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**LANE TRANSIT DISTRICT  
REGULAR BOARD MEETING**

March 15, 1989

7:30 p.m.

McNutt Room,  
Eugene City Hall

**A G E N D A**

I. CALL TO ORDER

II. ROLL CALL

Eberly \_\_\_\_\_ Parks \_\_\_\_\_ Pusateri \_\_\_\_\_ Smith \_\_\_\_\_  
Andersen \_\_\_\_\_ Brandt \_\_\_\_\_ Calvert \_\_\_\_\_

III. INTRODUCTORY REMARKS BY BOARD PRESIDENT

IV. BUS RIDER OF THE MONTH

V. EMPLOYEE OF THE MONTH

VI. AUDIENCE PARTICIPATION

VII. ITEMS FOR ACTION AT THIS MEETING

A. Approval of Minutes

B. Recommended Service Changes--1989 Annual Route Review

1. Staff Introduction

b. Opening of Public Hearing by Board President

3. Public Testimony

4. Closure of Public Hearing

5. Board Discussion/Action

C. Fiscal Year 1989-90 Capital Improvements Program

D. Board Salary Committee Recommendation on Administrative Salaries

VIII. ITEMS FOR INFORMATION AT THIS MEETING

- A. Current Activities
  - 1. Report on the 1989 Federal Triennial Review
  - 2. Legislative Update
  - 3. Letter to Editor
  - 4. Special Services Report
- B. Monthly Financial Reporting

IX. ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING

- A. Valley River Center Station Improvements
- B. Follow-up Report on Purchasing and Bidding Procedures
- C. Lane Community College Station Relocation

X. ADJOURNMENT

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IV. BUS RIDER OF THE MONTH:

Due to staff time restraints, the March Bus Rider of the Month has not been selected. The selection will be announced at the Board meeting in April.

V. EMPLOYEE OF THE MONTH:

The March Employee of the Month is Bob Osborne. He will attend the meeting to be introduced to the Board and receive his award.

VII. ITEMS FOR ACTION AT THIS MEETING

A. Approval of Minutes: The minutes of the February 15, 1989, regular meeting are included in the agenda packet for Board review and approval. 7

B. Recommended Service Changes--1989 Annual Route Review: 20

1. Staff Introduction

Issue Presented: Should the Board approve service changes as recommended by staff, at a service level increase of approximately .8 percent, for an added annual cost of \$45,400?

Background: Every year, LTD's Planning Division conducts a comprehensive review of the bus system, called the Annual Route Review (ARR). During the ARR, staff evaluate low productivity service and consider requests from the public and employees for service additions or modifications.

The 1989 Annual Route Review primarily focuses on adjusting problems not resolved with Springfield's 1988 redesign, makes improvements to UO service, and other miscellaneous adjustments. A memorandum in the agenda packet discusses the changes recommended for FY 89-90 and reviews the changes made in the last two years.

Overall, service changes recommended for FY 89-90 increase the service level by approximately .8 percent, for an added annual cost of \$45,400. Both the percent increase in service and the cost of the added service

are less than that estimated in the Five-year Service Plan, which was approved at the February Board meeting.

Staff Recommendation: That the Board first hold a public hearing on the recommended service changes, and then approve the service changes as outlined in the staff memorandum included in the agenda packet.

Results of Recommended Action: Staff will inform riders and the public of the changes, which will be implemented in September 1989.

2. Opening of Public Hearing by Board President
3. Public Testimony
4. Closure of Public Hearing
5. Board Discussion and Action

C. Fiscal Year 1989-90 Capital Improvements Program (CIP): 31

Issue Presented: Should the Board approve the CIP for 1989-90. The Capital Improvement Program is a long-range planning document which is reviewed annually by the Board.

Background: Each year, as part of the budget process, staff provide an updated Capital Improvements Program (CIP) which details the District's capital needs through the next 20 years. The Board is asked to approve the CIP for the following fiscal year only; additional years are included to show direction and maintain an overall plan for the future.

Staff will be present at the meeting to answer any questions the Board may have.

Staff Recommendation: That the Board approve the Capital Improvements Program for FY 89-90 as presented in the agenda packet.

Results of Recommended Action: The District's capital needs will be incorporated into the budget for FY 89-90.

D. Board Salary Committee Recommendation for Administrative Salaries for FY 89-90: 39

Background: Each year, as part of the budget process, the Board Salary Committee meets to discuss any changes to the



salary schedule for administrative staff for the next fiscal year. This year the Salary Committee, Janet Calvert, Peter Brandt, and Tom Andersen, met to review staff recommendations for adjustments to the administrative salary schedule for next fiscal year, 1989-90.

Included in the agenda packet is a memorandum from Salary Committee chairman Peter Brandt, which recommends the following:

Board Salary Committee Recommendation: That the Board approve a 3.5 percent increase in administrative salaries for FY 89-90, and approve the creation of a Grade 2 Receptionist position.

Results of Recommended Action: Approved salary increases will be included in the draft budget for FY 89-90.

#### VIII. ITEMS FOR INFORMATION AT THIS MEETING

##### A. Current Activities:

1. Report of the Triennial Review by the Urban Mass Transportation Administration: Included in the agenda packet is a letter from UMTA listing their findings on a Triennial Review conducted on February 23, 1989. Staff are prepared to respond to the issues outlined in the letter. 44
2. Legislative Update: Included in the agenda packet is a legislative update of proposed bills for the Board's review. Ms. Loobey will discuss the importance of these bills with the Board at the March meeting. 46
3. Letter to Editor: Included in the agenda packet is a copy of a letter to the editor of the Register-Guard in response to the bus operators' tribute to a former Bus Rider of the Month who died in February. 49
3. Special Services Report: As a result of Board discussion about special services requested by persons and agencies in the community, a list of requests received (approved and denied) is included in the agenda packet each month. However, no special services were requested since the last agenda packet.

MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR MEETING

Wednesday, February 15, 1989

Pursuant to notice given to *The Register-Guard* for publication on February 9, 1989, and distributed to persons on the mailing list of the District, the regular monthly meeting of the Board of Directors of the Lane Transit District was held on Wednesday, February 15, 1989, at 7:30 p.m. at the Eugene City Hall.

Present: H. Thomas Andersen, Secretary  
Peter Brandt, Treasurer  
Janet Calvert, President, presiding  
Keith Parks  
Gus Pusateri  
Phyllis Loobey, General Manager  
Jo Sullivan, Recording Secretary

Absent: Janice Eberly, Vice President  
Rich Smith

CALL TO ORDER: The meeting was called to order at 7:35 p.m. with four members present (Brandt, Calvert, Parks, and Pusateri).

BUS RIDER OF THE MONTH: The February Bus Rider of the Month, Earl Steed, was not present at the meeting to be introduced to the Board.

EMPLOYEE OF THE MONTH: The January Employee of the Month, Bus Operator Jerry Reid, was introduced by Ms. Calvert, who said that he has earned his 14-year safe driving award. She told Mr. Reid that those who nominated him said that he was always courteous to the customers, and commented that his abilities had probably been put to the test during the recent snow and icy road conditions. After receiving his award and check, Mr. Reid said that all drivers appreciate these pats on the back, and that he thought everyone had done a terrific job during the bad weather. The Board members agreed, and thanked him for his service to the District.

APPROVAL OF MINUTES: Mr. Parks moved that the minutes be approved as distributed. Mr. Brandt seconded the motion, and the minutes were approved by unanimous vote.

ITEMS FOR INFORMATION AT THIS MEETING: Because Mr. Andersen was not yet present, the Board decided to wait to hear the staff and Board Finance Committee presentation on two of the action items scheduled for the meeting.

Facility Project Update: Stefano Viggiano, Planning Administrator, said that there was not much to report, since the inclement weather had caused a delay in most of the construction work on the new facility. He added that staff would

like to reschedule a tour of the new facility for the Board members at their convenience.

**Snow Service Report:** Ms. Loobey called the Board's attention to a staff memorandum on page 111 of the agenda packet, and said she would like to highlight additional aspects of the services offered by LTD employees during the recent snow and ice conditions, which lasted a little more than a week in certain parts of the city. She said that no morning pull-outs to begin service were missed, and that work in all divisions continued as normal, even the work which is performed outside in cold and ice during the night. Maintenance employees worked at 5th and North "B" in Springfield and in downtown Eugene keeping the bus stairwells free from ice. Buses were not washed during this time, since the bus washer is outside. As soon as the weather warmed enough during the days, some buses were washed during the day shift, but most buses are on the road at that time. The first priority for all employees was to take care of the customers. Field supervision was doubled out in the field, and staff were on the road beginning at 3:00 a.m. and all day until the 11:20 p.m. buses went back to the shop, checking road conditions throughout the system and radioing information to let the bus operators and customers have up-to-the-minute information about detours and road conditions. Bus operators were also on the radio constantly, asking to have other buses held at certain stops to wait for customers. The Customer Service Center (CSC) extended its hours in the morning and evening, and the CSC staff, which typically receives 800 to 900 calls a month, handled 11,000 calls during the snowy weather, voluntarily missing lunches and breaks to be sure the customers got the needed information. Administrative staff took overflow calls and provided route and detour information to the media. This was very important because conditions in some areas changed from hour to hour, such as whether the buses would travel over 30th or Franklin. During this time, all LTD employees were very concerned about making sure the customers got where they needed to go safely.

Ms. Loobey also talked about the service provided in the hills on minivans with chained tires, which was also explained in the staff memorandum, and about the positive response from customers.

Ms. Loobey said that the District has had an extraordinary service year, beginning with the increase in riders to 21,000 average weekday rides after the University of Oregon prepaid service was implemented, and increasing to 24,000 average weekday rides during the snow. The highest daily ridership was actually 26,800 one day during the snow.

Ms. Loobey stated that everyone felt the stress and strain of those times, especially the bus operators who were driving eight hours a day during adverse conditions, providing a service to the community. The District had received numerous telephone calls and letters about the snow service, most of which were very complimentary. Ms. Loobey gave the Board members copies of some of that correspondence.

Ms. Calvert said she rode the bus during the snow, and said she would like to have Ms. Loobey thank the employees for the extraordinary service they gave



to the community. She said that these are the time when everyone wants and needs and expects a bus, and that LTD provided that service exceptionally well. Mr. Parks agreed with Ms. Calvert, and Mr. Pusateri asked Ms. Calvert if she could thank the employees at the awards banquet the following weekend.

**Urban Mass Transportation Administration Triennial Review:** Ms. Loobey said she wanted the Board members to have some sense of the scope and depth of the issues that the Urban Mass Transportation Administration (UMTA) would be examining with District staff for two days in February. Information included in the agenda packet described the kinds of information UMTA would be requesting and examining.

**Legislative Agenda:** Ms. Loobey briefly discussed with the Board some of the transit-related issues which will be debated in this legislative session in Oregon. She said the previous Monday was the last day to enter bills, and she had asked for certain bills to be sent from Salem for the Board's information, but they had not yet arrived. She said that Mike Holleran, Chairman of the Transportation Commission, would be pursuing a statewide tire and battery tax which would provide transit capital funding to make up the declining federal contribution and prior state funding for transit capital. It would require a constitutional amendment regarding vehicle registration fees.

The tire and battery tax would replace what Ms. Loobey labeled the "mystery money" from the State in the last two bienniums, which included one-time-only payments from lottery funds and stripper well funds. The Governor's budget did not propose any general fund moneys for transit capital. Ms. Loobey added that the tire and battery tax would include all surface transportation, not just transit.

A bill to increase the cigarette tax to two cents from the current one cent has also been proposed. These funds would be used for services for the elderly and handicapped.

Ms. Loobey said that Mike Holleran is also supporting Senator Glenn Otto's proposal for an extension of the payroll tax to include local units of government. Ms. Loobey said this would include cities and counties, but she did not know if school districts would be included. She explained that Glenn Otto views this as being consistent with the State in-lieu-of-payroll tax payments, and suggests that transit districts be given local authority to extend the payroll tax to local units of government. Mr. Brandt stated that he thought this was a good idea. Ms. Loobey added that when hearings begin in March, all these issues will begin "heating up."

**Annual Employee Awards Banquet:** Ms. Calvert called the Board's attention to the note about the awards banquet on page 8 of the agenda packet, and said it would be wonderful if all the Board members could attend.

**Valley River Center Station:** Micki Kaplan, Transit Planner, introduced Dick Hansen, Valley River Center (VRC) General Manager. She said that the Valley



River Station was being discussed as an informational item, and that no decision was being requested from the Board at that time.

Ms. Kaplan stated that District staff have been working on relocating the VRC station from the south side of the center because staff consider that location to be inadequate. VRC and LTD have been unable to agree on a location, however. At the November Board meeting, the Board approved the concept of moving to the north side of the Center and seeking joint funding. Traditionally, the District does share construction costs, with LTD providing the shelters and the business or agency paying for the flat work.

Ms. Kaplan said that the findings of the hearings official were included in the agenda packet. She stated that the hearings official did not find in LTD's favor, but did require VRC to make improvements to the station on the south side, so that the station would accommodate three buses instead of two, improve the passenger waiting area, and minimize truck, car, and pedestrian conflicts.

Ms. Kaplan stated that improving a station that is not in the District's long-term best interest could have some ramifications for LTD. She said that staff would be coming back to the Board in March for recommendations and action. She explained that some of the District's options are to let VRC make the improvements they need to make to meet the conditions set by the hearings officer; to make minimal improvements, or to make major improvements to the south side station.

Ms. Calvert asked if Mr. Hansen had any comments he would like to make. He stated that LTD and VRC had a well-fought battle, and now it was time to make some of those improvements. He said that Valley River Center is prepared to move forward, and has some suggested plans from the LTD planners, but cannot begin without approval to do so. He said that accommodating another bus could be done now, and whether the District wants to address other elements in additional stations could be addressed later. He said he hoped it would not require major discussions, and that LTD and VRC staff could work out the details.

Mr. Hansen said that Valley River Center loves the buses, and that it has been a long-term association which has always been favorable, and that VRC is looking forward to making those improvements.

Mr. Brandt asked if Mr. Hansen would like LTD to remain on the south side of the Center. Mr. Hansen said that the issue is where people can get in and out of the center the easiest. There is a mall entrance at that spot, and he believed it to be the most central location for the Center's customers. He added that the south side station takes the buses off the major traffic routes around the Center, and that he is very supportive of that particular location.

Mr. Brandt also asked if any of the stores on the south side, particularly Mr. K's Restaurant, had complained about LTD's station being located there. Mr. Hansen stated that Mr. K's had always done a good job of attracting bus riders. Mr. K's is no longer there, however. Mr. Hansen said that the Center

had told the new restaurant, Tropani's Pasta, that the buses would be there, and he did not think they were unhappy about that.

Mr. Andersen arrived at this point in the meeting.

Ms. Loobey said that at a later meeting staff would have a recommendation about how the District should go ahead at Valley River Center. Mr. Pusateri asked a question about the background of the north side location, since he had not attended the November meeting. Ms. Loobey explained the process involving the City of Eugene planning process and the hearings official's ruling. Mr. Pusateri then asked if the District had any plans to add another stop at VRC. Ms. Loobey said it did not, to any major extent. She said that staff would like to have a stop by the Bon Marche because it is a major store.

Mr. Andersen asked if, with the exception of the location, the District got what it wanted, such as more bus bays. Ms. Loobey replied that it did.

ITEMS FOR ACTION AT THIS MEETING:

BOARD FINANCE COMMITTEE RECOMMENDATIONS:

Five-year Service Plan: Mark Pangborn, Director of Administrative Services, stated that three of the five Board members present had discussed this topic in some detail as the Board Finance Committee, so he would be directing his comments to Mr. Pusateri and Mr. Andersen. He stated that there were two main reasons for asking the Board to approve a Five-year Service Plan. First, the service plan is a guidepost used by the staff to set directions at the staff level. Second, a five-year service plan is now being required by the Urban Mass Transportation Administration, instead of the three-year plan the District has used in the past.

Mr. Pangborn said the service plan has been a good planning document for staff, but that it is important to keep in mind that it is just a plan. The Board will be required to take a number of actions each year on elements of the plan. He said that the plan gives staff a direction to head in each year, but actual recommendations will be made to the Board each year, particularly if the assumptions which the plan is based on change.

Mr. Pangborn said that the first consideration in developing the plan is service; everything the District does is designed and driven by service considerations. The proposed plan for service was included on page 29 of the agenda packet for that meeting. Mr. Pangborn explained that the proposed plan included the actual proposed service for each of the next five years, and a draft service policy for the Board's information. Staff were not asking the Board to approve the policy at that time; they would be returning to the Board for approval at a later meeting.

In discussing the proposed service plan, Mr. Pangborn stated that staff included an average service increase of 2.1 percent per year. However, the increases do not total 2.1 percent each year; that level depends on whether weekend or peak hour service is added, etc. Mr. Pangborn explained that staff

and the Finance Committee had actually looked at two options for service increases, based on a 3.6 percent or 2.1 percent average yearly increase. Because the 3.6 percent increase would require increasing the payroll tax rate, the Finance Committee had recommended the 2.1 percent increase.

Increases for FY 89-90 were recommended at 1.3 percent, and included increasing the frequency on the Fox Hollow route, which primarily serves the University of Oregon. An increase of 2.8 percent is currently recommended for FY 90-91, and includes increasing service on Hilyard during the peak hours, on the downtown shuttle, and to the Springfield/Gateway areas. In 1991-92, an increase of 4.1 percent is recommended, including increases in the Harlow/Gateway area and Sunday service to Bethel/Danebo. In FY 92-93, an increase of only .6 percent is being recommended at this time. This increase would include added Sunday service in Springfield, an express route to South Eugene, and a Sunday downtown shuttle.

Mr. Andersen asked why staff were recommending waiting until 1991-92 to increase service to Bethel/Danebo. Mr. Viggiano replied that it was staff's best guess that at that point the demand will be great enough to have an increase to half-hour service on Sundays. He said that staff may decide later that this increase should be made at a different time. Mr. Pangborn added that assumptions have been made about how many people will use the service, and that service increases for individual years may change around, but the 2.1 percent average will not.

Mr. Pangborn also stated that these increases assume business as usual and that the community is over its surge and growth will be more steady. Based on L-COG projections, population is expected to grow 2 percent, and employment is expected to grow 2 percent. The Lane Council of Governments (L-COG) projections are 2 percent for both, however.

One of the most important assumptions in the service plan, he said, is the payroll tax, which amounts to 60 percent of the District's operating budget. The annual growth of total payroll in the community has been between 6 percent and 7 percent. Staff studied a sophisticated L-COG payroll projection model. The figures vary from year to year, but the average for five years is 5.9 percent, similar to LTD's 6 percent on the chart in the agenda packet.

For farebox revenue, Mr. Pangborn said, the assumption is that it will increase equal to inflation, and growth in ridership is added in. It is anticipated that federal funds will continue to decline an average of 8 percent annually.

Schedule hours and operating expenses have increased. Risk Management's five-year average is 13 percent of the operating budget, but it has been at 9.5 percent for the last three years, and staff are assuming they can lower that figure to 6 percent. Inflation has been included at 4 percent for all the District's costs.

Mr. Pangborn then discussed Option 5A, found on page 25 of the agenda packet. Service increases from the Five-year Service Plan were costed out for

every subsequent year. The direct costs are directly attributable to the cost of putting the service on the road (drivers, etc.), and have been inflated by 4 percent. Service increases are inflated because the service added in one year is kept in subsequent years, and more is added, for a cumulative effect in the following years.

Facility maintenance costs are expected to increase in the new facility, since it is built for the next 20 years and allows for expansion. There is more floor space, more janitorial and landscaping service will be required, etc. For the first half-year, those costs are expected to be approximately \$40,000. The District will need to add at least one additional staff member, a receptionist, which Mr. Pangborn said he originally budgeted this position at \$22,000, which was questioned by the Finance Committee. He said staff would be looking at this more carefully before having the classification approved by the Board and making a budget request.

Mr. Pangborn said that the District should be able to sustain a 2.1 percent average service increase over the next five years because a positive balance is anticipated in those years. The balance is expected to be significant in the first couple of years, and diminishing after that.

The payroll tax rate is currently at .49 percent, although the Board has the authority to collect at a rate of .6 percent. Mr. Pangborn called the Board's attention to a chart which showed that additional .11 percent as a cushion. He said that if the District faced a deficit from the loss of federal funds, for example, one option could be to raise the tax rate.

Mr. Pusateri asked why the payroll taxes were projected at an 8.2 percent increase next year and leveled off after that. Mr. Pangborn explained that staff believed that a fairly conservative projection for annual growth in the payroll tax would be about 6 percent a year. L-COG used the State Economic Projection numbers to project the 8.2 percent peak next year for growth in the state's economy, and to project lower growth after that. The projections average 5.9 percent, but are front-end loaded. If a straight 6 percent figure is used, it results in deficits in following years and does not follow projected growth levels.

Mr. Pangborn said staff had received the third quarter payroll tax collection notes that day, and that the third quarter of FY 88-89 is 11 percent greater than the third quarter last year.

Mr. Andersen wondered where the FY 88-89 excess of \$522,000 showed up in the following year's budget. Mr. Pangborn explained that the proposal is to put it in capital reserves, and said that this is not a cumulative total from year to year. Ms. Loobey added that it has been the District's practice for the last five or six years to make a planned contribution to the capital reserve fund, and if at year-end there was money that exceeded expenses, that has gone into capital reserves as well. She added that this money has allowed the District to reduce taxes and still build the facility.

Mr. Pusateri asked about the expectation for sufficient funds at first,



with those depleted later, in 1992-93. Mr. Pangborn said the Board will have to examine that issue as the time gets closer, and that it will be harder to address the District's capital needs in the future.

Mr. Andersen stated that if less than a 4.1 percent service increase was made in 1991-92, the expenses would be less. Mr. Pangborn agreed, stating that the Board will have to make a decision each year as to what will make sense for that year.

Mr. Pangborn said that the real costs for capital are included in the Capital Improvements Program (CIP). For the next five years, the individual years are costed out, and then costs are shown in five-year increments for the next 20 years. He discussed this year's significant capital costs, which include passenger boarding improvements, the new facility, and almost \$1.9 million which was budgeted for 12 new buses for fleet expansion. He said this expansion has been in the CIP for several years, and that the District should be receiving buses this year but is not, because of previous concerns about meeting the costs of the new facility.

Mr. Pangborn discussed the recommendation to purchase 25 buses in the next two years, including 15 expansion buses and 10 replacement buses, to replace half of the 20 500-series buses, the oldest in the District's fleet. He said that staff and the Finance Committee had considered an option to replace of 20 of the 500-series buses, but that would create a deficit in the budget. Another consideration in the timing of bus purchases is proposed Environmental Protection Agency (EPA) regulations, requiring transit buses to meet new pollution standards by January 1991. All engine manufacturers have said that they cannot meet that time line, but could meet the deadline for truck engines in 1994.

Mr. Pangborn discussed the proposed expenses for bus purchases, and stated that if federal funds are subtracted from expenses, the resulting negative balance is what has to be paid locally. He said the District needs to come up with \$689,000 in 1990-91, but for the next two years, the District will have excess revenues over expenditures. If payroll tax revenues are very strong this year, it is possible that there will be additional revenues over expenditures this year, as well.

If LTD does not receive \$522,000 in FY 89-90, some decisions will have to be made, such as whether or not to use available, uncollected payroll tax moneys.

Tim Dallas, Director of Operations, pointed out that of the 15 expansion buses, the District has already expanded by seven with the purchase of the used Tri-Met buses to handle overloads this year. Those buses were manufactured in 1970 or 1971 and are not lift-equipped. They were bought on a temporary basis, until expansion buses could be purchased.

Mr. Pusateri asked what would happen to the ten 500-series buses being replaced. Mr. Pangborn explained that 10 buses would be put in a reserve fleet, which LTD does not now have, in the eventuality that they are needed. He said LTD may end up selling them, but would hold them as long as there was a place to park them, until it is clear that they are not needed.



Ms. Loobey stated that with the District's average ridership growth in recent years, 10 reserve buses would give LTD additional capacity for overloads, etc. The total order of 25 buses is a good order, she said, and would allow economies of scale for ordering a number at one time.

Mr. Andersen wondered if LTD's bus order could be pooled with another transit district's order. Mr. Pangborn explained that this could be done, but that buses are a custom-made piece of equipment and specifications are written to meet the individual transit district's needs. He said it would be rare that two transit districts would write the same specifications. Also, it is desirable to maintain some consistency with the rest of the fleet, if possible. Mr. Dallas added that staff want to write the specifications to get what the District needs but not make it so exotic that it drives up the price of the bus.

Mr. Pusateri asked if handicap access is an accessory. Mr. Pangborn stated that the new buses would be lift-equipped, and that a new federal ruling has said that all new buses will be lift-equipped, so lifts are not considered accessories. He said that LTD has purchased lift-equipped buses in the past because of District policy. Ms. Loobey added that accessories include fareboxes, overhead destination signs, etc. Ms. Calvert said that the cost of \$10,000 for each lift is included in the total cost.

Mr. Brandt moved that the Board adopt the Five-year Service Plan as included in the agenda packet for that meeting, including estimates for 2.1 percent average annual growth in service. Mr. Andersen seconded the motion. With no further discussion, the motion was approved by unanimous vote.

#### Grant Application for Federal Section 3 Funding:

In discussing the District's grant application for Section 3 funds, Mr. Pangborn handed out a revised page 54 for the agenda packet, which added \$150,000 for associated equipment for the buses. He explained that when the District purchases buses, it also buys a couple of spare engines and transmissions so those components can be exchanged and repaired without keeping a bus out of service too long. Mr. Pangborn added that the District's estimates for bus costs may be high, and that UMTA may award less money in the grant.

Mr. Pangborn said that this application is to apply for Section 3 funding of approximately \$1.8 million for buses. He explained that the District needs to begin the process immediately because there is a lead time of at least one to two years for grant approval and ordering buses. This lead time is especially important in light of the 1991 deadline for the new EPA regulations.

The State of Oregon has committed Section 18 funds for the purchase of up to three buses, which should help the District secure Section 3 approval.

Public Hearing on Application for Federal Section 3 Funds: Ms. Calvert opened the public hearing on the District's application for Federal Section 3 funding to purchase buses. There were no comments from members of the audience, and Ms. Calvert closed the public hearing.



**Board Action:** Mr. Brandt moved that the Board approve the 1989 federal Section 3 grant application and authorize the General Manager to submit the appropriate paperwork to the Urban Mass Transportation Administration. The motion was seconded and carried by unanimous vote.

**FISCAL YEAR 1989-90 PRICING PLAN:** Mr. Viggiano discussed the proposed pricing plan for FY 89-90, found on page 55 of the agenda packet. He explained that two sections were included: (1) recommendations for changes to the fare structure of FY 89-90, which were included for action that evening; and (2) a five-year pricing strategy, which was included for the Board's information and not for action. He stated that the recommendations were based on the fare policy that the Board had adopted four years ago. He added that the pricing plan is brought to the Board before the budget process so the assumptions in the plan can be part of the budget process.

Mr. Viggiano said that the goal of the pricing plan is to keep pace with inflation and to keep the changes small and incremental, and to not wait a long time between changes. Price increases are alternated between passes and tokens and cash. He discussed current economic trends and what changes LTD has made in the price of fare instruments in recent years. He explained that when sales are down in one instrument, it does not mean that those people are not riding; rather, they may switch to another fare instrument which is more economical for them.

Mr. Viggiano discussed the recommendations for FY 89-90. He said that the pass price has not been increased since 1983-84, but cash has increased 18 percent in that time. Staff were recommending that the pass prices increase 5 percent this year, and that the resulting differential between pass prices and tokens and cash prices be maintained in subsequent years.

Mr. Brandt asked why a net ridership loss of 20,000 was anticipated. Mr. Viggiano replied that this is actually a small figure, because pass riders take 1.4 million person trips per year. The 20,000 figure includes many assumptions, he said, and explained that fare elasticities are an accepted principle in the industry. Mr. Brandt asked how the 20,000 ridership loss converted to dollars. Mr. Viggiano said the proposal resulted in about \$26,000 in net additional revenue.

Mr. Pusateri asked if there was any move to include Lane Community College (LCC) in the same type of prepaid fare program that the UO has. Mr. Viggiano said that several years ago staff were debating whether to approach the UO or LCC, and decided to contact the UO first. Some people at LCC have now requested the same kind of program. However, because the District carries more riders to LCC and because one of the concepts of the program is that fees will compensate the District for lost farebox revenues, LCC students would have to pay about \$10 per term each in order to make the program revenue neutral. Also, LTD does not now have the fleet available to add service. Mr. Pusateri remarked that he thought this type of program would be extremely popular in future years, as the buses are available. Mr. Viggiano said that staff also plan to approach employers.

ADJOURNMENT: With no further business, the meeting was adjourned at 9:30 p.m.

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Board Secretary



and the Finance Committee had actually looked at two options for service increases, based on a 3.6 percent or 2.1 percent average yearly increase. Because the 3.6 percent increase would require increasing the payroll tax rate, the Finance Committee had recommended the 2.1 percent increase.

Increases for FY 89-90 were recommended at 1.3 percent, and included increasing the frequency on the Fox Hollow route, which primarily serves the University of Oregon. An increase of 2.8 percent is currently recommended for FY 90-91, and includes increasing service on Hilyard during the peak hours, on the downtown shuttle, and to the Springfield/Gateway areas. In 1991-92, an increase of 4.1 percent is recommended, including increases in the Harlow/Gateway area and Sunday service to Bethel/Danebo. In FY 92-93, an increase of only .6 percent is being recommended at this time. This increase would include added Sunday service in Springfield, an express route to South Eugene, and a Sunday downtown shuttle.

Mr. Andersen asked why staff were recommending waiting until 1991-92 to increase service to Bethel/Danebo. Mr. Viggiano replied that it was staff's best guess that at that point the demand will be great enough to have an increase to half-hour service on Sundays. He said that staff may decide later that this increase should be made at a different time. Mr. Pangborn added that assumptions have been made about how many people will use the service, and that service increases for individual years may change around, but the 2.1 percent average will not.

Mr. Pangborn also stated that these increases assume business as usual and that the community is over its surge and growth will be more steady. Based on L-COG projections, population is expected to grow 2 percent, and employment is expected to grow 2 percent. The Lane Council of Governments (L-COG) projections are 2 percent for both, however.

One of the most important assumptions in the service plan, he said, is the payroll tax, which amounts to 60 percent of the District's operating budget. The annual growth of total payroll in the community has been between 6 percent and 7 percent. Staff studied a sophisticated L-COG payroll projection model. The figures vary from year to year, but the average for five years is 5.9 percent, similar to LTD's 6 percent on the chart in the agenda packet.

For farebox revenue, Mr. Pangborn said, the assumption is that it will increase equal to inflation, and growth in ridership is added in. It is anticipated that federal funds will continue to decline an average of 8 percent annually.

Schedule hours and operating expenses have increased. Risk Management's five-year average is 13 percent of the operating budget, but it has been at 9.5 percent for the last three years, and staff are assuming they can lower that figure to 6 percent. Inflation has been included at 4 percent for all the District's costs.

Mr. Pangborn then discussed Option 5A, found on page 25 of the agenda packet. Service increases from the Five-year Service Plan were costed out for

every subsequent year. The direct costs are directly attributable to the cost of putting the service on the road (drivers, etc.), and have been inflated by 4 percent. Service increases are inflated because the service added in one year is kept in subsequent years, and more is added, for a cumulative effect in the following years.

Facility maintenance costs are expected to increase in the new facility, since it is built for the next 20 years and allows for expansion. There is more floor space, more janitorial and landscaping service will be required, etc. For the first half-year, those costs are expected to be approximately \$40,000. The District will need to add at least one additional staff member, a receptionist, which Mr. Pangborn said he originally budgeted this position at \$22,000, which was questioned by the Finance Committee. He said staff would be looking at this more carefully before having the classification approved by the Board and making a budget request.

Mr. Pangborn said that the District should be able to sustain a 2.1 percent average service increase over the next five years because a positive balance is anticipated in those years. The balance is expected to be significant in the first couple of years, and diminishing after that.

The payroll tax rate is currently at .49 percent, although the Board has the authority to collect at a rate of .6 percent. Mr. Pangborn called the Board's attention to a chart which showed that additional .11 percent as a cushion. He said that if the District faced a deficit from the loss of federal funds, for example, one option could be to raise the tax rate.

Mr. Pusateri asked why the payroll taxes were projected at an 8.2 percent increase next year and leveled off after that. Mr. Pangborn explained that staff believed that a fairly conservative projection for annual growth in the payroll tax would be about 6 percent a year. L-COG used the State Economic Projection numbers to project the 8.2 percent peak next year for growth in the state's economy, and to project lower growth after that. The projections average 5.9 percent, but are front-end loaded. If a straight 6 percent figure is used, it results in deficits in following years and does not follow projected growth levels.

Mr. Pangborn said staff had received the third quarter payroll tax collection notes that day, and that the third quarter of FY 88-89 is 11 percent greater than the third quarter last year.

Mr. Andersen wondered where the FY 88-89 excess of \$522,000 showed up in the following year's budget. Mr. Pangborn explained that the proposal is to put it in capital reserves, and said that this is not a cumulative total from year to year. Ms. Loobey added that it has been the District's practice for the last five or six years to make a planned contribution to the capital reserve fund, and if at year-end there was money that exceeded expenses, that has gone into capital reserves as well. She added that this money has allowed the District to reduce taxes and still build the facility.

Mr. Pusateri asked about the expectation for sufficient funds at first,

with those depleted later, in 1992-93. Mr. Pangborn said the Board will have to examine that issue as the time gets closer, and that it will be harder to address the District's capital needs in the future.

Mr. Andersen stated that if less than a 4.1 percent service increase was made in 1991-92, the expenses would be less. Mr. Pangborn agreed, stating that the Board will have to make a decision each year as to what will make sense for that year.

Mr. Pangborn said that the real costs for capital are included in the Capital Improvements Program (CIP). For the next five years, the individual years are costed out, and then costs are shown in five-year increments for the next 20 years. He discussed this year's significant capital costs, which include passenger boarding improvements, the new facility, and almost \$1.9 million which was budgeted for 12 new buses for fleet expansion. He said this expansion has been in the CIP for several years, and that the District should be receiving buses this year but is not, because of previous concerns about meeting the costs of the new facility.

Mr. Pangborn discussed the recommendation to purchase 25 buses in the next two years, including 15 expansion buses and 10 replacement buses, to replace half of the 20 500-series buses, the oldest in the District's fleet. He said that staff and the Finance Committee had considered an option to replace 20 of the 500-series buses, but that would create a deficit in the budget. Another consideration in the timing of bus purchases is proposed Environmental Protection Agency (EPA) regulations, requiring transit buses to meet new pollution standards by January 1991. All engine manufacturers have said that they cannot meet that time line, but could meet the deadline for truck engines in 1994.

Mr. Pangborn discussed the proposed expenses for bus purchases, and stated that if federal funds are subtracted from expenses, the resulting negative balance is what has to be paid locally. He said the District needs to come up with \$689,000 in 1990-91, but for the next two years, the District will have excess revenues over expenditures. If payroll tax revenues are very strong this year, it is possible that there will be additional revenues over expenditures this year, as well.

If LTD does not receive \$522,000 in FY 89-90, some decisions will have to be made, such as whether or not to use available, uncollected payroll tax moneys.

Tim Dallas, Director of Operations, pointed out that of the 15 expansion buses, the District has already expanded by seven with the purchase of the used Tri-Met buses to handle overloads this year. Those buses were manufactured in 1970 or 1971 and are not lift-equipped. They were bought on a temporary basis, until expansion buses could be purchased.

Mr. Pusateri asked what would happen to the ten 500-series buses being replaced. Mr. Pangborn explained that 10 buses would be put in a reserve fleet, which LTD does not now have, in the eventuality that they are needed. He said LTD may end up selling them, but would hold them as long as there was a place to park them, until it is clear that they are not needed.



Ms. Loobey stated that with the District's average ridership growth in recent years, 10 reserve buses would give LTD additional capacity for overloads, etc. The total order of 25 buses is a good order, she said, and would allow economies of scale for ordering a number at one time.

Mr. Andersen wondered if LTD's bus order could be pooled with another transit district's order. Mr. Pangborn explained that this could be done, but that buses are a custom-made piece of equipment and specifications are written to meet the individual transit district's needs. He said it would be rare that two transit districts would write the same specifications. Also, it is desirable to maintain some consistency with the rest of the fleet, if possible. Mr. Dallas added that staff want to write the specifications to get what the District needs but not make it so exotic that it drives up the price of the bus.

Mr. Pusateri asked if handicap access is an accessory. Mr. Pangborn stated that the new buses would be lift-equipped, and that a new federal ruling has said that all new buses will be lift-equipped, so lifts are not considered accessories. He said that LTD has purchased lift-equipped buses in the past because of District policy. Ms. Loobey added that accessories include fareboxes, overhead destination signs, etc. Ms. Calvert said that the cost of \$10,000 for each lift is included in the total cost.

Mr. Brandt moved that the Board adopt the Five-year Service Plan as included in the agenda packet for that meeting, including estimates for 2.1 percent average annual growth in service. Mr. Andersen seconded the motion. With no further discussion, the motion was approved by unanimous vote.

#### Grant Application for Federal Section 3 Funding:

In discussing the District's grant application for Section 3 funds, Mr. Pangborn handed out a revised page 54 for the agenda packet, which added \$150,000 for associated equipment for the buses. He explained that when the District purchases buses, it also buys a couple of spare engines and transmissions so those components can be exchanged and repaired without keeping a bus out of service too long. Mr. Pangborn added that the District's estimates for bus costs may be high, and that UMTA may award less money in the grant.

Mr. Pangborn said that this application is to apply for Section 3 funding of approximately \$1.8 million for buses. He explained that the District needs to begin the process immediately because there is a lead time of at least one to two years for grant approval and ordering buses. This lead time is especially important in light of the 1991 deadline for the new EPA regulations.

The State of Oregon has committed Section 18 funds for the purchase of up to three buses, which should help the District secure Section 3 approval.

Public Hearing on Application for Federal Section 3 Funds: Ms. Calvert opened the public hearing on the District's application for Federal Section 3 funding to purchase buses. There were no comments from members of the audience, and Ms. Calvert closed the public hearing.



**Board Action:** Mr. Brandt moved that the Board approve the 1989 federal Section 3 grant application and authorize the General Manager to submit the appropriate paperwork to the Urban Mass Transportation Administration. The motion was seconded and carried by unanimous vote.

**FISCAL YEAR 1989-90 PRICING PLAN:** Mr. Viggiano discussed the proposed pricing plan for FY 89-90, found on page 55 of the agenda packet. He explained that two sections were included: (1) recommendations for changes to the fare structure of FY 89-90, which were included for action that evening; and (2) a five-year pricing strategy, which was included for the Board's information and not for action. He stated that the recommendations were based on the fare policy that the Board had adopted four years ago. He added that the pricing plan is brought to the Board before the budget process so the assumptions in the plan can be part of the budget process.

Mr. Viggiano said that the goal of the pricing plan is to keep pace with inflation and to keep the changes small and incremental, and to not wait a long time between changes. Price increases are alternated between passes and tokens and cash. He discussed current economic trends and what changes LTD has made in the price of fare instruments in recent years. He explained that when sales are down in one instrument, it does not mean that those people are not riding; rather, they may switch to another fare instrument which is more economical for them.

Mr. Viggiano discussed the recommendations for FY 89-90. He said that the pass price has not been increased since 1983-84, but cash has increased 18 percent in that time. Staff were recommending that the pass prices increase 5 percent this year, and that the resulting differential between pass prices and tokens and cash prices be maintained in subsequent years.

Mr. Brandt asked why a net ridership loss of 20,000 was anticipated. Mr. Viggiano replied that this is actually a small figure, because pass riders take 1.4 million person trips per year. The 20,000 figure includes many assumptions, he said, and explained that fare elasticities are an accepted principle in the industry. Mr. Brandt asked how the 20,000 ridership loss converted to dollars. Mr. Viggiano said the proposal resulted in about \$26,000 in net additional revenue.

Mr. Pusateri asked if there was any move to include Lane Community College (LCC) in the same type of prepaid fare program that the UO has. Mr. Viggiano said that several years ago staff were debating whether to approach the UO or LCC, and decided to contact the UO first. Some people at LCC have now requested the same kind of program. However, because the District carries more riders to LCC and because one of the concepts of the program is that fees will compensate the District for lost farebox revenues, LCC students would have to pay about \$10 per term each in order to make the program revenue neutral. Also, LTD does not now have the fleet available to add service. Mr. Pusateri remarked that he thought this type of program would be extremely popular in future years, as the buses are available. Mr. Viggiano said that staff also plan to approach employers.



Ms. Calvert said she was curious to see if the 100 or so cars at the fairgrounds still use the District's service after the Sacred Heart Hospital parking structure is built. Ms. Loobey thought it would depend partly on how the parking would be priced. Mr. Viggiano added that the early trips from the fairgrounds are usually to Sacred Heart, and later trips are usually to the UO.

Mr. Andersen asked Ed Bergeron, Marketing Administrator, how the fare increase would be marketed. Mr. Bergeron answered that it would be handled mostly as information. He explained that since the District has had the policy of small incremental increases in small segments of the fare structure, there has been little negative impact or protest from riders, and marketing has just been a matter of letting people know about the changes. Mr. Andersen then asked about the notification process. Ms. Loobey replied that federal regulations require 30 days' notice regarding the public hearing, and state regulations require the distribution of agenda packets to local media.

Mr. Viggiano then discussed a second recommendation, which is not to change the price for the UO prepaid program next year. He explained that staff believe that they overestimated the revenues that were previously being received from UO riders, and UO enrollment is higher than projected, which is one of the reasons revenues will be up about 12 percent. Staff were suggesting that this price be left alone this year and reviewed in later years.

Referring to page 59 of the agenda packet, Mr. Viggiano said that staff would recommend an increase of 25 cents in UO passes in September 1990, in order to keep pace with inflation. Mr. Pusateri asked about the figure showing 56,000 students at the UO. Mr. Viggiano replied that this is a total for four quarters. He added that the UO recommendation did not require Board action.

Public Hearing on FY 89-90 Pricing Plan: Ms. Calvert opened the public hearing on the staff's recommended pricing plan for Fiscal Year 1989-90. Hearing no comment from members of the public, Ms. Calvert closed the public hearing.

Board Action: Mr. Parks moved that the Board increase the price of passes 5 percent as of July 1989, as recommended by staff. Mr. Andersen seconded the motion. There was no further discussion, and the motion carried by unanimous vote.

FISCAL YEAR 1898-90 GOALS AND OBJECTIVES AND ACTION PLANS: Ms. Calvert stated that the District's goals and objectives are the basis for actions of staff in the future. She introduced MIS Administrator Joe Janda, who said that two pieces of information had been included in the agenda packet. First, the proposed FY 89-90 Goals and Objectives were included for Board discussion and approval. Second, the division action plans, which detail the activities by which staff will work toward those goals and objectives, were included for the Board's information. Mr. Janda explained that the Goals and Objectives and Action Plans are developed yearly at this time and provide direction to staff as the budget is prepared for the following fiscal year.



Mr. Janda also called the Board's attention to a proposed mission statement for the District. After some discussion, he said, staff had decided that a mission statement should be internally focused rather than providing information about the District to the public. It is staff's intent, then, that the proposed mission statement act as a motivator for employees. The key terms in the statement are "customers" and "community satisfaction," which are meant to include the non-riding public, the environment, governmental agencies, etc., and "excellence," which includes excellence of transit service and excellence as a government agency within the community.

Mr. Janda went on to explain that there are seven major goals which focus on customer satisfaction, ridership, internal efficiency, capitalization, and the new facility. A general, broad goal statement is made, and then key objectives that address that goal statement are provided. To highlight a few of the goals, he said that restoring 100 percent accessibility is tied in with the process to purchase new buses; and a four percent gain in productivity is being made in conjunction with the service goal. Additionally, in writing a new goal regarding the move to the new facility next fall, the District is recognizing that this will be a major activity from now on. The division action plans articulate specific plans to help the District meet these overall goals and objectives.

Mr. Brandt moved that the Board adopt the proposed Goals and Objectives for Fiscal Year 1989-90. After being seconded by Mr. Parks, the motion carried by unanimous vote.

**BUDGET COMMITTEE APPOINTMENT:** Ms. Calvert explained that the term of Rosemary Pryor on the Budget Committee had expired, and that Mr. Andersen had been asked to name a replacement. Mr. Andersen said that he had talked with Ms. Pryor, the current Committee Chairperson, who said that she is interested in serving again. He moved that the Board approve the nomination of Rosemary Pryor as a member of the Budget Committee, beginning immediately and ending January 1, 1992. Mr. Parks seconded the motion, which then carried by unanimous vote.

**TOUR OF NEW FACILITY:** The Board members present decided to meet at the new site in Glenwood at 5:00 p.m. on Wednesday, March 15, prior to the regularly scheduled Board meeting, for a tour of the new facility. After the tour, the Board will have dinner together at a local restaurant and then attend the Board meeting at City Hall.

**QUARTERLY PERFORMANCE REPORT:** Mr. Brandt asked about the chart showing University of Oregon ridership on page 124 of the packet. Mr. Janda explained that over the last several years, ridership has been increasing as the community population has grown. The total ridership figure for 1987-88 included some UO ridership, so the comparison on the chart is more clear when looking at UO and "other" ridership combined. Mr. Viggiano added that "other" rides went from 310,000 to 330,000, or a 7 percent increase, which is substantial in itself. Actual UO ridership last year was not kept separately, and was derived from information collected on surveys.

ADJOURNMENT: With no further business, the meeting was adjourned at 9:30 p.m.

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Board Secretary





March 15, 1989

MEMORANDUM

TO: Board of Directors  
FROM: Stefano Viggiano, Planning Administrator  
RE: Recommended Service Changes -- 1989 Annual Route Review

**I. BACKGROUND**

Every year, the District's Planning Division conducts a comprehensive review of the bus system known as the Annual Route Review (ARR). As part of the ARR, staff evaluate low productivity service and consider requests from the public and employees for service additions or modifications. Changes approved during the ARR are generally implemented the following September.

Last year's ARR was fairly major in scope, resulting in a total redesign of Springfield service and service additions to the University of Oregon. This year, the Annual Route Review primarily focuses on adjusting problems not resolved by last year's Springfield redesign, making improvements to University of Oregon service, and making other miscellaneous adjustments. The service changes are based on input from LTD employees and customers. The recommended service changes have been reviewed by several groups, including the University of Oregon Transit Council, the Planning Advisory Committee (an LTD interdivisional employee committee, including drivers), and the District's Executive Committee.

This memorandum includes a summary of the recommended changes, a review of service changes implemented during the last two years, and detailed information on the recommendations for next year.

**II. SUMMARY OF SERVICE RECOMMENDATIONS**

The recommended service changes for FY 1989-90 are:

- \* Adjustments to service in Springfield;
- \* Addition of service on the #1 Downtown Shuttle on weekday afternoons.
- \* Addition of one net #3X trip; rerouting of the #3X Express through downtown Eugene;

- \* Separation of the inbound portion of the #16 McKenzie Bridge route from the #11 Thurston;
- \* Addition of a new #23X Express route between southeast Eugene and the University of Oregon, with two morning trips and two afternoon trips;
- \* Addition of Sunday service on the #27 Fairmount and #33 Jefferson routes;
- \* Addition of five trips on the #28 UO/Hilyard;
- \* Extension of the #31C Westmoreland route to Oak Patch Road and the addition of two trips in the afternoon;
- \* Elimination of two #36 Westmoreland trips in the afternoon due to low ridership;
- \* Rerouting the #50 Park and #52 Irving to use the Chambers Connector; and
- \* Elimination of the #55 Riviera Express route due to low ridership.

Overall, the recommended changes increase the service level by approximately .8 percent, for an added annual cost of \$45,400 (FY 1989-90 cost is expected to be approximately \$48,000). Both the percent increase in service and the cost of the added service are less than the figures estimated in the recently approved Five-year Service Plan.

#### 1989 ANNUAL ROUTE REVIEW SUMMARY

Route	Change in Ann. Hours	Annual Cost	FY 89-90 Cost	Change in Ann. Trips
Springfield	+ 520	+\$14,800	+\$11,100	+15,000
#1 Downtown Shuttle	+ 488	+ 13,900	+ 13,900	+13,700
#3X/51X/55X	-1,196	- 34,100	- 25,600	- 5,000
#16 McKenzie Bridge	+ 260	+ 7,400	+ 5,600	+ 2,600
#23X Express	+ 519	+ 14,800	+ 14,800	+21,300
#27/#33 Jefferson	+ 416	+ 11,900	+ 8,900	+10,600
#28 Hilyard/U of O	+ 488	+ 13,900	+ 13,900	+16,000
#31C Westmoreland	+ 390	+ 11,100	+ 11,100	+26,800
#36 Westmoreland	- 195	- 5,600	- 5,600	- 600
#50 Park/#52 Irving	0	0	0	+ 2,500
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Total	+1,690	+\$45,400	+\$ 48,100	+104,100

### III. REVIEW OF PREVIOUS SERVICE CHANGES

This section evaluates significant changes in service that have been implemented during the last two years. For service changes implemented last September, this review is very preliminary: It generally takes one to two years for new or redesigned service to mature and realize its full ridership potential.



### Springfield Redesign

A redesign of the Springfield sector was implemented last September. The redesign was intended to address low productivity service, to provide additional service to new developments, and to ameliorate operational problems on some routes. Early indications are that the redesign has been successful. According to counts collected last fall, ridership on the redesigned Springfield routes (not including the #11 Thurston which was not changed) has increased by 26.8 percent, while productivity has increased by 17.4 percent. Some of this growth can be attributed to increased student ridership from the prepaid program with the University of Oregon. However, since University students make up only about 10 percent of riders on these routes, it is clear that the majority of the increase is in non-University ridership.

### #11 Thurston on Sunday

Last fall, the frequency of service on the #11 Thurston was increased from a bus every 60 minutes to a bus every 30 minutes. The change added approximately 14 hours of service per Sunday, while ridership resulting from the change has increased by about 330 trips per Sunday. This yields a productivity for the added service of 24 rides per hour. Average productivity for Sunday service is 29 rides per hour.

### #24A Willamette on Sunday

Also last fall, a #24A Willamette route was added on Sundays. The route carries 120 riders per day for a productivity of 27 rides per hour.

### #44 Echo Hollow on Weekdays

The service frequency of the #44 Echo Hollow route was improved from a bus every 60 minutes to a bus every 30 minutes. The change added 11.4 hours of service per weekday, while ridership resulting from the change has increased by 226 trips per weekday. This yields a productivity for the added service of 19.8 rides per hour. The average productivity for weekday service is approximately 30 rides per hour.

### Additional University of Oregon Service

Additional service to the University of Oregon, paid for with student fees, was added during the fall of 1988. The service was intended to relieve overloads and to provide additional connections to the University. Despite a higher ridership increase than expected, the District was able to stay within the service level limits of the student fees and eliminate overloads. The new service to the University has, by and large, performed well, with ridership productivities exceeding the system average. Some changes in the service are warranted and are described in section IV of this memorandum.

### Saturday Service to Non-Urban areas

In January of 1988, the District added Saturday service to McKenzie Bridge and Junction City (Saturday service to Veneta had been added in 1986). The McKenzie Bridge service on Saturday carries approximately 30 people on each trip, while 15 to 20 customers are carried on the two Junction City trips. These ridership totals are approximately 75 percent of the ridership that those same routes carry on weekdays.

### #51X Express route

An express route from the Santa Clara area was added in September, 1987. After one year, three trips of the route (two in the morning and one in the afternoon) carry approximately 36 people, for an average productivity of about 33 rides per hour. A recommended service change this year would eliminate one trip in the morning that carries only about six people. This change would improve the productivity of the route.

### #52 Irving route on Saturdays

Saturday service on the #52 Irving was added in September, 1987. During the past year, the service has had an average productivity of approximately 20 rides per hour, compared to an average Saturday productivity for all routes of about 31 rides per hour. This route will continue to be monitored and will be considered for possible modification if the productivity does not improve.

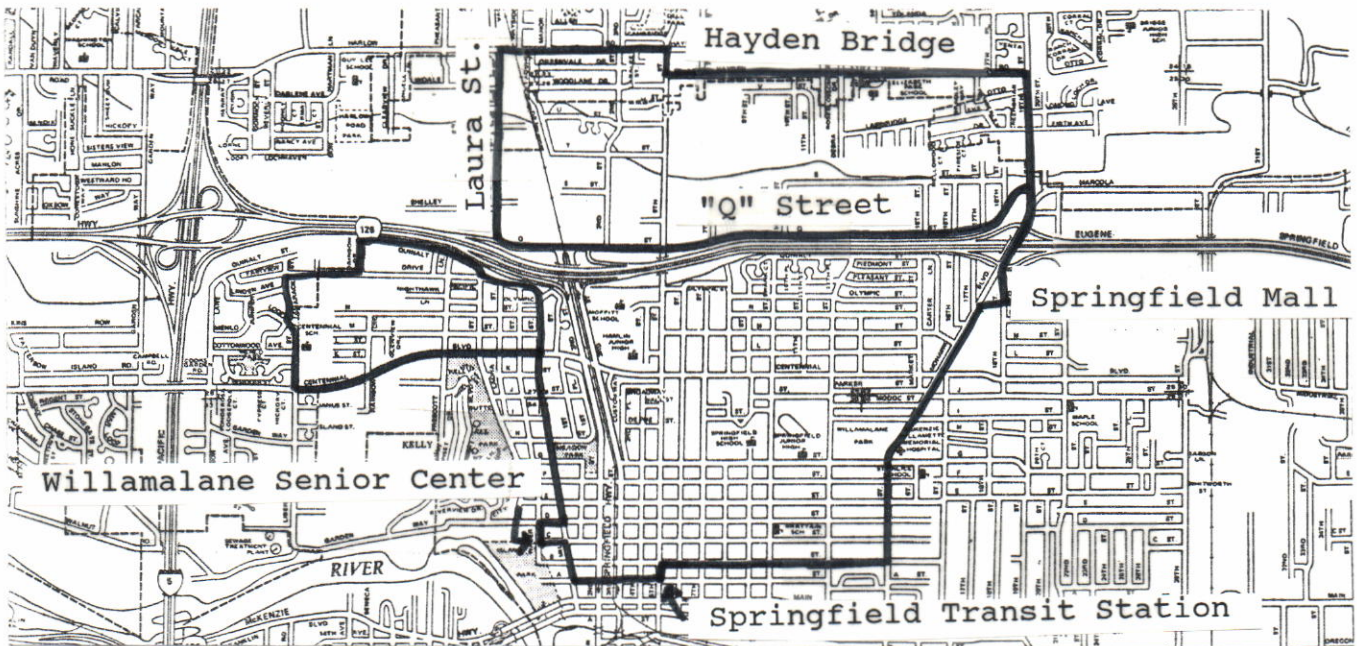
## **IV. PROPOSED SERVICE CHANGES**

### Springfield Sector

#### Description:

Changes are proposed on the #14 Fairview route, the #13 Centennial, and the #15 LCC/Gateway. The Eugene Mall connection of the #14 Fairview route would be eliminated, with the route providing additional service exclusively within Springfield (see the map on the next page). Service hours on the #13A loop would be re-assigned to the #13B loop (with the deleted service on the #13A replaced by the redesigned #14). The #15 would use 5th and Hayden Bridge instead of "Q" Street and Laura (service on "Q" and Laura would be provided by the redesigned #14 route).





Analysis:

Despite the apparent success of the redesigned Springfield service (see the review of previous service changes section of this memorandum), there are some service deficiencies that riders have pointed out. The primary problems are: 1) A lack of adequate service on 5th Street between "Q" and Hayden Bridge; and 2) Poor connections between the #15 LCC route and service to the Springfield Mall. The proposed changes are intended to address these deficiencies, while not radically altering the basic system that is in place.

While the recommended changes address the problems identified by riders, they also eliminate some direct connections from parts of Springfield to downtown Eugene. Staff believe that this disadvantage is more than offset by the advantages of the proposed changes.

Statistics:

Change in Annual Service Level	520 hours
Annual Cost	\$14,800
Annual Ridership Change	15,000 trips
Productivity	28.8 rides per hour
Cost per Trip	\$0.99

#1 Downtown Shuttle

Description:

This recommendation would add ten afternoon trips from the University Station to the Eugene Transit Station each weekday.



Analysis:

Currently, the #1 route provides the only connection from the University Station to buses leaving at :20 and :50 minutes after the hour. During peak afternoon periods, the route is often overcrowded and behind schedule. As a result, transfers are missed relatively frequently at the Eugene Transit Station. This proposal would add additional trips for the short hop between 13th and Kincaid and the Eugene Mall in order to provide additional capacity and help ensure transfer connections.

Statistics:

Change in Annual Service Hours	+488 hours
Annual Cost	\$13,900
Annual Ridership Change	13,700 trips
Productivity	28.1 rides per hour
Cost per Trip	\$1.01

#3X Sacred Heart-U0 / #51X Santa Clara Express / #55 Riviera Express

Description:

This proposal would eliminate the #55 route, but keep the two trips (one in the morning and one in the afternoon) that connect with the #51X. In conjunction with this service elimination, the #3X would be rerouted through the downtown area. In addition, two earlier afternoon trips (at 2:15 p.m. and 2:45 p.m.) would be added to the #3X. The 9:30 a.m. trip of the #3X would be eliminated due to low ridership.

Analysis:

The #55 Riviera Express has historically had marginal productivity, often just above the minimum productivity standard. Over the past three years, productivity on this route has averaged only 68 percent of the system average. However, two of the three most productive trips are combined with #51X Santa Clara Express trips which are jointly advertised as #55 trips. These two trips, which have a productivity of about 30 rides per hour, would not be eliminated. This proposal would reduce peak hour bus needs by one bus.

The #3X Sacred Heart/U of O provides morning and afternoon peak service between the University and Coburg Road and the River Road Transit Station. The route is less than a year old, yet ridership data seem to indicate that it is doing better than average. This proposal would route the #3X through the downtown area, thereby providing some of the service that would be lost by the elimination of the #55.

Statistics:

Change in Annual Service Hours	-1,196 hours
Annual Cost Savings	\$34,100
Annual Ridership Change	-5,000 trips
Productivity	N/A
Cost per Trip	N/A

#16 McKenzie Bridge

Description:

Eliminate use of the #16 route in the morning to cover the inbound portion of the #11 Thurston route.

Analysis:

Currently, the first trip from McKenzie Bridge in the morning becomes the inbound #11 route once the bus reaches 69th and Main in east Springfield. This operation saves costs by eliminating the need for one #11 trip. However, the combined loads of the #16 and the #11 routes have caused overloads. This proposal would separate the routes. Some ridership increases can be expected since riders are more likely to ride the bus if overcrowded conditions are eliminated. However, the change is proposed not to increase ridership but to address the overloads.

Statistics

Change in Annual Service Hours	+260 hours
Annual Cost	\$7,400
Annual Ridership Change	+2,600 trips
Productivity	10.0 rides per hour
Cost per Trip	\$2.85

#23X Fox Hollow Express

Description:

This proposal would create a new route, the #23X Fox Hollow Express, that would operate two morning and two afternoon express trips between the Fox Hollow/Donald area and the University of Oregon. Service would also be provided to South Eugene High School.



Analysis:

Since the implementation of the prepaid pass program, weekday ridership on #23 Fox Hollow has doubled. Over 1,400 rides are taken on #23 during an average weekday, yielding a productivity of 51.0 rides per hour. This compares to a systemwide average of 30 rides per hour.

The new service is designed to relieve problems with overcrowding and schedule adherence on the morning and afternoon #23 trips. It is also anticipated that the new #23X would attract new riders due to travel time savings gained during the express portion of the route.

Statistics:

Change in Annual Service Hours	+519 hours
Annual Cost	\$14,800
Annual Ridership Change	+21,300 trips
Productivity	41.0 rides per hour
Cost per Trip	\$0.69

#27 Fairmount / #33 Jefferson

Description:

Service operating every hour would be added on Sunday on both the #27 Fairmount route and the #33 Jefferson. The service would operate from approximately 10:00 a.m. to 5:30 p.m. Service must be added to both the #27 and the #33 in order to avoid scheduling inefficiencies.

Analysis:

The #27 Fairmount has, according to the most recent Route Segment Analysis, a productivity of 31.2 rides per hour on Saturday. This would predict a productivity of 28.0 rides per hour on Sunday. Sunday service now averages 27 rides per hour. From a geographical perspective, there is no service on Sundays south of Franklin and east of Hilyard. This service addition would fill in that void in coverage.

The #33 Jefferson also provides coverage in an area that is not served by other routes. The Saturday productivity of the route is 25.7 rides per hour, which would predict a Sunday productivity of approximately 23.1 rides per hour.



Statistics:

Change in Annual Service Hours	+416 hours
Annual Cost	\$11,900
Annual Ridership Change	+10,600 trips
Productivity	26 rides per hour
Cost per Trip	\$1.12

#28 Hilyard/U of O

Description:

This proposal would add five weekday trips to the #28 Hilyard.

Analysis:

The new #28 route, added in September, has been a popular route for bus riders between the Amazon area and the U of O. The Fall RSA shows a productivity in the morning of 56.2 rides per hour and an afternoon productivity of 30.5 rides per hour. The #28 Hilyard bus riders have requested later morning and earlier afternoon trips for the #28. Trips would be added arriving at the University Station at 9:45 a.m., and leaving the transit station at 1:00 p.m., 1:30 p.m., 2:00 p.m., and 2:30 p.m. No additional peak hour buses are needed for this service addition.

Statistics:

Change in Annual Service Hours	+488 hours
Annual Cost	\$13,900
Annual Ridership Change	+16,000 trips
Productivity	33 rides per hour
Cost per Trip	\$0.87

#31C Westmoreland

Description:

This recommendation would change the morning #31C arrival time at the University of Oregon to :15/:45 and afternoon departures to :25/:55, add one additional trip of the #31C departing the University Station at 2:55 p.m., and extend the #31C further west on West 18th Avenue to Oak Patch Road.

Analysis:

The #31C route was added in January to provide 15 minute service to the W. 18th corridor during peak hours. One of the objectives of the #31C route is to alleviate overcrowding on the #31A Bailey Hill and #31B City View routes (the #31A and #31B routes have experienced overloads this Fall caused by U of O students going to and from campus during morning and afternoon peak periods). In addition, the #31A and #31B routes have had difficulty arriving at campus on-time, causing students to complain about arriving late to classes. Ridership on the #31C has been low relative to the high ridership on corresponding trips of the #31A and #31B routes. The arrival and departure time changes are expected to improve ridership. Additional ridership can be gained by extending the route further west on W. 18th Avenue to Oak Patch. The additional afternoon trip is intended to alleviate very heavy loads on the #31 trips at 2:30 p.m. and 3:00 p.m.

Statistics:

Change in Annual Service Hours	+390 hours
Added Cost	\$11,100
Annual Ridership Change	+26,800 trips (includes affect of the schedule change)
Productivity	33 rides per hour (for added trip only)
Cost per Trip	\$0.41

#36 Westmoreland

Description:

This proposal would eliminate two of the three afternoon trips of the #36 Westmoreland.

Analysis:

The Westmoreland route operates during the morning and afternoon peak periods between Westmoreland student housing and the University of Oregon. Historically the #36 Westmoreland route has been productive in the morning and relatively unproductive in the afternoon. The Fall 1988 RSA shows the morning #36 averaged 28 rides per hour. The afternoon #36 averaged only 3.0 rides per hour for the two trips proposed for elimination, well below minimum productivity standards. The afternoon trip departing the U of O at 5:05 p.m. carries approximately 15 persons. This trip, or a variation of the trip to accommodate more riders, will be preserved.

Statistics:

Change in Annual Service Hours	-195 hours
Annual Cost Savings	\$5,600
Annual Ridership Change Loss	+600 trips
Productivity	NA
Cost per Trip	NA

#50 PARK / #52 IRVING

Description:

It is proposed that the #50 Park and #52 Irving use the Chambers connector to avoid possible delays caused by encountering trains at either Washington or Jefferson Streets.

Currently, the #50, #51 and #52 all use Railroad Avenue/West First Ave. as a means of traveling from River Road to downtown Eugene. All of these routes must encounter grade railroad crossings at Washington and Jefferson Streets. It is estimated that there is about a 5 percent chance (1 out of 20) that any bus using the crossing will be delayed for more than 5 minutes (based on frequency of trains, and average train delay). This proposal would allow the #51 Santa Clara route to continue to serve First Avenue, while eliminating possible train delays for the #50 and #52 routes. The routing of the #50 and #52 between the Chambers connector and the Eugene Transit Station is still under review.

Statistics

Change in Annual Service Hours	none
Annual Cost	\$0
Annual Ridership Change	+2,500 trips
Productivity	N/A
Cost per Trip	N/A

STAFF RECOMMENDATION

That the Board approve the service changes as described in this memorandum.



Stefano Viggiano  
Planning Administrator  
SV/caf





March 15, 1989

MEMORANDUM

TO: Board of Directors  
FROM: Mark Pangborn, Director of Administrative Services  
RE: Annual Approval of Capital Improvements Program (CIP)

Every March, in preparation for the next fiscal year budget, the Board of Directors reviews and approves the annual update of the CIP. Attached for your review is the proposed CIP for fiscal year 1989-90. Staff will review the CIP at the Board meeting and discuss any significant components. The following summary highlights the major parts of the CIP.

Office Furniture & Equipment - The most significant item is \$15,000 for an upgrade of the District's main photocopier. As the District prepares for moving into a new facility, we will be consolidating a number of copier functions in one machine. Production capacity, speed, and reliability will become extremely important. Therefore, the District needs to update its current copier for one with greater speed and capacity.

Computer Soft/Hardware - The District will continue to develop or purchase software that will assist in automating the administrative (personnel records) functions and operational activities (run-cutting, bidding, timetable displays, etc.) of day-to-day activities at a cost of \$10,000. In hardware, the District proposes to budget for a number of small replacement items that have reached the end of their design life and could be expected to fail in the next year, as well as a printer for desktop publishing in Marketing, a more powerful computer for the Customer Service Center, and a computer for the new receptionist.

Maintenance/Facilities - No funds have been budgeted for either Maintenance or the facility. The assumption is that those needs will be covered within the existing budget for the new facility.

Passenger Boarding Improvements - This category includes three items; \$100,000 for additional passenger shelters, \$8,000 for bus stop information displays, and \$17,000 to replace one-half of the District's current bus stops. The District currently has three different varieties of bus stop signs in place. A study of the District's passenger information materials highlighted not only the variety of bus stop signs, but also their ineffectiveness in conveying information to the customer. The District would propose to

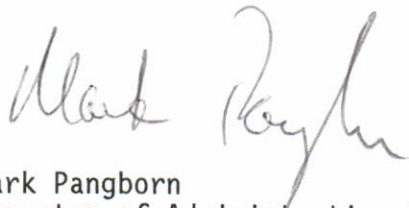
Capital Improvements Program, Cont.  
Page 2  
March 15, 1989

implement a two-year program to redesign and replace all 1,400 bus stop signs. This first year expenditure would cover one-half of the total cost.

Vehicles & Accessories - This category has been adjusted to reflect the most recent actions of the Board concerning the purchase of new buses. The only expenses for next year are for replacement items for the automatic passenger counters on some of the buses. Future year bus purchases are consistent with the bus purchase plan approved by the Board at the February Board meeting.

Service Vehicles & Other - This category includes two vehicles to replace two administrative vehicles with over 120,000 miles on each. It also includes funds to purchase two shuttle vans to carry drivers to and from their work assignments in downtown Eugene. Currently, drivers shuttle on buses that pass by the Garfield Street facility. Buses will not pass close enough to the new facility to allow this travel option. Consequently, the District must acquire some shuttle vehicles. The District also wishes to upgrade its bus radio system to improve broadcasting reliability and quality from the new facility.

In all, total capital costs for FY 1989-90 are proposed at \$294,450, a reduction of \$38,000 from what had been planned for this year.



Mark Pangborn  
Director of Administrative Services

MP/ms:ecm

attachment



LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
CAPITAL PROJECTS								
-----								
OFFICE FURNITURE & EQUIPMENT	36,150	5,450	5,513	5,789	6,078	35,264	45,007	139,251
COMPUTER SOFTWARE	16,000	12,000	12,600	13,230	13,892	80,600	102,869	251,191
COMPUTER EQUIPMENT	23,900	23,000	24,150	25,358	26,626	154,482	197,162	474,678
MAINTENANCE	0	10,500	11,025	39,576	12,155	70,522	90,006	233,784
PASSENGER BOARDING IMPROVE	125,000	2,629,000	145,250	115,763	121,551	745,228	940,070	4,821,862
FACILITIES	0	10,500	11,025	11,576	12,155	70,522	90,006	205,784
VEHICLES & ACCESSORIES	6,000	4,650,000	0	0	4,295,000	4,860,000	8,370,000	22,181,000
BUS RELATED EQUIPMENT	0	5,775	6,064	6,367	6,686	38,789	49,506	113,187
SERVICE VEHICLES	85,900	37,325	18,191	19,101	20,056	116,362	175,313	472,248
-----								
TOTAL CAPITAL PROJECTS	292,950	7,383,550	233,818	236,760	4,514,198	6,171,769	10,059,939	28,892,985
-----								

LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
OFFICE FURNITURE & EQUIPMENT								
-----								
CALCULATORS-REPLACEMENT		200						200
PORTABLE PRINTOUT RACK	200							200
OTHER OFFICE ITEMS	5,000	5,250	5,513	5,789	6,078	35,264	45,007	107,901
TELEVISION/VCR UNIT	500							500
COIN COUNTING MACHINE	4,000							4,000
PHOTO ID CAMERA/REPLACEMENT	6,000							6,000
CORDLESS PHONE-SYSTEMS SUPVR	200							200
DOT SIGN-DRIVERS LOUNGE	2,700							2,700
VCR (4 HEAD)- TRAINING	400							400
TV(20 INCH)-DRIVERS'LOUNGE-T	500							500
PAPER SHREDDER	500							500
MOBILE PHONE-SUPERVISOR CAR	1,150							1,150
UPGRADE MAIN COPIER	15,000							15,000
-----								
SUBTOTAL-OFFICE FURN & EQUIP	36,150	5,450	5,513	5,789	6,078	35,264	45,007	139,251
-----								
COMPUTER SOFTWARE								
-----								
OTHER	0	12,000	12,600	13,230	13,892	80,600	102,869	235,191
APPLICATION SOFTWARE	6,000							6,000
FACILITY MTC. SOFTWARE	4,000							4,000
3+ OPEN NETWORK SOFTWARE	3,000							3,000
O/S2 SOFTWARE-2 WORKSTATIONS	500							500
RIDESHARE GEOCODING SOFTWARE	2,500							2,500
-----								
SUBTOTAL-COMPUTER SOFTWARE	16,000	12,000	12,600	13,230	13,892	80,600	102,869	251,191
-----								



LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
COMPUTER EQUIPMENT								
-----								
REPL COMPUTERS & PRINTERS	0	10,000	10,500	11,025	11,576	67,163	85,719	195,983
OTHER COMPUTER HARDWARE	0	13,000	13,650	14,333	15,050	87,319	111,443	254,795
NETWORK REPEATER/REPLACE.	1,500							1,500
MEMORY EXPANSION-SERVER	1,000							1,000
COMPUTER-RECEPTIONIST	2,200							2,200
UNSPECIFIED HARDWARE	1,500							1,500
BAR CODING (2)	1,200							1,200
KEYBOARDS/REPLACEMENT(10)	1,000							1,000
CSC REPLACEMENT SERVER	5,000							5,000
INTERNAL TAPE BACKUP	500							500
DESKTOP PUBLISHING PRINTER	5,000							5,000
WORKSTATION UPGRADES (4)	2,000							2,000
COMPUTER-TRANS. SECRETARY	3,000							3,000
-----								
SUBTOTAL-COMPUTER EQUIPMENT	23,900	23,000	24,150	25,358	26,626	154,482	197,162	474,678
-----								
MAINTENANCE								
-----								
ADD.EQUIP.,REPLACEMENT		10,500	11,025	11,576	12,155	70,522	90,006	205,784
BRAKE LATHE				28,000				28,000
-----								
SUBTOTAL-MAINTENANCE	0	10,500	11,025	39,576	12,155	70,522	90,006	233,784
-----								

LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
PASSENGER BOARDING IMPROV								
-----								
MAJOR BUS STOPS								
MOHAWK STATION			35,000					35,000
DOWNTOWN STATION-FHWA & SEC 3		2,500,000						2,500,000
SPRINGFIELD AT 58TH						40,000		40,000
WEST EUGENE STATION							40,000	40,000
PADS,SHELTERS,CANS,BIKE RACK	100,000	105,000	110,250	115,763	121,551	705,228	900,070	2,157,862
BUS STOP INFO DISPLAYS	8,000	8,000						16,000
REDESIGN/REPLACE SIGNS/POSTS	17,000	16,000						33,000
-----								
SUBTOTAL-PASS BOARDING IMPR	125,000	2,629,000	145,250	115,763	121,551	745,228	940,070	4,821,862
-----								
FACILITIES								
-----								
FACILITIES IMPR & MAINT		10,500	11,025	11,576	12,155	70,522	90,006	205,784
-----								
SUTOTAL-FACILITIES	0	10,500	11,025	11,576	12,155	70,522	90,006	205,784



LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
VEHICLES & ACCESSORIES								
-----								
REPL 10 500 BUSES		1,800,000						1,800,000
								0
REPL 10 500 BUSES				2,150,000				2,150,000
								0
REPL 3 700 BUSES				645,000				645,000
					(1997)			0
REPL 15 700 BUSES					3,600,000			3,600,000
						(2000)		0
REPL 31 800 BUSES						8,370,000		8,370,000
					(1995)			0
REPL MINI-BUS (JUNC. CITY)					60,000			60,000
								0
INCREASE FLEET SIZE								
-----								
15 BUSES		2,850,000						2,850,000
								0
7 BUSES				1,500,000				1,500,000
					(1997)			0
5 BUSES					1,200,000			1,200,000
								0
REPLACE. MAT(2 SETS)/APC'S	2,000							2,000
COMPUTER-ADDITIONAL/ APC'S	4,000							4,000
-----								
SUBTOTAL-VEHICLES & ACCESS	6,000	4,650,000	0	0	4,295,000	4,860,000	8,370,000	22,181,000
-----								

LANE TRANSIT DISTRICT  
 CAPITAL IMPROVEMENT/REPLACEMENT PROGRAM  
 FUTURE VALUES ASSUME A 5% ANNUAL INFLATION RATE

	89-90	90-91	91-92	92-93	93-94	94-99	99-2004	TOTAL
-----								
BUS RELATED EQUIPMENT								
-----								
OTHER BUS RELATED EQUIPMENT	0	5,775	6,064	6,367	6,686	38,789	49,506	113,187
-----								
TOTAL BUS RELATED EQUIPMENT	0	5,775	6,064	6,367	6,686	38,789	49,506	113,187
-----								
SERVICE VEHICLES								
-----								
SUPERVISORS' VEHICLES-REPL	16,500	17,325	18,191	19,101	20,056	116,362	148,511	356,046
7 PASS. VAN-ANNUAL REPLACE.	16,500							16,500
15 PASS. VAN-OPER. SHUTTLE	22,000							22,000
7 PASS. VAN-OPER. SHUTTLE	16,500							16,500
2 MOBILE RADIOS-SHUTTLES	5,000							5,000
UPGRADE RADIO SYSTEM	7,500							7,500
2 HAND HELD RADIO W/CHARGER	1,600							1,600
NBL STANDARDS RCV UNIT CLOCK	300							300
MAINTENANCE TRUCK-REPL		20,000					26,802	46,802
-----								
TOTAL SERVICE VEHICLES	85,900	37,325	18,191	19,101	20,056	116,362	175,313	472,248
-----								
TOTAL CAPITAL ITEMS	292,950	7,383,550	233,818	236,760	4,514,198	6,171,769	10,059,939	28,892,985
=====								





March 10, 1989

MEMORANDUM

TO: Board of Directors  
FROM: Peter Brandt, Chairman, Board Salary Committee  
RE: Administrative Compensation for FY 1989-90

The Board Salary Committee met with the District's Executive Committee on February 28, 1989, to develop a recommendation for the Board's consideration. The recommendation is outlined below along with a summary of last year's adjustments. A revised salary schedule implementing the recommendation, yearly comparison tables, and a summary of this year's salary survey are attached.

In July 1988, the District implemented the balance of the 1987 compensation study recommendations, including an additional adjustment to account for changes in salaries in comparable organizations since the study's completion, and made some adjustments in benefits. The balance of the study recommendation cost 4.0 percent, and the adjustment for inflation cost an additional 2.5 percent. Benefits were adjusted at a cost of 0.5 percent.

Staff conducted a brief survey of the comparable organizations from the original study to determine recent and anticipated changes to those salary schedules. The changes in the Portland and National Consumer Price Indexes have also been reviewed. The Portland index has increased 3.6 percent, and the national index has increased 4.4 percent.

After reviewing the recent salary survey data and consumer price index indicators, the Salary Committee recommends the following for Board consideration:

- \* That the salary schedule be adjusted uniformly by 3.5 percent to remain competitive with salaries in comparable organizations, and to account for inflation.

Annual cost: \$48,000

Board Salary Committee  
FY 89-90 Staff Salary & Benefit  
Recommendation  
March 10, 1989  
Page 2

The Committee also reviewed the placement of a receptionist classification on the salary schedule and the vesting period for administrative retirement benefits. Any changes in staffing would be proposed during the normal budget approval process. Changes in the vesting period would be made by the plan trustees (the Board President and the General Manager), and would cost about \$1500 per year.

Committee Recommendation:

In summary, the Salary Committee recommends that the Board adopt the attached 1989-90 Salary Schedule. The new schedule will then be used to formulate the proposed 1989-90 budget.

Peter Brandt  
Chairman, Board Salary Committee



PL:TD:js



**LANE TRANSIT DISTRICT  
ADMINISTRATIVE SALARY SCHEDULE FY 89-90  
EFFECTIVE: JUNE 25, 1989**

		<u>Minimum</u>	<u>Maximum</u>
Grade 1	Clerk Typist	\$997 (458)	\$1329(611)
Grade 2	Receptionist	\$1089(501)	\$1452(668)
Grade 3		\$1172(539)	\$1563(719)
Grade 4	Accounting Clerk Administrative Secretary Maintenance Secretary Operations Secretary Transportation Secretary	\$1332(612)	\$1776(817)
Grade 5		\$1461(672)	\$1948(896)
Grade 6		\$1559(717)	\$2078(956)
Grade 7		\$1723(792)	\$2298(1056)
Grade 8	Marketing Representative Facilities Main. Coordinator	\$1907(877)	\$2543(1169)
Grade 9	Computer Systems Analyst Executive Secretary Inventory Supervisor Maintenance Supervisor Purchasing Agent System Supervisor Transit Planner	\$2125(977)	\$2833(1302)
Grade 10	Field Supervisor Senior Transit Planner	\$2211(1016)	\$2948(1355)
Grade 11	Customer Svc. Administrator	\$2278(1047)	\$3037(1396)
Grade 12		\$2354(1082)	\$3139(1443)
Grade 13	MIS Administrator Personnel Administrator Safety and Risk Administrator Transportation Supervisor	\$2443(1123)	\$3257(1498)
Grade 14		\$2544(1170)	\$3392(1559)
Grade 15	Finance Administrator Maintenance Administrator Marketing Administrator Planning Administrator Transportation Administrator	\$2660(1223)	\$3547(1631)
Grade 16		\$2794(1284)	\$3725(1713)
Grade 17		\$2947(1355)	\$3930(1807)
Grade 18	Director of Admin. Svcs. Director of Operations	\$3124(1437)	\$4166(1915)

( ) denotes bi-weekly salary

LANE TRANSIT DISTRICT  
 ADMIN SALARY SCHEDULE COSTS  
 PROPOSED FOR FY 89-90

PROPOSED BY BOARD SALARY COMMITTEE  
 ALL NUMBERS AT MAXIMUM POINT OF SALARY

GR	POSITION	# OF /-----FY 88-89-----/				# OF /-----3.5% OVER PRESENT SALARY-----/				
		EMPL	MONTH	ANNUAL	LTD TOTAL	EMPL	MONTH	ANNUAL	LTD TOTAL	%
1	CLERK TYPIST	0	1,284	15,408	0	0	1,329	15,948	0	3.5%
2				0	0			0	0	
3				0	0			0	0	
4	ACCOUNTING CLERK	3	1,716	20,592	61,776	3	1,776	21,312	63,936	3.5%
	ADMIN SECRETARY	2	1,716	20,592	41,184	2	1,776	21,312	42,624	3.5%
	OPERATIONS SECRETARY	1	1,716	20,592	20,592	1	1,776	21,312	21,312	3.5%
	MAINT SECRETARY	0	1,716	20,592	0	1	1,776	21,312	21,312	3.5%
5	MAINT DATA TECHNICIAN	1	1,882	22,584	22,584	0	1,948	23,376	0	3.5%
6				0	0			0	0	
7				0	0			0	0	
8	MARKETING REP	3	2,457	29,484	88,452	3	2,543	30,516	91,548	3.5%
9	EXECUTIVE SECRETARY	1	2,737	32,844	32,844	1	2,833	33,996	33,996	3.5%
	MAINTENANCE SUPV	4	2,737	32,844	131,376	4	2,833	33,996	135,984	3.5%
	PURCHASING AGENT	1	2,737	32,844	32,844	1	2,833	33,996	33,996	3.5%
	RESEARCH ASSISTANT	1	2,737	32,844	32,844	1	2,833	33,996	33,996	3.5%
	SYSTEM SUPERVISOR	6	2,737	32,844	197,064	5	2,833	33,996	169,980	3.5%
	TRANSIT PLANNER	3	2,737	32,844	98,532	3	2,833	33,996	101,988	3.5%
10	FIELD SUPERVISOR	3	2,848	34,176	102,528	4	2,948	35,376	141,504	3.5%
	SENIOR PLANNER	0	2,848	34,176	0	0	2,948	35,376	0	3.5%
11	CUSTOMER SERV ADMIN	1	2,934	35,208	35,208	1	3,037	36,444	36,444	3.5%
12				0	0			0	0	
	MIS ADMINISTRATOR	1	3,147	37,764	37,764	1	3,257	39,084	39,084	3.5%
	PERSONNEL ADMIN	1	3,147	37,764	37,764	1	3,257	39,084	39,084	3.5%
	SAFETY & RISK ADMIN	1	3,147	37,764	37,764	1	3,257	39,084	39,084	3.5%
	TRANSPORTATION SUPV	1	3,147	37,764	37,764	1	3,257	39,084	39,084	3.5%
14				0	0			0	0	
15	FINANCE ADMIN	1	3,427	41,124	41,124	1	3,547	42,564	42,564	3.5%
	MAINTENANCE ADMIN	1	3,427	41,124	41,124	1	3,547	42,564	42,564	3.5%
	MARKETING ADMIN	1	3,427	41,124	41,124	1	3,547	42,564	42,564	3.5%
	PLANNING ADMIN	1	3,427	41,124	41,124	1	3,547	42,564	42,564	3.5%
	TRANSP ADMIN	1	3,427	41,124	41,124	1	3,547	42,564	42,564	3.5%
16				0	0			0	0	
17				0	0			0	0	
18	DIRECTOR-ADMIN SVCS	1	4,025	48,300	48,300	1	4,166	49,992	49,992	3.5%
	DIRECTOR-OPERATIONS	1	4,025	48,300	48,300	1	4,166	49,992	49,992	3.5%
				-----	-----					
				1,351,104	-----					
				=====	-----					
					-----	1,397,760	-----	3.5%	-----	
				=====	-----					

**Lane Transit District  
December, 1988 Salary Survey**

Agency (# ee)	Last Salary Action	Percentage of Increase	Next Salary Action	Percentage of Increase
LTD Proposed	7/1/88	2.5%	7/1/89	3.5%
<u>TRANSIT DISTRICTS</u>				
Intercity (120)	1/1/88	3.0%	1/1/89	3.0% (1)
Spokane (345)	5/1/88	3.5%	1/1/89	3.0%
Salem (105)	7/1/88	2.5%	7/1/89	3.0%*
Clark County (145)	4/1/88	3.2%	4/1/89	5-6% (3)
Tri Met (500+)	3/31/88 7/1/87	10% (2)	Unknown (4)	
Pierce County (460)	7/6/88	2.0%	Unknown (5)	
Ben Frankiln (153)	1/1/88	2.4%	1/1/88	3.0%
Kitsap (119)	9/1/87	4.5-5.0%	1/1/89	3.0%
<u>LOCAL AGENCIES</u>				
Lane County	12/24/88	3.0%	7/1/89	2.5%
Springfield	7/1/88	2.0%	1/1/89	2.0%
U of O	10/1/88	2.0%	4/1/89	2.0%
EWEB	1/1/88	2.8% (6)	1/1/89	2.0%
S U B	5/1/88	2.4%	Unknown (7)	
Eugene	7/1/88	3.25%	7/1/90	4.0%

\* - Estimated

- (1) Intercity...Reclassification added 3.0% to overall costs and 1/1/89 increase is projected not final.
- (2) Clark County...Salary survey resulted in 10.0% overall hike on 3/31/88 and normal COLA of 3.2% on 4/1/88.
- (3) Clark County...Adjustment on 4/1/89 is only a SWAG as another local survey will be completed 3/89.
- (4) Tri - Met...Contract talks ongoing so adjustments will be determined post negotiations.
- (5) Pierce County...One additional day of vacation.
- (6) EWEB...Added multiple choice on health care coverage similar to ours.
- (7) S U B...Contract talks in May, 1989, will determine adjustments after negotiations completed.





U.S. Department  
of Transportation  
**Urban Mass  
Transportation  
Administration**

MAR 6 1989  
EV

REGION X  
Alaska, Idaho, Oregon,  
Washington

915 Second Avenue  
Federal Building  
Suite 3142  
Seattle, Washington 98174

MAR 08 1989

Ms. Phyllis Loobey  
General Manager  
Lane Transit District  
P.O. Box 2710  
Eugene, Oregon 97402

Re: Lane Transit District  
Letter of Findings

Dear Ms. Loobey:

This Letter of Findings completes the Urban Mass Transportation Administration's (UMTA) triennial review of the Lane Transit District as required by the Surface Transportation Assistance Act of 1982. Although less exacting than an audit, the triennial review is UMTA'S assessment of grantee compliance with Federal requirements determined by examining management practices and program implementation.

While this letter addresses areas of noncompliance, we note that based on this review, Lane Transit District is in general compliance with UMTA requirements. In particular, the financial planning work carried out by the District is especially outstanding.

Indicated below are the noncompliance findings and corrective actions with timetable to be taken to attain full compliance.

1. PROGRAM OF PROJECTS/PUBLIC COMMENT. UMTA grantees must develop an annual Program of Projects (POP) in accordance with all Federal planning requirements.

a. Quarterly progress reports should conform to the requirements of UMTA Circular 5010.1A. Please ensure that reports beginning with the quarter ending March 31, 1989 so conform.

b. Final Progress Reports should also conform to the requirements as described in UMTA Circular 5010.1A. The final report should document all work accomplished with the grant, by task. Final progress reports should be resubmitted for UMTA Project Nos: OR-



90-X006, OR-90-X012 and OR-90-X016. These revised reports should be submitted within 60 days of the date of this letter.

c. The description of items in the program of projects should be more specific in order to facilitate public comment.

2. SATISFACTORY CONTINUING CONTROL. UMTA grantees must maintain control over federally funded property, ensure that it is used in transit service and dispose of it in accordance with Federal requirements.

a. The fleet plan indicates that Lane Transit District will be maintaining a stockpile of 10 buses starting in 1990. A contingency plan should be submitted to UMTA justifying the stockpiling of buses. As Lane Transit District intends to apply for Section 3 funds for 15 expansion buses, the contingency plan should be submitted in conjunction with the Section 3 application.

b. In accordance with UMTA Circular 5010.1A, page 1-14, LTD should review all grantee owned real property that was acquired with UMTA assistance, and certify to UMTA what real property continues to be needed for purposes specified in your approved UMTA grants. The required certification must be based on a physical inventory of all real property and should be submitted to UMTA within 90 days of the date of this letter. In addition, following completion of the inventory, an excess property utilization plan for all property that is no longer necessary to carry out your grants must be submitted along with the real property certification. As the existing maintenance and administration facility will be excess property when the new facility is completed in the fall of 1989, the excess property utilization plan should address disposition plans for the existing facility. In the future, the biennial certifications of equipment and property should be submitted at the same time.

c. LTD's inventory of equipment did not include all items as described in UMTA Circular 5010.1A. The inventory should be revised to include all required items. As you are moving to the new facility in fall 1989, this appears to be an appropriate time to revise the inventory. The inventory should conform to UMTA requirements within three to four months after moving to the new maintenance facility which is now scheduled for fall 1989.

3. ELDERLY AND HANDICAPPED AND MEDICARE HALF FARE. UMTA grantees must offer a half-fare to elderly and handicapped persons (and persons presenting Medicare cards) during nonpeak service hours.

a. Your information packet "Eligibility Requirements for Reduced Fare Certification" describing eligibility for the reduced fare should clearly state that any individual with a valid Medicare card is eligible for the half fare. Additional eligibility information may not be requested. This information should be changed within 60 days of the date of this letter.



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b. Public information regarding the Reduced Fare should briefly describe who is eligible for the fare. LTD schedules should be changed with the next schedule change in July 1989 to comply. The "Rider's Digest" which you indicate is scheduled for a change in fall 1989 should be modified accordingly at that time.

4. PUBLIC COMMENT/FARE INCREASE AND SERVICE CHANGES. A locally developed mechanism to solicit and consider public comment prior to raising fares or implementing a major reduction to transit service.

The notices announcing a hearing should describe a specific proposal. You have indicated that you will develop a process that provides for more specificity in announcements of the public hearing and for a wider distribution of informational materials. This should be done within 90 days of the date of this letter.

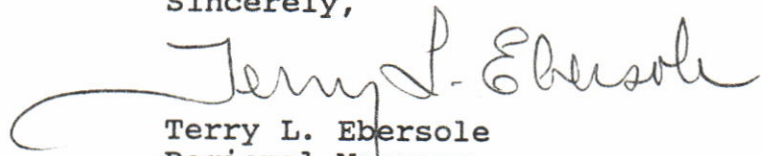
5. CIVIL RIGHTS. UMTA grantees must comply with all Federal requirements pertaining to nondiscrimination, EEO and contracting opportunities for disadvantaged businesses.

We note that DBE goal submissions were advertised and submitted approximately six months later than required by the regulations. These should be submitted to UMTA in accordance with the regulations.

Please provide us a written acknowledgement of these findings within 30 days and include the status of all outstanding corrective actions in your quarterly progress reports until all corrective actions are complete. It is our policy to provide copies of these findings to your Congressional delegation and Board of Directors.

Thank you very much for the hospitality and cooperation shown us in conjunction with this triennial review.

Sincerely,

  
Terry L. Ebersole  
Regional Manager



March 10, 1989

**MEMORANDUM**

TO: Board of Directors  
FROM: Phyllis Loobey  
General Manager  
RE: Legislative Update

The following is a list of legislative bills that I will be involved with in Salem during this legislative session.

<u>BILL NO.</u>	<u>POSITION</u>	<u>DESCRIPTION</u>
SJR 4	Support	Constitutional Amendment permitting local option motor vehicle fee with vote of the people.
SB 475	Support	Creates Regional Light Rail Extension Construction Fund. The restriction of bill requires that all available funding be in place before construction of project.
SB 476	Neutral	Provides for extension of the payroll tax to local limits of government and special districts and provides phasing of the application of the tax.
SB 511	Oppose	Provides for the increase of liability limits from \$500,000 to \$750,000 for any number of claims arising from a single accident or occurrence. (The 1987 session passed legislation raising the limits from \$300,000 to \$500,000.)
SB 214	Oppose	Provides for municipal corporations to include a specified class of employees in PERS while maintaining separate systems for other employees.
HB 2421	Oppose	Provides that public employees will no longer be exempt from suits arising from an injured worker, covered by worker's compensation, pursuing claims against a public body.
HB 2557	Support	Provides for video lottery games administered by the Lottery Commission and providing for the distribution of revenues including funds for transit capital.



Legislative Update  
March 10, 1989  
Page 2

HB 3209	Support	Provides for an increase in the state cigarette tax from \$.01 to \$.02 to provide funds for elderly and handicapped transportation.
HB 3108	Support	Provides for amendments to clarify, achieve consistency, and delete ambiguities in eminent domain cases.
HB 3055	Support	Provides for a statewide excise tax of 0.5 percent on the retail sales price of all new tires and automotive batteries and providing for the distribution of revenues. Revenues to be used for transit capital projects.

*Phyllis Loobey*  
Phyllis Loobey  
General Manager

PL:sjh

## Touching tribute

3/5/86

A big bouquet of Oregon roses for your touching tribute to the late Gladys Tuttle. Gladys will be sadly missed by many Lane Transit District passengers and friends.

Two years ago, as a newcomer to Eugene and a brand new LTD rider, Gladys was one of the first passengers I met. Over the months it was Gladys who gave me my first lessons in Eugene history. Her colorful stories and informative facts filled in the gaps of my sketchy knowledge of my new home city.

And what a lesson she gave me in hardiness, endurance and determination! In spite of her advancing years and arthritic condition, she was cheerful, friendly and talkative in all kinds of weather. More than once, Gladys brightened a dreary day for me.

Your article is proof again that the Lane Transit District drivers and employees are a very special breed, unlike any I've encountered. Their warm, friendly, sensitive manner, and genuine interest in their passengers, creates a feeling of family for regular passengers. LTD's love and concern for Gladys has reached out to all of us in a heartwarming and special way.

BERNICE RAY  
3753 Kirsten St.  
Eugene



LANE TRANSIT  
 COMPARISON OF BUDGETED AND ACTUAL REVENUES AND EXPENDITURES  
 CAPITAL PROJECTS FUND  
 FOR THE EIGHT MONTHS ENDING FEBRUARY 28, 1989 (66.67% OF YEAR COMPLETED)

	YEAR-TO-DATE	% ACTIVITY	YEARLY BUDGET	BALANCE
<b>RESOURCES</b>				
Beginning Fund Balance	2,363,141	101.36%	2,331,500	31,641
Revenues:				0
UMTA Section 3	2,491,918	36.22%	6,879,200	(4,387,282)
UMTA Section 9	424,388	51.27%	827,700	(403,312)
UMTA Section 18	17,520	4.87%	360,000	(342,480)
Federal Highway Admin	0		0	0
State Assistance	513,235	58.32%	880,000	(366,765)
Asset Sale Proceeds	129		0	129
Transfer from Gen'l Fund	0	0.00%	846,700	(846,700)
Capital Grant Income	0		0	0
Total Revenues	3,447,190	35.20%	9,793,600	(6,346,411)
				0
<b>TOTAL RESOURCES</b>	<b>5,810,331</b>	<b>47.92%</b>	<b>12,125,100</b>	<b>(6,314,770)</b>
<b>EXPENDITURES</b>				
Locally Funded:	40,049	2.75%	1,454,800	1,414,751
UMTA Funded:				
Planning Administrator	10,518	60.80%	17,300	6,782
Construction Representative	28,436	67.70%	42,000	13,564
Systems Analyst	12,912	94.94%	13,600	688
Benefits	9,735	61.61%	15,800	6,065
Computer Software	14,108	97.97%	14,400	292
Office Equipment	24,599	21.33%	115,300	90,701
Maintenance Equipment	6,676	18.65%	35,800	29,124
Bus Stop Improvements	143,025	28.45%	502,800	359,775
Land & Buildings	3,452,265	44.98%	7,675,500	4,223,235
Buses	0	0.00%	1,890,000	1,890,000
Bus Related Equipment	107,708	41.57%	259,100	151,392
Service Vehicles	0	0.00%	17,000	17,000
Miscellaneous	5,643	9.68%	58,300	52,657
Total UMTA Funded	3,815,623	35.80%	10,656,900	6,841,277
FHWA Funded:				0
Bus Stop Improvements	0		0	0
Total FHWA Funded	0		0	0
Contingency	0		0	0
Capital Lease Principal	9,853	73.53%	13,400	3,547
<b>TOTAL EXPENDITURES</b>	<b>3,865,526</b>	<b>31.88%</b>	<b>12,125,100</b>	<b>8,259,574</b>
<b>ENDING FUND BALANCE</b>	<b>1,944,805</b>		<b>0</b>	<b>1,944,805</b>
<b>RESERVE FOR FUTURE   CAPITAL EXPENDITURES</b>	<b>882,400</b>		<b>882,400</b>	<b>0</b>

LANE TRANSIT  
 COMPARISON OF BUDGETED AND ACTUAL REVENUES AND EXPENDITURES  
 RISK MANAGEMENT FUND  
 FOR THE EIGHT MONTHS ENDING FEBRUARY 28, 1989 (66.67% OF YEAR COMPLETED)

	YEAR-TO-DATE	% ACTIVITY	YEARLY BUDGET	BALANCE
<b>RESOURCES</b>				
Besinnins Fund Balance	625,113	103.51%	603,900	(21,213)
<b>Revenues:</b>				
Transfer from Gen'l Fund	0	0.00%	260,700	260,700
Interest	21,887	72.96%	30,000	8,113
Total Revenues	21,887	7.53%	290,700	268,813
<b>TOTAL RESOURCES</b>	<b>647,000</b>	<b>72.32%</b>	<b>894,600</b>	<b>247,600</b>
<b>EXPENDITURES</b>				
Administration	815	27.17%	3,000	2,185
Worker's Compensation	199,990	87.52%	228,500	28,510
Liability Program	142,567	21.94%	649,700	507,133
Miscellaneous Insurance	16,681	124.49%	13,400	(3,281)
<b>TOTAL EXPENDITURES</b>	<b>360,053</b>	<b>40.25%</b>	<b>894,600</b>	<b>534,547</b>
<b>ENDING FUND BALANCE</b>	<b>286,947</b>		<b>0</b>	<b>286,947</b>

LANE TRANSIT  
 COMPARISON OF YEAR-TO-DATE ACTUAL REVENUES AND EXPENDITURES TO BUDGETED  
 GENERAL FUND  
 FOR THE EIGHT MONTHS ENDING FEBRUARY 28, 1989 (66.67% OF YEAR COMPLETED)

	YEAR-TO-DATE ACTIVITY	YEAR-TO-DATE BUDGET	VARIANCE	
			FAVORABLE AMOUNT	(UNFAVORABLE) %
<b>REVENUES</b>				
<b>Operating Revenues:</b>				
Passenger Fares	1,153,844	1,104,247	49,597	4.49%
Charters	21,993	18,000	3,993	22.18%
Advertising	48,068	48,600	(533)	-1.10%
Miscellaneous	3,914	1,600	2,314	144.60%
<b>TOTAL OPERATING REVENUES</b>	<b>1,227,818</b>	<b>1,172,447</b>	<b>55,371</b>	<b>4.72%</b>
<b>Non-Operating Revenues:</b>				
Interest	191,536	100,000	91,536	91.54%
Payroll Taxes	4,495,435	4,257,000	238,435	5.60%
Federal Operating Assistance	0	0	0	0.00%
State In-Lieu-Of Payroll Taxes	287,193	252,100	35,093	13.92%
State Special Transportation	255,893	241,333	14,560	6.03%
UMTA Planning Grants	21,345	20,400	945	4.63%
Other Operating Assistance	593	2,000	(1,407)	-70.35%
<b>TOTAL NON-OPERATING REVENUES</b>	<b>5,251,995</b>	<b>4,872,833</b>	<b>379,162</b>	<b>7.78%</b>
<b>TOTAL REVENUES</b>	<b>6,479,812</b>	<b>6,045,280</b>	<b>434,532</b>	<b>7.19%</b>
<b>EXPENDITURES</b>				
<b>Administration:</b>				
Personal Services	398,671	410,740	12,069	2.94%
Materials and Supplies	93,054	98,108	5,054	5.15%
Contractual Services	55,121	73,816	18,695	25.33%
<b>Total Administration</b>	<b>546,846</b>	<b>582,664</b>	<b>35,818</b>	<b>6.15%</b>
<b>Marketing and Planning:</b>				
Personal Services	362,439	359,750	(2,689)	-0.75%
Materials and Supplies	132,817	129,978	(2,839)	-2.18%
Contractual Services	112,889	120,096	7,207	6.00%
<b>Total Marketing and Planning</b>	<b>608,146</b>	<b>609,824</b>	<b>1,678</b>	<b>0.28%</b>
<b>Transportation:</b>				
Personal Services	2,758,916	2,734,416	(24,500)	-0.90%
Materials and Supplies	16,194	17,864	1,670	9.35%
Contractual Services	347,587	354,183	6,596	1.86%
<b>Total Transportation</b>	<b>3,122,697</b>	<b>3,106,463</b>	<b>(16,234)</b>	<b>-0.52%</b>
<b>Maintenance:</b>				
Personal Services	699,371	733,106	33,735	4.60%
Materials and Supplies	576,895	607,554	30,659	5.05%
Contractual Services	131,284	116,429	(14,855)	-12.76%
<b>Total Maintenance</b>	<b>1,407,549</b>	<b>1,457,089</b>	<b>49,540</b>	<b>3.40%</b>
<b>Contingency</b>				
Transfer to Capital Projects	0	0	0	
Transfer to Risk Management	0	0	0	
<b>TOTAL EXPENDITURES</b>	<b>5,685,238</b>	<b>5,756,040</b>	<b>70,802</b>	<b>1.23%</b>
<b>EXCESS (DEFICIT) OF REVENUES OVER EXPENDITURES</b>	<b>794,575</b>	<b>289,240</b>	<b>363,730</b>	<b>125.75%</b>





CUSTOMER INPUT FORM  
(please print)

Date Received: FEBRUARY 2, 1989

RESPONSE REQUESTED  
Yes  No

Received By: TONJA

Customer's Name: Nancy Peyron

Address: 3615 Glenn Oaks Dr.  
Eugene, OR 97405  
City, State, Zip Code

Phone: 342-2082

DATE OF INCIDENT: FEB 2, 89 ~~THURSDAY~~ INBOUND: \_\_\_\_\_ OUTBOUND: \_\_\_\_\_

TIME OF INCIDENT: \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. \_\_\_\_\_ BUS # \_\_\_\_\_

ROUTE #: 23 FOX HOLLOW LOCATION: \_\_\_\_\_

EMPLOYEE'S NAME: \_\_\_\_\_

EMPLOYEE'S DESCRIPTION: \_\_\_\_\_

ROUTE TO: OPS  CSC \_\_\_\_\_ MKT \_\_\_\_\_ PLN \_\_\_\_\_ MAINT \_\_\_\_\_ ADMIN \_\_\_\_\_

*RWD 2-6-89 10:00 am*

CUSTOMER'S REMARKS: Customer is very appreciative of the Van Service on Fox Hollow route. It was very helpful!

ACTION TAKEN AND COMMENTS: \_\_\_\_\_

*COPY TO EXPRESSIONS & PASTED ON EMPLOYEE BULLETIN BOARD*

Supervisor's Signature: *C. R. Hodges* Date: 2-6-89



CUSTOMER INPUT FORM  
(please print)

186

Date Received: Feb 2, 1989

Received By: Ronnel Curny

RESPONSE REQUESTED	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Customer's Name: MS. Prowlx

Address: PO Box 825  
Eugene

City, State, Zip Code

Phone

DATE OF INCIDENT: Feb 2, 1989 <sup>TELEPHONE</sup> INBOUND:

OUTBOUND:

TIME OF INCIDENT: 9:42

A.M.

P.M.

BUS #

ROUTE #

LOCATION

Coburg into town

EMPLOYEE'S NAME

EMPLOYEE'S DESCRIPTION

ROUTE TO: OPS

CSC

MKT

PLN

MAINT

ADMIN

ROAD 2-6-89 9:30am thru

CUSTOMER'S REMARKS:

Every day bus rider called in to say that she was very impressed with the way LTD is handling the road/weather conditions.

ACTION TAKEN AND COMMENTS:

POSTED ON EMPLOYEE  
BULLETIN BOARD &  
COPY SENT TO  
"EXPRESSIONS"

Supervisor's Signature

C. Hodges Date 2-6-89

Dear Sir

I have lived in south Eugene for over 25 years. During that time, I did not need the bus, until Feb 2nd, it was bitter cold, and several inches of snow. For the first time, I badly needed LTD and used it. The buses could not make it up the hills. Small vans, with all 4 wheels with chains, were used. Then connected with the buses. I made my appointment, and returned, to my house.

The point of my story, LTD was real taking care of the people of Eugene, under fierce conditions. All of the LTD drivers, clerks, were more than helpfull.

I am proud, to be living in a city, like Eugene, where courtesy and patients, are the rule.

Thank you

Ra Hawkins

COPY PASTED ON OPERATOR  
BULLETIN BOARD & COPY SENT  
TO EXPRESSORS CWF 2-6-89

RWD 2/6/89 Hm





CUSTOMER INPUT FORM  
(please print)

*[Handwritten initials]*

RESPONSE REQUESTED  
Yes  No

Date Received: 2/07/89

Received By: \_\_\_\_\_

Customer's Name: Joan Chipman

Address: 992 Brookside

Eugene 97405  
City, State, Zip Code

Phone: 683-1511

DATE OF INCIDENT: during snow

INBOUND: \_\_\_\_\_

OUTBOUND: \_\_\_\_\_

TIME OF INCIDENT: 2/01 - 2/07/89

A.M.

P.M.

BUS # \_\_\_\_\_

ROUTE #: \_\_\_\_\_

LOCATION: SE Hills & all over

EMPLOYEE'S NAME: \_\_\_\_\_

EMPLOYEE'S DESCRIPTION: \_\_\_\_\_

ROUTE TO: OPS

CSC \_\_\_\_\_

MKT \_\_\_\_\_

PLN \_\_\_\_\_

MAINT \_\_\_\_\_

ADMIN \_\_\_\_\_

ROAD 2/7/89 4:00 pm for

CUSTOMER'S REMARKS:

Called to say what a great job LTD is doing in the snow and to compliment the extremely courteous drivers. She & her husband & others she has talked with are delighted & impressed. Husband has taken the bus daily since Wed. 2/01 and has only positive comments. She was delighted that minivan took her up hill to her house so she didn't have to walk 2 mi. in snow with her 5-year-old. She said she has been quick to complain in the past, so wanted to be sure we knew how pleased she is.

ACTION TAKEN AND COMMENTS: \_\_\_\_\_

COPIES TO EXPRESSIONS & DISTED IN OPERATOR'S BULLETIN BOARD

Supervisor's Signature: \_\_\_\_\_

*[Handwritten signature]*

Date: 2-7-89

# COPY

1905 Friendly  
Eugene OR 97405  
February 8, 1989

Lane Transit District  
PO BX 2710  
Eugene OR 97402

Attention: Customer Service

This morning I was thirty minutes late for work at my office at the University because of the break-down of LTD bus #36. My complaint is this: While standing at 3 different bus stops on West 18th Avenue, bus #31 and bus #39 both stopped at the bus stops, and even though those of us waiting for #36 did not board #31 or #39, neither driver offered to tell us that if we were waiting for #36, it would not be along in time to get us to the University. We finally took 31C to the University Book Store which left some of us the length of the campus to walk. If we had boarded #31 we could have made it to our offices on time.

Going home, out West 18th, one night during the cold, a man at a bus stop asked the driver of #36 if this bus went to a certain street. The driver simply said, "no", and closed the door. I found this to be absolutely disgusting. The driver showed no courtesy whatsoever. He could just as well have told the man at the bus stop what bus he could take and where he could board it.

I find some drivers are very courteous and seem to really have a "service oriented" manner, while others are just driving bus for the job and it ends there. Women drivers are much more helpful than some of the men.

Otherwise, the bus service is quite good and I am very glad to be able to ride the bus - especially in this winter weather.

Sincerely,

  
Betty Johnson

Date: 2-10-89 4:28pm  
From: Ed Bergeron:ADMIN:LTD  
To: All  
cc: Phyllis  
Subj: KUGN Snow Service compliment

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LTD Board member Janice Eberly called me this afternoon to advise of an LTD compliment that she heard yesterday on KUGN radio. A listener had called KUGN, and was put "on-the-air" for all to hear her compliments about our excellent snow and mini-van services, friendly and professional employees, community service attitude and commitment, etc. Ms. Eberly said the woman must have spoken a few minutes to the KUGN announcer about how wonderful LTD is, and how much our employees deserve public recognition for the great service we've provided our community during such terrible weather.

Ms. Eberly also asked me to pass along to all LTD employees that she too recognizes and appreciates the ongoing commitment and hard work of LTD employees, especially during the recent snow and ice problems. And as an LTD Board member, she said it was especially gratifying for her to hear such public recognition for LTD on the radio.



FEB 14 1989



## UNIVERSITY OF OREGON

February 13, 1989

Lane Transit District  
Customer Relations  
P.O. Box 2710  
Eugene, Oregon 97402

Dear LTD:

The recent snow storm and cold weather presented Eugene with a challenge that experience has poorly prepared us to meet. Throughout the difficult period, however, I was continually impressed by the level and quality of service LTD was able to provide to its customers. Two things particularly stand out in my mind.

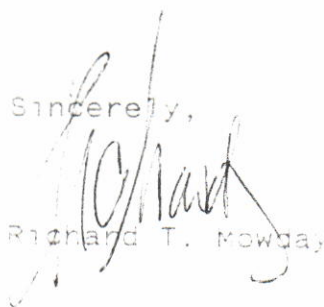
First, the van service provided to those of us who live in the hills was an excellent new feature. It helped us to get around when the only alternative to dangerous driving conditions was a long walk to the flatlands.

Second, each and every LTD driver I encountered during the past week was courteous, cheerful, and helpful. The snow storm was probably quite demanding on your staff who had to work long hours under stressful conditions. All of the drivers on the Fox Hollow route that I take demonstrated a sincere interest in helping us overcome our travel-related problems.

As a long time bus rider, I am used to superior service from LTD. Your performance during the snow storm only reinforced my impression of what an excellent job you are doing.

Please share this letter with your drivers so that they can know how much their hard work and effort were appreciated by those of us who rely on the bus. Moreover, congratulations to your entire organization on a job well done!

Sincerely,

  
Richard T. Mowday

## Shuttle appreciated

I want to commend our Lane Transit District for its outstanding service to our community during the snow and ice period. I live in the south hills and work downtown. Because of the ice on the hill and not being able to drive I took the shuttle van that connected with the bus. Not having traveled by bus before I was impressed with the convenience, efficiency and courteousness.

The shuttle system worked beautifully and I know I speak for many in saying I appreciated the great effort put forth.

NINA RARICK ROGERS  
568 Kingswood St.  
Eugene

2/15  
RG PW