



**LANE TRANSIT DISTRICT  
BOARD OF DIRECTORS  
REGULAR MEETING**

Wednesday, October 19, 2022  
4:30 – 6:30 p.m.

**IN-PERSON & VIRTUAL MEETING**

**LTD Board Room**  
3500 E. 17<sup>th</sup> Avenue, Eugene  
(Directions below)

**Zoom:** Link to watch live and provide public participation provided on the web calendar at [www.LTD.org](http://www.LTD.org).

**Broadcasting:** Watch live (no participation) on channel 21 or via link: <https://metrotv.ompnetwork.org/>

**AGENDA**

	<u>ITEM</u>	<u>Time</u>	<u>Page</u>
I.	CALL TO ORDER	4:30 p.m.	
II.	ROLL CALL  <input type="checkbox"/> Caitlin Vargas (President) <input type="checkbox"/> Gino Grimaldi <input type="checkbox"/> Don Nordin (Vice President) <input type="checkbox"/> Vacant <input type="checkbox"/> Michelle Webber (Treasurer) <input type="checkbox"/> Pete Knox (Secretary) <input type="checkbox"/> Susan Cox		
III.	COMMENTS FROM BOARD PRESIDENT  <i>This agenda item provides an opportunity for the Board president to formally communicate with the Board on any current topics or items that may need consideration.</i>		
IV.	COMMENTS FROM THE GENERAL MANAGER  <i>This agenda item provides an opportunity for the general manager to formally communicate with the Board on any current topics or items that may need consideration.</i>		
V.	ANNOUNCEMENTS AND ADDITIONS TO AGENDA  <i>This agenda item provides a formal opportunity for the Board president to announce additions to the agenda, and also for Board members to make announcements.</i>		
VI.	EMPLOYEE OF THE MONTH - OCTOBER	4:40 p.m.	4
VII.	AUDIENCE PARTICIPATION	4:45 p.m.	

Public Comment Note: The Board sets aside time at the beginning of the meeting for members of the public to provide public comment. We appreciate hearing from the public and encourage use of this opportunity.

For in-person testimony please note the following:

- Sign-up sheets have been provided for anyone wishing to address the Board.

For virtual testimony please note the following:

- To indicate that you would like to provide testimony, please use the raise your hand button.
- For those attending via phone only, press \*9 on your phone to raise your hand.
- When it is your time to speak, your name will be called.
  - For those attending via phone only, the last four (4) digits of your phone number will be called.
- Once you have provided testimony, your hand will be lowered. Please do not raise your hand again. Only one opportunity to speak is provided

For all providing testimony:

- When your name is called please state your name, city of residence and who you are representing for the audio record.
- For those unable or not wanting to speak publicly, testimony may be provided via e-mail at [clerk@ltd.org](mailto:clerk@ltd.org).
- Comments are directed to the Board. If a Board member has a clarifying question, it will be directed to staff when the person testifying has completed his/her comments.
- Public testimony is limited to three (3) minutes per community member. A timer will be displayed on the screen and will beep when the three (3) minutes is up.

	<u>Time</u>	<u>Page</u>
VIII. PUBLIC HEARING: PROPOSED PRELIMINARY FY 2023 – 2032 COMMUNITY INVESTMENT PLAN [Christina Shew]	4:55 p.m.	5
1. Staff Presentation		
2. Opening of Public Hearing by Board President		
3. Public Testimony		
4. Closing of Public Hearing		
5. Board Comments and Questions		
IX. BOARD MEMBER REPORTS	5:15 p.m.	8
<i>This report provides an overview of the topics that have been covered at all Board subcommittees, Community Advisory Committees, and local governmental and stakeholder committees that Directors have attended since the previous months Board meeting. Directors also provide more in-depth verbal updates.</i>		
X. CONSENT CALENDAR:	5:25 p.m.	11
<b>Action Needed:</b> Approval		
1. Delegated Authority Report – ...		
2. Contract No. 2022-41: Chambers Construction, LLC		
3. Contract No. 2022-22: Creative Bus Sales, Inc.		
4. Pension Trustee Appointment		
XI. AMERICAN BUS BENCH MARKING GROUP (ABBG)-FIXED ROUTE ANNUAL CUSTOMER SATISFACTION SURVEY: <i>Materials Included</i> [Pat Walsh, Director of Marketing and Communications]	5:30 p.m.	22
<b>Action Needed:</b> None. Information Only		
XII. COMMUNITY VALUES SURVEY: <i>Materials Included</i> [Pat Walsh, Director of Marketing and Communications]	5:45 p.m.	24
<b>Action Needed:</b> None. Information Only		
XIII. RIDERSHIP DIGITAL COMMUNICATION CAMPAIGN UPDATE: <i>Materials Included</i> [Theresa Brand]	6:00 p.m.	26
<b>Action Needed:</b> None. Information Only		
XIV. WRITTEN REPORTS – RESPOND IF QUESTIONS	6:15 p.m.	
A. FINANCIAL PERFORMANCE INDICATORS AND QUARTERLY FINANCIAL REPORT: <i>PROVIDED QUARTERLY</i> [Christina Shew]		
<i>Reports are provided on the financial health of the district on a Quarterly basis. These reports provide District financial information including highlights, trends, audits, key statistics and operating performance in order to provide context and aid the Board decision that impact the financial health of the District.</i>		
B. MONTHLY DEPARTMENT REPORTS – OCTOBER [Mark Johnson]		28
<i>Monthly department activity reports, and reports throughout the District, are provided for the Board's information.</i>		
C. ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING	6:25 p.m.	44
<i>Attached is a list of action or information items that will be included on the agenda for future Board meetings.</i>		

	<u>Time</u>	<u>Page</u>
XVI. ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING - REQUESTED BY THE BOARD		45

XVII. ADJOURNMENT

6:30 p.m.

*The facility used for this meeting is wheelchair accessible. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).*

**LTD Administrative Office:** The office is located at 3500 East 17th Avenue (off Glenwood Blvd. in Glenwood). Click [here](#) for a map.

**Bus:**

From Eugene Station: Take the EmX bus from the LTD Downtown Station and get off at the outbound Glenwood EmX stop (in front of Planned Parenthood). From there walk west to the corner of Franklin Blvd. and Glenwood Blvd. and turn left. Continue walking south on Glenwood Blvd to 17<sup>th</sup> Avenue and turn left. The building entrance faces 17<sup>th</sup> Avenue.

From Springfield Station: Take the EmX bus from the Springfield Station and get off at the outbound Glenwood EmX stop (across Franklin Blvd. from Lane Forest Products). From there walk east to the crosswalk to cross Franklin Blvd., proceed south on Glenwood Blvd. Continue walking south on Glenwood Blvd to 17<sup>th</sup> Avenue and turn left. The building entrance faces 17<sup>th</sup> Avenue.

**Bicycles:** There are covered bicycle racks located by the front entrance.

**Parking:** Parking is available for free in the parking lot at the front of the building on 17<sup>th</sup> Avenue.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** OCTOBER EMPLOYEE OF THE MONTH

**PREPARED BY:** Hillary Larsen, Human Resources Generalist

**DIRECTOR:** Jake McCallum, Director of Transit Operations and Public Safety

**ACTION REQUESTED:** None. Information Only

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**BACKGROUND:** Bus Operator, Brian Dorsey has been selected to receive the October 2022 Employee of the Month (EOM) award. Brian was hired as a Bus Operator in July 2014; and during that time, he has earned five safe driving awards, a Value Award for Safety, and has previously been selected as Employee of the Month.

Brian was nominated for Employee of the Month for above and beyond customer service. Specifically, Brian was seen guiding a customer with visual impairments around Eugene Station during his layover. It was also noted that Brian has been seen previously giving outstanding customer service.

When asked to comment on Brian's selection as EOM, Rebecca Meliora said:

*Brian is a very warm and sincere Operator. He always tries to do his best for every passenger. He has a great sense of humor and enjoys connecting with his passengers and fellow Operators on and offsite, including showing up to support his colleagues at the Eugene Pride celebration this summer.*

**AWARD:** Brian will attend the October 19, 2022 meeting to be introduced to the Board and to receive his award.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** PUBLIC HEARING: PROPOSED PRELIMINARY FY 2023 – 2032 COMMUNITY INVESTMENT PLAN

**PREPARED BY:** Christina Shew, Director of Finance

**DIRECTOR:** Mark Johnson, General Manager

**ACTION REQUESTED:** Public Hearing

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**PURPOSE:** To request that the Board of Directors hold a public hearing for the proposed preliminary FY 2023-2032 Community Investment Plan (CIP).

**ROLE OF THE BOARD:** The LTD Board of Directors is a Policy Board. This means that the Board's role in this instance is to obtain information for a future decision.

**BOARD COMMUNICATION:** The LTD Budget Committee (the LTD Board plus an equal number of citizen electors) met on October 5, 2022, and approved the proposed preliminary FY 2023- 2032 community investment plan.

**PUBLIC COMMUNICATION:** The proposed preliminary FY 2023- 2032 community investment plan was posted for public comment on the Lane Transit District website on September 26, 2022..

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

This agenda item aligns with the strategic areas of: Financial Health, Customer Satisfaction, Community Value, Employee Engagement and Community Value

**DESCRIPTION:** The 2023 – 2032 preliminary CIP development is a collaborative activity involving input from our Board, our riders and our community partners throughout Lane County. The CIP anticipates and plans for the future needs of the district. Good planning through our CIP process allows us to maintain the District's financial condition while providing a consistent level of service by keeping our assets in a state of good repair and anticipating future capital needs. The CIP has NO spending authority. The decision to commit funds occurs thru the annual budget process. Although the CIP is the starting point for the annual budget, the projects budgeted each year vary from those proposed in the preliminary CIP as a result of available funding and the funding needs of existing projects already underway. Projects proposed in the CIP reflect the planned project costs. The budget for the current state of a project may change between CIP adoption and project implementation

**BACKGROUND:** The proposed fiscal year 2023-2032 Community Investment Plan is a 10-year framework that provides direction and guidance for LTD's capital and other investments. Annual revisions of the CIP are developed with input from riders, community partners and the general public. The CIP prioritizes resources to achieve improvements in the context of the District's long-term transportation and livability goals.

Projects included in our CIP vary in size, cost and community benefit. Some projects are to maintain existing capital assets while others assist LTD in making the delivery of its service more efficient, safe and attractive. All projects either maintain our current infrastructure or respond to the changing needs of our riders and our community

The CIP has three foundational elements that drive a project's timing and prioritization. Those elements are:

1. The Strategic Business Plan which are our mission, vision & values
2. Our Guiding Principles which are the criterion used to vet all projects and
3. Our Funding Goal which requires 70% or more of the cost of our community investment projects to be covered by grants to ensure that we are maximally stretching our community's dollars.

The CIP supports the collaborative efforts of the local and regional transportation plans. In that context, all projects are vetted against 7 criteria:

- 1) **Project Deferral Implication:** To what extent will deferring a project create unsafe conditions and/or cause noticeable disruption to the level of service or user benefits and/or put the District out of compliance with legal, compliance or regulatory mandates?
- 2) **Feasibility of Implementation:** What is the likelihood that the project will be completed within the requested budget and schedule?
- 3) **Operating Budget Impact:** What impact will the project have on the operating budget of the District and will the ongoing costs be sustainable given the projected incoming revenue sources?
- 4) **Ridership/Quality of Service Delivery:** What impact will this project have on ridership, quality of service delivery and benefits to the community?
- 5) **Economic Contribution:** How will a project increase the District's revenue, create jobs, and/or improve the local economy?
- 6) **Environmental Stewardship:** How will a project preserve the natural environment, conserve natural resources, reduce pollution, or otherwise contribute to a sustainable community?
- 7) **Other Benefits:** What benefits (beyond ridership/quality of service delivery) does the project have to the community (e.g. data insight, better transparency)?

All projects are also organized into three tiers based on their funding status as follows:

**Tier I:** Full funding has been secured.

**Tier II:** Funding is in the application process and/or funding source has been identified.

**Tier III:** Funding source has not yet been identified

**This is the recorded presentation on the 2023-2032 Community Investment Plan:**

[https://ltd.zoom.us/rec/share/Agt5vf-MLpntQwhWg\\_sbs5XiyFnJ00UDgNm6gyv838kTe6M9ptDX83g2UosERbLm.iLo7BzuBweE1Aqbi](https://ltd.zoom.us/rec/share/Agt5vf-MLpntQwhWg_sbs5XiyFnJ00UDgNm6gyv838kTe6M9ptDX83g2UosERbLm.iLo7BzuBweE1Aqbi)

**CONSIDERATIONS:** This public hearing has no budget impact. This is a proposed preliminary FY 2023 – 2032 CIP which will be updated, finalized and requested for approval and adoption during the FY24 Budget approval process in April through June of 2023.

Staff recommends that the Board hold a public hearing regarding the proposed preliminary FY 2023-2032 Community Investment Plan. CIP details are posted on the LTD website.

**ALTERNATIVES:**

1. Postpone the public hearing to the November Board meeting
2. Postpone the public hearing to an alternate date and hold a special Board meeting

**NEXT STEPS:** The next steps are as follows:

- Update 2023-2032 preliminary CIP based on Board direction
- Update the 2023 – 2032 preliminary CIP and align to the FY24 budget envelope
- Budget Committee approval of the final draft 2023 – 2032 CIP
- Public hearing of the draft final 2023 – 2032 CIP
- Update the 2023 – 2032 draft final CIP based on Board direction
- Adopt the 2023-2032 final draft CIP

**SUPPORTING DOCUMENTATION:**

- 1) Proposed preliminary FY 2023-2032 CIP posted at: [Community Investment Plan > Lane Transit District \(ltd.org\)](#)
- 2) Proposed preliminary FY 2023 – 2032 CIP presentation posted at: [Community Investment Plan > Lane Transit District \(ltd.org\)](#)

**PROPOSED MOTION:** None



## AGENDA ITEM SUMMARY

<b>DATE OF MEETING:</b>	October 19, 2022
<b>ITEM TITLE:</b>	BOARD MEMBER REPORTS
<b>PREPARED BY:</b>	Camille Gandolfi, Clerk of the Board
<b>DIRECTOR:</b>	Mark Johnson, Interim General Manager
<b>ACTION REQUESTED:</b>	None. Information Only

**BACKGROUND:** The Lane Transit District Board of Directors has several subcommittees and Community Advisory Committees in which Directors are assigned to attend as representatives of the Board. Directors also are assigned to represent the District at a variety of local governmental and stakeholder committees. This report provides an overview of the topics covered at all Board subcommittees, Community Advisory Committees, and local governmental and stakeholder committees that Directors have attended since the previous months Board meeting. Directors also provide more in-depth verbal updates during Board meetings.

The following activities have occurred since the last Board meeting:

**MEETINGS HELD:** Board members may take this opportunity to report briefly on any one-on-one meetings they have held with local officials or other meetings that they have attended on behalf of LTD.

- 1. LCOG Board of Directors:** Board member Pete Knox serves as LTD's representative on the LCOG Board of Directors as a non-voting member; Board member Michelle Webber is the alternate. The LCOG Board of Directors meets five times per year on the 4<sup>th</sup> Thursday of: February, April, June, September and December. At the September 22 meeting, board members received a presentation on the overview of LCOG; approved the defederalization of EDA RLF funds; approved a mission statement; and discussed an annual dinner. The next meeting is scheduled for December 22. For more information about LCOG Board meeting, please go to: <https://www.lcog.org/bc-bod>.
- 2. Strategic Planning Committee (SPC):** This committee generally meets monthly and is composed of Board members Pete Knox and Susan Cox, members of local units of government, and community representatives. At the June 28 meeting, committee members received a general manager recruitment update; a Strategic Business Plan quarterly update; and discussed the committee purpose and schedule. At the September 27 meeting, committee members received updates on the District's Mobility Management Strategy and the fiscal year 24-25 Statewide Transportation Improvement Fund process. The next meeting is scheduled for December 27.
- 3. LTD Board Budget Committee:** The Budget Committee is composed of all seven Board members and seven citizen members. The Budget Committee meets multiple times a year to give guidance regarding LTD's annual budget. Each LTD Board member selects one citizen member to fill a term of three years. At the October 5 meeting, committee members received a presentation on the fiscal year 2023-2032 Community Investment Plan. The next meeting is scheduled for April 12.
- 4. Metropolitan Policy Committee (MPC):** Board members Caitlin Vargas and Don Nordin are LTD representatives; Board member Pete Knox is the alternate; Interim General Manager Mark Johnson is the District's ex-officio attendee. MPC meetings are held on the first Thursday of each month. At the October 6 meeting, committee members held elections for chair and vice chair; appointed OMPOC members; held a public hearing on an amendment to FY2021-24 Metropolitan Transportation Improvement Program; received a presentation on the Infrastructure Investment and Jobs Act Flexible Funding Priorities; approved a resolution on the Coronavirus Response and Relief Supplemental Appropriation Act Funding; and discussed the Central Lane MPO governance structure. The next meeting is scheduled for November 3. For more information about MPC, please go to: <https://www.lcog.org/346/Metropolitan-Policy-Committee>.
- 5. LTD Board Contract Committee:** The Board Contract Committee is composed of Board members Michelle Webber, and Susan Cox; the third seat is vacant. The committee meetings are scheduled for the second Monday of each month. At the October 10 meeting, committee members reviewed contracts scheduled to go to the Board of Directors for approval. The next meeting is scheduled for November 14.



6. **Lane Area Commission on Transportation (LaneACT)**: In 2009 the Oregon State Legislature directed Lane County to develop an Area Commission on Transportation (ACT). Commission membership includes representatives from Lane County, cities within the county, LCOG, and LTD, and meets on the second Wednesday of the month. Board Member Don Nordin serves as LTD's representative, Interim General Manager Mark Johnson is the alternate. The July 13 meeting was canceled. At the October 12 meeting, committee members received an ODOT update; a Central Lane Metropolitan Policy Committee update; and other member updates. Committee members discussed letters of support for City of Eugene Reconnecting Communities and Airport grant applications and City of Florence airport relief grant; appointed a nominating committee for 2023 Chair and Vice Chair; appointed members to the Oregon Aviation Review Committee; and received a presentation on the Oregon Department of Transportation Fiscal Strategy Summary. The next meeting is scheduled for November 9. For more information about LaneACT, please go to: [https://www.oregon.gov/ODOT/Get-Involved/Pages/ACT\\_Lane.aspx](https://www.oregon.gov/ODOT/Get-Involved/Pages/ACT_Lane.aspx).
7. **Comprehensive and Accessible Transportation Committee (CATC)**: The Comprehensive and Accessible Transportation Committee advises and assists the Board in considering the impacts of potential, proposed, or actual service changes on individuals who are transit-dependent, especially those who are older adults or people with disabilities. Board members Pete Knox, Susan Cox, and Don Nordin, serve as LTD's representatives. The third Board seat is vacant. At the October 18 meeting, committee members received a Statewide Transportation Improvement Fund update; a FY23 fixed-route service planning update; and held discussion on the merging of the CATC and SPC committees. The next meeting has not been scheduled.

**No Meetings were held for the following committees:**

1. **Oregon Metropolitan Planning Organization Consortium (OMPOC)**: The Oregon Metropolitan Planning Organizations (MPO) Consortium was formed on May 25, 2005, as a forum for MPOs to work together on matters of mutual interest and statewide significance. LTD Board Member Caitlin Vargas attends the committee meetings as LTD's representative. The next meeting is scheduled for October 28. For more information about OMPOC, please go to: <https://www.ompoc.org/>.
2. **LTD Pension Trust Committee**: LTD's two pension plans (one for ATU-represented employees and one for administrative employees) are each governed by a board of trustees. The pension trustees generally meet three times a year, and Board Member Gino Grimaldi serves as one of the trustees. The next meeting is scheduled for November 8.
3. **Ad Hoc Board Bylaw Review Committee**: This ad hoc committee has been created for the purpose of reviewing and updating the Board of Directors bylaws. The committee is composed of Board members Michelle Webber, and Susan Cox, the third seat is vacant. The next meeting has not been scheduled.
4. **Ad Hoc GM Evaluation Committee**: This ad hoc committee has been created for the purpose of the General Managers review process. The committee is composed of Board members Caitlin Vargas, Michelle Webber, the third seat is vacant. The next meeting has not been scheduled.
5. **Main Street Projects Governance Team**: This committee was formed to provide informed direction and collaborative decision making to support the Main Street-McVay Transit Study and four other concurrent projects along Main Street in Springfield. Board members Gino Grimaldi and Michelle Webber serve as LTD's representatives. The next meeting has not been scheduled. For more information about Main Street, please go to: <http://ourmainstreetspringfield.org/>.
6. **Ad Hoc Sustainability Committee**: This ad hoc committee has been created for the purpose of reviewing the District's sustainability Policies. The committee is composed of Board member Don Nordin; the second and third seats are vacant. The next meeting has not been scheduled.
7. **State Transportation Improvement Fund (STIF) Committee**: The Committee is administered by LCOG. The Committee will meet a minimum of two times per year, or a sufficient number of times to advise the LTD Board of Directors regarding its review of project proposals and the STIF Plan. The committee, in accordance with state law, is composed of 14 members with eight (8) members representing in-district communities, two (2) members representing out-of-district communities, and three (3) ex-officio (non-voting) members; the ex officio LTD Board members are Caitlin Vargas and Pete Knox. The next meeting is scheduled for October 18. For more information about STIF, please go to: <https://www.lcog.org/1010/Statewide-Transportation-Improvement-Fun>.

8. **Special Transportation Fund (STF) Committee**: In January 2022 The Oregon Transportation Commission approved the rules consolidating the STIF and STF plans. Effective July 1, 2023, the STIF and Special Transportation Fund (STF) programs will be consolidated and collectively known as the Statewide Transportation Improvement Fund.
9. **MovingAhead Oversight Committee**: This committee is composed of representatives from the City of Eugene, LTD, and regional partners with the goal of a system-level approach to corridor improvements. LTD Board member's Gino Grimaldi, Don Nordin and Susan Cox serve as LTD's representatives. The next meeting has not been scheduled. For more information about MovingAhead, please go to: <https://www.movingahead.org>.
10. **Vision Zero Task Force**: The City of Eugene, as part of its Vision Zero implementation, has developed a Vision Zero Task Force. LTD Board member Gino Grimaldi serves as LTD's representative; Interim General Manager Mark Johnson is the alternate. The next meeting has not been scheduled. For more information about Vision Zero, please go to: <https://www.eugene-or.gov/4270/Vision-Zero>.



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** CONSENT CALENDAR

**PREPARED BY:** Camille Gandolfi, Clerk of the Board

**DIRECTOR:** Mark Johnson, Interim General Manager

**ACTION REQUESTED:** Adoption

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**BACKGROUND:** Items for approval that can be explained clearly in the written materials for each meeting, and not expected to draw public testimony or controversy, are included in the Consent Calendar for approval as a group. Board members can remove any item from the Consent Calendar for discussion before the Consent Calendar is approved each month.

The Consent Calendar for October 19, 2022, consists of:

- Approval of Delegated Authority Report - September
- Approval of Contract No. 2022-41: Chambers Construction, LLC
- Approval of Contract No. 2022-22: Creative Bus Sales, Inc.
- Approval of Pension Trustee Appointment

**ATTACHMENT:**

- 1) Delegated Authority Report - September
- 2) Contract No. 2022-41: Chambers Construction, LLC
- 3) Contract No. 2022-22: Creative Bus Sales, Inc.
- 4) Pension Trustee Appointment

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-10-19-056:

It is hereby resolved that the Consent Calendar for October 19, 2022, is approved as presented [amended].

**LANE TRANSIT DISTRICT  
DELEGATED AUTHORITY REPORT  
August 2022**

Contracts								
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	CONTRACT VALUE	NEW CONTRACT VALUE	SIGNER	NOTES
9/19/2022	TransPro	CEO 100 Day Plan	Personal Services	Sep 6, 2022 - Feb 9, 2023	\$123,719.00		M. Johnson	New Contract
9/14/2022	Moovit, Inc.	Multimodal Trip Planner	Professional Services	Sep 14, 2022 - Aug 29, 2024	\$525,000.00		M. Johnson	New Contract
9/7/2022	National CineMedia, LLC	Cinema Advertising	Personal Services	Sep 9, 2022 - Jan 5, 2023	\$10,000.00		S. Brightman	New Contract
9/6/2022	LCOG	Gateway SmartTrips - Outreach Program	IGA	Sep 1, 2022 - Aug 2023	\$112,408.00		M. Johnson	New Contract
9/22/2022	Chambers Construction Co.	On-Call Construction Services - Parking Lot Maintenance-RideSource & Springfield Station	Task Order	Aug 15, 2022 -Dec 31, 2022	\$51,656.00		J. McCormack	Task Order Project
9/23/2022	Harvey and Price Co.	HVAC Service and Repair	Amendment	Dec 1, 2019 - Nov 30, 2023	\$147,427.00		M. Johnson	Final Year Renewal Option
9/29/2022	Chambers Construction Co.	On Call General Construcrtion Services - Fleet Hose Reel Replacement	Task Order	Sep 16, 2022 - Jan 30, 2023	\$20,456.00		J. McCormack	Task Order Project
9/2/2022	PIVOT	On-Call A&E Services for Misc. Infrastructure, Buildings, Stations, and Stops	Task Order	Aug 16, 2022 - Jun 30, 2023	\$10,000.00		J. McCormack	Task Order Project
Group Pass/Non-Profit Program - Revenue Agreements								
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	ANNUAL CONTRACT VALUE	NUMBER of PARTICIPANTS	SIGNER	NOTES



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** CONTRACT NO. 2022-41: CHAMBERS CONSTRUCTION, LLC

**PREPARED BY:** Todd R Smith, Facilities Project Manager; Sarah Brightman, Sr. Contracting Officer

**DIRECTOR:** Joe McCormack, Director of Facilities Management

**ACTION REQUESTED:** Adoption

*Please disclose any actual or potential conflict of interest.*

**PURPOSE:** To authorize the general manager to execute a contract with Chambers Construction to provide Construction Manager General Contractor (CM/GC) Services for the Eugene Station Modernization (ESM) project.

**CONTRACT TYPE:** New Contract

**REASON FOR CONTRACT TYPE:** Oregon Public Contracting Code and LTD's Purchasing Policy Rules require that such services be obtained utilizing a competitive solicitation process, unless otherwise exempt. The use of the CM/GC Alternative Contracting Method was adopted by the Board with LTD Resolution No. 2022-04-20-01 at the April 20, 2022 Board meeting.

**ROLE OF THE BOARD:** In accordance with LTD Resolution No. 2021-09-15-048, the Board must review and approve all contracts exceeding \$249,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$250,000 or ten percent (10%) of the initial contract value.

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

This agenda item aligns with the strategic areas of: Community Value, Customer Satisfaction, Employee Engagement, Financial Health, and Sustainability.

**DESCRIPTION:** Chambers Construction will perform CM/GC Services of all the standard pre-construction and construction services in connection with Eugene Station Modernization project including collaboration with both the District and PIVOT Architecture. The CM/GC shall regularly coordinate with the District and PIVOT Architecture during pre-construction on the review, analysis and incorporation of cost estimating, scheduling, constructability reviews, value engineering, phasing and sequencing, bidding and bid buy-out. The CM/GC will provide cost estimates for each design phase milestone of the project, schematic design, design documents, construction documents and shall reconcile estimates with a third party independent cost estimator. The CM/GC must work with the District and PIVOT to identify a cost path to the District's approved budget at each of these milestones. The CM/GC will provide several community sub-contractor engagement events prior to solicitation of bid packages and develop and negotiate with the District a Guaranteed Maximum Price (GMP) based on solicitation results. The CM/GC will phase and sequence the construction the project in a safe manner in cooperation with the District to minimize impacts to customer services, noise, odors, dust, and traffic in and around the existing building and bus lanes.

**BACKGROUND:** ORS 279C.335 and the LTD Procurement Policy provide for requesting competitive solicitations to seek services of this nature. Procurement developed a Request for Proposal solicitation with LTD Facilities to obtain Technical Proposals from interested CM/GC firms. Posting for approximately six (6) weeks, the RFP resulted in the receipt of two (2) proposals from the following: Chambers Construction, Inc. and GBC Construction, LLC. The

Evaluation Committee comprised of LTD staff evaluated and scored the proposals, upon review of the total scores and overall evaluation the committee selected the top ranked firm pending final negotiations. The Evaluation Committee ranking set forth in evaluation is shown below.

The most responsible, responsive, highest-scored vendor recommended for award on the ESM Project is Chambers Construction, Inc.

<u>VENDOR</u>	<u>SCORE</u>
Chambers Construction, Inc	136
GBC Construction, LLC	130

**FINANCIAL IMPACT/FUNDING SOURCE:** The contract value for preconstruction services on the ESM project is \$265,000 and the targeted GMP is \$3.6 Million. The recommended total contract value is \$3,885,000 over the next three (3) years.

CIP Name: Eugene Station Modernization,

Grant: Bus and Bus Facilities 5339,

CIP Number: Project #: 21-ESMOD-0301001; STIP Key: 22568

**CONSIDERATIONS:** Procurement is active in its initiative to increase utilization of certified Disadvantaged Business Enterprises (DBE) and Certification Office for Business Inclusion and Diversity (COBID) recognized businesses through a number of ways and requires offerors to provide an aspirational DBE goal with their proposal or bid responses. In Chambers' proposal response, they identified an overall target of 2.9% for DBE usage with additional updates to come during development of the bid packages and final areas of subcontractor expertise related to the project.

**ALTERNATIVES:**

1. Deny approval of new contract and request team to re-solicit; this would result in not being able to provide Critical pre-construction services per the project schedule and result in additional costs due to delayed assistance in cost estimating, value engineering, constructability reviews, phasing and sequencing.
2. Deny approval of new contract and request the team to renegotiate pre-construction fee with selected CM/GC; this may result in a delay to the project schedule and potential cost implications.

**SUPPORTING DOCUMENTATION:**

- Resolution No. 2022-10-19-057

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-10-19-057:

It is hereby resolved that the LTD Board of Directors, acting as the LTD Contract Review Board, approves Contract No. 2022-41 as presented [amended].



**RESOLUTION NO. 2022-10-19-057**

**APPROVAL OF CONTRACT NO. 2022-41: CONTRUACTUAL SERVICES BETWEEN LANE TRANSIT DISTRICT AND CHAMBERS CONSTRUCTION, LLC**

**WHEREAS**, Lane Transit District (LTD) is authorized to enter into contractual agreements pursuant to ORS 267.200 (3)-(4);

**WHEREAS**, the Oregon Public Contracting Code and the LTD Procurement Policy require that all contracts for goods, services, or public improvement projects be based upon competitive bids or proposals, unless an exception applies;

**WHEREAS**, pursuant to LTD resolution No. 2021-09-15-048, the LTD Board of Directors is the LTD Contract Review Board and is required to authorize all contracts exceeding \$249,999;

**WHEREAS**, the Contract Review Board has authorized the LTD Contract Committee to review and recommend action on contracts prior to those contracts being presented to the LTD Board for review and approval;

**WHEREAS**, the Contract Committee reviewed the proposed contract between LTD and Chambers, LLC on October 10, 2022, and recommended adoption;

**NOW, THEREFORE, BE IT RESOLVED** that the LTD Board of Directors, acting as the LTD Contract Review Board, passes a Resolution as follows:

- 1) The contract shall be in compliance with all applicable laws and regulations.
- 2) Once any protest period has passed and no protests being received and/or such protests being resolved in accordance with Oregon law and the LTD Procurement Policy, the General Manager, or her designee, is hereby authorized to: (a) negotiate and enter into a contract with Chambers Construction, LLC, for the purpose of CM/GC Construction Services for the ESM Project; and (b) as needed, execute amendments to the contract not to exceed a cumulative total of 10 percent of the initial contract price or \$250,000, whichever is less.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 19<sup>th</sup> DAY OF OCTOBER 2022.

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Board President, Caitlin Vargas

## EVALUATION CRITERIA AND SCORING MATRIX

Responses will be evaluated on the criteria as defined in this section. It is in the interest preparer to provide a clear and concise submittal which demonstrates a thoughtful and informed approach.

Section	Criteria	Description	Maximum Points Possible
Part 1	Firm Information & Minimum Qualifications	Fillable Required Form Attachment A & supporting information of meeting requirements set forth.	0
Part 2	Firm Background	Rating of specialized experience and technical competence of the firm and team individuals, as proposed, for the type of work described in the solicitation. Capacity and Capability of the firm to perform the services.	10
Part 3	Key Personnel	Rating of the proposed team's qualifications and experience relating to the specific services requested. How well the proposed team and plan in response to our goals for this Project align (i.e. budget, safety, CM/GC oversight, coordination, sustainability, energy efficiency, etc.)?	10
Part 4	GM/GC Role	Rating of the process for managing CM/GC construction and proposed leadership outline and responsibilities.	10
Part 5A	Project Management – Work Plan Schedule	Rating of method of approach and activity schedule demonstrating the firm's understanding of the Project type, risks, and challenges.	10
Part 5B	Project Management- Site Coordination/Logistics	Rating of coordination and oversight methodology from the site plan or diagram in maintaining operational work areas during construction.	10
Part 6	Cost Control/Risk Management	Demonstrated Success on similar projects, and Past Performance on contracts in terms of cost control and quality. Past performance may be used both to determine responsibility and as an evaluation factor	10
Part 7	Safety	Rating on quality of safety measures and history with projects of similar nature.	15
Part 8, A & B	Workforce Diversity	Narrative for workforce diversity and DBE utilization on this Project. Identification of proposer's certifications and/or nondiscrimination practices, and any historical DBE collaborations, Subcontracting, or Mentoring plans	25
Part 9	Sustainability	Rating on quality of strategy and capability to effectively drive sustainable projects of similar nature.	15
Part 10A	Preconstruction Fee	Ranking of fee by calculation and score factor	5
Part 10, B & C	CM/GC Fee / GC Estimate	Ranking of fee by calculation and score factor	30
			<b>150</b>





## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** CONTRACT NO. 2022-22 (UPDATE): CREATIVE BUS SALES, INC.

**PREPARED BY:** Matthew Imlach, Director of Fleet Management

**DIRECTOR:** Mark Johnson, Interim General Manager

**ACTION REQUESTED:** Adoption

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**PURPOSE:** To authorize the general manager to execute a new contract with Creative Bus for the purpose of purchasing up to 30 new Medium-Size, Light-Duty Cutaway Buses to be used in the District's coordinated specialized services provided by the LTD Accessible and Customer Services division. This authorization is to replace the contract request with Schetky Northwest Sales, Inc that was brought before the Board in June.

**CONTRACT TYPE:** New Contract

**REASON FOR CONTRACT TYPE:** Oregon Public Contracting Code and LTD's Purchasing Policy Rules allow for such purchases to be completed utilizing valid cooperative price agreements.

**ROLE OF THE BOARD:** In accordance with LTD Resolution No. 2021-09-15-048, the Board must review and approve all contracts exceeding \$249,999, and all individual or cumulative contract amendments and change orders that exceed the lesser of \$250,000 or ten-percent (10%) of the initial contract value.

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

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

**DESCRIPTION:** LTD utilizes this vehicle type in its Accessible Services fleet to provide transportation opportunities for older adults and individuals with disabilities, as well as providing service in rural areas.

The typical estimated useful service life of these cutaway vehicles is seven (7) years. Some of the well cared for vehicles in the Accessible Services fleet are up to twice that age. Replacing aging vehicles results in lower costs for preventive maintenance and less down-time status in 'out of service'.

The purchase will utilize the State of Washington's cooperative agreement (06719) for Medium-Size, Light-Duty Bus and Van Chassis Cutaway Buses. This vehicle type matches the current vehicles in the Accessible Services fleet, and generally have been reliable, cost effective vehicles.

**BACKGROUND:** On June 13, 2022, a request was brought forth to approve cooperative purchasing agreement contract with Schetky NW, during the following required public notice period for intent to enter into a cooperative contract (as required by ORS when utilizing cooperative price agreements in amounts over \$250,000), LTD received a formal request from Creative Bus, another award vendor on the State of WA 06719 Contract schedule, to provide a comparable quote under the same contract #06719. The Accessible Services and Fleet Maintenance teams reviewed the alternative vendor information and bus options in unanimous agreement to seek a quote from Creative Bus. Additionally, due to the timing, supply chain delays, and cooperative contract changes as of July 1, 2022, Schetky NW was not able to provide a quote that provided the quantity of buses and was at a higher price point as shown in the tabulation summary between the two below. Shared previously, a successful 2020 purchase under the State of Washington cooperative agreement was completed this model of cutaway vehicle as the top choice. The vehicles have been in service; functioning as intended and providing the necessary transport desired.

Procurement has reviewed the current State of Washington Cooperative Purchasing Agreement 06719 finding it meets the requirements and serves the public's best interest to utilize for this type of purchase.

Cutaway Tabulation Summary:

	<b>Creative Bus</b>	<b>Schetky, NW</b>
RideSource (ea)	\$140,842.71	\$177,004.00
South Lane Wheels (ea)	\$134,644.21	\$174,551.00

**FINANCIAL IMPACT/FUNDING SOURCE:** The total contract value is up to \$3,750,000. This purchase was included in our Community Investment Plan (CIP) as part of our State of Good Repair Fleet Projects for Specialized Services Fleet Replacement. This project has multiple funding sources to make up the overall contract total. These included 1) Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310, 2) Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA) Section 5310, 3) American Rescue Plan Act (ARP) Enhanced Mobility of Seniors and Individuals with Disabilities Apportionments Section 5310, 4) 21-23 Statewide Transportation Improvement Fund (STIF) Formula Funds.

**CONSIDERATIONS:** To provide continuing value, financially responsible, and trusted customer transportation through this purchase; timing is important considering supply and market conditions as well as maximizing use of the funding prepared for this upcoming fiscal year.

**ALTERNATIVES:**

1. Postpone purchase of these vehicles and update Federal, State, and Local partners of the delay.
2. Reduce the quantity of vehicles and update Federal, State, and Local partners of the reduction in vehicles being purchased.

**SUPPORTING DOCUMENTATION:**

- Resolution No. 2022-10-19-058

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-10-19-058:

It is hereby resolved that the LTD Board of Directors, acting as the LTD Contract Review Board, approves Contract No. 2022-22 as presented [amended].



**RESOLUTION NO. 2022-10-19-058**

**APPROVAL OF CONTRACT NO. 2022-22: PURCHASE OF 19 CUTAWAY VEHICLES BETWEEN  
LANE TRANSIT DISTRICT AND CREATIVE BUS SALES, INC.**

**WHEREAS**, Lane Transit District (LTD) is authorized to enter into contractual agreements pursuant to ORS 267.200 (3)-(4);

**WHEREAS**, the Oregon Public Contracting Code and the LTD Procurement Policy require that all contracts for goods, services, or public improvement projects be based upon competitive bids or proposals, unless an exception applies;

**WHEREAS**, pursuant to LTD resolution No. 2021-09-15-048, the LTD Board of Directors is the LTD Contract Review Board and is required to authorize all contracts exceeding \$249,999;

**WHEREAS**, the Contract Review Board has authorized the LTD Contract Committee to review and recommend action on contracts prior to those contracts being presented to the LTD Board for review and approval;

**WHEREAS**, the Contract Committee reviewed the proposed contract between LTD and Creative Bus Sales, Inc., on October 10, 2022, and recommended adoption;

**NOW, THEREFORE, BE IT RESOLVED** that the LTD Board of Directors, acting as the LTD Contract Review Board, passes a Resolution as follows:

- 1) The contract shall be in compliance with all applicable laws and regulations.
- 2) Once any protest period has passed and no protests being received and/or such protests being resolved in accordance with Oregon law and the LTD Procurement Policy, the General Manager, or her designee, is hereby authorized to: (a) negotiate and enter into a contract with Creative Bus Sales, Inc. for the purpose of purchasing 19 Cutaway Vehicles for specialized services transportation; and (b) as needed, execute amendments to the contract not to exceed a cumulative total of 10 percent of the initial contract price or \$250,000, whichever is less.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 19<sup>TH</sup> DAY OF OCTOBER 2022.

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Board President, Caitlin Vargas



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022  
**ITEM TITLE:** PENSION TRUSTEE APPOINTMENT  
**PREPARED BY:** Christina Shew, Director of Finance  
**DIRECTOR:** Mark Johnson, Interim General Manager  
**ACTION REQUESTED:** Adoption

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**PURPOSE:** To consider adoption of the appointments of Gino Grimaldi as Trustee of the Lane Transit District and Amalgamated Transit Unit (ATU), Local No 757 Pension and Lane Transit District Salaried Employees' Retirement Plan to succeed Michelle Webber as trustees respectively.

**ROLE OF THE BOARD:** The Board's role in this instance is to perform a governance action.

**BOARD DIRECTIVE ALIGNMENT:** This aligns with the Board's role to provide fiduciary oversight of the Lane Transit District and Amalgamated Transit Unit (ATU), Local No 757 Pension Trust and the Lane Transit District Salaried Employees' Retirement Plan pension assets held in trust.

**COMMUNICATION:** The Board appoints trustees to the Lane Transit District and Amalgamated Transit Unit (ATU), Local No 757 Pension Trust and the Lane Transit District Salaried Employees' Retirement Plan.

**HISTORY:** The last time that the Board appointed a Trustee under the Trust agreement dated December 18, 1979, for the 1) Lane Transit District and Amalgamated Transit Union, Local No. 757 Restated Retirement Plan and 2) the Lane Transit District Salaried Employees' Retirement Plan dated December 18, 1979, was April 2018. This appointed Christina Shew to succeed Roland Hoskins, who was removed as a Trustee when he departed LTD.

Trustee Michelle Webber has stepped down from the committee and has been removed as a Trustee for both the ATU and Salaried retirement Plans.

**ALTERNATIVES:**

- The Board can choose to adopt the Trustee recommendation as is or appoint an alternative Trustee.

**NEXT STEPS:** Upon adoption, Gino Grimaldi will obtain Certificates of Achievement in Public Plan Policy Employee Pension Certification and become a Trustee for both the Lane Transit District and Amalgamated Transit Union, Local No. 757 Restated Retirement Plan and the Lane Transit District Salaried Employees' Retirement Plan.

**SUPPORTING DOCUMENTATION:**

- 1) Resolution No. 2022-10-19-059

**PROPOSED MOTION:** I move adoption of LTD Resolution No 2022-10-19-059:

It is hereby resolved that the LTD Board of Directors approves the appointment of Mr. Gino Grimaldi to serve as trustees on the Pension Trust Committee.



**RESOLUTION NO. 2022-10-19-059**

**APPOINTMENT OF GINO GRIMALDI AS TRUSTEE TO OF THE LANE TRANSIT DISTRICT AND AMALGAMATED TRANSIT UNION (ATU), LOCAL NO. 757 PENSION TRUST AND TO THE LANE TRANSIT DISTRICT SALARIED EMPLOYEES' RETIREMENT PLAN**

**WHEREAS**, Lane Transit District and the Amalgamated Transit Union (ATU) Local No. 757 has removed Michelle Webber as a Trustee;

**WHEREAS**, Lane Transit District and the Salaried Employees' Retirement Plan has removed Michelle Webber as a Trustee;

**WHEREAS**, Lane Transit District appoints trustees to the Amalgamated Transit Union (ATU) Local No. 757;

**WHEREAS**, Lane Transit District appoints trustees to the Salaried Employees' Retirement Plan;

**NOW, THEREFORE, BE IT RESOLVED**, that the Lane Transit District Board of Directors appoints a trustee to the Amalgamated Transit Union (ATU) Local No. 757 and the Salaried Employees' Retirement Plan;

By adopting the following resolution, the Lane Transit District (LTD) Board appoints Gino Grimaldi as a Trustee of the Lane Transit District and Amalgamated Transit Union (ATU), Local No. 757 Pension Trust and to the Lane Transit District Salaried Employees' Retirement Plan, to succeed Michelle Webber as a Trustee respectively.

Effective immediately:

1. Gino Grimaldi is appointed as Trustee under the Trust Agreement dated December 18, 1979, for the Lane Transit District and Amalgamated Transit Union, Local No. 757 Restated Retirement Plan (which Plan is now known as the Lane Transit District and Amalgamated Transit Union, Local No. 757 Pension Trust), as successor Trustee of Michelle Webber, who has been removed as a Trustee.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 19<sup>TH</sup> DAY OF OCTOBER, 2022.

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Board President, Caitlin Vargas



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** AMERICAN BUS BENCH MARKING GROUP (ABBG)-FIXED ROUTE ANNUAL CUSTOMER SATISFACTION SURVEY

**PREPARED BY:** Pat Walsh, Director of Marketing and Communications

**DIRECTOR:** Mark Johnson, Interim General Manager

**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To inform the Board about the finding from the recently completed ABBG-Fixed Route Annual Customer Satisfaction Survey.

**BOARD COMMUNICATION:** Walsh will present an overview of the findings from the survey conducted in the spring. A final report was presented to LTD and other survey participants in September 2022.

**PUBLIC COMMUNICATION:** LTD promoted passenger participation in the survey through social media, web site information, participation incentives, email, and Service Alerts, UMO app push, and engaged underserved populations, including tabling at a Centro-Latino Americano event LTD led the 17-member cohort with the most passenger participation in the survey with 2,279 (clean) respondents.

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

This agenda item aligns with the strategic areas of Customer Satisfaction and Community Value. Information from the survey will be meshed with the results from the recently completed Community Values Survey to establish a baseline to measure the District's improvement in a variety of areas.

**DESCRIPTION:** The survey objective is for transit agencies to understand their organization's relative performance in meeting their customers' expectations in multiple service areas. The survey is designed to provide an additional customer satisfaction dataset to validate and/or complement other customer satisfaction research. Information revealed in this report, and others, provides a foundation to develop and implement plans to improve underperforming areas.

The Transport Strategy Centre recommends that transit agencies not compare customer satisfaction results with each other.

**BACKGROUND:** LTD has participated in the ABBG-Fixed Route Customer Satisfaction Survey since 2013. The survey is conducted by researchers at the Transport Strategy Centre at Imperial College London. There are 17 transit districts in the United States who participate in the annual survey. The list includes Dallas, Des Moines, Jacksonville, Milwaukee, San Bernardino, Rhode Island, Charlotte, Baltimore, Foothill Transit (Oakland), Spokane, and Vancouver (WA), among others.

The survey was conducted via Survey Monkey from March 28, 2022 to May 1, 2022.

**Research Methodology:**

- 19 Questions, based on the service quality areas of EN13816 (European Standard on service quality): availability, comfort, customer care, ease of use, environment, information, security, and time.
- 1 General question on overall satisfaction
- 1 Net Promoter Score question on likeliness to recommend the service (21—Number 3 in cohort)
- 1 Request to select the top 3 customer service quality areas/priorities
- 6 Demographic questions
- This year, 5 questions about COVID factors and estimations of frequency of use both before the pandemic and during the six month period following the survey.

**General Methodology:**

- Questionnaire produced via Survey Monkey
- An online example ABBG CSS can be found here:  
<https://www.surveymonkey.co.uk/r/CSS-ABBG-Example>
- Identical questionnaires produced for all participants, each with a separate link.
- Questionnaire was translated by members
- Members disseminate link to survey
- Transport Strategy Centre performed all analysis

Since LTD has participated in the survey for number of year, the District has the opportunity to compare findings year over year to measure progress.

The Transport Strategy Centre reminds us that the finding from Eugene are the District's to use and share.

**Information from the other markets is proprietary and is not to be shared.**

**CONSIDERATIONS:** This is for Board information and comments only.

**ALTERNATIVES:** The Board can request a more in-depth discussion of the survey findings at a future work session.

**NEXT STEPS:** Survey results will be shared with Directors and Managers for integration into the strategic plans they develop, implement and evaluate in support of the District's overall Strategic Business Plan.

**SUPPORTING DOCUMENTATION:**

1. Lane Transit District ABBG-Fixed Route Survey--Walsh Presentation
2. Lane Transit District ABBG-Fixed Route Survey-Eugene-From TSC
3. Lane Transit District ABBG-Fixed Route Survey-Eugene 2021

**PROPOSED MOTION:** N/A



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** COMMUNITY VALUES SURVEY

**PREPARED BY:** Pat Walsh, Director of Marketing and Communications  
Eddie Szamborski, Research Manager, DHM Research

**DIRECTOR:** Mark Johnson, Interim General Manager

**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To inform the Board about the finding from the recently completed Community Values Survey.

**BOARD COMMUNICATION:** Walsh and Szamborski will present an overview of the findings from the random survey conducted in August and September of 2022.

**PUBLIC COMMUNICATION:** The survey was conducted randomly in the community with additional outreach to underserved communities.

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

This agenda item aligns with the strategic areas of: Community Value and will set a baseline for the District's work, particularly in marketing and communications, customer service, service planning, fleet maintenance, and operations.

**DESCRIPTION:** *The Community Value survey's purpose is to determine community familiarity and awareness of Lane Transit District; assess broader community perceptions about LTD, specifically value to the community; explore key demographic difference in shaping community opinion; and set a benchmark to track trends and progress across time.*

**BACKGROUND:** This is the first time LTD has conducted a survey to specifically determine the District's value to the community it serves. The survey is a tactic called out in the Strategic Business Plan adopted by the Board in July 2022.

From August 23 to September 1, 2022, DHM Research conducted a hybrid telephone and text-to-online survey of Lane Transit District residents.

**Research Methodology:** The hybrid telephone and text-to-online survey consisted of N=500 Lane Transit District residents and took approximately 12 minutes to complete. This is a sufficient sample size to assess resident opinions generally and to review findings by multiple subgroups, including age, gender, race/ethnicity, geography, and more.

Respondents were contacted from multiple lists which may include a list of registered voters; a landline household list compiled from public records and consumer lists; and a cellular consumer list based off of cell and cable consumer information matched to publicly available address information. Telephone respondents were contacted by a live interviewer and text-to-online respondents received a text invitation directing them to an online survey. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and



validation. Quotas were set by age, gender, race/ethnicity, education, and geography within the LTD service area to ensure a representative sample.

Also, through collaboration with organizations representing and working with underserved communities, LTD provided a link to the survey as well as drafted social media posts and newsletter stories for their use to encourage participation in the survey.

**Statement of Limitations:** Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margin of error if compared with the results achieved from surveying the entire population. The margin of error for this survey is +/- 4.4%.

**DHM Research Background:** DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for over 40 years. The firm is nonpartisan and independent and specializes in research projects to support public policy making. In addition, DHM Research has familiarity with our communities. Several years ago they completed research work for LTD and have worked with other local government entities.

**CONSIDERATIONS:** This is for Board information and comments only.

**ALTERNATIVES:**

1. The Board can provide comments and/or suggestions on the next phase of research.
2. The Board can request a more in-depth discussion of the survey findings at a future work session.

**NEXT STEPS:**

1. Survey results will be shared with Directors and Managers for integration into the strategic plans they develop, implement and evaluate in support of the District's overall Strategic Business Plan.
2. Determine next steps to evaluate progress.

**SUPPORTING DOCUMENTATION:**

1. Lane Transit District Community Perception Survey September 2022 (Summary Presentation)
2. Lane Transit District Community Perception Survey, September 2022 (Complete Findings)

**PROPOSED MOTION:** N/A



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022

**ITEM TITLE:** RIDERSHIP DIGITAL COMMUNICATION CAMPAIGN UPDATE

**PREPARED BY:** Theresa Brand, Transportation Outreach & Marketing Manager

**DIRECTOR:** Pat Walsh, Director of Marketing and Communications

**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To provide information and an overview and update on the Ridership Communications Campaign underway and plans for the future.

**BOARD COMMUNICATION:** A presentation on marketing and communication efforts was presented at the November 2021 Board meeting including the efforts on the Ridership Communications Campaign which has focused on video and other digital communication efforts.

**PUBLIC COMMUNICATION:** All digital communications on this effort have been consistently marketed to the public through local TV, social media and web channels.

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

This agenda item aligns with the strategic areas of: Customer Satisfaction and Community Value.

**DESCRIPTION:** The Ridership Digital Communications Campaign was designed to focus initially on community safety and essential rider trips and then planned to evolve as the COVID Pandemic continued on to remind the community to use transit as the region comes out of COVID and back to a new normal.

This effort supports LTD's Strategic Business Plan goals of: Customer Satisfaction and Customer Value by continuing to promote LTD's safe and reliable service throughout the pandemic for those who use LTD as an essential mode of travel. In addition, the second and third phases of this work continue to promote the use of transit as the community comes out of the pandemic and move into the new normal and seeks to remind the traveling public that LTD is a key community service to that offers community members a reliable and sustainable option to get to work, school and to their shopping destinations.

**BACKGROUND:** Staff gave a presentation to the LTD Board in November of 2021, outlining all the communication efforts and goals for the FY 21-22 year which included increased branded print, and digital communication efforts that focused on safety and then the riding LTD as we eased out of the Pandemic.

Out of a large community concern for community safety, LTD chose to be a leader and develop a far-reaching community wide campaign that reminded people to **Follow the Four** and highlighted following the four safety guidelines while traveling in public including on transit as outlined by the CDC and Lane County Public Health. LTD developed all of the digital and print assets through the securing of the Turrell Marketing and Communications firm and offered the assets free of charge to community partner agencies in our region to help share these important community messages. (The Turrell Group is one of LTD's 5 Bench Contractors who competed to be on the bench through an RFP process a few years ago.)

There were 24 local partnerships that were formed as part of the Follow the Four Campaign efforts and these included: the local Chambers, local non-profits and the business community. These assets were shared with all of their networks increasing the ability to share these safety messages region wide.

As the immediacy of the pandemic began to subside, LTD staff in partnership with the Turell Group, were looking forward once again, reminding community members through the **We Ride Together** effort that we all are in this together and LTD is there when you need us.

More recently, the focus has been on what it takes for us to all ride together with putting faces on who LTD is and how the dedication and commitment of our internal staff is integral in being able to serve the community. This has included trying to place a face on LTD staff who are all part of this community and how what they do enables the traveling public to be able to ride in a safe and reliable manner.

Finally, the current phase (phase 3), focuses on riding LTD, how to ride, who rides LTD in the community and their individual journey on transit and encourages the community to **Ride LTD**.

A video presentation will highlight some of the digital assets that have been developed through this multi-phase effort.

**CONSIDERATIONS:** This is for Board information and comments only.

**ALTERNATIVES:**

1. The Board can provide comments and/or suggestions on the next phase of this campaign.
2. The Board can request campaign related analytics if desired.

**NEXT STEPS:** Staff plan to continue to develop more individual rider stories for the Ride with LTD focused campaign efforts. These assets will include branded video, digital, social and print communications in a variety of forms over the next two years and beyond.

**SUPPORTING DOCUMENTATION:**

1. LTD Board Report Summary Final – Ride LTD Campaign

**PROPOSED MOTION:** N/A



## OFFICE OF THE GENERAL MANAGER

*Mark Johnson, Interim General Manager*

### EXECUTIVE OFFICE

*Tiffany Edwards, Intergovernmental Relations Manager*

#### Legislative Activities:

In October, both the state and federal lobby teams that represent LTD, made visits to Eugene. Tiffany met with team members of Oxley and Associates to discuss upcoming state Legislation for 2023. The Smith Dawson Andrews team from DC visited with some key staff and Board member in preparation for the annual United Front trip, expected sometime in the Spring. This was during the APTA conference, but we are still early in conversations in developing our regional priorities, including LTD's. We coordinate these efforts with the United Front partners and the team at SDA.

LTD participated in hosting two events to recognize the 36-year Congressional career of Peter DeFazio that were hugely successful. On Tuesday October 11<sup>th</sup>, Gino Grimaldi did a superb job representing the LTD Board in providing remarks to express LTD's appreciation for the contributions DeFazio has made to transit in the community.

On October 13<sup>th</sup>, LTD hosted an additional event at our Springfield Station to celebrate Congressman DeFazio's contributions to transit and recognize his involvement in establishing LTD's Springfield Station. Board members, staff, community members and elected officials were in attendance.

### PLANNING AND DEVELOPMENT

*Tom Schwetz, Director of Planning and development*

*There is no report this month.*

## SERVICE DELIVERY & ADMINISTRATION

### FINANCE

*Christina Shew, Director of Finance*

#### Enterprise Resource Planning Project:

Did you know that we have been using our Eden Finance system for 21 years? This outdated system means the District has many manual processes and inefficiencies. Work has to be duplicated in multiple systems and the Finance team does extra work due to the lack automated and/or self-serve reporting.

In September we launched a project to replace our antiquated Finance system with a new cloud-based Enterprise Resource Planning (ERP) system called Munis. This is an exciting project with the potential to make our work more efficient. The ERP implementation will centralize a broad range of business workflows and bring our financial systems into the 21st century! The goals of this project are to:

- Increase operational efficiencies
- Have a system that allows for ease of pulling data for decision-making
- Increase cross-departmental collaboration & training AND
- Successfully implement the ERP system on time and within budget

Implementing a new ERP system is a huge organizational lift. It is an opportunity to redesign our processes to be more efficient, effective and automated. Go live is targeted for October 2023

**Continuous Improvement Project:**

As part of the FY23 Budget process, the Finance team runs a continuous improvement brainstorming across the District. In FY22, 193 ideas were submitted, 60 of those had broad and deep support across the District and 39 ideas had broad and deep support and the capacity to execute. Those 39 ideas selected have been filtered into the Strategic Business Plan tactics or our operations.

**BUSINESS SERVICES**

*Collina Beard, Director of Business Services*

*There is no report this month.*

**INFORMATION TECHNOLOGY**

*Cosette Rees, Interim Director of Information Technology & Strategic Innovation*

*There is no report this month.*

**HUMAN RESOURCES**

*Perry Adams, Director of Human Resources*

*There is no report this month.*

**ACCESSIBLE AND CUSTOMER SERVICE**

*Cosette Rees, Director of Customer & Specialized Services*

Accessible Services currently has an RFP open for RideSource operations, soliciting bids for a service operator. Proposals from prospective bidders are due on October 21, with a recommendation made by a selection committee expected on 11/23. Major milestones are being met in the required updates of our RideSource technology resources. Riders will soon be able to request trips online for the first time, and drivers in our external provider fleet will be able to connect with us online.

As Special Transportation Fund (STF) grant funds are newly being merged into the Statewide Transportation Improvement Fund (STIF) grant process, many of LTD's accessible service programs will now be included in the upcoming STIF applications happening later this year. Accessible Services will be working closely with our grants team to ensure our programs benefitting older adults and people with disabilities continue into the upcoming biennium.

The City of Cottage Grove has requested greater support with its own public transportation programs, including door to door service it currently operates using 5311 federal funds, and the Lane-Douglas Connector. Accessible Services has worked closely with the City of Cottage Grove and LCOG to ensure these programs maintain continuity.

Accessible Services worked closely with LTD leadership and our Diamond Express contractor, Pacific Crest Bus Lines to assist with evacuations in Oakridge during the Cedar Creek wildfires.

In partnership with our fleet team, Accessible Services invited members of the disability community to evaluate the accessibility features on one of our new electric buses at Eugene Station. We plan for additional opportunities to be made available at a similar future event at our Glenwood facility.

In November, LTD will be making application for the STIF Discretionary and Statewide Network Program funding. These state funds are utilized to operate services outside the District, including our Oakridge Diamond Express operating between downtown Eugene and Oakridge. We will also be applying for new shelters for the Rhody Express operations in Florence.

## **MARKETING AND COMMUNICATIONS**

*Pat Walsh, Director of Marketing & Communications*

*Theresa Brand, Marketing and Communications Manager*

The October Marketing and Communication highlights include a continued effort on the Rider Communications Campaign, which remains pivoted to focus on a message encouraging people to **Ride with LTD**. Staff continues to work closely with the Turell Marketing Group to develop new video and digital assets promoting the community to ride with us. The newly produced video materials will continue to run on local TV with new videos running each month through spring of 2023. In addition, Staff is worked with the Turell Group on a sustainability video, highlighting our low-emission electric buses which was submitted to the Zero Emission Bus Conference Vide Conference. LTD was notified that this effort resulted in a Runner Up Award notification which was exciting. Additional How to Ride Video's will be rolled out sharing important tips on how to ride LTD services to help remove some of the mystery and/or barriers to riding. These will run concurrently with the Ride with LTD story video's outlined above.

Staff spent a concentrated effort prepping the fall Service Change materials and communications in August and early September in preparing for the September 11<sup>th</sup> fall service change.

Coordinated communications efforts to keep Oakridge passengers informed about bus service during Cedar Creek Fire. Provided emergency media communications across social media, service alerts, and legacy about evacuation efforts. Coordinated communication efforts with Lane County Emergency Management. Provided free bus passes to Oakridge and Westfir residents living at the temporary shelter at the fairgrounds.

Staff is preparing for World Smile day on October 7. "Smile" buttons will be provided to all staff with tabling events being held at Downtown and Springfield stations. Riders can also pick up a button from Customer Service. The day will also be promoted on social media, encouraging riders to post a pic of their smile. Participants will be entered into a prize drawing.



**STUDENT TRANSIT PASS:** Staff continues to work with schools to address questions. With schools having high turnover, staff have been also retraining new employees on how to issue a pass through the Umo system.

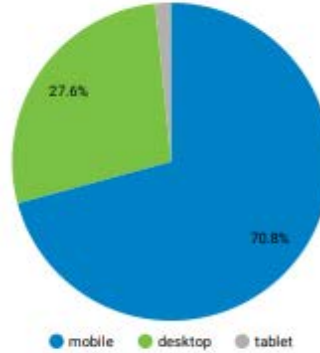
LTD will be launching the 'Take the Bus Challenge' from November 7-20. This will be a competition between local high schools to see who can take the most bus trips. The winner will be determined by how many trips were taken during this time and school enrollment to determine the % of participation. The overall school prize is to be determined and there will be random drawings for other small prizes. Staff will also host a pre-challenge event to promote the challenge, hand out information, and issue passes.

Lane Transit District | Board Report | Website Analytics Aug 25, 2022 - Sep 27, 2022

**Website Overview**

Users <b>31,601</b> ↑ 17.5%	Pageviews <b>155,111</b> ↑ 16.2%	Avg. Time on Page <b>00:01:58</b> ↑ 1.4%
New Users <b>27,611</b> ↑ 21.4%	Unique Pageviews <b>127,396</b> ↑ 15.8%	Pages / Session <b>2.27</b> ↑ 1.3%

Device Source for Website



**Latest News**

Press Releases <b>5</b>	Pageviews <b>2,256</b> ↑ 43.6%	Avg. Time on Page <b>00:01:37</b> ↓ -17.9%
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Device Category	Users	% Δ
mobile	22,272	17.3% ↓
desktop	8,678	16.0% ↓
tablet	515	16.8% ↑

LTD.org Home Page



**Facebook** Aug 2022, 25 - Sep 2022, 27

### Facebook: Audience Summary

TOTAL PAGE LIKES

# 5.7k

Avg. per day :2

NEW LIKES

# 54

↑ 80%

Avg. per day :2

LIKES LOST

# 9

↑ 28.57%

Avg. per day :<1

ORGANIC VS PAID LIKES

100% Organic  
0% Paid

### Facebook: Impression Summary

PAGE IMPRESSIONS

# 298k

↑ 42.85%

Avg. per day :8,774

PAGE REACH

# 273k

↑ 42.44%

Avg. per day :8,021

ORGANIC VS PAID REACH

12.8% Organic  
87.2% Paid

TOP COUNTRY

COUNTRIES	COUNT	%
United States	222k	99.76%

### Facebook: Post & Engagement Summary

TOTAL POSTS

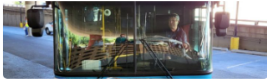
# 52

↑ 67.74%

Avg. per day:2

TOP POST

directly via Facebook  
3 Sep 2022 07:00 AM



Shoutout to LTD bus operator Justin Martin, who placed 2nd at the regional Bus Roadeo in Washington last...

Reactions	92
Comments	17
Shares	2
Engagement	111
Engagement Rate	2%

ENGAGEMENT BY POST TYPE

610  
Engagement

TYPE	ENGAGEMENT	%
Image	567	92.95%
Video	26	4.26%
Link	17	2.79%
Text	0	0%

TOTAL ENGAGEMENT

# 610

↑ 146.96%

Avg. per day:18

### Facebook: Top Posts by Engagement Rate

Post Source	Post Content	Reactions	Comments	Shares	Engagement	Engagement Rate
directly via Facebook	Shoutout to LTD bus operator Justin Martin, who placed 2nd at the regional...	92	17	2	111	2%
via Zoho Social by hailey.pratt	The fall service change goes into effect on September 11. To see the exact changes t...	57	8	29	94	2%
directly via Facebook	Update: LTD has deployed three 40-foot buses, six RideSource vehicles, and t...	23	1	19	43	<1%
via Zoho Social by hailey.pratt	LTD is inviting community members to preview one of our newest electric buses...	15	3	7	25	<1%
via Zoho Social by Cody Franz	Due to the closure of Highway 58, Route 92 is unable to serve the town of ...	7	0	17	24	<1%



Twitter Aug 2022, 25 - Sep 2022, 27

Twitter: Audience Summary

TOTAL FOLLOWERS

3.6k

NEW FOLLOWERS

18 ↑ 12.5%

Avg. per day: <1

Twitter: Tweets & Engagement Summary

TOTAL TWEETS

52 ↑ 57.58%

Avg. per day: 2

TOTAL ENGAGEMENT

104 ↑ 141.86%

Avg. per day: 3

TOP TWEET

via Twitter for iPhone  
9 Sep 2022 06:14 PM

Update: LTD has deployed three 40-foot buses, six RideSource vehicles, and the Diamond Express bus to assist with evacuation in Oakridge. LTD is coordinating efforts with Lane County Emergency Management. Follow @LaneCountyGov for evacuation updates.

Likes	14
Replies	0
Retweets	8
Engagement	22
Engagement Rate	<1%

ENGAGEMENT BY TWEET TYPE



TYPE	ENGAGEMENT	%
Image	51	49.04%
Link	48	46.15%
Video	3	2.88%
Text	2	1.92%
Gif	0	0%
Poll	0	0%

Twitter: Top Posts by Engagement Rate

via Twitter for iPhone


9 Sep 2022 06:14 PM

Update: LTD has deployed three 40-foot buses, six RideSource vehicles, and the Diamond Express bus to assist with evacuation in Oakridge. LTD is coordinating efforts with Lane County Emergency...

Likes	14
Replies	0
Retweets	8
Engagement	22
Engagement Rate	<1%

via Zoho Social by hailey.pratt

26 Aug 2022 04:30 PM

  
Oregon Governor Kate Brown met today with employees at Lane Transit District to thank them for their dedication and hard work during the World Athletics Championships Oregon22 held last month at Haywar...

Likes	7
Replies	0
Retweets	1
Engagement	8
Engagement Rate	<1%

via Twitter for iPhone


9 Sep 2022 05:13 PM

LTD is deploying two buses to Oakridge to assist with evacuation, as needed. Pickup points are at Oakridge High School and the Baptist Church. People leaving Oakridge aboard the LTD buses will be taken to...

Likes	4
Replies	0
Retweets	4
Engagement	8
Engagement Rate	<1%

via Zoho Social by hailey.pratt

15 Sep 2022 05:00 PM

  
LTD will host a @LaneCoPH COVID-19 vaccination clinic on Friday, September 16 from 1-3 p.m. in Bay H at Eugene Station. Learn more about upcoming free COVID-19 vaccination opportunities: zcu.io/xMhZ

Likes	5
Replies	0
Retweets	1
Engagement	6
Engagement Rate	<1%

via Twitter Web App

9 Sep 2022 04:03 PM

We're thinking of the Oakridge, Westfir, and High Prairie communities ♥. Stay safe and follow @LaneCountyGov for evacuation notices.

Likes	3
Replies	0
Retweets	2
Engagement	5
Engagement Rate	<1%

**LinkedIn** Aug 2022, 25 - Sep 2022, 27

### LinkedIn: Audience Summary

TOTAL FOLLOWERS

**803**

Avg. per day :1

NEW FOLLOWERS

**49** ↑ 8.89%

Avg. per day :1

ORGANIC VS SPONSORED

100% Organic  
0% Sponsored

TOP COUNTRY

COUNTRIES	FOLLOWER COUNT	%
UNITED STATES	729	91.13%

### LinkedIn: Performance Summary

PAGE VIEWS

**371** ↓ 6.13%

Avg. per day :11

UNIQUE VIEWS

**153** ↑ 13.11%

Avg. per day :5

CAREER PAGE CLICKS

**0** ↑ 0%

Avg. per day :0

### LinkedIn: Engagement Summary


TOTAL POSTS

**42** ↑ 61.54%

Avg. per day:1

TOP POST

directly via LinkedIn  
2 Sep 2022 12:06 PM



LTD Board of Directors President Caitlin Vargas, MBA, was nominated to serve on the American Public...


Likes	51
Comments	5
Shares	2
Engagement	58
Engagement Rate	7%

ENGAGEMENT BY POST TYPE

TYPE	ENGAGEMENT	%
Image	379	96.19%
Link	12	3.05%
Video	3	0.76%
Text	0	0%

### LinkedIn: Top Posts by Engagement Rate


directly via LinkedIn  
2 Sep 2022 12:06 PM



LTD Board of Directors President Caitlin Vargas, MBA, was nominated to...

Likes	51
Comments	5
Shares	2
Engagement	58
Engagement Rate	7%


directly via LinkedIn  
3 Sep 2022 07:00 AM



Shoutout to LTD bus operator Justin Martin, who placed 2nd at the regional...

Likes	49
Comments	5
Shares	1
Engagement	55
Engagement Rate	7%


directly via LinkedIn  
17 Sep 2022 07:00 AM



LTD is a proud partner of the Eugene Area Chamber of Commerce and Onward...

Likes	41
Comments	1
Shares	3
Engagement	45
Engagement Rate	6%


directly via LinkedIn  
26 Aug 2022 04:30 PM



Oregon Governor Kate Brown met today with employees at Lane Transit...

Likes	38
Comments	3
Shares	3
Engagement	44
Engagement Rate	6%

directly via LinkedIn  
22 Sep 2022 06:00 AM



The LTD Board of Directors voted unanimously at its August 17, 2022 meeting t...



Likes	30
Comments	1
Shares	1
Engagement	32
Engagement Rate	4%

**Instagram** Aug 2022, 25 - Sep 2022, 27

**Instagram: Audience Summary**

TOTAL FOLLOWERS <b>331</b>	NEW FOLLOWERS <b>78</b> ↓ 17.89% Avg. per day: 2
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**Instagram: Post & Engagement Summary**

TOTAL POSTS <b>35</b> ↑ 84.21% Avg. per day: 1	<p><b>TOP POST</b></p> <p>directly via Instagram 26 Aug 2022 04:28 PM</p>  <p>Oregon Governor Kate Brown met today with employees at Lane Transit District to thank them for their...</p> <table border="1"> <tr><td>Reactions</td><td>33</td></tr> <tr><td>Comments</td><td>1</td></tr> <tr><td>Engagement</td><td>34</td></tr> <tr><td>Engagement Rate</td><td>11%</td></tr> </table>	Reactions	33	Comments	1	Engagement	34	Engagement Rate	11%	<p><b>ENGAGEMENT BY POST TYPE</b></p>  <table border="1"> <thead> <tr> <th>TYPE</th> <th>ENGAGEMENT</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Image</td> <td>243</td> <td>71.05%</td> </tr> <tr> <td>Carousel</td> <td>78</td> <td>22.81%</td> </tr> <tr> <td>Video</td> <td>21</td> <td>6.14%</td> </tr> </tbody> </table>	TYPE	ENGAGEMENT	%	Image	243	71.05%	Carousel	78	22.81%	Video	21	6.14%
Reactions	33																					
Comments	1																					
Engagement	34																					
Engagement Rate	11%																					
TYPE	ENGAGEMENT	%																				
Image	243	71.05%																				
Carousel	78	22.81%																				
Video	21	6.14%																				
TOTAL ENGAGEMENT <b>342</b> ↑ 125% Avg. per day: 10																						

**Instagram: Impression Summary**

IMPRESSIONS <b>89k</b> ↑ 19.58% Avg. per day :2,622	REACH <b>66k</b> ↑ 4.72% Avg. per day :1,940
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**Instagram: Top Posts By Engagement Rate**

Post	Reactions	Comments	Engagement	Engagement Rate
directly via Instagram 26 Aug 2022 04:28 PM Oregon Governor Kate Brown met today with employees at Lane Transit...	33	1	34	11%
directly via Instagram 3 Sep 2022 07:00 AM Shoutout to LTD bus operator Justin Martin, who placed 2nd at the regional...	29	1	30	9%
directly via Instagram 16 Sep 2022 04:00 PM Duck football fans can ride LTD for easy game day transportation....	17	0	17	5%
directly via Instagram 23 Sep 2022 02:00 PM Good eats ☺. Good vibes ☺. Rain ☐ or Shine *. The Saturday Market is a true...	15	1	16	5%
via Instagram by hailey.pratt 12 Sep 2022 02:57 PM 9/15 Update: The Diamond Express is back to its regular route and service....	16	0	16	5%

**Employer Programs:** Staff continued outreach to local businesses in Eugene, Springfield, and the surrounding service area. LTD participated in Lane County’s two-day employee wellness fair to promote usage of transit as well as the Group Pass and Emergency Ride Home programs to County staff.

**Vanpool:** Staff continued to work with Commute with Enterprise, other vanpool partners located in the Willamette Valley, and the ODOT Transportation Options program to coordinate the administration of regional vanpool programs.

Monthly Vanpool Statistics\*

Month	Vanpools	Passengers	Passenger Boarding's	Vanpool Revenue Miles	Personal Vehicle Miles Reduced
August	5	37	889	10, 551	44,456

\*Vanpool reporting experiences a 30-day delay.

**FACILITIES**

Joe McCormack, Director of Facilities

*\*Updates are in italic*

**FIXED ASSET MAINTENANCE**

1. *Annual Fire Systems testing, remaining corrective action required: Additional testing still needs to occur at Eugene Station. Facilities is awaiting notification of the service contract being finalized, so that the District's 2022 fire systems testing requirements can be completed. Reoccurring fire system services occur at LTD's: Glenwood Campus, Ridesource, Eugene Station, Springfield Station, Willow Creek, and Santa Clara Station.*
2. *Annual backflow device testing: Testing is scheduled to occur 10/24 through 10/28. A total of 81 District backflows require testing each year. These reoccurring services occur at LTD's: Glenwood Campus Qty-4, Ridesource Qty-5, Eugene Station Qty-5, Springfield Station Qty-5, Neighborhood Stations Qty-10, and EmX Stations Qty-52.*
3. *Data refinements continue to be identified in preparation for the update of Facilities Management's CMMS tool, Facility Dude (Brightly). This effort focused on ensuring: only relevant data is being kept; reporting is clean & effective; day-to-day operating efficiency; the data supports other District workgroups; the data fulfills our various compliance needs. The next step will involve transferring the refined Facilities data to the updated software, ensuring all data is properly transferred, and verifying the finished product has the intended functionality. Facilities is awaiting notification of the service contract being finalized, which will allow this next step to begin.*  
*The scope is primarily comprised of:*
  - *New Locations & Bldgs./Units Hierarchy – Application of expanded hierarchy & refinement of associated designations.*
  - *Purpose Codes – Refined scope of available entries and utilization of codes.*
  - *Class & Type - Refined scope of available entries and utilization of associated equipment Class & Type designations.*
  - *Status - Refined scope of available entries and intended applications.*
  - *Saved Actions – Existing user defined reoccurring reports to carry over.*
  - *Custom Category – Unique user defined reporting category to carry over.*
  - *Equipment - Refinement of unique asset/equipment identifications and associated application of new 'Locations & Bldgs./Units Hierarchy'.*
  - *Inventory – Enhanced tracking of Facilities Management inventory items, which is primarily comprised of spare: assemblies (e.g. light fixtures), parts (e.g. lamps & ballasts) and consumables (e.g. lubricants, adhesives. & cleaners).*
  - *Bus Stop – Refinement of overall data tracking practices, utilization of the District's standard bus stop identification numbers, & the introduction of 'bus stop specific' assets & attributes tracking.*

4. *Facilities Management Crew Hours for August 21, 2022 - September 24, 2022:*

- *Preventative Maintenance: 235 hours*
- *Corrective & Emergency Maintenance: 309.5 hours*
- *Alteration and Improvements: 26.5 hours*
- *Marketing Activities, Service Changes, & Special Events: 78 hours*
- *Utility Locates: 22.75 hours*
- *Vandalism (Graffiti Removal, Cleaning, Damages, & Theft) & Vehicle Accidents: 28.5 hours*
- *Misc. (General Maintenance, waste disposal, administrative time, cleaning): 316*
- *Total crew labor hours reported for period: 1,016.25 hours*
- *Average work hours reported, per crewmember: 169.4*
- *Available labor hours reporting rate: 99.3%*

*(Note: Totals exclude CAL & holiday time)*

#### CONTRACTED SERVICES

1. **Cleaning Services:** *New contracts for LTD's contracted cleaning new cleaning began September 1, 2022. We have two cleaning contracts to perform all the cleaning for the district. Ninfa's Elite Janitorial Services for all outdoor cleaning and Township-United Building Services for all indoor cleaning.*
2. **H.V.A.C:** *Semi-Annual maintenance will be performed in all buildings in preparation for the heating season.*
3. **Landscaping:** *Irrigation shut down will be performed as soon as weather permits.*
4. **Powder Coating:** *EMX furniture inventory in storage will be powder coated to allow for the exchange of aged furniture out in the system.*

#### PROJECT MANAGEMENT

1. **Passenger Boarding Improvements and System Facility Improvements:** This CIP project comprises multiple small projects including:
  - a) **Parking Lot Maintenance:** At the RideSource and Springfield Station facilities, the work includes crack sealing, slurry seal coat and restriping. A Task Order has been initiated for the project, *work is scheduled to start and complete in October.*
  - b) **Springfield Station Clock Replacement:** The existing clocks at Springfield Station are original to the build of the station. This technology is outdated, which is now providing unreliable time displays and high maintenance requirements. New power-over-ethernet (POE) clocks have been ordered and will be installed in early Winter.
2. **Transit Facilities State of Good Repairs:** This CIP project comprises multiple medium sized projects including:
  - a) **Design, Engineering and Construction to replace the bus wash at the RideSource Facility.** The construction contract with Chambers Construction was approved at the February 2022 Board Meeting. Construction began July 25, 2022 and will be complete in October 2022.
  - b) **Glenwood Electrical Assessment:** The project will evaluate the current and projected future electrical loads with the additional electrical bus charging stations and the expansion or modifications of the Glenwood facilities. The project includes an Arc Flash Study of existing electrical equipment and recommendations for repairs, replacements, and future growth needs. This project started in early July

with a project kick-off meeting. Liztek Electrical Engineering will provide some potential dates to schedule the power shutdown. This project requires one 6-hour power shutdown to the main electrical distribution gear which is located at the south end of the Fleet Building. The shutdown will shut off the normal power circuits in the following buildings; Fleet, Admin, Bus Wash, Fuel, and Facilities Storage Buildings. When the power is shutdown, the generator will start-up within minutes by the automatic transfer switch. The generator will energize all the emergency power circuits. *The engineering firm has completed the Henderson Power System Study and the two meters have arrived which require a power shutdown to install. This project is scheduled to be completed in late October.*

3. **Digital Signage Replacement:** Many of the digital signs (Map Signs and Real Time Signs) along the West Eugene EmX line are experiencing chronic failures and/or vandalism requiring options for replacement. The first phase of this project is to address the signs with immediate replacement needs by retrofitting existing map cabinets to a back lit cabinet similar to the Franklin and Gateway EmX lines. This phase also includes replacing failed real time signs with improved life cycle cost screens. The second phase is the long-term replacement strategy with a CIP request to manage the cost and schedule of the replacements required to avoid diminishing the passenger experience. A prototype has been built for retrofitting the existing map cabinets and a magnetic anchoring system has been develop to replace failing Velcro attachments. *The Eugene Station Modernization SPEC Team is working with consultants on digital signage that will help inform potential solutions for this project.*
4. **System Security Improvements:** *Camera installation is nearly complete at Eugene Station, Springfield Station, Ridesource and at the Glenwood Campus. Moving forward, we will continue installing cameras at all EmX stations with final completion estimated for December 2022. A new access control system to be installed facility-wide is on order; installation is expected to begin late Fall 2022.*
5. **FTN Safety and Amenity Improvements:** This project is focusing on the safety concerns of driving conditions throughout all of the EmX corridors in Eugene and Springfield. An invitation for bid will be issued in Fall 2022 for construction services. Construction and implementation for these corridors is expected to occur Winter 2022-Summer 2023.
6. **Bus Wash Improvements:** The Glenwood Bus Wash is the main bus wash used to clean LTD's EmX and fixed route buses. The construction contract with Chambers Construction was approved at the February 2022 Board Meeting. Construction began July 25, 2022 and will be completed in October 2022.
7. **Operation Command Center/ Training / Lounge:** This project will update the Operations areas at LTD's Glenwood headquarters to include modern operations dispatch, operator report area, training/simulator classrooms, restrooms/showers, and operator rest areas. These updates will improve safety and security, accessibility, customer service, employee engagement, and our financial position by reducing training costs, streamlining everyday operations, and increasing employee development, training and morale. The staff members of Sponsor Program End-user Champion (SPEC) team and Technical Advisory Committee have started meeting for preliminary programming input of project goals and objectives along with scope development.

In June, the Board approved a contract for PIVOT Architecture to provide A&E Services for the project. The SPEC and TAC groups will begin meeting with the Architects in late August to provide input for concept design options. Last April the Board adopted the CM/GC finding and approved the use of this alternative contracting method. The solicitation for CM/GC Services was issued on June 20 and closed on July 29. The evaluation team has forwarded a recommendation to the Board in September for a contract approval. Pending approval, the CMGC will start working with the project management team on existing facilities condition assessment, phasing, sequencing, and current construction market conditions of cost and available. Construction is scheduled to start in late spring 2023 and complete in summer of 2024. *The Board approved a contract to Fortis Construction on this project at the September Board meeting. Design Meeting will start in October with the SPEC team.*

8. **Eugene Station Modernization:** This project will maintain and improve both the buildings and exterior features of the station, enhancing both the customer and employee experience and updating the stations for better operation well into the future. Examples of possible improvements include (but aren't limited to): updating wayfinding signs, improving real time signage, installing energy efficient lighting fixtures and updating public restrooms. This project is in the project initiation phase of reviewing the identified list of needs for preliminary scope, schedule, and budget development. The staff members of Sponsor Program End-user Champion

(SPEC) team and Technical Advisory Committee have started meeting for preliminary programming input of project goals and objectives along with scope development.

In June, the Board approved a contract for PIVOT Architecture to provide A&E Services for the project. The SPEC and TAC teams will begin meeting with the Architects in September to provide input for the projects goals & objectives and then go into first phase of design, a scope and cost study to be completed in December 2022. The second phase of design is scheduled to start in January 2023 and complete in October of 2023 with construction documents. Last April, the Board adopted the CM/GC finding and approved the use of this alternative contracting method. The solicitation for CM/GC Services was issued on July 25, 2022 and Closes on September 7, 2022. The evaluation team is projected to have a recommendation to Contract Committee and Board in October 2022 for contract approval. *Pending approval, the CMGC will start working with the project management team on existing facilities condition assessment, phasing, sequencing, and providing a estimate for the first phase of design, the scope and cost study. Construction of the project is scheduled to start in late spring 2023 and completed early spring 2024.*

*The SPEC and TAC teams participated in a project kick-off meeting including tours of all the interior spaces. The design team gathered information from the SPEC and TAC teams and will schedule a follow up meeting in October to review all the requested needs. The digital signage consultant for this project has meet to with Facilities, IT, and Marketing to identify what works well and what doesn't work well with LTD's current digital signage. A digital signage workshop is scheduled for mid-October.*

9. **Glenwood Petroleum Fuel System:** This project will upgrade and replace LTD's petroleum and fluid dispensing systems, much of which has reached its end of useful life. Maintaining the components of this system are not only crucial to our operations, but to protecting the environment. Necessary improvements include: storage vessels, pumps, product lines, leak detection, and dispensing equipment. Design will occur in FY23, construction in FY24.
10. **Electric Bus Charging Infrastructure:** *New ABB electric bus charging infrastructure was installed in August and September 2022. Commissioning of the new chargers will wrap up in September; the units are anticipated to start being utilized in October 2022.*

## **MAINTENANCE**

*Matt Imlach, Director of Maintenance*

**Bus Build Update:** One September 7th & 8th, LTD accepted the first two of our current 19 electric bus order. This was after a thorough inspection by the Fleet and Operations team where they were able to identify “snags” on the bus and get them resolved. The Fleet team was able to identifying items that were overlooked at the factory and get them thoroughly resolved in partnership with New Flyer and their onsite team.

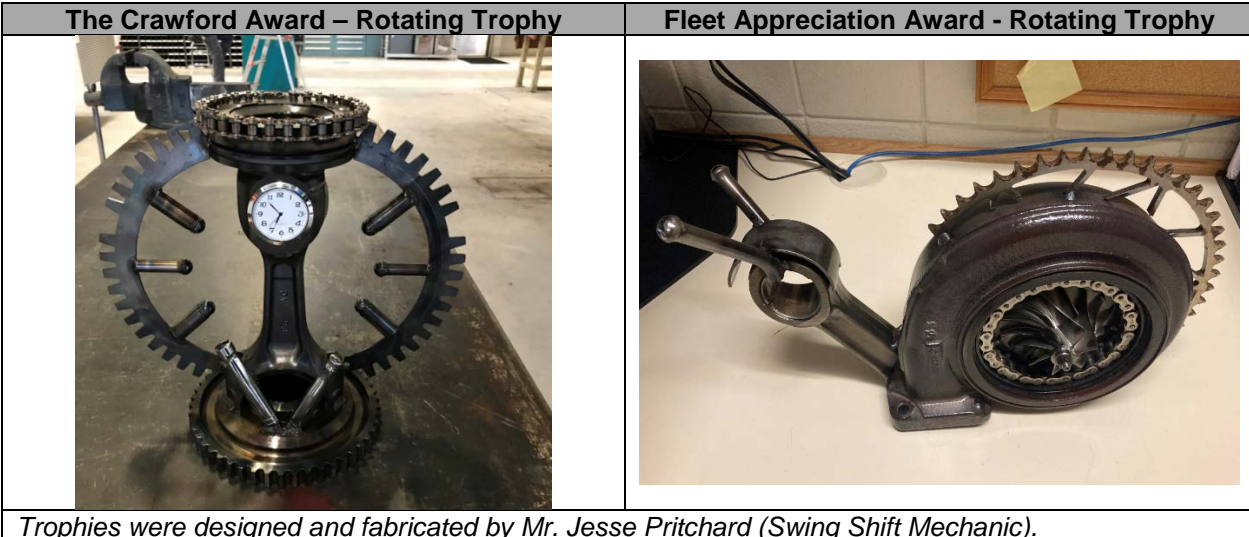
LTD will be receiving more buses throughout the months and are scheduled to get all of them onsite by the end of the year, barring any additional parts/production delays.

The first part of October, we will be sending three (3) Fleet staff to New Flyer's production facility for our second production inspection. Staff will inspect all of the buses at varying stages of production but will spend the majority of time doing a thorough inspection of the buses nearing completion to be shipped out to LTD for delivery.



**The Crawford Award:** In March Fleet initiated an internal monthly rotating award titled “The Crawford Award” to recognize fleet staff for going above and beyond to meet LTD’s Mission, Vision, and Values. The naming of this award is in recognition of Mr. Perry Crawford (Day Shift Lead Mechanic) for his faithful and dedicated service to the District for over 43 years, while exemplifying LTD’s values. Each shift will nominate someone from their own shift to be brought forward to get voted on by the Fleet team.

**Fleet Appreciation Award:** The Fleet Appreciation Award was kicked off in July to recognize LTD employees from departments outside of Fleet who have demonstrated support above and beyond the normal job requirements, and who’s contributions demonstrate LTD’s Mission, Vision, and Values. Nominations for this award are brought forward by each shift and are voted on by the Fleet team. The winner of the award will enjoy Fleet staff presenting the recipient with a rotating trophy for staff to proudly display.





**TRANSIT OPERATIONS & PUBLIC SAFETY***Jake McCallum, Director of Transit Operations & Public Safety*

Transit Operations is continuing our work on two large-scale projects; The procurement department is reviewing the bus camera replacement project. We are working with a co-op-approved vendor that we believe will offer us the best capabilities and variety of functions. Our next steps will be to meet with the vendor to discuss our needs based on the scope of work and determine a timeline to start replacing our previous system. The project will include replacing LTD's digital video recorder (DVR) system with a network video recorder (NVR) system that will allow us to record for a more extended period. The new NVR system and replacing many cameras will give us access to more views and better-quality images, helping us support operators. Several of our newer buses already have upgraded cameras in place, thus only requiring the replacement of the DVR. The second project for the scheduling and operating software system has moved to the Request for Procurement (RFP) stage. We recently had a zoom session for prospective vendors to ask questions before submitting their proposals. We will be looking for something that will allow us to streamline our operator bidding, payroll, and daily activity processes. Perspective vendors will officially submit questions, and after we follow up with answers, they will submit their proposals. We are hopeful to have several vendors offer a proposal to be evaluated by a committee before ultimately choosing which one we will use.

Transit Operations continues our collaboration with facilities, public safety, and customer service on the Eugene Station Modernization and the Transit Operations Command Center Projects. We recently met with the architects at the Eugene Station to go over areas that need improvement and discuss the needs and design changes needed to bring the station up to date. These will include revamping many spaces, including much of the Customer Service Center to make it a more user-friendly space. There is several areas we are looking improving. Some examples are: updated parking for vehicles and an overhaul of the signage in the station. After spending the day gathering information, the architects will now look at the priorities and come up with a design for all the changes. The Operations Command Center or OCC project is still in the information gathering stage and will rely on different inputs for that information. This project will include a new approximately 7500 square foot space and the remodeling of an additional 7500 square feet of space currently occupied. These updates and new areas will help by offering various spaces for collaboration and an updated training room for the Transit Operations Department.

The fall operator bid started successfully on September 11, 2022. This bid offered various route and schedule changes throughout the system, including updating the 17 and 18 routes in Springfield. With new housing being built along these routes, this was a necessary change and has been very well received by our riders. The schedule change also involved updates for our public-school routes and increased U of O and LCC trips to accommodate all the students.

We had eleven operators that celebrated a work anniversary during September. These anniversaries range from six to twenty-nine years. This represents these operators' commitment over the years to LTD, and it is greatly appreciated.

**Training****Completed Tasks:**

- Customer Service Training Module development
- Personal coaching refresher training implemented to help retain employees
- Development-APTA conference reserved space for Training Supervisor
- Ride-Alongs with Operators to promote teamwork and connect our internal community

**In Progress:**

- Update of official standards for both the Instructor and Temporary Supervisor teams
  - Deadline set for 10/10/2022 for creation of document and submission to Human Resources, Director of Transit Operations & Public Safety, and Transit Operations Manager for approval
  - Final draft set to be completed to present to an entire assembly of instructors by 10/25/2022
  - Continuation of Customer Service Training Modules for one on one enhancement during requested refresher training

**Next Steps:**

- The next phase of Classroom Instructor training is set for October 2022
  - Four members of the current Instructor team have completed Phase 1 and will be moving into Phases 2 and 3 of classroom certification, focusing on shadowing, solo presentation, and team teaching
  - The remaining five Instructors will be moving into Phase 1 with a goal of certifying by July 2023

Retirements

LTD had two long-term operators retire in September. They had a combined 42 years of driving experience! We want to thank them for their dedicated service and wish them well as they move on to a new chapter in their life.

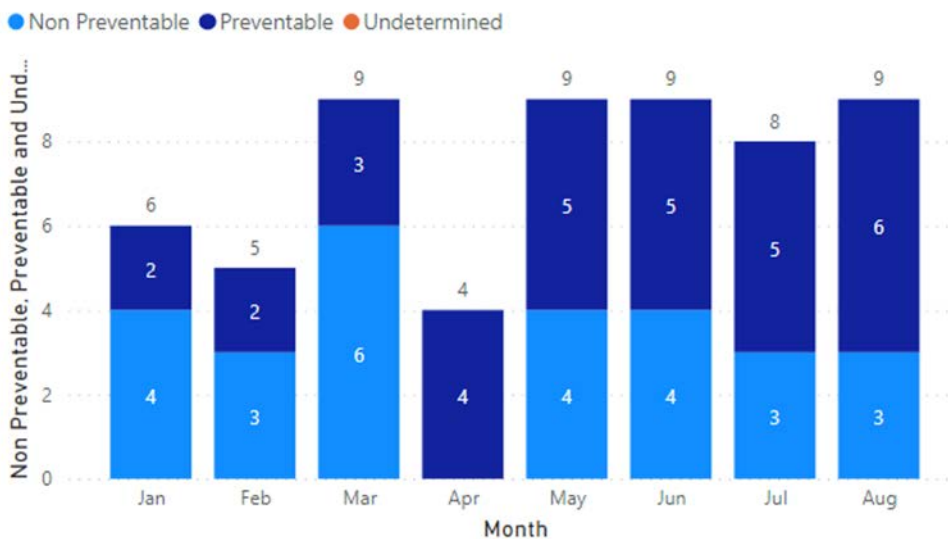
<u>Name</u>	<u>Years of Service</u>
Pam Guthrie	25+
Gary Janz	17+

Accidents

We continue to work on improving the number of preventable accidents. With the recently implemented personal coaching refresher classes tailored to the operator's specific needs, the Smith System refresher, and the new TAPTCO program, we will continue reviewing to find ways to reduce these numbers in the future.

Month	Non Preventable	Preventable	Undetermined
Jan	4	2	0
Feb	3	2	0
Mar	6	3	0
Apr	0	4	0
May	4	5	0
Jun	4	5	0
Jul	3	5	0
Aug	3	6	0
<b>Total</b>	<b>27</b>	<b>32</b>	<b>0</b>

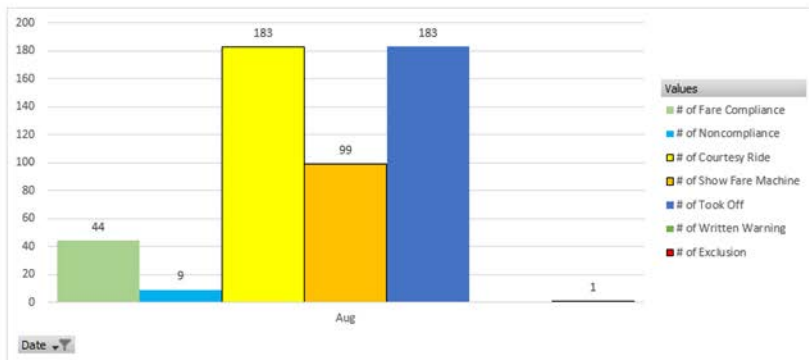
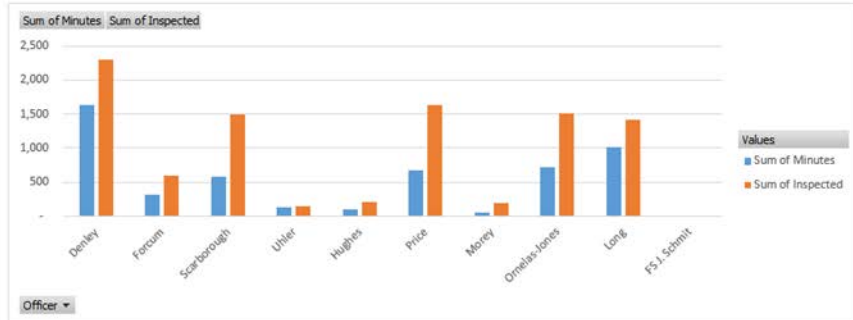
Non Preventable, Preventable and Undetermined Accidents by Month



Public Safety

Public Safety have conducted over 9500 fare inspections during the month of August on the EMX line. They continue to assist with gathering lost and found and working with our customers.

Row Labels	Sum of Minutes	Sum of Inspected
Denley	1,636	2,292
Forcum	326	603
Scarborough	577	1,501
Uhler	129	147
Hughes	108	205
Price	668	1,629
Morey	49	189
Ornelas-Jones	728	1,507
Long	1,021	1,423
FS J. Schmit	4	14
<b>Grand Total</b>	<b>5,246</b>	<b>9,510</b>





## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022  
**ITEM TITLE:** ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING  
**PREPARED BY:** Camille Gandolfi, Clerk of the Board  
**DIRECTOR:** Mark Johnson, Interim General Manager  
**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide the Board with a summary of the agenda items coming before them for the coming months.

**BOARD COMMUNICATION:** This is a reoccurring monthly agenda item.

**PUBLIC COMMUNICATION:** This is a reoccurring monthly agenda item.

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

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

**DESCRIPTION:** Listed below are Action or Information items scheduled to come before the Board for the next three months.

### NOVEMBER

#### Action

- Contract Approvals

#### Information

- Strategic Business Refresh – Year 2
- Strategic Planning Committee Purpose & Schedule Discussion
- Employer Program Update
- FY25-27 Comprehensive Operations Analysis
- Mobility Management Strategy
- Statewide Transportation Improvement Fund

### DECEMBER

#### Action

- Contract Approvals

#### Information

- Student Pass Update
- Strategic Business Plan Quarterly Update
- FY 24-25 STIF Discretionary/Statewide Transit Fund Update



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** October 19, 2022  
**ITEM TITLE:** ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING - REQUESTED BY THE BOARD  
**PREPARED BY:** Camille Gandolfi, Clerk of the Board  
**DIRECTOR:** Mark Johnson, Interim General Manager  
**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To provide the Board with an opportunity to add agenda topics to future meetings and view previously requested agenda items with an estimated date of delivery.

**BOARD COMMUNICATION:** This is a reoccurring monthly agenda item.

**PUBLIC COMMUNICATION:** This is a reoccurring monthly agenda item.

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

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

**DESCRIPTION:** Listed below are Action or Information items that the Board has requested be included on the agendas for future Board meetings.

There are no Board requested agenda items at this time.

**BACKGROUND:** N/A

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Based on direction from the Board, staff will add Board approved agenda items to a future meeting.

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** N/A