residents on 71st would object to service there. Mr. Viggiano said that the change was being made because it is hard to get to the bus from 69th, and staff thought the riders would prefer to have the bus come through 71st. He added that if service on 71st is protested, staff will deal with the issue again then. Dr. Smith mentioned the tight turns on 71st, and added that as a non-voting member of the Board, he wanted to say he didn't think the change was a good idea. Mr. Viggiano explained that the District's Safety Committee, which includes four drivers and is reluctant to approve any routing which might involve safety problems, drove the route and approved it for inclusion in the service adjustment package.

Mr. Brandt wanted to know if the cost savings had taken into consideration the cost of reprinting timetables, etc. Mr. Viggiano explained that timetables are reprinted for every bid, anyway, so the only expense is for some additional staff time to revise the timetables.

MOTION Mr. Brandt moved that the Board approve the staff recommendation for
VOTE service adjustments as included in the agenda packet. Mr. Pusateri seconded the motion, which then carried by unanimous vote.

Ms. Calvert remarked that it would be interesting to see how the service works out and to review any reports on the service. Mr. Viggiano assured the Board that they would be seeing reports and would be kept informed about the service.

ZONE FARES: Ms. Loobey informed the Board that this issue was on the agenda at this time in order to implement a change, if approved, with the September service revisions, and said it was coming to the Board for two reasons. First, it is costly to administer, collect, and enforce zone fares; and, second, a large portion of the zone fare routes, especially the longest, are ridden by seniors and, according to State and Federal laws, the District cannot charge more than one-half the base fare for those riders.

Mr. Viggiano explained that the intent of zone fares was to make fares throughout the system equitable by charging more for the longest ride. However, Coburg, in Zone 2, is closer to the downtown transfer point than many of the urban routes. Staff began looking at this issue in order to change the boundaries to make the zone system more equitable, but realized that the District has a fairly extensive infrastructure for a small amount (3.7 percent) of the service. This infrastructure includes Zone 2 and 3 passes and publication of the fares in the timetables and other written materials, and leads to confusion among patrons, drivers, and staff regarding the different combinations of passes, tokens, and cash which can be used when traveling between zones. The explanation of these payment combinations covers an entire page. Staff then asked why so much staff time should be spent for such a small amount of the ridership and service. For these reasons, elimination of the three-zone system was being proposed.

Revenue loss as a result of the change was projected to be \$4,000 per year, assuming a fairly conservative increase in ridership, based on the District's experience with fare reductions. Mr. Parducci wondered why the revenue loss was only estimated at \$4,000. Mr. Viggiano explained that staff calculated the average fare for Zones 2 and 3 ridership, based on senior fares, etc. The average fare for Zone 3 is \$1.00; for Zone 2, \$.53; and the average for the system is \$.38 or \$.39. Assuming an increase in ridership and using the average fare figure, staff projected a revenue loss of \$4,000.

MOTION Mr. Parducci moved that the Board approve elimination of the three-zone fare structure and establishment of a single-zone structure. After VOTE seconding, the motion carried unanimously.

FY 85-86 INSURANCE QUOTATION: Ms. Loobey reminded the Board that during the budget process staff had some notion that there would be a change in insurance premiums for this budget year and made projections based on assumptions which they now knew to be incorrect. She explained that the increased premiums have nothing to do with the District's safety record, which is among the best in the nation. She said that transit properties across the country are faced with losing all of their coverage and assuming a much larger risk than ever before.

Gary Deverell, Safety and Risk Manager, added that the insurance companies feel that the District should consider itself lucky to have insurance at all, and only does because of its record of no claims against

the policy. He further explained that LTD paid \$60,000 last year but had anticipated a 50 percent increase, to \$90,000. However, only one company, Great American, is now willing to write transit insurance, and the quote is now up to \$171,022. The umbrella coverage had been expected to increase to \$17,200, but had increased to \$39,947. The Differences in Coverage (DIC) policy had even increased to \$7,758, above the expected level of \$6,500. These increases meant that the quotes were now \$105,027 above what had been budgeted for FY 85-86.

Mr. Deverell stated that one option would be to self-insure for collisions. In LTD's history, there has not been a loss over \$10,000; however, the equipment has not been valued as high as present equipment, either. By taking this risk on collision insurance, the District could save \$54,091 in insurance premium costs, which would reduce the total over budget to \$40,936.

He further explained that LTD has been funding deductible insurance at 100 percent. Last year the cost was \$100,000 and this year the budgeted amount was \$150,000. However, the best quote the District received is \$300,000, so the budgeted amount is \$150,000 short.

The Risk Management budget has a \$130,000 "cushion" because Workers Compensation was budgeted at \$161,000 for maximum liability, while the annual loss has only been around \$70,000; and deductible liability insurance was budgeted at \$150,000, with projected expenditures of only \$70,000. However, this budget also involves a higher risk level because \$90,000 would be unfunded for the worst case Workers Compensation claim and claims over the projected \$70,000 in liability could go to the \$300,000 limit. Mr. Deverell stated that the District would have a potential total unfunded risk of \$190,000, not counting the collision potential. If the worst case happened in those areas, the District would, at some point, have to come up with the funds to cover them.

Mr. Deverell recommended that the District accept the new insurance quote, not pay the premium for collision insurance, and discuss where the District stands on its insurance program again in November. He reiterated that this plan would move away from funding 100 percent of the risk.

Mike Lewis, LTD's broker with Tromp & McKinley Insurance, told the Board that he thought new carriers would be coming into transit insurance within the next few months, so he would be continuing to search the markets. He explained that the two who were carrying transit insurance before have pulled out, and many transit properties, including Salem, have lost their insurance completely.

Mr. Parducci thought LTD should not have to take those risks and wondered why the District couldn't get insurance, based on its record. Mr. Lewis explained that for seven years the market had been on a downward cycle or even, but about the first of the year the market cycle changed rapidly and insurance brokers were projecting about a 50 percent increase for specialty classes, including utility boards and transit districts.

However, entities across the State of Oregon have been averaging increases of 100 percent, and the unique classes, for which underwriters have ignored the historical loss history, have suffered dramatically. He added that the \$25,000 which LTD paid in the past was unique in the industry and had been expected to increase, but not as dramatically as it did. Mr. Lewis accepted the responsibility for bringing forward the estimates which are proving to be so far off during budget preparation, and said it was happening all across the country. Mr. Brandt commented that insurance companies had not been charging reasonable rates and when the interest rates dropped, they needed a way to start making money again. Some companies he knew of had 50 percent decreases in the past three years, but now the rates are increasing so rapidly that it is a shock to everyone. He thought the government ought to take the insurance agencies to task for their terrible administration, and stressed that it is not the insurance brokers' fault that agencies are being faced with these increases.

Dr. Smith wondered about the possibility of transit in the Northwest starting its own self-insurance business. Mr. Lewis thought there was a potential for that and said that the most positive thing happening in Oregon is that Governor Atiyeh did not sign the bill which would increase tort limits beyond \$300,000. He explained that any self-insurance group would still need to buy reinsurance to protect the group. At this time, transit districts, utilities, and police departments are the areas in which the insurance companies have overreacted. Mr. Lewis thought this reaction was unfounded and that was why they were continuing to look in the marketplace. Tim Dallas, Director of Operations, added that the industry tried to form its own trust but folded because it couldn't get reinsurance. He and Ms. Loobey had been receiving calls from people they knew from other properties wanting to know where LTD was getting its insurance because they couldn't get it.

Mr. Pusateri summarized by saying that LTD had one quote from one company that does not want to insure transit, and no quotes from any company that does insure transit. Mr. Lewis stated that United Bus Owners was trying to get reinsurance and had promised to provide a quote as of August 1. However, the initial quote from them had been high. Mr. Brandt added that the District wouldn't have to go very many years without claims to equal the \$170,000 it would be paying for \$700,000 coverage.

Ms. Loobey stated that there are things to explore, such as consequences and ramifications of self-insurance, which could not be done that evening. She said the Board could hold a work session to discuss these issues before making a final decision.

Mr. Brandt **moved** that the Board approve the insurance coverage with the deletion as proposed in the agenda packet. Mr. Pusateri seconded, and the motion carried 3 to one, with Mr. Parducci opposed and all others in favor. A copy of the insurance quotation from the agenda packet is attached.

MOTION

VOTE

FACILITIES SUBCOMMITTEE INVOLVEMENT IN FACILITIES PROCESS:

Ms. Calvert called the Board's attention to the Facilities Subcommittee's recommendation on how to proceed with the facilities process, found on page 36 of the agenda packet. It was the Subcommittee's recommendation that, except for items found in paragraph 2 which would need to go before the full Board (grant applications, land purchase, major construction contracts), the Subcommittee would review facilities issues, make decisions, and report those decisions to the full Board. Mr. Brandt wondered why these issues should be handled any differently than other subcommittee recommendations. Mr. Parducci replied that since it is a major project and could involve a lot of time, the Board might want to handle it differently. However, Mr. Brandt thought that this was why the full Board might want to handle the decisions more carefully. Mr. Parducci stated that the Subcommittee's question to the Board was whether or not it wanted to be involved in decisions regarding the facility. Ms. Calvert added that it may take a full day to interview the final three candidates in the architect selection process. Mr. Brandt thought that, in most issues, including architect selection, the Facilities Subcommittee should come to the Board with a consensus recommendation and take a half-hour to tell the Board the criteria and the recommendations, and then let the full Board make the final decision. He said he did not, for example, want to talk about individual chairs for the facilities, but possibly would want to make the decision regarding the total cost of the chairs.

Regarding the architect selection process, specifically, Mr. Brandt thought that staff should determine whether or not the initial qualifications are met, and the Subcommittee should interview the final candidates and bring a summary to the full Board for final approval.

Ms. Loobey wondered at what level the Board would want to be involved in decisions regarding change orders; probably not for \$1,000 change orders, but possibly for \$10,000, or possibly just in the overall budget process. She said that staff and the Subcommittee were trying to get a sense of what the Board's and Subcommittee's responsibilities should be. Mr. Pusateri wondered if full Board involvement would slow down the process. Ms. Loobey stated that, once the budget for the project is adopted, staff have the authority to make changes as long as those changes do not go over the approved figures. Mr. Brandt said he had no problem with that, but thought that the issues listed on pages 37 and 38 should all come before the Board for final approval in the form of a final recommendation. He added that he felt strongly that when the Subcommittee comes to the Board with a consensus recommendation, the Board should accept that recommendation unless someone on the Board has a major problem with it.

As a result of this discussion, the wording on page 36 was changed to read that the Subcommittee and staff will conduct interviews with the three finalists and make a recommendation to the Board, rather than making a final selection at the Subcommittee level.

MOTION

Mr. Brandt moved that, in the architect selection process, the staff screen the written proposals submitted to the District and select three qualified applicants to be interviewed for final recommendation by staff and the Facilities Subcommittee, with final selection made by the full Board. Mr. Parducci seconded the motion.

Mr. Dallas stated that there would be many more such discussions as things change throughout the facilities process, especially during the design phase.

VOTE

With no further discussion, the motion carried by unanimous vote.

ITEMS FOR INFORMATION AT THIS MEETING:

Oregon Country Fair: There was some discussion about the Oregon Country Fair service and whether or not the higher admission price had lowered attendance levels.

Letter Regarding Safety on the Mall: The Board briefly discussed the issue of safety on the mall and were thankful that, given the number of riders, this was a rare occurrence.

Annual Audit: Karen Rivenburg, Finance Administrator, announced that the audit would begin on August 19, with six days of field work.

Bus Down Time: Ms. Calvert asked why there were more, instead of fewer, breakdowns now that the new buses are in service. Mr. Dallas explained that it takes awhile to work the "kinks" out of new equipment, and that the District had significantly increased the number of lifts, from 18 to 51, which account for many of the road calls.

MOTION
VOTE

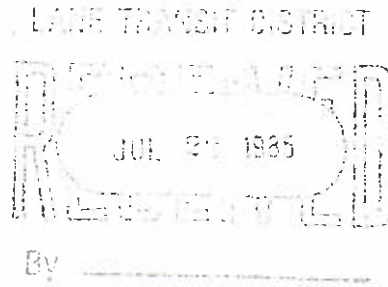
ADJOURNMENT: Mr. Brandt moved that the meeting be adjourned. After seconding, the meeting was unanimously adjourned.



Board Secretary

July 20, 1985

JANET CALVERT
LTD BOARD PRES.
PO BOX 2710
EUGENE, OR 97402



DEAR MS. CALVERT,

AS A LONG TIME (5 YR) REGULAR LTD RIDER
ON BUS ROUTE # 13, I FIND THE PROPOSED
SCHEDULE IMPROVEMENT (?) UNACCEPTABLE.

AS YOUR SCHEDULE INDICATES, THE ROUTE STILL
ROTATES ON A TWICE HOURLY BASIS, SO WHY
CHANGE THE MALL LEAVE TIMES?

THIS WILL CREATE A HARDSHIP ON THOSE OF
US THAT USE THE BUS FOR TRANSPORTATION
TO AND FROM WORK.

AS AN ACCOUNTANT FOR THE CITY OF EUGENE
I WORK AN 8 TO 5 DAY, WHICH COINCIDES
PRECISELY WITH THE PRESENT SCHEDULE.

DO NOT CHANGE ROUTE # 13

SINCERELY,
FRANK MCDANIEL
751 HAMILTON
SPRINGFIELD, OR 97477



LANE TRANSIT DISTRICT

2363

Date Received: 7/23/85
Received By: [Signature]

ATTACHMENT TO JULY 23, 1985 MINUTES CUSTOMER SERVICE FORM

Complaint
Commendation _____
Suggestion _____

Customer's Name Fred Barker

Address _____

Phone 687-3652

Zip _____

DATE OF INCIDENT: _____ TIME: _____ A.M. _____ INBOUND _____
P.M. _____ OUTBOUND _____ BUS # _____

ROUTE #: #13 Centennial Employee's Name (if known) _____

LOCATION: _____

- | | | |
|--------------------------------|---------------------------------------|----------------------------|
| OPERATIONS _____ | _____ Bus did not show | INFORMATION SERVICES _____ |
| _____ Driver attitude/conduct | _____ Off Route | MARKETING _____ |
| _____ Careless driving/comfort | _____ Fare/Trans. Dispute | ADMINISTRATION _____ |
| _____ Early | _____ Wrong Signage | PLANNING _____ |
| _____ Late | _____ Motor run/lights on at terminal | _____ Route Protest |
| _____ Passed By | _____ Disturbance | _____ Stop signs/Shelters |
| _____ Missed Transfer | _____ Accident | _____ Service Request |
| _____ Overload | _____ Other | MAINTENANCE _____ |

CUSTOMER'S REMARKS: Protects proposed change in schedule for the #13 Centennial. Works 8 to 5 and the bus is timed perfectly for him now. Says he won't ride the bus if schedule changes.

1. FORWARD TO ADMINISTRATION _____

2. Route to: OPS _____ Information Services _____ Marketing _____ Planning _____ Maintenance _____

(SUPERVISOR USE ONLY) Action Taken and Comments: _____

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9/17/85 Page 20

Date _____

3. ADMINISTRATION Action Taken: Date _____ Correspondence _____ Other _____



LANE TRANSIT DISTRICT

Date Received: 7/23/85

Received By: [Signature]

ATTACHMENT TO JULY 23, 1985 MINUTES CUSTOMER SERVICE FORM

Complaint
Commendation
Suggestion

Customer's Name Sandra Eaver

Address 2541 N. 35th

Phone _____

Zip _____

DATE OF INCIDENT: _____ TIME: _____ A.M. _____ P.M. _____ INBOUND _____ OUTBOUND _____ BUS # _____

ROUTE #: 10B Mohawk/Edwards Employee's Name (if known) _____

LOCATION: _____

- | | | |
|---|--|---|
| <input type="checkbox"/> OPERATIONS | <input type="checkbox"/> Bus did not show | <input type="checkbox"/> INFORMATION SERVICES |
| <input type="checkbox"/> Driver attitude/conduct | <input type="checkbox"/> Off Route | <input type="checkbox"/> MARKETING |
| <input type="checkbox"/> Careless driving/comfort | <input type="checkbox"/> Fare/Trans. Dispute | <input type="checkbox"/> ADMINISTRATION |
| <input type="checkbox"/> Early | <input type="checkbox"/> Wrong Signage | <input type="checkbox"/> PLANNING |
| <input type="checkbox"/> Late | <input type="checkbox"/> Motor run/lights on at terminal | <input type="checkbox"/> Route Protest |
| <input type="checkbox"/> Passed By | <input type="checkbox"/> Disturbance | <input type="checkbox"/> Stop signs/Shelters |
| <input type="checkbox"/> Missed Transfer | <input type="checkbox"/> Accident | <input type="checkbox"/> Service Request |
| <input type="checkbox"/> Overload | <input type="checkbox"/> Other | <input type="checkbox"/> MAINTENANCE |

CUSTOMER'S REMARKS: Protests deletion of the route. Rides the bus a couple of times per week. She is an epileptic but cannot qualify for Dial-a-Ride.

1. FORWARD TO ADMINISTRATION

2. Route to: OPS _____ Information Services _____ Marketing _____ Planning _____ Maintenance _____

(SUPERVISOR USE ONLY) Action Taken and Comments. _____

LTD BOARD MEETING
7/23/85 handout

LTD BOARD MEETING
9/17/85 Page 21 Date _____

3. ADMINISTRATION Action Taken: Date _____ Correspondence _____ Other _____

4. SUGGESTION FILE Route # _____ Other _____

July 23, 1985

Lane Transit District Board
PO Box 2710
Eugene, OR. 97402

Members of the LTD Board:

RE: #60 VRC/Cal Young and #61 Oakway

I have reviewed the material on the proposed service changes as included in your agenda for the Board meeting of this date. I would like to make a recommendation to modify existing service that would expand area and time coverage without undue (or no) additional cost.

The issue concerns the lack of coverage to the west end of Cal Young and Willagillespie after 7:30 p.m. Currently, service to this area from Downtown and/or Valley River Center ends with the 7:20 p.m. #60 VRC/Cal Young schedule. Thus, a fairly sizable area is left with no direct or immediate service to and from Valley River Center, the Downtown area and other areas of the Eugene-Springfield metropolitan area. On the other hand, the #60 Oakway operates on an hourly schedule that 1) results in buses having to "kill time" at bus stops because of the infrequency of stops for passengers and low traffic at that time of day and 2) results in approximately half of the route being duplicated because of its bi-directional nature.

My recommendation, strictly from a layperson's viewpoint and not having delved into the route statistics and scheduling/routing intricacies, is to have the #61 Oakway "pickup" that portion of the #61 VRC/Cal Young at Norkenzie and Cal Young heading in the direction of VRC and Downtown Eugene. The end result appears to be 1) improved service to the residents of areas adjacent to the west end of Cal Young and Willagillespie, 2) more effective use of staff and equipment and 3) creation of an "inner loop" to complement the "outer loop" (\$65A and \$65B--Coburg/Crescent/VRC) to better serve the Ferry Street Bridge and downtown Eugene areas.

Sincerely,



Warren G. Wong
1254 Rio Glen Dr.
Eugene, OR. 97401

cc: S. Viggiano, Planning Administrator

The following is presented to the LTD General Manager and Board of Directors at their regularly scheduled meeting on July 23, 1985. It is requested that these comments be included in the Minutes of this meeting.

My name is Joseph M. Fox, a resident of Eugene for over 15 years. I was a small business owner (Brooks Office Equipment) with six employees, and a Taxpayer to LTD prior to my retirement in 1977.

I consider myself a representative of the Employer-Taxpayer in Lane County, and as such a critic of LTD with the goal to reduce the .005% Payroll Tax by economies that can be made in the daily operation of LTD. For example:

1. In a period of about 25 hours over a six week-day period, I rode 19 of the major routes (U of O and LCC were on Summer schedule) in the morning and afternoon hours when people are coming to or returning from work. My observation and recommendation:

The bus, regardless of whether 36 or 44 passenger seating capacity, was never half full. In addition to my riding-survey, observation from the street during most of the day would indicate an even lower occupancy.

RECOMMENDATION. That interval time on every route be extended by 10 to 30 minutes. "First" and "last" daily buses might be eliminated. Some of the routes can be shortened by cutting out many of the unpatronized loops through residential areas. PASSENGERS WILL ADJUST THEIR PLANS TO THE BUS SCHEDULE - THEY DO IT NOW. Any of these will not adversely affect the service capabilities of the system and will reduce operating costs.

2. PAINTING OF EQUIPMENT. Because of our mild climate, with little or no salt used on our streets, the original job on buses can well last 15 years (period before obsolescence). It is evident the 500 Series are not being painted for any other than cosmetic reasons.

RECOMMENDATION. Contract for the 700 Series that are still unpainted should be cancelled (they are only 5 years old). Any claim by the contractor for termination can be offset by the District's claim for expense of delivery/pickup of the 500s.

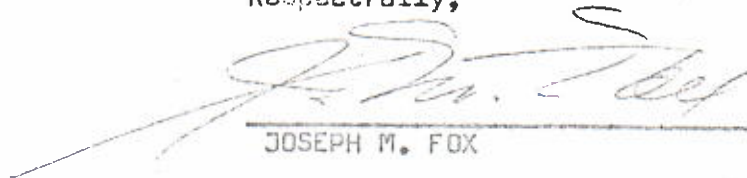
An explanation given me that the chemicals used by LTD to wash the buses is harmful and brought on the need to paint the 500s. If this is the case then the practice should be discontinued immediately so the Gillig units will not be adversely affected. Ordinary car-wash detergent should be satisfactory.

3. MEDIA ADVERTISING is unnecessary. Save \$100,000 annually.

1. of 2.

4. NEW \$9,000,000+ MAINTENANCE FACILITY. Ms. Loobey stated the need is based on "future growth". In my opinion, based on LTD's present seating capacity, if routes and schedules were cut back to our reasonable needs, there is enough equipment right now (replaced when obsolete) to last well into the next century. LTD needs additional parking area, period. An elaborate maintenance facility is pure extravagance, particularly at a time when the country's deficit is growing, and needed programs are being cut.
5. In order for the business community of Lane County to be fairly represented, the Lane Transit Board of Directors should be comprised of at least 50% Employer-Taxpayers, with at least five employees each. Steps should be taken to assure this when four new Board members are up for appointment starting January 1, 1986.

Respectfully,



JOSEPH M. FOX

ATTACHMENT TO JULY 23, 1985 MINUTES



Lane Transit District
 P.O. Box 2710 Eugene, Oregon 97402 Telephone: (503) 687-5581

July 23, 1985

MEMORANDUM

To: Board of Directors
 From: Gary Deverell, Safety and Risk Manager
 Re: FY 85-86 Insurance Quotation

During the budget process, staff projected costs for the Risk Management Fund based upon the best information available at the time. Even with the chaotic conditions current in the insurance industry, staff believed that realistic costs were proposed in the budget. That assumption was not correct. The chart below describes the FY 84-85 program, FY 85-86 adopted budget, and the current quotation from Troup & McKinley.

PACKAGE POLICY

<u>FY 84-85 Actual</u>	<u>FY 85-86 Budget</u>	<u>FY 85-86 Quotation</u>	<u>% Increase</u>
\$59,900	\$ 90,000	\$171,022	185%
Limits: \$25,000 (per occurrence)	Same	\$100,000 (per occurrence)	300%
\$125,000 (annual aggregate)	\$150,000 (annual aggregate)	\$300,000 (annual aggregate)	140%

Package Policy Breakdown:

Property & CGL	\$ 6,331
Auto Liability	\$ 80,142
Auto Specified Perils (Fire)	\$ 20,458
Auto Collision	\$ 64,091

TOTAL \$171,022

UMBRELLA POLICY

<u>FY 84-85 Actual</u>	<u>FY 85-86 Budget</u>	<u>FY 85-86 Quotation</u>	<u>% Increase</u>
\$8,600	\$ 17,200	\$ 39,947	365%
Limits: \$10 million	Same	Same	

The Umbrella Policy provides coverage in the event of a catastrophic loss beyond the limits of any of the individual policies.

DIC POLICY

<u>FY 84-85 Actual</u>	<u>FY 85-86 Budget</u>	<u>FY 85-86 Quotation</u>	<u>% Increase</u>
\$6,500	\$ 6,500	\$ 7,758	19%
Limits: \$300,000	same	same	

The DIC (Differences in Conditions) Policy covers the District, its Board and Budget Committee, and employees for wrongful acts, including bodily injury and property damage, discrimination, etc.

SUMMARY:

	<u>FY 85-86 Budget</u>	<u>FY 85-86 Actual</u>	<u>Difference</u>
Package Policy	\$ 90,000	\$171,022	\$(81,022)
Umbrella Policy	17,200	39,947	(22,747)
DIC Policy	6,500	7,758	(1,258)
TOTAL	<u>\$113,700</u>	<u>\$218,727</u>	<u>\$(105,027)</u>

The proposal for the Risk Management Fund is over budget by \$105,027. One option for lowering costs is to cancel the auto collision portion of the package policy. This would reduce costs by \$64,001. The District, therefore, would assume risk for all collision accidents. Currently, the buses are fully insured with a \$10,000 deductible. By dropping the collision portion, the District would bear the full cost of any damage to a bus in a collision accident. During the District's history, we have never suffered a collision loss over \$10,000, with most losses falling in the \$200 to \$1,200 range. This risk seems reasonably assumable by the District. However, please

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remember that because of the increase in the annual aggregate deductible in auto liability from \$150,000 to \$300,000, the District is under-funded by \$150,000.

Staff Recommendation:

That the District purchase the above insurance coverage quoted by Tromp & McKinley less the auto collision portion. The result is an increase of \$40,936 over budget. There are sufficient funds currently in the Risk Management Fund to cover all premium costs and, in addition, some of the deductible costs. Staff further recommend that this matter be brought back to the Board and the Budget committee at its November meeting, when firmer revenue and expense projections for the balance of the year will be available, as well as almost six months' less experience from fleet operations.



Gary Deverall
Safety and Risk Manager

GD:ks:js