



LANE TRANSIT DISTRICT BOARD OF DIRECTORS REGULAR MEETING

Wednesday, November 16, 2022 4:30 – 6:30 p.m.

IN-PERSON & VIRTUAL MEETING

LTD Board Room 3500 E. 17th Avenue, Eugene (Directions below)

Zoom: Link to watch live and provide public participation provided on the web calendar at www.LTD.org. Broadcasting: Watch live (no participation) on channel 21 or via link: https://metrotv.ompnetwork.org/

AGENDA

Table with 4 columns: ITEM, Time, Page. Includes items I-VII with descriptions and timing.

Public Comment Note: The Board sets aside time at the beginning of the meeting for members of the public to provide public comment.

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. 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. 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: None		
IX. BOARD MEMBER REPORTS <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>	4:55 p.m.	5
X. CONSENT CALENDAR: <b>Action Needed:</b> Approval 1. Delegated Authority Report – OCTOBER 2. Contract No. 2022-65: Gillig, LLC 3. Designated Registered Agent	5:00 p.m.	8
XI. COMMUNITY OUTREACH & COMMUNICATIONS ASSESSMENT: <i>Materials Included</i> [Jameson Auten, Chief Executive Officer] <b>Action Needed:</b> None. Information Only	5:05 p.m.	15
XII. STRATEGIC BUSINESS PLAN (SBP) QUARTERLY REPORTING: <i>Materials Included</i> [Aimee Reichert, IT Project Manager II] <b>Action Needed:</b> None. Information Only	5:20 p.m.	17
XIII. FY2024-26 COMPREHENSIVE OPERATIONS ANALYSIS: <i>Materials Included</i> [Tom Schwetz, Director of Planning and Development] <b>Action Needed:</b> None. Information Only	5:35 p.m.	18
XIV. FY24 - FY25 STATE TRANSPORTATION IMPROVEMENT FORMULA FUND UPDATE: <i>Materials Included</i> [John Ahlen, Accessible Services Program Manager] <b>Action Needed:</b> None. Information Only	5:50 p.m.	19
XV. WRITTEN REPORTS – RESPOND IF QUESTIONS	6:10 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>		21
B. MONTHLY DEPARTMENT REPORTS – NOVEMBER [Mark Johnson] <i>Monthly department activity reports, and reports throughout the District, are provided for the Board’s information.</i>		24
C. ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING <i>Attached is a list of action or information items that will be included on the agenda for future Board meetings.</i>		38
XVI. ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING - REQUESTED BY THE BOARD		40
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:** November 16, 2022

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

**PREPARED BY:** Bill Clum, Customer Service Center Supervisor

**DIRECTOR:** Cosette Rees, Director of Customer & Specialized Services

**ACTION REQUESTED:** None. Information Only

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**BACKGROUND:** Customer Service Representative Arnely “Nelly” Tapia was selected as Employee of the Month for November. She has been with Lane Transit District for almost two years. A customer input was received stating “Nelly went above and beyond her customer service to help me. I was scared and panicked that I had missed my bus. She got help for me, so kind. You guys gave me a ride home, I am so grateful. I am disabled, had Nelly not helped me I don’t know what would have happened to me. But because she helped me, I got home safe.”

When asked to comment on Nelly’s selection as EOM, Bill Clum said:

*She is a terrific Customer Service Representative and Person because she cares about helping people. She will often go above and beyond to get passengers where they need to go. She has a strong sense of what is right and equitable.*

**AWARD:** Ms. Tapia will attend the November 16 meeting to be introduced to the Board and to receive her award



## AGENDA ITEM SUMMARY

<b>DATE OF MEETING:</b>	November 16, 2022
<b>ITEM TITLE:</b>	BOARD MEMBER REPORTS
<b>PREPARED BY:</b>	Camille Gandolfi, Clerk of the Board
<b>DIRECTOR:</b>	Jameson Auten, Chief Executive Officer
<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. 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 November 3 meeting, committee members received an update on the Title VI and Environmental Justice Program Plan Update; received a Oregon MPO Consortium report; discussed legislative priorities; and received a Regional Broadband update. The next meeting is scheduled for December 1. For more information about MPC, please go to: <https://www.lcog.org/346/Metropolitan-Policy-Committee>.
- 2. 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 November 9 meeting, committee members received an ODOT update; a Central Lane Metropolitan Policy Committee update; and other member updates. Committee members held member recognitions; received an update on the ODOT Great Streets funding program; received an update on the Nominating Committee for LaneACT chair and vice chair; received an update on the Federal Lands Access Program; and received an update on the Statewide Transportation Improvement Fund 2023-25 grant program. The next meeting is scheduled for December 14. 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).
- 3. 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 November 14 meeting, committee members reviewed contracts scheduled to go to the Board of Directors for approval. The next meeting is scheduled for December 12.
- 4. 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. At the October 28 meeting, committee members received a Working with Rail update; discussed OMPOC's 2023 legislative priorities; received an ODOT update; discussed the upcoming chair and vice chair elections; and discussed ODOT's 2023 legislative priorities. The next meeting has not been scheduled. For more information about OMPOC, please go to: <https://www.ompoc.org/>.
- 5. 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. At the November 8 meeting, committee members reviewed and discussed the report of investment consultant and the report of the actuary. The next meeting is scheduled for February 21.

6. **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. At the October 18 meeting, committee members reviewed and discussed the STIF process for the current biennium. At the November 1 and November 15 meetings, committee members reviewed and discussed the initial project summaries from local public transportation service providers. The next meeting is scheduled for November 29. For more information about STIF, please go to: <https://www.lcog.org/1010/Statewide-Transportation-Improvement-Fun>.

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

7. **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. The next meeting is scheduled for December 22. For more information about LCOG Board meeting, please go to: <https://www.lcog.org/bc-bod>.
8. **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. The next meeting is scheduled for November 29.
9. **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. The next meeting is scheduled for April 12, 2023.
10. **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. The next meeting has not been scheduled.
1. **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.
2. **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.
3. **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/>.
4. **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.
5. **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>.

6. **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:** November 16, 2022

**ITEM TITLE:** CONSENT CALENDAR

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

**DIRECTOR:** Jameson Auten, Chief Executive Officer

**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 November 16, 2022, consists of:

- Approval of Delegated Authority Report - October
- Approval of Contract No. 2022-65: Gillig, LLC
- Approval of Designated Registered Agent

**ATTACHMENT:**

- 1) Delegated Authority Report - October
- 2) Contract No. 2022-65: Gillig, LLC
- 3) Designated Registered Agent

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-11-16-060; It is hereby resolved that the Consent Calendar for November 16, 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
10/3/2022	Pivot Arch.	ESM Design Services	LNTP	Sep 30, 2022 - Oct 30, 2022	\$17,000.00		J. McCormack	Limited Notice to Proceed
10/5/2022	Chambers Construction Co.	2022 EmX Stations Collision - Vandalism Repairs	Task Order	Sep 1, 2022 - June 30, 2023	\$25,000.00		J. McCormack	Task Order
10/14/2022	Trapeze	TransitMaster	Amendment	Jul 1, 2022- Jun 30, 2027	\$1,617,496.00		M. Johnson	Amendment 6
10/27/2022	Darren C. Muci	Procurement Technical Assistance	Personal Services	Oct 27, 2022 - Jan 31, 2023	\$60,000.00		M. Johnson	New Contract - 3 month base + two 3-month options
10/27/2022	TransDASH, LLC	Strategic Business Plan Dashboard	Software as a Service Contract	Oct 19, 2022 - Sep 30, 2023	\$170,000.00		M. Johnson	New Contract - 1 year base + three 1-year options
Group Pass/Non-Profit Program - Revenue Agreements								
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	ANNUAL CONTRACT VALUE	NUMBER of PARTICIPANTS	SIGNER	NOTES
10/11/2022	McKenzie River Community School	Student Pass Agreement	Student Pass Agreement	Oct 7, 2022 - Ongoing	approx. \$525/year	175 total students	S. Brightman	New Agreement - \$3.00 per tap card per student yearly
10/27/2022	Nurturely	Non-Profit Agreement	NPP	Oct 14, 2022 - Ongoing	NTE \$750,000.00	Varies	M. Johnson	New Agreement
10/27/2022	Full Access	Consignment Stored Value Agreement	SVA	Jan 1, 2023 - Ongoing	Invoiced monthly for Pass Sales	Varies	M. Johnson	New Agreement



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022

**ITEM TITLE:** CONTRACT NO. 2022-65: GILLIG, LLC

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

**DIRECTOR:** Jameson Auten, Chief Executive Officer

**ACTION REQUESTED:** Forward to the Board of Directors with a recommendation of approval

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

**PURPOSE:** To authorize the chief executive officer to execute a contract with Gillig, LLC for the purpose of purchasing one (1) 40' Heavy Duty Bus to be used for our Diamond Express intercity transportation service.

**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. Upon Board approval to proceed with the recommendation, a public notice of intent to enter into a cooperative procurement per ORS 279A.215 and ORS 279B.055 will be published.

**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 will utilize this vehicle for our Diamond Express intercity transportation service that operates between Oakridge and the Eugene/Springfield area. The service currently provides three daily trips from Oakridge to downtown Eugene and three daily trips from Eugene to Oakridge. Included in our Statewide Transportation Improvement Fund (STIF) plan, LTD will be adding a fourth trip to our weekday trips as well as piloting a Saturday service.

The Diamond Express is an intercity fixed-route bus service that operates between Oakridge and the Eugene/Springfield metropolitan area. The service, open to anyone, costs \$2.50 one-way. Passengers paying \$5.00 will receive a round-trip ticket on the Diamond Express plus a Day Pass which is good on all LTD routes for the date purchased.

The typical estimated useful service life of these vehicles is twelve (12) years.

This purchase will utilize the State of Washington's cooperative agreement (06719) for Heavy Duty Buses. This vehicle type matches the current vehicle for this service.

**BACKGROUND:** LTD currently has one (1) 2003 Gillig 40-foot refurbished bus for this weekday service. With the introduction of another bus we will transition this refurbished bus for local Oakridge service as well as being a backup to provide service into the Eugene/Springfield metropolitan area as needed. Procurement has reviewed the current State of Washington Cooperative Purchasing Agreement 06719 finding it meets the requirements and is in the best interest to utilize for this purchase.

**FINANCIAL IMPACT/FUNDING SOURCE:** The total contract value is up to \$590,000. 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 purchase will be funded solely by Statewide Transportation Improvement 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. Deny the approval of the new contract and request team to solicit a new bus, not utilizing a cooperative. This would result in a delay of putting the bus into service and with the supply chain issues, it could also impact the delivery timeline substantially.
2. Deny the approval of the new contract and postpone the purchase of the bus to a later date.

**SUPPORTING DOCUMENTATION:**

1. Resolution No. 2022-11-16-061

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-11-16-061:

It is hereby resolved that the LTD Board of Directors, acting as the LTD Contract Review Board, approves Contract No. 2022-65 as presented [amended].



**RESOLUTION NO. 2022-11-16-061**

**APPROVAL OF CONTRACT NO. 2022-65: CONTRUACTUAL SERVICES BETWEEN LANE TRANSIT DISTRICT AND GILLIG 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 Gillig, LLC. on November 14, 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 Chief Executive Officer, or her designee, is hereby authorized to: (a) negotiate and enter into a contract with Gillig LLC., for the purpose of purchasing one (1) 40' Transit Bus; 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 16th DAY OF NOVEMBER 2022.

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Board President, Caitlin Vargas



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022  
**ITEM TITLE:** DISTRICT DESIGNATED REGISTERED AGENT  
**PREPARED BY:** Camille Gandolfi, Clerk of the Board  
**DIRECTOR:** Jameson Auten, Chief Executive Officer  
**ACTION REQUESTED:** Adoption

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**PURPOSE:** To obtain Board adoption of the state required registered agent designation pursuant to ORS 198.340.

**BOARD COMMUNICATION:** This is the first time this item has come to the Board.

**PUBLIC COMMUNICATION:** This is the first time this item has come to the Board.

**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: Sustainability.

**DESCRIPTION:** As a special district, LTD is required to file with the Oregon Secretary of State's Office a notice of the registered agent. Per ORS 198.340, "The registered agent shall be an agent of the district upon whom any process, notice or demand required or permitted by law to be served upon the district may be served." In other words, a registered agent is an individual whose responsibility is to accept legal documents (service of process, lawsuits, liens, subpoenas, etc.) on behalf of the District.

**BACKGROUND:** The District Designated Registered Agent has historically always been the District's chief executive officer. A change in Designated Registered agent takes place with each change in District chief executive officer. Interim general manager, Mark Johnson is currently designated as LTD's registered agent. With the hiring of the chief executive officer Jameson Auten, the Board is obligated to designate a new registered agent. Mr. Jameson Auten is Lane Transit Districts new chief executive officer effective November 7, 2022, and is the appropriate staff to be appointed as the Districts Designated Registered Agent.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Pursuant to ORS 198.340, the Notice of Designation of Special District Registered Office and Registered Agent will be filled with the Secretary of States office.

**SUPPORTING DOCUMENTATION:**

- 1) LTD Resolution No. 2022-11-16-062

**PROPOSED MOTION:** I move adoption of LTD Resolution No. 2022-11-16-062:

It is hereby resolved that the LTD Board of Directors approves Jameson Auten, chief executive officer as the District Designated Registered Agent.



**LTD RESOLUTION NO. 2022-11-16-062**

**DESIGNATING LANE TRANSIT DISTRICT REGISTERED AGENT**

**WHEREAS**, the previously-designated registered Agent of Lane Transit District is former Interim General Manager Mark Johnson;

**WHEREAS**, the Board of Directors hired Jameson Auten as chief executive officer effective November 7, 2022; and

**WHEREAS**, ORS Chapter 198.340 requires special districts to file with the Oregon Secretary of State's Office a notice of the Registered Agent and Registered Office.

**NOW, THEREFORE, BE IT RESOLVED** that the LTD Board of Directors approves LTD Chief Executive Officer Jameson Auten to be designated as the Registered Agent for Lane Transit District, effective November 16, 2022, at the current Registered Office at 3500 East 17<sup>th</sup> Avenue, Eugene, Oregon, and is directed to give notice of said change to the Secretary of State of the State of Oregon and to the County Clerk of Lane County, Oregon.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 16<sup>th</sup> DAY OF NOVEMBER, 2022.

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Board President, Caitlin Vargas



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022

**ITEM TITLE:** COMMUNITY OUTREACH & COMMUNICATION ASSESSMENT

**PREPARED BY:** Tom Schwetz, Director of Planning and Development

**DIRECTOR:** Jameson Auten, Chief Executive Officer

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide information to the Board on the development of a Community Outreach & Communication Assessment for LTD.

**BOARD COMMUNICATION:** This is the first communication of this topic to the Board.

**PUBLIC COMMUNICATION:** This is the first communication of this topic to the public.

**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:** During the next few months, LTD will begin development of a Community Outreach & Communication Assessment. This effort will review and assess LTD's existing processes related to outreach, communications, and transparency. As we transition leadership and emerge from the pandemic, it is important for the District to have an accurate picture of its performance to date and to determine how best to move forward in an evolving transit service climate. The goals of the Community Outreach & Communication Assessment are to:

1. Assess and evaluate community experience and expectations related to public processes, public involvement, and organizational performance transparency.
2. Evaluate past outreach efforts including MovingAhead, Mobility Management Strategy, Transit Tomorrow, etc.
3. Identify gaps between community expectations and the outreach efforts that were conducted
4. Identify gaps between community expectations and current levels of organizational reporting transparency and develop recommendations, as needed.
5. Develop a plan for future community outreach that is fully informed by broad stakeholder input, scalable and useful for projects large and small. Create tools to help staff assess when and to what degree public outreach and community participation will be helpful for transparency, and community buy in.
6. Further position LTD to be an outstanding implementer of services designed with and for the communities we serve.

**BACKGROUND:** Staff is currently working on a scope of work for a Community Outreach & Communication Assessment that will be conducted by a professional firm with the expertise to provide the District with the information necessary to evaluate and sharpen our work for the people we serve. The Community Outreach & Communication Assessment complements the Community Values Survey and ABBG fixed-route survey to provide a complete package of information to plan and execute strategies that will be responsive to community needs and desires. In addition, this effort will utilize a stakeholder steering committee ideally comprised of business community representatives, community non-profit organizations, governmental partners, public transportation users, and the LTD Board of Directors. LTD staff will serve as an informational resource for this project. Staff will share the scope of work at the December Board meeting.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Staff will return regularly to the Board of Directors and other LTD committees to provide updates as the process unfolds.

**SUPPORTING DOCUMENTATION:** N/A.

**PROPOSED MOTION:** N/A





## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022

**ITEM TITLE:** STRATEGIC BUSINESS PLAN QUARTERLY REPORTING

**PREPARED BY:** Aimee Reichert, IT Project Manager II

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

**ACTION REQUESTED:** Information and Discussion

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**PURPOSE:** To provide progress update on the fiscal year 2022-2024 Strategic Business Plan (SBP) for fiscal year 2023 Quarter 1 (July 1 – Sep 30, 2022).

**BOARD COMMUNICATION:** Quarterly Reports provided to Board in February 2022, May 2022, and August 2022.

**PUBLIC COMMUNICATION:** N/A

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

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

**DESCRIPTION:** The FY22-24 Strategic Business Plan guides the direction for Lane Transit District. The SBP includes five strategic areas of focus or success outcomes that the District strives to achieve in the next three years. Each element of the plan is purposefully aligned so that there is clarity around how work activities (tactics) and performance metrics impact these overall strategic outcomes.

**BACKGROUND:** The Board of Directors adopted LTD's first-ever Strategic Business Plan in July 2021. Implementation of the Plan began in October 2021 (FY22 Q2) and will span through June 2024. Since the last staff update to the Board in August 2022, staff have continued implementing the tactics and monitoring the District's performance metrics as adopted in the SBP. Additionally, staff have conducted a refresh exercise to further refine tactics to align with the District's chosen strategic areas of focus. This quarterly report provides an update to the Board and community regarding the progress toward achieving those associated success outcomes in the five strategic areas of focus. A presentation will be provided to explain this topic in further detail.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Staff will provide the Q2FY23 SBP Progress Report at the Regular Meeting of the Board of Directors to be held in January 2023.

**SUPPORTING DOCUMENTATION:**

- 1) Presentation

**PROPOSED MOTION:** N/A

# Strategic Business Plan – Update for FY2023 Q1

Regular Board Meeting – November 16<sup>th</sup>, 2022

Fiscal Years **2022 – 24**

# STRATEGIC BUSINESS PLAN



**FY23**



Lane Transit District

# AGENDA

Strategic Focus Areas

Scorecard

Work Highlights

Q&A



# MISSION

CONNECTING OUR COMMUNITY.

# VISION

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

# VALUES

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



# Strategic Areas of Focus – As of end of Q1FY23

## CUSTOMER SATISFACTION

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



Establish a Net Promoter Score and increase by 5%.

Baseline NPS established at 21%.

## EMPLOYEE ENGAGEMENT

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



An Employee Engagement Score of 65%\*.

Baseline Employee Engagement established at 65%

## COMMUNITY VALUE

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



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

Baseline Community value established at 79%.

## FINANCIAL HEALTH

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



Achievement of 3-year rolling financial plan targets.

We are currently on track.

## SUSTAINABILITY

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




A reduction in Greenhouse Gas Emissions of 70%.

77% reduction in GHG since 2018.

# Organizational Scorecard (Metrics) Progress

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

LTD Scorecard 		
<b>Customer Satisfaction</b>	Performance metrics that measure LTD's success at delivering customer satisfaction.	<b>30 points</b>
<b>Employee Engagement</b>	Performance metrics that measure the level of employee engagement.	<b>25 points</b>
<b>Community Value</b>	Performance metrics that gauge LTD's success at achieving perceived community value.	<b>20 points</b>
<b>Financial Health</b>	Metrics that measure how well LTD is performing financially.	<b>15 points</b>
<b>Sustainability</b>	Performance metrics that measure LTD's achievement of environmental goals.	<b>10 points</b>
<b>TOTAL</b>		<b>100 points</b>

# Organizational Scorecard Progress Update

Strategic	Target	Q2FY22	Q3FY22	Q4FY22	Q1FY23
Customer Satisfaction	30	18.5	20.6	19.8	29.5
Employee Engagement	25	0	0	20.5	20.5
Community Value	20	0	0	0	12
Financial Health	15	18.4	18.4	18.4	16
Sustainability	10	7.9	7.9	7.9	8.1
<b>Total</b>	<b>100</b>	<b>44.8</b>	<b>46.9</b>	<b>66.6</b>	<b>86.1</b>



# Q1FY23 Highlights

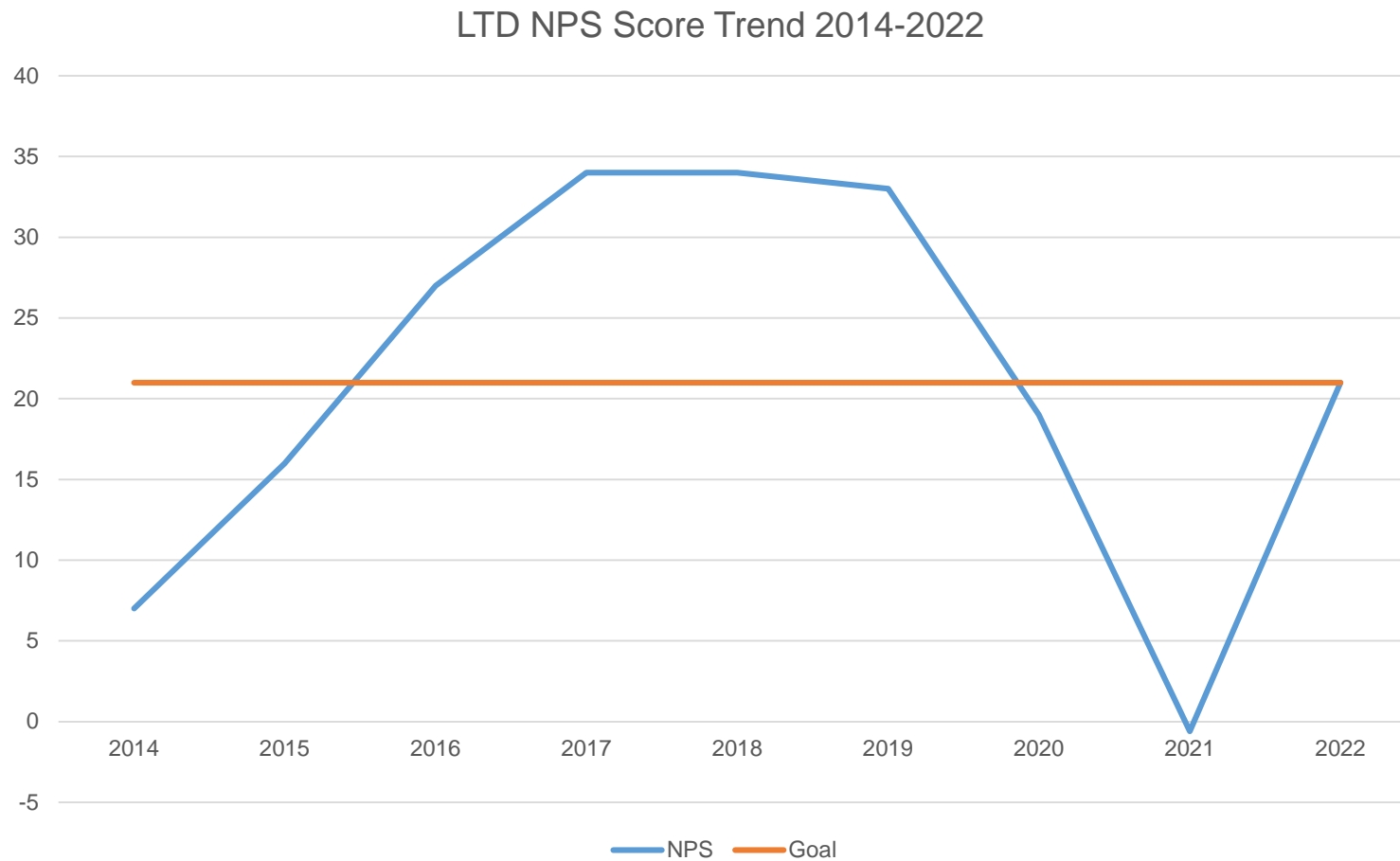
- Completed first full year of the Strategic Plan with 86/100 Overall Score
- Established baseline targets in Employee Engagement and Community Value.



**Lane Transit District**



# Q1FY23 Highlights: 21% Net Promoter Score





# Plans ahead for Fiscal Year 2023



Focus on Employee Engagement Tactical Work including Workforce Diversity Initiatives, Employee Development, and Employee Turnover



Develop plan to measure Community Partner Perception of LTD



Launch Comprehensive Operations Analysis



Maintain success in Financial Health and Customer Satisfaction with emphasis on continuous improvement and communication



**Lane Transit District**

# Discussion & Questions



# Employee Engagement

Employee Engagement Composite Score = 65%

84% of Employees Understand How Their Performance is Linked to LTD's Success

57% of Employees Agree Leadership is Invested in their Success.

53% of Employees Agree They are Provided with the Tools Needed to Work Successfully



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022

**ITEM TITLE:** FY2024-26 COMPREHENSIVE OPERATIONS ANALYSIS

**PREPARED BY:** Jeramy Card, Development Planner

**DIRECTOR:** Tom Schwetz, Director of Planning and Development

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide information to the Board on the future fixed-route comprehensive operations analysis (COA).

**BOARD COMMUNICATION:** This is the second communication to the Board on this topic; the first being at the Board's February 2022 meeting.

**PUBLIC COMMUNICATION:** This is the second communication to the public on this topic; the first being at the Board's February 2022 meeting.

**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, Financial Health, Sustainability

**DESCRIPTION:** The fiscal year 2024-26 comprehensive operations analysis (COA) is a comprehensive assessment and evaluation of LTD's fixed-route transit network. The COA is intended to be on routine a 3-year cycle and replaces the process LTD used to conduct on an annual basis. The FY2024-26 COA will develop clear transit goals and priorities that guide LTD transit planning and operations over the 3-year period. LTD's FY22-24 Strategic Business Plan identifies conducting the COA as one of the tactics.

**BACKGROUND:** In 2018, LTD embarked on a comprehensive operations analysis (COA) called Transit Tomorrow. That effort was paused by the Board at their April 2020 meeting due to the COVID-19 pandemic. The next 3-year cycle for a COA is now approaching. In addition, changes in transit service, operations and the ridership environment due to the pandemic makes it important for the District to conduct a COA that reflects post-pandemic travel and ridership patterns.

Staff is in the process of procuring a consultant. Work is expected to begin in spring/early summer and the process will take approximately 18 months.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** Staff will return regularly to the Board of Directors and other LTD committees to provide updates as the process unfolds.

**SUPPORTING DOCUMENTATION:** N/A.

**PROPOSED MOTION:** N/A



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022

**ITEM TITLE:** FY24-FY25 STATE TRANSPORTATION IMPROVEMENT FORMULA FUND UPDATE

**PREPARED BY:** Cosette Rees, Director of Customer and Specialized Services

**DIRECTOR:** Jameson Auten, Chief Executive Officer

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** Provide background on the process and schedule for development of LTD's plan for use of FY24-FY25 State Transportation Improvement Funds (STIF) as an eligible Public Transportation Service Provider (PTSP).

**BOARD COMMUNICATION:** This is the first presentation/discussion by the Board on this topic.

**PUBLIC COMMUNICATION:** This information has been provided as part of materials included in the September 27, 2022, SPC Packet.

**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, Financial Health and Customer Satisfaction.

**DESCRIPTION:** The STIF program is funded by a combination of ID card fees, non-highway gas tax, cigarette tax, and payroll tax dollars. STIF funds are divided into Formula Funds (90 percent) which are distributed as population-based funds and payroll-based funds, Discretionary Funds (five percent), Intercommunity Discretionary Funds (four percent), and administrative funds (one percent). ODOT disburses Formula funds to mass transit districts, transportation districts, or counties without either a mass transit or transportation district, and to federally-recognized tribes based on formula allocation. Lane County is estimated to receive approximately \$17 million over FY24 and FY25 (July 1, 2023, through June 30, 2025). Of those funds, approximately \$15,790,000 will be generated within the LTD District, and approximately \$1,207,000 will be generated outside of the LTD District.

**BACKGROUND:** The STIF program was established in Section 122 of House Bill 2017 to provide a dedicated source of funding for improving, maintaining, and expanding public transportation for all users. Every two years, public transportation funding is made available to support access to jobs, improve mobility, relieve congestion, and reduce greenhouse gas emission in Oregon. An overview of the STIF program is provided at the following link: (<https://www.oregon.gov/odot/RPTD/Pages/STIF-Program-Overview.aspx> ). Attachment 1 provides a summary of Success Stories prepared by ODOT. Attachment 2 provides a "Report to the Joint Committee on Transportation" developed by ODOT that highlights the achievements that STIF-funded transportation providers made in 2019 and 2020.

The LTD Board has been designated as the Qualified Entity (QE) for Lane County. As required by ODOT's process for allocation of STIF funds, a STIF Advisory Committee has been established and approved at the Board's September 21, 2022, meeting. The role of the STIF Advisory Committee is to provide a recommendation to the board (in its role as the QE) on the Proposed Lane County STIF Formula plan for the FY 24-FY 25 biennium. This plan will include applications from eligible providers of public transportation services within Lane County.

As a provider of public transportation services, LTD is designated as a PTSP eligible to receive STIF funds. As in the last two STIF cycles, the Strategic Planning Committee will develop a recommendation to the Board on LTD's use of STIF funds as a PTSP for the FY 24-FY 25 biennium.

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

**CONSIDERATIONS:** The state has set an aggressive timeline for completion and adoption of the FY 24-25 STIF Plan which must be submitted to ODOT no later than January 16, 2023.

**ALTERNATIVES:** N/A

**NEXT STEPS:** At its September 29 meeting, SPC will receive information on LTD's proposed use of STIF funds for FY24 and FY25.

**SUPPORTING DOCUMENTATION:**

- 1) Attachment 1 - STIF Success Stories (FY 2019-2021)
- 2) Attachment 2 - A Report to the Joint Committee on Transportation (January 2021)

**PROPOSED MOTION:** N/A

# Statewide Transportation Improvement Fund STIF SUCCESS STORIES



## ADDING ROUTES

*“Expanding the routes is the best thing that ever happened to this neighborhood and the disabled community here. I’m still very much alive and now I’m able to get out there and go be alive.”*

— Alvin Stanley,  
Medford resident



## IMPROVING EQUITABLE ACCESS

*“Low-income fare has been a godsend to our community. It’s something that people count on. If they can pay a quarter of what they would have to pay, that’s a little bit more money that they can use to pay for rent and pay for food and other things.”*

— Maria Caballero Rubio,  
Executive Director,  
Centro Cultural



## EXPANDING ACCESS

Students in Lincoln County receive hands-on rider training and free student passes. School district staff are so pleased with the results that they asked the transit district to expand the training county-wide.

*Lack of transportation is a top cause of student absenteeism. Expanding public transit and access to transit options reduces absenteeism and improves student access to after-school activities, internships and jobs.*



**38 million**  
new rides\*



**\$173.9 million\***  
allocated to improve transit  
for low-income households



**500,000 new rides\***  
for students in grades 9-12



## EXPANDING HOURS OF SERVICE

The addition of later evening and weekend service by Salem Area Mass Transit District has excited many transit riders.

*“It is my freedom. I can now get to places I have not been in years because of the expansion.”*

— Rachael Beem



## REDUCING EMISSIONS

TriMet plans to purchase up to another 80 electric buses with \$53 million from the Statewide Transportation Improvement Fund — and these first zero-emission buses will run in predominately low-income and minority communities.



## FILLING SERVICE GAPS

The Statewide Transportation Improvement Fund is funding projects that fill gaps in the statewide public transportation network so that people throughout Oregon have better access to jobs and services.



**1.3 million\***  
additional hours of  
bus service



**329 new buses\***  
103 low or no  
emission vehicles



**300 miles\***  
Transit service gaps  
filled connecting  
oregon communities





# Statewide Transportation Improvement Fund Program: A Report to the Joint Committee on Transportation

## Executive Summary

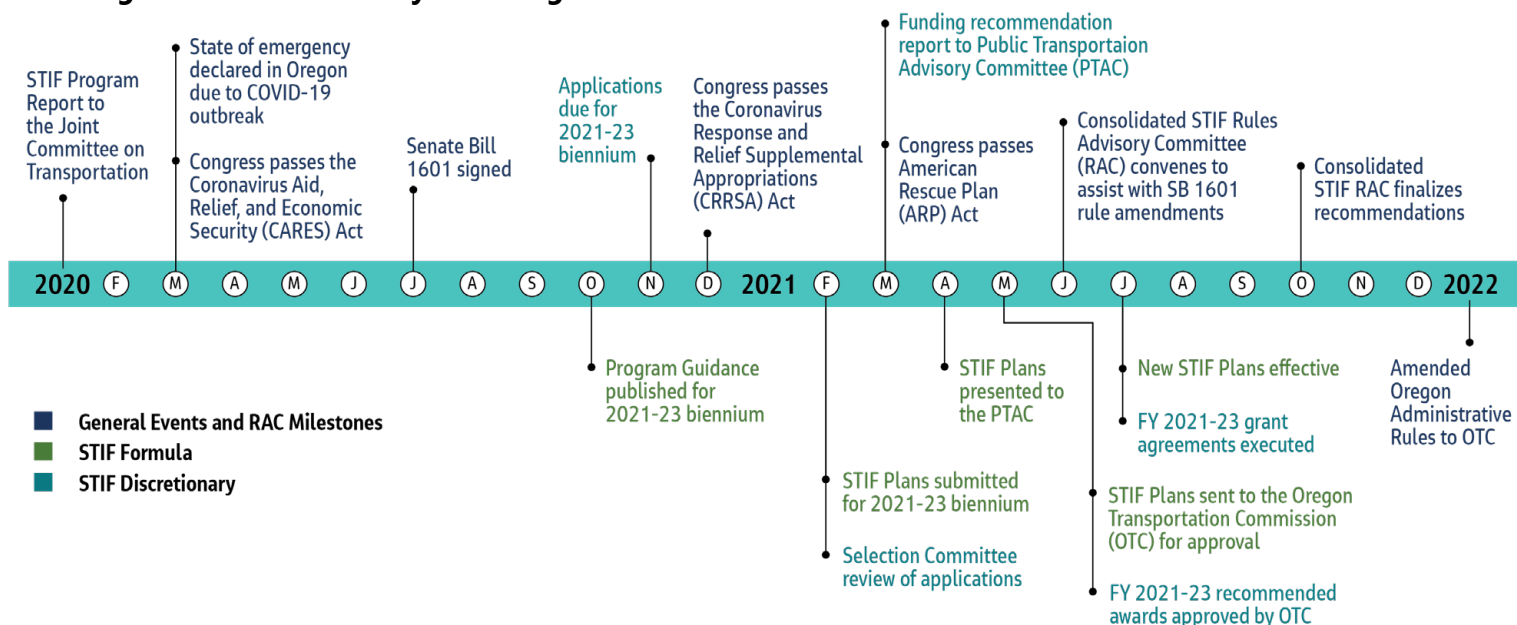
The [Statewide Transportation Improvement Fund](#) (STIF) Program was introduced by House Bill 2017 to fund public transportation improvements across Oregon. Since it was first implemented for the 2019 to 2021 biennium, Oregon Department of Transportation (ODOT) has allocated \$285 million in STIF Program funds to Qualified Entities and other transportation providers for a wide range of system enhancements. Qualified Entities are direct recipients of STIF Formula funds and include counties in which no part of a Mass Transit District or Transportation District exists, Mass Transit Districts, Transportation Districts, and Indian Tribes.

Investments from the STIF Program have helped to make transportation in Oregon more equitable and affordable by supporting reduced-fare programs, expanded service coverage, and increased service frequency to low-income communities. This program has advanced greenhouse gas emission reduction efforts by funding the transition to low-emission vehicles, with 50 new low- or no-emission vehicles purchased during the first program cycle. Funds have supported expanded connectivity across Oregon’s multimodal network through transit service, infrastructure, and technology improvements.

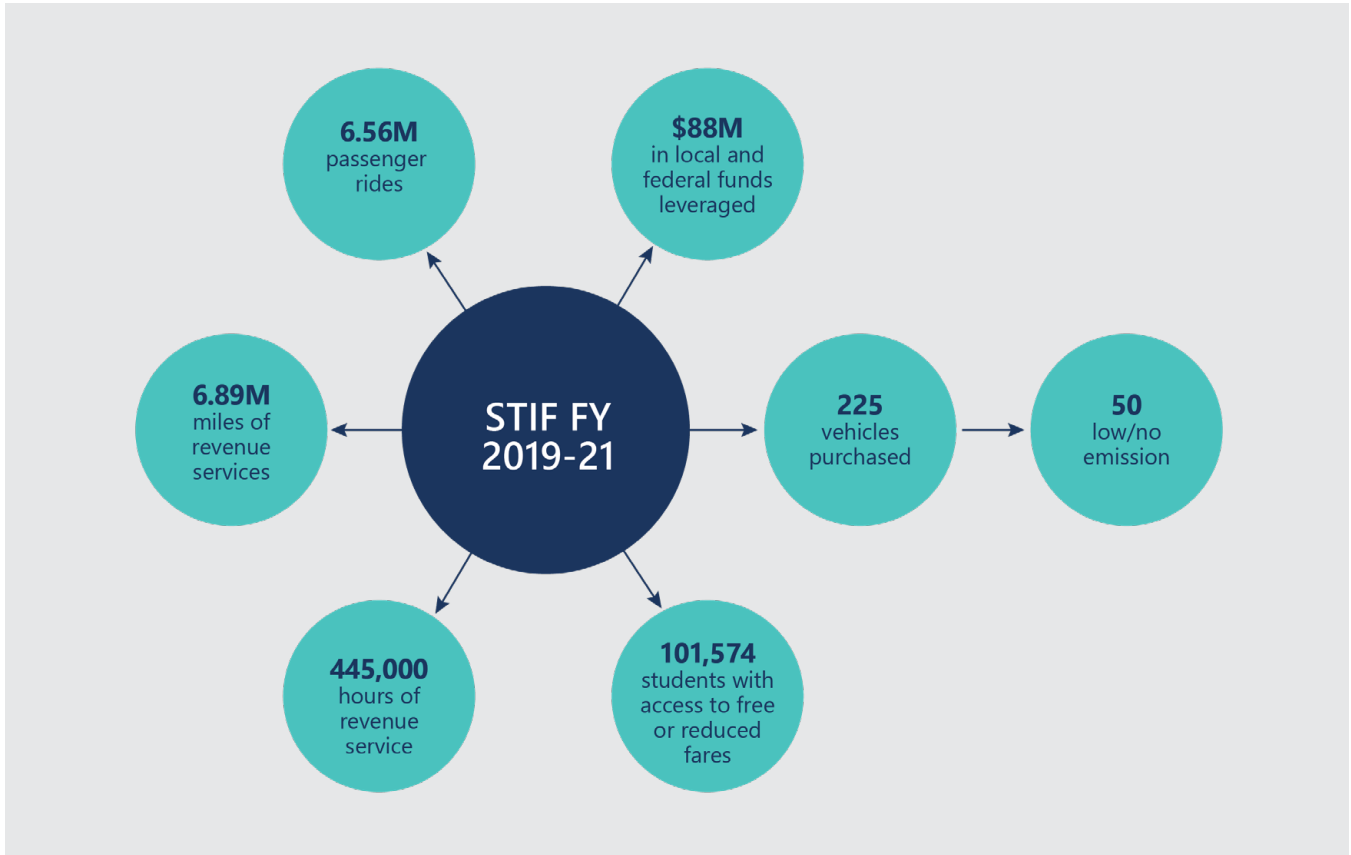
The STIF Program has assisted transit providers in responding to multiple natural disasters and public health crises, demonstrating the value of public transportation as not just a means to complete a journey, but a vital piece of the social and economic fabric in both rural and urban areas. STIF-supported transit providers stepped up during the COVID-19 pandemic to deliver meals to older adults; they provided free rides to vaccination sites; they enabled evacuations during the devastating 2020 wildfire season; and they acted as mobile cooling centers during the record-breaking heatwaves in 2021.

This report highlights the achievements that STIF-funded transportation providers made during an incredibly challenging period. It also details the steps ODOT has taken to implement Senate Bill 1601, which preserves transportation programs that support older adults and people with disabilities. There is a great deal of work left to do, but in the first two years (Figure 1), the STIF Program laid the foundation for a truly multimodal transportation system that is accessible, equitable and sustainable.

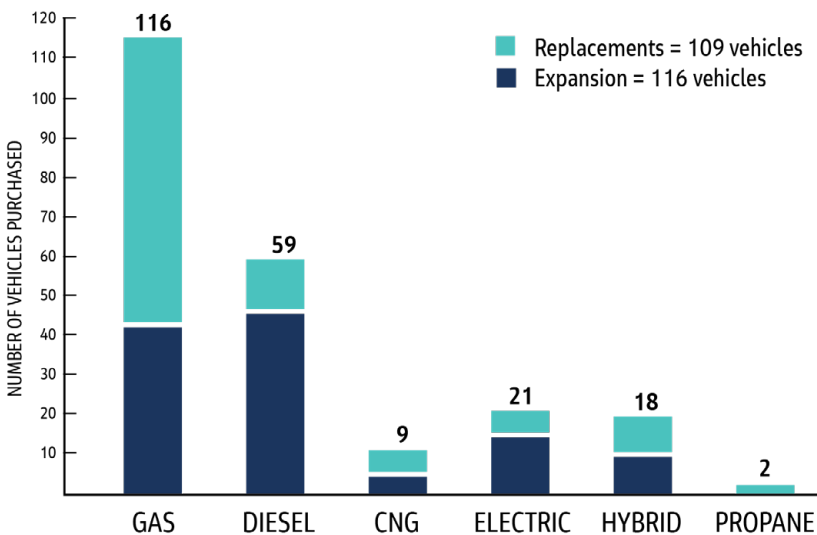
**Figure 1. Timeline of key STIF Program milestones**



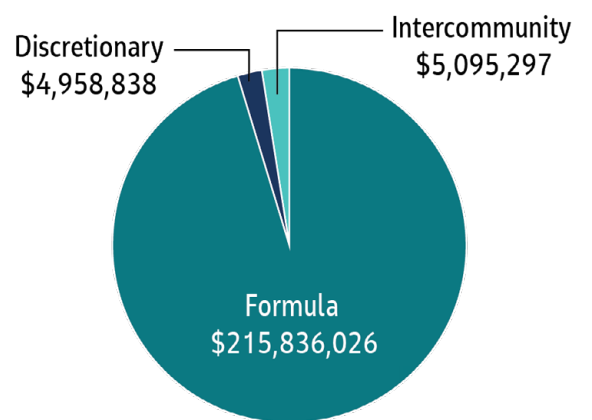
**Figure 2. High level STIF Program outcomes in fiscal year 2019 to 2021**



**Figure 3. STIF Formula and Discretionary fund vehicle purchases**



**Figure 4. STIF Program funds distributed to providers in fiscal year 2019-21**



## Public transportation stepped up and took charge during crisis

On March 8, 2020, not yet a year into STIF Program implementation, Governor Brown declared a state of emergency in Oregon in response to the COVID-19 outbreak and pending pandemic. In September 2020, wildfires devastated dozens of communities across the state. During these and other state crises, public transportation has been a critical tool for saving lives and maintaining access to jobs and public services.

The pandemic presented numerous challenges for transit providers. Social distancing requirements and related measures had a profound impact on the use and operation of public transportation, including mandates limiting passenger capacity on all vehicles. Safety measures resulted in significant increases in operating costs to ensure both passenger and driver safety.

Despite increased costs, transit providers alleviated new burdens placed on vulnerable communities by maintaining service availability and using vehicle fleets to support meal delivery, senior transportation, and, ultimately, transportation to vaccination centers. From healthcare to service industry employees, public transportation remained the only option for many workers to get to and from their jobs.

In late March 2020, Congress passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act, from which ODOT has distributed over \$40 million to Oregon transit providers. Providers rely on these funds to ensure transit safety, account for rising administrative costs and plummeting fare revenue, and provide hazard pay to drivers and other employees that kept bus routes running during the height of the COVID-19 outbreak.

During the July 2020 Special Session, legislators passed Senate Bill 1601, which, among other measures, allowed recipients to repurpose STIF Formula funds towards maintenance of essential services. Some funds initially intended to expand transit service were needed to preserve crucial existing services that would otherwise be in jeopardy of closure. However, prioritized use of federal relief funds will allow many Qualified Entities to use unspent first-cycle STIF Formula funds on expansion projects in the second STIF Program cycle, as well as address other emerging challenges such as driver retention. The pandemic and wildfires underscored the role transit providers play in ensuring Oregon's resiliency during crisis.



*Transit providers supplied buses to transport firefighters and other resources to and from active wildfires.*



*Driver and passenger safety during the pandemic has been a top priority.*



*"You can now buy our Link Lane tickets for the Eugene to Florence route as part of your Amtrak ticket and it's all done in one transaction."*

*-Kelly Clarke, Lane Council of Governments*

## Investing in equitable transportation outcomes

The STIF Program presents an opportunity for Oregon to establish a more equitable transportation system, one that counteracts the persistent inequity experienced by low-income communities, communities of color, and other historically-marginalized groups. To mitigate this inequity, ODOT must make investments that will improve access to a safe and reliable multimodal transportation network. This includes strategic funding of pedestrian and bike amenities and infrastructure as well as investments in fleet electrification and other low-carbon fuels.

The STIF Program calls for targeted investments to benefit low-income communities. During fiscal year 2019 to 2021, Qualified Entities spent over \$30 million to expand and increase the frequency of bus routes that serve communities with a high percentage of low-income households.

Examples of STIF Program projects during the 2019 to 2021 biennium that target benefits to low-income communities include:

- The Linn Shuttle and the Sweet Home Dial-A-Bus used the STIF Program funds to provide approximately 6,750 combined rides to low-income residents during one fiscal year.
- Yamhill County Transit Area implemented system-wide technological improvements, Dial-A-Ride enhancements, and expanded Saturday service between Grande Ronde and Tigard, each aimed at serving low-income communities.
- Columbia County Rider introduced a reduced-fare program discounting, by half, rides for seniors, people with disabilities, veterans, students, and low-income persons.



“Transportation is a challenge for many seniors in La Pine and the new CET bus stop at our location will provide our community with a safe and accessible transportation service to reach Sunriver without driving a car.”

- Jamie Donahue, Manager, La Pine Senior Center



Kasi is a Sandy Area Metro Shopper Shuttle regular. The Shopper has brought such independence to her life that she rides almost daily. In gratitude to the Shopper Shuttle and because of her love of the trolley, she painted a picture of the Shopper's red trolley as a thank you gift for Sandy Area Metro.

## Technical Resource Center: A new program for rural providers

The Technical Resource Center and STIF Program administration was funded by one percent of available STIF Program funds in fiscal year 2019 to 2021. The Technical Resource Center assists rural public transportation providers through innovative training, transportation planning, and information technology. Beginning in fiscal year 2023 to 2025, the Technical Resource Center will be funded by a full one percent of STIF Program funds, allowing for greater outcomes.

Efforts accomplished in fiscal year 2019 to 2021 include:

- A Transit Technology Pilot that facilitated technology assessments for ten transportation providers, leading to new e-fare systems, website development and scheduling software that enhance the rider experience and broaden service accessibility.
- A redesign of the Technology Resource Center website to improve access to resources for public transportation planning, technology and training.

During the 2021 to 2023 biennium, ODOT will hire a consultant to expand technology services to additional transit providers and develop a technology price agreement to help providers save money. The price agreement will cover various technologies such as automated passenger counters, automatic vehicle location systems, and demand response dispatch systems.



*“I love the earth, the community, and the bus. Not everyone can afford cars or to take a taxi. Our community is so much stronger when it can be inclusive.”*

- Summer Reyes, frequent rider of Cherriotics, which expanded its Saturday and late evening service for most local routes.



*Harney County was able to sustain its route deviation service in fiscal year 2019 on a fare-free basis. This service ran six days a week and served the nearby Burns Paiute Tribe's reservation in coordination with its Tribal Transit program. In fiscal year 2020, STIF Program support enabled Harney County to generate the local match necessary to complete its bus barn expansion project.*

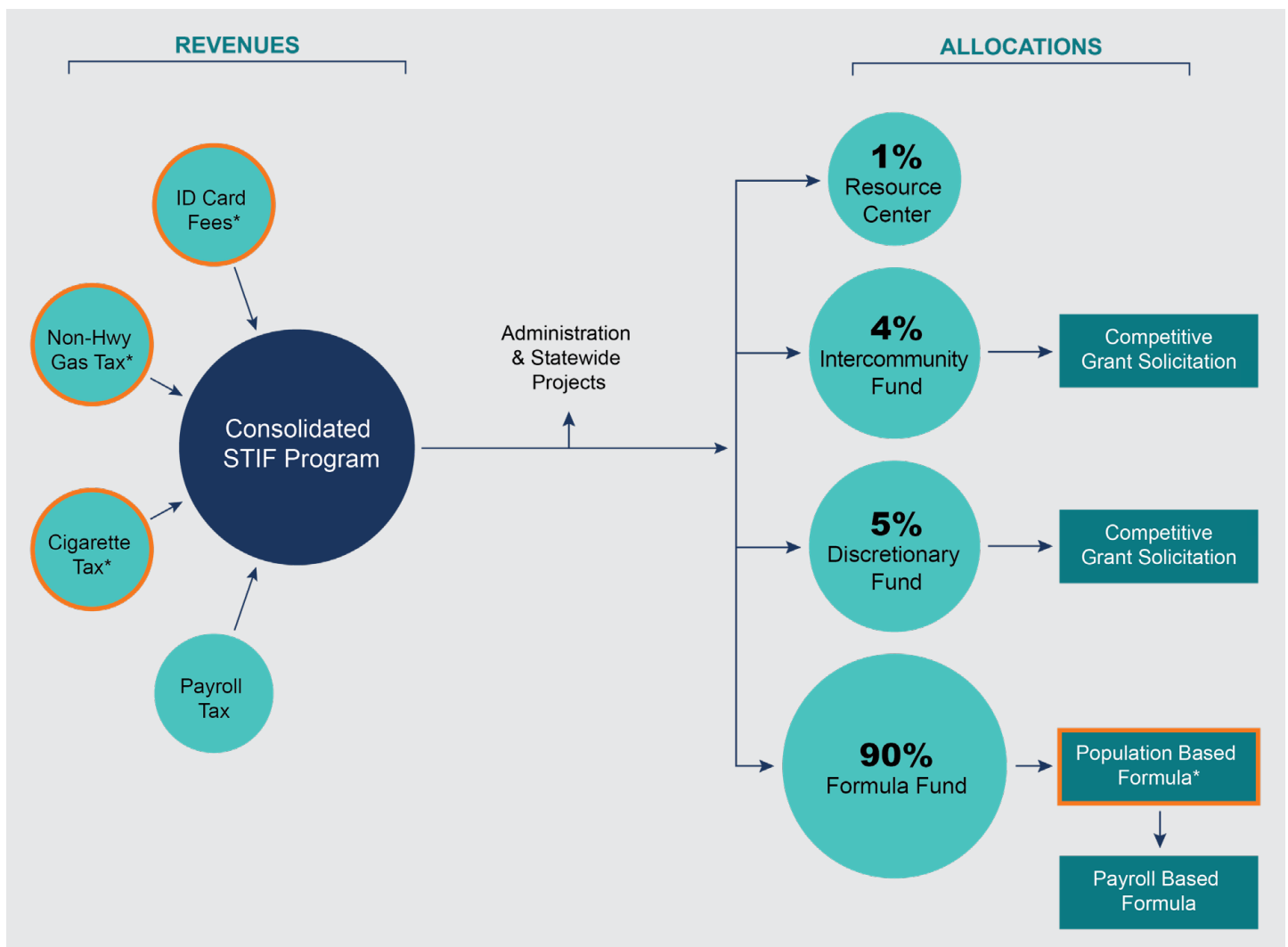
## Streamlining state funding: STIF Program consolidation

Senate Bill 1601 introduced additional programmatic efficiencies by consolidating the Special Transportation Fund and STIF Programs. The Special Transportation Fund Program was created in 1985 to provide older adults and people with disabilities with access to health, education, work, social, and recreational opportunities. A consolidated program provides a more secure funding source for these services while also reducing administrative costs.

The [Consolidated STIF Program Rules Advisory Committee](#), launched in June 2021, advised ODOT on administrative rule revisions needed to ensure a smooth transition to a single state-funded public transportation program. Members of the Rules Advisory Committee represented large and small urban, rural, Tribal, and non-government transit providers; counties and cities; advocacy groups; public transportation users; and social and human service groups. The resulting rule changes will increase representation of Black, Indigenous, and People of Color communities and other transportation-disadvantaged groups on STIF Program advisory committees and support flexible use of program funds. ODOT anticipates Oregon Transportation Commission adoption of the amended rules in January 2022.

The graphic in Figure 5 illustrates the breakdown of fund revenues and allocations for the consolidated STIF Program. Elements noted with an asterisk and highlighted in orange represent historic Special Transportation Fund revenue sources and allocations.

**Figure 5. Consolidated Statewide Transportation Improvement Fund Revenue and Allocation Framework**





## Looking forward: The STIF Program in the coming biennia

The challenges that public transportation has met head-on over the last two years are not isolated events. Future public health emergencies and natural disasters are expected. In addition to preparing for these events, ODOT seeks to establish a multimodal transportation system that is reliably-funded and uplifts all communities. In July 2021, the Oregon Transportation Commission and ODOT released the [Strategic Action Plan](#), which details commission and agency priorities and actions necessary to accomplish the vision of an equitable and sustainable transportation system. Under the Strategic Action Plan’s direction, ODOT will evolve to become responsive to the needs of communities across the state and adaptable to a constantly changing environment.

The resiliency of Oregon’s transportation network and economy will continue to rely on investments made possible by the STIF Program. With climate change impacts worsening, public transportation will continue to be a leader in sustainability by both reducing emissions and traffic congestion. Significant need remains for safer, more accessible transportation. While it will not address all needs, the STIF Program remains integral to building a modern transportation system for users that ride transit, walk, bike, and roll.



*Clackamas County launched two new shuttle programs. The services fill gaps from TriMet stops to underserved portions of Oregon City and the Clackamas Industrial Area, providing critical last-mile connections. Both shuttle programs are free to riders.*



*Zack and his grandma live in Cascade Locks. They like the easy-to-use bike racks that allow them to take Columbia Gorge Express for a Saturday adventure with his new bike, compliments of Mrs. Clause and Anson Bike Buddies.*

# STIF Formula Fund Plan Update

LTD Board of Directors | November 16, 2022



**Lane Transit District**





# MISSION

Connecting Our Community

# VISION

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

# VALUES

Respect, Integrity, Innovation, Equity, Safety, and Collaboration

# AGENDA



Statewide Transportation Improvement Fund (STIF) -  
Summary



STIF Plan Development Timeline



LTD's Proposed STIF Projects

# Statewide Transportation Improvement Fund (STIF)

- HB 2017/**Keep Oregon Moving** created a dedicated funding source to make a significant investment in transportation including improving or expanding public transportation service in Oregon.
- Funding is generated through a state payroll tax of one-tenth of one percent. The bulk of the funds are distributed through a formula based on taxes collected within a geographic area.
- Fund to improve or expand public transportation service with a focus on low-income households, low-emission vehicles, intercommunity connectivity and students.
- New for FY24/F25 - combining Special Transportation Fund (STF) program serving older adults and people with disabilities into the STIF program.
- LTD has a role as both the Qualified Entity, with general responsibility for the plan for Lane County; and also as a Public Transportation Service Provider, applying for funding for projects and services.

# STIF Criteria



**CRITERION 1**  
Increase frequency  
to low-income  
households



**CRITERION 2**  
Expand routes to  
serve low-income  
households



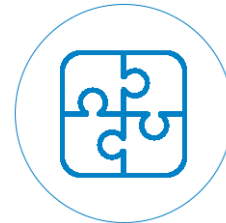
**CRITERION 3**  
Reduce fares for  
low-income  
households



**CRITERION 4**  
Procurement of low  
or no emissions  
buses



**CRITERION 5**  
Increased frequency  
and reliability  
outside service area



**CRITERION 6**  
Coordination  
between service  
providers



**CRITERION 7**  
Transit programs for  
students

# The STIF Trip/Formula Plan Timeline





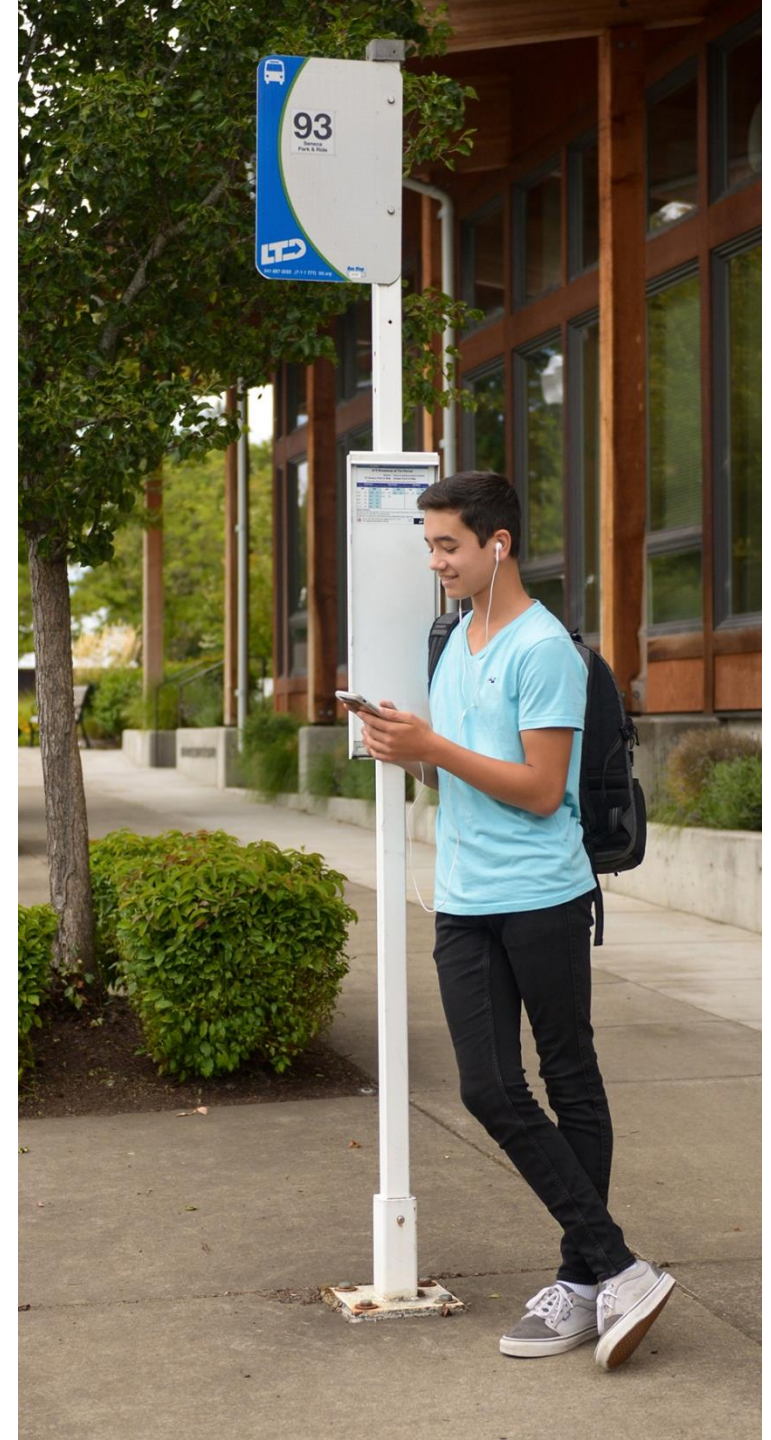
# FY22/FY23 Formula Plan – In Review

- FY 22/FY23 Plan was created amidst uncertainty in a COVID environment
- Service reduced to essential trips only. Some services were paused, including RideSource Shopper, Cottage Grove Connector, and others.
- Anticipating service recovery would take time, a significant bus service addition was not included in the plan.
- Supply chain challenges and operator shortages have delayed expansion on services including Rhody Express in Florence, and Diamond Express serving Oakridge. Long supply lead-times and escalating costs meant vehicle replacement for metro fixed route and RideSource services were not fully realized.

# FY24/FY25 Proposed STIF Projects

## In District

- Project 1: Specialized Services
- Project 2: Service Increases
- Project 3: Passenger Fare Programs
- Project 4: Administration
- Project 5: Vehicle Expansion and Replacement



# FY24/FY25 Proposed STIF Projects (Cont.)

## Out of District

- Project 1: Vehicle Expansion and Replacement
- Project 2: Service Increases
- Project 3: Administration





# In District Project 1: Specialized Services

These programs were previously funded through the state Special Transportation Fund serving older adults and people with disabilities.

## Specialized Services

RideSource ADA Paratransit and Shopper

ADA Paratransit – Metro

Vehicle Preventive Maintenance

Volunteer Mileage Reimbursement

Behavioral Health Transportation

Crucial Connections

Veterans Transportation

Preschool Transportation

South Lane Operations

Travel Training

Transit Host Program

Transportation Eligibility Assessments

Florence Rhody Express Operations - Match

Oakridge Diamond Express Operations - Match



# In District Project 2: Service Increases

## Service Increases

ADA Paratransit – Cottage Grove/Creswell

Additional Fixed Route Service

Expanded RideSource Shopper Service

Expanded Cottage Grove Connector

Additional Mobility on Demand Pilot



# In District Project 3: **Passenger Fare Programs**

## **Passenger Fare Programs**


Multimodal Trip Planner

K-12 Student Fare Program

Low-Income Fare Program

Integrated Fare Validation





# In District Project 4: STIF Administration

## **STIF Administration**

Sustainable Service Reserve

STIF Administration

# In District Project 5: Vehicles

## **Vehicle Expansion and Replacement**

RideSource Shopper Vehicle

Specialized Services Replacement Vehicles - 75% match

Fixed Route Replacement Vehicles - 25% match

Diamond Express Bus Replacement (partial)

# Out of District Project 1: Vehicles

## Vehicle Expansion and Replacement

Diamond Express Bus Replacement (partial)

Rhody Express Bus Expansion



# Out of District Project 2: Service Increases

## **Service Increases**

Rhody Express Service Expansion

Diamond Express Service Expansion (4<sup>th</sup> weekday trip) – Pilot

Diamond Express Service Expansion (Saturday Service) - Pilot



# Out of District Project 3: Administration

## **Administration**

Sustainable Service Reserve



# Questions?





# Q1 FY23 FINANCIAL PERFORMANCE INDICATORS



INDICATORS	CADENCE	MEASURE	FY 2023				NOTES
			Q4	Q3	Q2	Q1	
<b>AUDITS OF GENERAL HEALTH</b>							
Report of Independent Auditors	Annual	Unmodified opinion				F	FY22 Audit in progress. Expectation is a clean audit report
Deficiencies in Internal Control	Annual	No material weaknesses noted No significant deficiencies or non-compliance noted				F	FY22 Audit in progress. Expectation is a clean audit report
Fraud & Noncompliance with Laws & Regulations	Annual	No instances of fraud or noncompliance with laws and regulations identified				F	FY22 Audit in progress. Expectation is a clean audit report
FTA Comprehensive Review	Every 3 years	No significant deficiencies or material internal control weaknesses noted				F	FY20 review found no deficiencies in any of the 21 areas it examined. Next comprehensive review will be in FY24.
STIF Agreed Upon Procedures	Annual	No material noncompliance with requirements				F	FY22 Audit in progress. Expectation is a clean audit report
NTD Agreed Upon Procedures	Annual	No material noncompliance with requirements				F	FY22 Audit in progress. Expectation is a clean audit report
ODOT Urban Remote Compliance Monitoring Review	Annual	No material noncompliance with requirements				F	2021 Report
<b>TRANSPARENCY</b>							
GFOA Excellence in Financial Reporting Award	Annual	Award received				F	FY20 Annual Report; FY21 Annual Report review in process.
<b>COMPLIANCE WITH WRITTEN POLICIES</b>							
Reserve	Annual	Financial Planning documents align with policy				F	The new reserve policy adopted in February was implemented as part of the FY23 Budget.
Financial Planning	Annual	Financial Planning documents align with policy				F	The new Financial Planning policy was adopted in August 2022 and will be implemented as part of the FY24 budget and long-range financial plan
Pension Funding	Annual	Financial Planning documents align with policy				F	The updated Pension funding policies were adopted in September 2022. We are in compliance with this updated policy.
Community Investment Policy (Capital Planning)	Annual	Financial Planning documents align with policy				F	Community Investment Policy was adopted at the June 2022 Board meeting. We are in compliance with this policy.
<b>BOARD ADOPTED POLICIES</b>							
Reserve	Annual	Board revision adoption by < Feb 2022				N/A	FY23 budget is aligned with Board adopted Reserve policy.
Financial Planning	Annual	Board Adoption by <Q2 FY23				N/A	The new Financial Planning was policy adopted in August 2022 and will be implemented as part of the FY24 budget and long-range financial plan
Pension Funding	Annual	Board Adoption by <Q2 FY23				N/A	The updated Pension funding policies were adopted in September 2022. We are in compliance with this updated policy.
Community Investment Policy (Capital Planning)	Annual	Board Adoption by <Q2 FY23				N/A	Community Investment Policy was adopted at the June 2022 Board meeting

**F** Favorable — This trend is positive with respect to LTDs goals & policies

**F/C** Favorable (Caution) — This indicates that a trend is in compliance with adopted fiscal policies or anticipated results. This indicator may change from a positive rating in the near future.

**W** Warning — This indicates that a trend is in compliance with adopted fiscal policies or anticipated results. This indicator may change from a positive rating in the near future

**U** Unfavorable — This trend is negative, and there is an immediate need for corrective action



# Q1 FY23 FINANCIAL PERFORMANCE INDICATORS



INDICATORS	CADENCE	MEASURE	FY 2023				NOTES
			Q4	Q3	Q2	Q1	
<b>REVENUE</b>							
YTD Payroll Tax Revenue vs. Budget	Quarterly	Payroll tax actuals >= Budget					F Pandemic recovery continues to be on trend with a 9% increase over FY22 in the FY23 Q1. This indicates top PR Tax contributors are continuing to be stable with possible wage increases to keep up with inflation. State in lieu continues to grow and is up 10% over last year at this time. Self-employment tax trends are too early to assess as payments are received annually, primarily in April & May
Planned Grant Coverage For CIP Projects	Annual	Greater than 70% of capital project costs covered by grants (includes additions and construction in process)					F FY22 grant funded capital projects in the Capital Projects fund shows 83% of projects were covered by grants - exceeding metric goal. In addition to project grant funding, LTD is utilizing COVID-19 relief funds for operating. Operating grant funding is not reflected in the 83%
<b>EXPENDITURES</b>							
YTD Expenditures vs Budget	Quarterly	Expenditures < Budget					F/C September CPI is up 8.2 percent from where it was a year ago. This is slightly down from the 40 year high in June of 9.1 percent. Fuel prices also showed some relief, declining from a FY22 high of \$5.56/gallon in June to a Q1 FY23 average of \$4.19/gallon. The FY23 budget is \$3.53/gallon. The world athletic championships, Cedar Creek Fire evacuations, and the general manager recruitment included unplanned FY23 expenditures
Fringe Benefits (excluding pension)	Quarterly	Expenditures < Budget					W Medical cost premiums change every January. With the exception of 2019, increases over the last 5 years have been 7% - 9%.
Capital Fund Project Spend	Quarterly	Expenditures < Budget					F Projects are not expected to exceed FY23 budget. Supply chain issues persist
<b>OPERATING POSITION</b>							
Unrestricted Fund Balance	Annual	> 2 months of operating					F Currently exceeding as demonstrated by unassigned cash balance.
<b>UNFUNDED LIABILITIES</b>							
ATU Pension funding	Annual	Annual contributions align with actuary recommendations and unfunded liability <= prior year					F On track for full funding in 20 years despite global equities & fixed income investment declines, sticky inflation and recession risks. The District continues to make contributions in line with our actuary's recommendations and expectations for long-term returns rather than short-term fluctuations
Admin Pension Funding	Annual	Annual contributions align with actuary recommendations and unfunded liability <= prior year					F On track for full funding in 10 years despite global equities & fixed income investment declines, sticky inflation and recession risks. The District continues to make contributions in line with our actuary's recommendations and expectations for long-term returns rather than short-term fluctuations

**F** Favorable — This trend is positive with respect to LTDs goals & policies

**F/C** Favorable (Caution) — This indicates that a trend is in compliance with adopted fiscal policies or anticipated results. This indicator may change from a positive rating in the near future.

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**U** Unfavorable — This trend is negative, and there is an immediate need for corrective action

## KEY FINANCIAL HIGHLIGHTS

- LTD initiated operating assistance, preventative maintenance and security activities under the ARPA grant beginning FY 23. LTD has also been appropriated \$1.6M through the FY22 Omnibus congressional bill to support the mobile wallet and electric bus projects; the FTA grant supporting the bus replacement project utilizing the FY 22 Community Project Funding has been fully executed. In addition, FTA grants supporting the IT Upgrades, ERP System, Bus Wash Replacement, Security Upgrades, Major Bus Components, Electric Bus Replacement (FY21 Bus and Bus Facilities and CMAQ), and ADA Vehicle Replacement (CRRSAA) Projects were also executed during the reporting period.
- FY23 payroll-type tax collections are on target to meet budget.
- Inflation has tempered slightly with the September CPI up 8.2 percent from where it was a year ago which is slightly down from the 40 year high in June of 9.1 percent.
- Fuel prices have seen some relief falling from over \$5 per gallon in June to below \$4 per gallon, but back up at \$4.83 per gallon for the 10/13/22 purchase.
- Lane county seasonally adjusted unemployment rate increased for the 1st time in 2 years to 4.0 % in August which is up from 3.8% in July.
- Supply chain issues continue to impact bus and capital project expenditure timing.
- Pension Funding changes based on the market value of the assets in the portfolio. As a defined benefit plan, the District bears the risk of covering shortages needed to meet pension commitments. Pension funding status in this report is as of June 30, however current market is showing declines from sticky inflation and recession risks which has reduced the funding status.

## OPERATING FINANCIAL PERFORMANCE

### GENERAL FUND

YTD Expenditures/Budget	23%		
YTD Operating Revenues/Budget	22%		
	YTD	YE Projection	YE Budget
Fund Balance		\$10	\$10

Payroll Taxes on track. Although ahead of last year, ridership return is slower than budgeted, impacting fares. Pandemic relief grant draw downs are in process. Spending down due to open positions. Wage expense is 5.4% below budget. Fuel is 1.3% over budget.

## OPERATING FINANCIAL PERFORMANCE

### SPECIALIZED SERVICES

YTD Expenditures/Budget	9%		
YTD Operating Revenues/Budget	9%		
	YTD	YE Projection	YE Budget
Fund Balance		\$0	\$0

State Transportation Improvement Fund projects have been delayed. This is the 2nd year of the State budget cycle. Carryover grant funds were included in FY23 budget.

## OPERATING FINANCIAL PERFORMANCE

### MEDICAID

YTD Expenditures/Budget:	18%		
YTD Operating Revenues/Budget:	18%		
	YTD	YE Projection	YE Budget
Fund Balance		\$0	\$0

The impact of the pandemic continues to impact services. Review of the RFP responses for RideSource service contractor is beginning.

## OPERATING FINANCIAL PERFORMANCE

### POINT2POINT

YTD Expenditures/Budget:	6%		
YTD Operating Revenues/Budget:	14%		
	YTD	YE Projection	YE Budget
Fund Balance		\$0	\$0

Revenue exceeding expenditures is due to timing of grant execution. Revenues are for expenditures incurred in the prior year. Programs are lagging due to COVID.

## OPERATING FINANCIAL PERFORMANCE

### CASH SUMMARY

Restricted Cash balance			\$35
Committed Reserves			\$11
Assigned			\$4
Unassigned			\$16

#### Definitions:

**Restricted** – amounts are considered subject to externally enforceable restrictions

**Committed** – amounts are based on a limitation set by the Board and requires formal action to remove such as resolution

**Assigned** – amounts under an informal limitation **Unassigned** – remaining resources available

## KEY STATISTICS (\$ IN MILLIONS)

### PAYROLL TAX COLLECTIONS

Current (thru 6/30/)	\$11.8
Projection	\$50.1
Budget	\$50.1

### PENSION FUNDING (ACTUARIAL VALUE)\*\*

ATU	85%
Salaried	69%
Goal	100%

\*\* - vs. market value. Actuarial value defers/smoothes asset gains & losses over 3 years.

### MEDICAL PREMIUM INCREASES

Current	7%
Projection	7%
Budget	7%

### OPERATOR FTE'S

Current	171
Projection	175
Budget	175

### TOTAL FTE'S

Current	318
Projection	337.5
Budget	337.5

### COST PER REVENUE HOUR

Current	\$212
Projection	\$238
Budget	\$238

### CARES

Total Available	\$25.5
FY20 for operations	\$3.8
FY21 for operations	\$6.8
Operating Assistance	\$14.9

### CRRSAA (5307)

Total Available	\$0
Funds exhausted; grant closed	

### CRRSAA (5310)

Total Available	\$0.05
ADA Vehicle Replacement	\$0.05

### ARPA (5307)

Total Available	\$32.6
Received	\$2.2
Preventive Maintenance	\$8.2
Operating Assistance	\$22.1

### ARPA (5310)

Total Available	\$0.05
ADA Vehicle Replacement	\$0.05

### OPERATING COST PER BOARDING

Current	\$9.28
FY22 Preliminary	\$9.98
Pre-pandemic	\$4.66

### MAINTENANCE COST PER MILE (ACFR CALCULATION METHODOLOGY)

FY22 Preliminary	TBD
FY21 Actual	\$3.19
Pre-pandemic	\$1.82

### VEHICLE HOURS PER LABOR HOUR

FY22 Preliminary	TBD
FY21 Actual	\$0.81
Pre-pandemic	\$0.86



## OFFICE OF THE GENERAL MANAGER

*Jameson Auten, Chief Executive Officer*

### EXECUTIVE OFFICE

*Tiffany Edwards, Intergovernmental Relations Manager*

### **LEGISLATIVE UPDATE**

November elections continue to dominate the activities at the state and federal level. Several races stand to have significant impacts to LTD, as they relate to policy and funding for transit. This will be known at the time of the November Board meeting. A written summary will be included in the December regular Board meeting and will be incorporated into January's presentation by the IGR.

Legislation for the 2023 long session is under way and LTD continues to be heavily engaged in a number of concepts that may impact LTD. LTD and its IGR are heavily engaged with the work of the Oregon Transit Association and its work on a funding campaign for 2023, in addition to other transit and transportation-related policies.

LTD's IGR will attend the retreat for The Bus Coalition December 3-4, 2022, which is a federal advocacy organization for which LTD holds a Board seat. The retreat will establish priorities for bus and facilities funding for 2023. LTD's Fleet Procurement Plan will also help to inform this work both at the State and Federal level. LTD is also very active with several advocacy organizations including ZEBRA's policy subcommittee, which is Chaired by LTD's IGR, and the Oregon Renewable Hydrogen Alliance. Both of these groups are actively engaged in work that is relevant to LTD's Fleet Procurement Plan, as we continue to explore technologies and fuel propulsion types for fleets.

The Federal Government is funded through December 16, 2022, pending passage of the FY23 Appropriations. LTD has a community-initiated project included for its Fall Fleet Protection Project, which was submitted by our Oregon delegation (Wyden, DeFazio, Merkley). Other programs will require passage of Appropriations to fund at proposed levels, which is expected prior to the December deadline. If not passed, typically a Continuing Resolution is passed to carry current funding levels through until amended through the Appropriations process.

LTD is actively planning for opportunities in 2023 for the Board and LTD staff to engage more frequently and robustly with local elected officials and decision-makers through a number of initiatives that are expected to be shared during the next Board retreat or future Board meeting.

## SERVICE DELIVERY & ADMINISTRATION

### PLANNING AND DEVELOPMENT

*Tom Schwetz, Director of Planning and development*

**Lane Transit District's Origin Story** – In honor of LTD's beginning service operations in November 1970, below is a short history of transit in the region and LTD's origins.

*"The die will be cast for or against the building of a city here in the acceptance or rejection of the proposal now pending before the council."* This was the opinion of the Editorial Board of the Eugene Weekly Guard (merged later with the Eugene Register to become the Register-Guard) regarding the Eugene Council's consideration of an electric railway (streetcar) on July 5, 1906. The Eugene City Council continued to play a role in overseeing the franchise provided to private operators of transit for over 60 years.

In the mid to late 1960's, the Eugene-Springfield area was served by a small, privately owned bus company- the Emerald Transportation System, Inc., or ETS. During that time, the system carried approximately 2200 passengers each weekday (currently, LTD is carrying 23,000 passengers on an average weekday), with only the very minimum offered in terms of standards of service. Most of the fleet operated by ETS were obsolete school buses. There were no bus shelters, and few marked bus stops or other signs of a more formal transit service. Service on most routes had a frequency of 30 minutes. On average, there was one boarding for each mile a bus is operated.

In 1969, faced with bankruptcy, the company notified the public (the city of Eugene managed the franchise arrangement with ETS) that it would be unable to continue to operate and the city of Eugene temporarily assumed responsibility of the operating deficit.

In that same year, the Oregon Legislature passed an enabling statute, ORS 267, defining how transit districts could be formed. The impetus for this legislation came from the Portland Metropolitan area. The private transit companies in the Portland area, faced with escalating operating costs and declining revenues, were unable to continue to operate. To prevent the loss of bus service, the private companies were purchased by a newly organized Portland Transit District. This organization, now known as TriMet, was the first public transit district in Oregon authorized under the provisions of ORS 267.

On June 22, 1970 the Eugene City Council, moved by Councilor McDonald (Terry McDonald's father) and seconded by Councilor Teague approved a resolution requesting the creation of a metropolitan transit district. The resolution was referred to the Lane County Board of Commissioners and the Springfield City Council, each body concurring with the Eugene Council. Action. Governor Tom McCall had indicated that he was aware of the transit problems facing the region and would act promptly when a resolution came from the City of Eugene. As a result, within a week, Gov. Tom McCall established the Lane Transit District on June 28, 1970.

The first Board of Directors were sworn into office on June 30, 1970. The Emerald Transportation System, Inc. had operated a fleet of 20 vehicles consisting of 18 small former school buses and 2 vans - collectively known as the "green meanies" because of their color. Eugene agreed to provide interim service until LTD was prepared to take over operations. Fred Dyer was hired to be LTD's first General Manager. The fleet and related garage facilities were purchased and the district began operation on November 23, 1970.

Among the first tasks of the newly appointed board were the establishment of a service boundary and the selection of a method of taxation. The service boundary was initially drawn to include only the Eugene-Springfield Metropolitan area. A payroll tax was selected as the method of taxation. The principal goals set by this first Board of Directors were focused on the continuation of the service that had been provided by Emerald Transportation System.








Significant changes in routing and scheduling did not occur until 1972, when the district purchased 23 new twin coaches and put them into operation. The "green meanies" were gradually phased out. Actual expansion of routes and schedules did not occur until 21 36-passenger diesel buses were purchased from the Southern California Rapid Transit District (currently LA Metro).

Lane Transit District moved from the Emerald Transportation System facility at Fifth and Oak to its intermediate location at Eighth and Garfield in 1973. The district would operate out of that site until the Glenwood facility was opened in 1997. The following year, the Eugene station open for service (April 1998). In 1998, the Creswell City Council requested annexation into the LTD service area. As a result, six weekday trips were implemented. As part of that implementation, a pilot service to Cottage Grove was also initiated. Cottage Grove formally joined the district in 2000.

## **FINANCE**

*Christina Shew, Director of Finance*

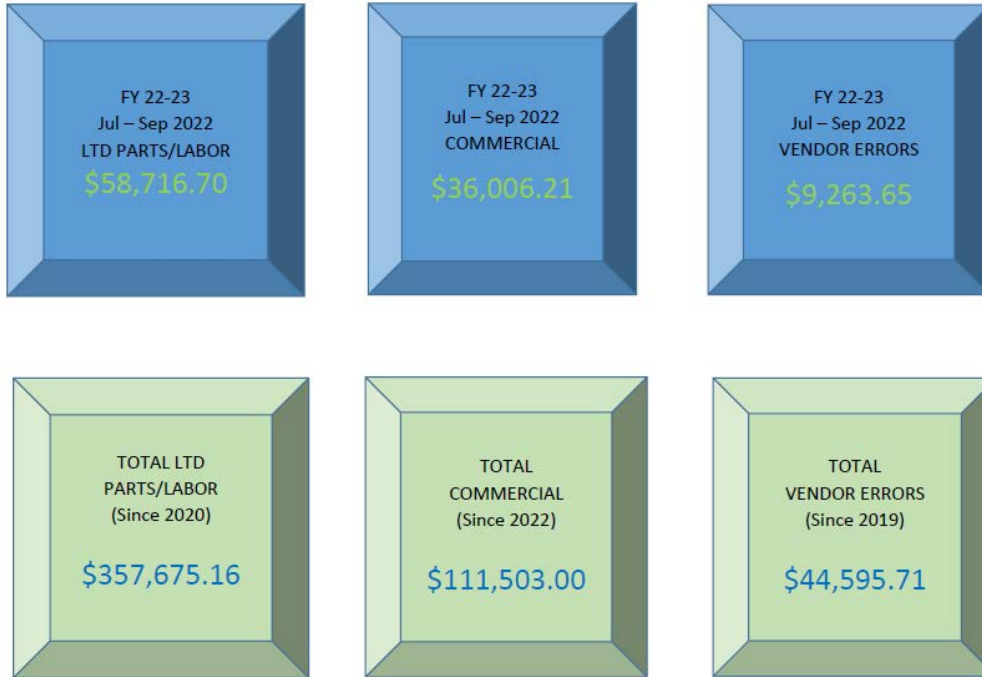
## Grant Accomplishments in FY2022

 <p><b>NUMBER OF GRANTS SUBMITTED</b></p>	<p><b>Federal:</b> 20 <b>State:</b> 7</p>
 <p><b>PROJECTS FUNDED BY GRANTS</b></p>	<p><b>Rolling stock</b> (5 EmX, 19 Electric, 5 ADA); <b>IT</b> (Novus modules, ERP, IT upgrades); <b>Operational assistance</b> (COVID-19 gaps, preventative maintenance); <b>Major bus components, Non-single occupancy vehicle incentive programs, Facility upgrades</b> (Bus wash, security upgrades) <b>Student Pass Program, Low-income fare Program, Rhody Express, Diamond Express, Senior &amp; Disabled services, Planning</b></p>
 <p><b>STRATEGIC ACHIEVEMENTS</b></p>	<p>Negotiated with ODOT to utilize <b>\$5M in Lottery Bonds</b> for: SCTS, BEB Charging infrastructure and EmX infrastructure upgrades</p>
<p><b>Discretionary grants</b></p>	<p><b>\$3.3 M in STIF discretionary funds</b> for Federal electric bus match</p>
 <p><b>NUMBER OF GRANTS AWARDED</b></p>	<p><b>Federal:</b> Of the 20 submitted: 10 awarded in FY22 &amp; 10 awarded in Q1 FY23 <b>State:</b> 7</p>
 <p><b>GRANT DOLLARS AWARDED</b></p>	<p><b>Federal</b> \$49.6 million <b>State:</b> \$11.8 million</p>
 <p><b>% OF CAPITAL PROJECTS COVERED BY GRANTS</b></p>	<div style="text-align: center;">  <p><b>83%</b></p> </div>

**BUSINESS SERVICES**

*Wendi Frisbie, Interim Director of Business Services*

**Materials Management Update:** The Materials Management Team continues their great efforts in their warranty program. Below is the update from Q1.



In the first quarter of the fiscal year, the team has been able to recover a total of \$103,986.56 in warranty claims and vendor errors. Since they took over the program and started tracking, they have been able to recover \$513,773.87, over half a million dollars!

They look forward to reporting their Q2 number in February.

**Procurement Update:** The team is involved in several solicitation processes. The Contract Committee and Board will see the following projects in the coming months:

- Comprehensive Operations Analysis (coming late spring)
- EmX Corridor Safety Measure Implementation (coming this fall)
- Operations Scheduling Software (coming this winter)
- RideSource Call Center & Operations (coming this winter)
- RideSource Operations Analysis (coming this spring)
- Video Camera updates on Buses (coming this fall)

**Records Management Update:** Staff are diligently working on converting all of our paper records and will have a quarterly update next month. While working on the record conversion, the staff is also working on building an archive of LTD’s history. It will be an extensive project, but will help achieve our Mission Statement of Connecting Our Community by sharing the proud history of LTD with both staff and our community.

**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*

- After a hiatus during the pandemic, RideSource plans to resume providing DD53 work trips in November.
- Accessible Services staff will serve as panelists for a community presentation on accessible transportation, part of a series of disability resources presentations.
- Working closely with our training supervisors, the Accessible Services team has updated and rolled out ADA training for instructors.
- Specialized Services has been hard at work preparing grant application materials, incorporating our STF funded programs into the upcoming STIF solicitations.
- Very soon we anticipate the public release of an online RideSource trip request feature providing increased independence. More to come!
- LTD has begun preparations to adapt to the announced closure of one of our key external service providers, Mid-Valley Ambulance.
- Accessible Services has been excited to participate in the Eugene Station modernization project planning, creating a more inclusive and accessible space for the public.

### **MARKETING AND COMMUNICATIONS**

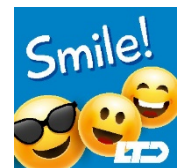
*Pat Walsh, Director of Marketing & Communications*

*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 LTD with our I Ride Campaign communications. Staff continues to work closely with the Turell Marketing Group to develop new video and digital assets promoting the community to ride with us while highlighting their personal stories on transit. The newly produced video materials will continue to run on local TV with new videos running each month through spring of 2023 and will be much more visible locally after the conclusion of election season.

LTD Hosted World Smile Day on October 7<sup>th</sup>, but celebrated it all month long. 750 smile buttons were distributed. All LTD staff had the option to get one and the rest were distributed to riders through operators, the Customer Service Center, and Marketing staff passing them out at the Eugene and Springfield Stations.

Marketing staff is currently working on a plan for more rider engagement that will include pop-up Rider Appreciation events. Staff will be present at the stations, or high-traffic stops, answering questions and handing out information and promo items to say thank you. Public Safety officers will join in once in a while (as time allows) to provide positive interactions for our riders, especially students.



**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.

**Community Values Survey Part 2:** Marketing is leading team to develop questions for community partner's survey to determine perceptions of District among those public organization's it works closely with on various projects. Survey is expected to launch after the holidays.

**Moving Ahead:** Marketing and Planning were joined by the city of Eugene to provide an update about Moving Ahead to members of the Santa Clara Community Organization. Marketing also provided a story for the River Road Community Organization to include in its newsletter. This same team will meet with Northeast Neighbors in November.

**2021-2022 Fiscal Year in Review:** This document was completed in October and is posted on the LTD web site and will be shared with community members. It is meant to provide the community with a snapshot of LTD operations and is a companion piece with the Annual Budget and CIP documents. It is the first year this document has been produced.

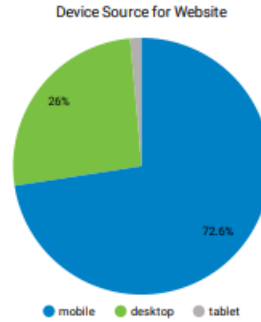
**DeFazio Celebration:** Marketing supported the organizational work for the DeFazio Celebration led by Intergovernmental Relations and Facilities. Marketing provided media relations services, copy writing and design for the permanent plaque, photography, and social media services.



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

**Website Overview**

Users <b>26,895</b> ↑ -5.3%	Pageviews <b>123,952</b> ↑ -10.0%	Avg. Time on Page <b>00:01:58</b> ↑ -0.2%
New Users <b>23,005</b> ↑ -6.7%	Unique Pageviews <b>103,078</b> ↑ -9.0%	Pages / Session <b>2.17</b> ↑ -4.7%



**Latest News**

Press Releases <b>7</b>	Pageviews <b>1,323</b> ↑ -36.1%	Avg. Time on Page <b>00:01:56</b> ↓ 19.3%
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Device Category	Users	% Δ
mobile	19,638	-2.6%
desktop	7,037	-8.5%
tablet	390	-18.9%

LTD.org Home Page



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

**Facebook: Audience Summary**

TOTAL PAGE LIKES

**5.7k**

NEW LIKES

**29** ↓ 39.58%

Avg. per day :1

LIKES LOST

**13** ↑ 44.44%

Avg. per day :<1

ORGANIC VS PAID LIKES



**Facebook: Impression Summary**

PAGE IMPRESSIONS

**267k** ↑ 1.28%

Avg. per day :9,195

PAGE REACH

**239k** ↓ 0.22%

Avg. per day :8,226

ORGANIC VS PAID REACH



TOP COUNTRY

COUNTRIES	COUNT	%
United States	180k	99.85%

**Facebook: Post & Engagement Summary**

TOTAL POSTS

**42** ↓ 12.5%

Avg. per day:1

TOP POST

There is no data available currently for this report.

ENGAGEMENT BY POST TYPE



TYPE	ENGAGEMENT	%
Image	306	88.7%
Video	37	10.72%
Link	2	0.58%
Text	0	0%

TOTAL ENGAGEMENT

**345** ↓ 40.72%

Avg. per day:12

**Facebook: Top Posts by Shares**

via Zoho Social  
20 Oct 2022 05:00 AM

Do you care about...  
 Earning competitive wages  
 Making a difference in yo...

Reactions	4
Comments	0
Shares	12
Engagement	16
Engagement Rate	<1%

via Zoho Social  
28 Sep 2022 03:00 PM

Reminder for K-12 Students & Parents  
 Please verify that your 202...

Reactions	1
Comments	0
Shares	6
Engagement	7
Engagement Rate	<1%

via Zoho Social  
3 Oct 2022 07:00 AM

The 10th Annual Oregon Get There Challenge officially begins TODAY, October 3,...

Reactions	3
Comments	0
Shares	5
Engagement	8
Engagement Rate	<1%

via Zoho Social  
4 Oct 2022 11:00 AM

#TuesdayTip To keep riders safe and EmX buses on schedule, once bus doors...

Reactions	7
Comments	0
Shares	5
Engagement	12
Engagement Rate	<1%

via Zoho Social  
1 Oct 2022 07:00 AM

The October issue of Bus Talk is available now. Featured stories include:...

Reactions	6
Comments	0
Shares	4
Engagement	10
Engagement Rate	<1%

Twitter Sep 2022, 27 - Oct 2022, 25

### Twitter: Audience Summary

**TOTAL FOLLOWERS**  
**3.7k**


**NEW FOLLOWERS**  
**10** ↓44.44%  
 Avg. per day: <1

### Twitter: Tweets & Engagement Summary

**TOTAL TWEETS**  
**48** ↑0%  
 Avg. per day: 2

**TOTAL ENGAGEMENT**  
**72** ↓28.71%  
 Avg. per day: 2

**TOP TWEET**  
 via Zoho Social by hailey.pratt  
 7 Oct 2022 02:00 PM




"The Scoop," a video produced by LTD's marketing team and Turell Group, earned second place in the...






Likes	3
Replies	0
Retweets	1
Engagement	4
Engagement Rate	<1%

**ENGAGEMENT BY TWEET TYPE**

TYPE	ENGAGEMENT	%
Image	58	80.56%
Video	8	11.11%
Link	3	4.17%
Gif	2	2.78%
Text	1	1.39%
Poll	0	0%



### Twitter: Top Posts by Engagement Rate

<p>via Zoho Social by hailey.pratt 7 Oct 2022 02:00 PM</p>  <p>"The Scoop," a video produced by LTD's marketing team and Turell Group,...</p> <table border="1"> <tr><td>Likes</td><td>3</td></tr> <tr><td>Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>1</td></tr> <tr><td>Engagement</td><td>4</td></tr> <tr><td>Engagement Rate</td><td>&lt;1%</td></tr> </table>	Likes	3	Replies	0	Retweets	1	Engagement	4	Engagement Rate	<1%	<p>via Zoho Social by hailey.pratt 13 Oct 2022 10:00 AM</p>  <p>LTD will hold an appreciation celebration today at Springfield Station to honor...</p> <table border="1"> <tr><td>Likes</td><td>4</td></tr> <tr><td>Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>0</td></tr> <tr><td>Engagement</td><td>4</td></tr> <tr><td>Engagement Rate</td><td>&lt;1%</td></tr> </table>	Likes	4	Replies	0	Retweets	0	Engagement	4	Engagement Rate	<1%	<p>via Zoho Social by hailey.pratt 15 Oct 2022 08:00 AM</p>  <p>In recognition of White Cane Safety Day on October 15, LTD celebrates the access...</p> <table border="1"> <tr><td>Likes</td><td>3</td></tr> <tr><td>Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>1</td></tr> <tr><td>Engagement</td><td>4</td></tr> <tr><td>Engagement Rate</td><td>&lt;1%</td></tr> </table>	Likes	3	Replies	0	Retweets	1	Engagement	4	Engagement Rate	<1%	<p>via Zoho Social by hailey.pratt 4 Oct 2022 11:00 AM</p>  <p>#TuesdayTip To keep riders safe and EmX buses on schedule, once bus doors close, operators won't open the doors until the next stop. Arrive early and be ready to board. Get more tips about riding the bus on our websi...</p> <table border="1"> <tr><td>Likes</td><td>4</td></tr> <tr><td>Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>0</td></tr> <tr><td>Engagement</td><td>4</td></tr> <tr><td>Engagement Rate</td><td>&lt;1%</td></tr> </table>	Likes	4	Replies	0	Retweets	0	Engagement	4	Engagement Rate	<1%	<p>via Zoho Social by hailey.pratt 5 Oct 2022 07:02 AM</p>  <p>Thank you, LTD Fleet Maintenance Team, for all you do to connect our community to transportation. These dedicated crew members work through the night to clean, service, and maintain our buses to mak...</p> <table border="1"> <tr><td>Likes</td><td>4</td></tr> <tr><td>Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>0</td></tr> <tr><td>Engagement</td><td>4</td></tr> <tr><td>Engagement Rate</td><td>&lt;1%</td></tr> </table>	Likes	4	Replies	0	Retweets	0	Engagement	4	Engagement Rate	<1%
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**LinkedIn** Sep 2022, 27 - Oct 2022, 25

### LinkedIn: Audience Summary

**TOTAL FOLLOWERS**  
**832**

**NEW FOLLOWERS**  
**31** ↓ 27.91%  
Avg. per day :1

**ORGANIC VS SPONSORED**

100% Organic  
0% Sponsored

**TOP COUNTRY**

COUNTRIES	FOLLOWER COUNT	%
UNITED STATES	757	91.1%

### LinkedIn: Performance Summary

**PAGE VIEWS**  
**317** ↓ 12.86%  
Avg. per day :11

**UNIQUE VIEWS**  
**122** ↓ 9.17%  
Avg. per day :4


**CAREER PAGE CLICKS**  
**0** ↑ 0%  
Avg. per day :0

### LinkedIn: Engagement Summary

**TOTAL POSTS**  
**41** ↑ 7.89%  
Avg. per day:1

**TOP POST**

directly via LinkedIn  
30 Sep 2022 11:40 AM



LTD's employer outreach and marketing specialist, Cody, is at the Lane County employee benefits fair,...

Likes	34
Comments	1
Shares	1
Engagement	36
Engagement Rate	4%

**ENGAGEMENT BY POST TYPE**

TYPE	ENGAGEMENT	%
Image	272	88.89%
Video	28	9.15%
Text	6	1.96%
Link	0	0%

306 Engagement

**TOTAL ENGAGEMENT**  
**306** ↓ 12.57%  
Avg. per day:11

### LinkedIn: Top Posts by Engagement Rate

Post Content	Likes	Comments	Shares	Engagement	Engagement Rate
LTD's employer outreach and marketing specialist, Cody, is at the Lane County employ...	34	1	1	36	4%
How do we Xcelerate our local businesses? Lane Transit District is committe...	28	0	4	32	4%
Caitlin Vargas, President of the LTD Board of Directors, was elected to the Board o...	28	3	0	31	4%
Thank you, LTD Fleet Maintenance Team, for all you do to connect our...	24	0	1	25	3%
Long-time LTD bus operator Justin Martin placed second in the Regional Bus Roade...	21	1	1	23	3%

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

**Instagram: Audience Summary**

TOTAL FOLLOWERS	NEW FOLLOWERS
<b>368</b>	<b>37</b> ↓42.19%
Avg. per day: 1	Avg. per day: 1

**Instagram: Post & Engagement Summary**

TOTAL POSTS	TOP POST	ENGAGEMENT BY POST TYPE												
<b>35</b> ↑6.06%	directly via Instagram 21 Oct 2022 3:00 AM	<table border="1"> <thead> <tr> <th>TYPE</th> <th>ENGAGEMENT</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Image</td> <td>259</td> <td>85.48%</td> </tr> <tr> <td>Video</td> <td>44</td> <td>14.52%</td> </tr> <tr> <td>Carousel</td> <td>0</td> <td>0%</td> </tr> </tbody> </table>	TYPE	ENGAGEMENT	%	Image	259	85.48%	Video	44	14.52%	Carousel	0	0%
TYPE	ENGAGEMENT	%												
Image	259	85.48%												
Video	44	14.52%												
Carousel	0	0%												
Avg. per day: 1	<p>Duck football fans can ride LTD for easy game day transportation. 1 Drive to a free Park &amp; Ride or...</p> <table border="1"> <tr><td>Reactions</td><td>28</td></tr> <tr><td>Comments</td><td>1</td></tr> <tr><td>Engagement</td><td>29</td></tr> <tr><td>Engagement Rate</td><td>8%</td></tr> </table>	Reactions	28	Comments	1	Engagement	29	Engagement Rate	8%					
Reactions	28													
Comments	1													
Engagement	29													
Engagement Rate	8%													
TOTAL ENGAGEMENT														
<b>303</b> ↓1.3%														
Avg. per day: 10														

**Instagram: Impression Summary**

IMPRESSIONS	REACH
<b>107k</b> ↑61.22%	<b>94k</b> ↑63.52%
Avg. per day :3,704	Avg. per day :3,233

**Instagram: Top Posts By Engagement Rate**

Post	Reactions	Comments	Engagement	Engagement Rate
directly via Instagram 21 Oct 2022 10:00 AM Duck football fans can ride LTD for easy game day transportation....	28	1	29	8%
directly via Instagram 5 Oct 2022 07:00 PM Thank you, LTD Fleet Maintenance Team, for all you do to connect our...	17	1	18	5%
directly via Instagram 7 Oct 2022 02:00 PM "The Scoop," a video produced by LTD's marketing team and Turell Group,...	16	0	16	4%
directly via Instagram 30 Sep 2022 11:40 AM LTD's employer outreach and marketing specialist, Cody, is at the Lane County employ...	14	0	14	4%
directly via Instagram 8 Oct 2022 05:01 AM Join LTD's dynamic fleet maintenance crew and maintain a fleet that's on th...	14	0	14	4%

**Employer Programs:** Staff continued outreach to local businesses in Eugene, Springfield, and the surrounding service area. LTD participated the following employer benefit and wellness fairs to promote usage of transit as well as the Group Pass and Emergency Ride Home programs.

Date	Event	# of Participants
09/29	Lane County Benefit Fair	250
09/30	Lane County Benefit Fair	175
10/4	University of Oregon Transportation Day	50

10/12	City of Springfield Wellness Fair	50
10/19	Thermo Fisher Scientific Wellness Fair	20
<b>Total</b>		<b>545</b>

**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
September	5	41	771	9,551	38,759

\*Vanpool reporting experiences a 30-day delay.

**FACILITIES**

*Joe McCormack, Director of Facilities*

There is no report this month.

**MAINTENANCE**

*Matt Imlach, Director of Maintenance*

There is no report this month.

**TRANSIT OPERATIONS**

*Jake McCallum, Director of Transit Operations & Public Safety*

**Transit Operations:** Transit Operations is continuing with our work on the bus camera replacement project. 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. **Update - We had a representative from the vendor of the product on site October 10th – 12th to do a review of all of our vehicle types. This purpose was to determine where all the cameras would be placed and the exact number needed. We reviewed the documents created from the review and are now moving to the next stage of the process. This will include a cost estimate and then a review for approval from board members. If the proposal is accepted, we will work with the vendor on a timeline to complete the removal of the old hardware and cameras and the installation of the new hardware and cameras.**

Transit Operations is working on another project to replace the scheduling and operating software system. After the zoom session for prospective vendors to ask questions, the District responded to the questions. We were asked to extend the proposal timeline by three weeks to accommodate what we are asking for. We have granted this extension and are looking for those proposals by November 11, 2022. We will then have interviews on or around November 28, 2022, for the committee to review, and we hope to have a decision by late December. The goal is to have our proposal ready for board approval at the January 2023 board meeting.

**Training:** Customer Service Training - District customer service training continues to evolve in alignment with the SBP. Modules created earlier this year are being enhanced by adding specific areas of focus such as the unhoused, elderly, and developmentally disabled ridership. Curriculum is being developed to highlight empathy and respectful communication. This training will be made available to all departments as aspects of such training aid in connecting both our internal and external community. (In Progress)

Policy Review - Monthly meetings have commenced between the Training, Accessible Services, and Customer Service departments to identify challenges that arise on the system and to work toward resolutions through policy adjustment proposals.



**Training Research and Development:**

1. As community stewards, our front-line employees encounter individuals requiring different customer service levels. First responders and medical personnel are often required to serve these individuals and receive specialized training-(CITS) to great success. Aspects of the CITS training afforded to first responders and medical personnel have been identified as a possible addition to our current training curriculum. We will pursue CITS training for the training department personnel to develop a more robust curriculum for our front-line employees.
2. Research has also commenced regarding attaining a bus simulator for the District. Site visits to other transit properties will be requested to assess the effectiveness of such an acquisition. These site visits will also help establish a networking relationship with these properties and share training techniques. (In Progress)

Training Refreshers - These refreshers are for enhancement and providing corrective tools for the employee. Each training refresher requires specialized training to certify the instructors that will provide these curriculums. (In practice)

1. Customer Service Refreshers
2. Smith System Refresher
3. Personal Coaching Refreshers
4. Return-to-Duty Training

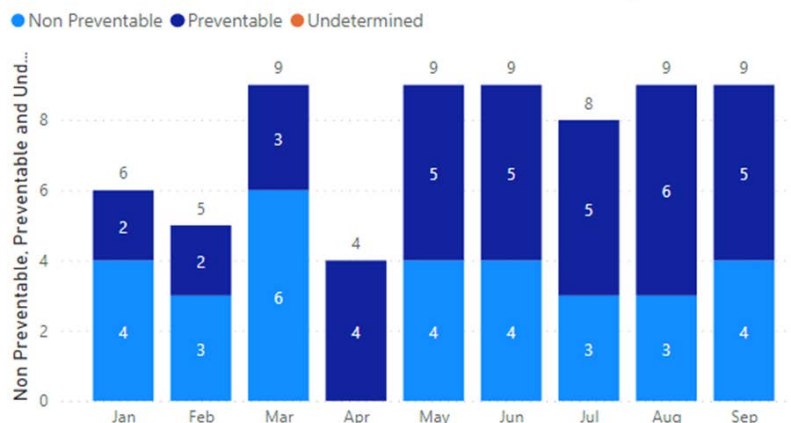
**Retirements:** LTD had one long-term operator retire in October. He had over 30 years of driving experience! We want to thank him for his dedicated service and wish him well as he moves on to a new chapter in his life.

<u>Name</u>	<u>Years of Service</u>
Frank Wikle	30+

**Accidents:** We continue to work on improving the number of preventable accidents. We will be reviewing all of our practices to find ways to reduce these numbers in the future. The recently implemented personal coaching refresher classes tailored to the operator's specific needs as well as the Smith System refresher classes we offer will go a long way in helping keep these numbers down. We have now had 2 classes complete our new TAPTCO training program and we have received some very positive feedback up to this point.

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
Sep	4	5	0
<b>Total</b>	<b>31</b>	<b>37</b>	<b>0</b>

Non Preventable, Preventable and Undetermined Accidents by Month



**Public Safety**

- On October 17, 2022, PSO Alex Ornelas-Jones and PSO James Morey completed their probationary period and are now full-fledged Public Safety Officers. Congratulate them when you see them!
- From October 17 – 21, PSO Quentin Price and Field Supervisor Josh Schmit attended a 40-hour Crisis Intervention Training (CIT) conducted by the Eugene Police Department (the first one since 2020.)
- In October, we started having in-person case review meetings after conducting online zoom case review meetings since April 2020.
- All the Springfield Stations cameras have been installed and adjusted. All Eugene Station cameras have been installed and will have final adjustments completed on October 24, 2022.
- Public Safety conducted over 8,195 fare inspections during September on the EMX line. They continue to assist with gathering lost and found and working with our customers.

PSO Duties	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Appeal				1							1
Biohazard Response	1					1	1				3
Community Court	5	6	15	14	8	7	10	1			66
CSF Response								1			1
Customer Services Assists				1	1	2	2	1			7
Evacuation for Safety Reasons				1							1
Exclusion Issuance	1	4	2	4	1	1	1	1	1	1	17
Fire									2		2
Medical	10	7	10	5	7	11	13	9	7	7	86
Off-LTD Threats									1		1
Operator Contact					2	1					3
Ordinance 36 Violation	117	122	144	152	156	178	153	186	163	91	1462
Other	3		2	4	8	7	5		2	3	34
Police Assist								1			1
Reinstatement	3	3		1	2	2	2			1	14
Road Checks									1		1
Route Problem			1			2					3
Vehicle Accident	18	10	19	17	18	19	21	20	21	15	178
Video			1				1	2	1		5
<b>Total</b>	<b>158</b>	<b>152</b>	<b>194</b>	<b>200</b>	<b>203</b>	<b>231</b>	<b>209</b>	<b>222</b>	<b>199</b>	<b>118</b>	<b>1886</b>



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 2022  
**ITEM TITLE:** ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING  
**PREPARED BY:** Camille Gandolfi, Clerk of the Board  
**DIRECTOR:** Jameson Auten, Chief Executive Officer  
**ACTION REQUESTED:** None. Information Only

---

**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.

### DECEMBER

#### Action

##### Consent Calendar:

- Budget Committee Member Term Renewal
- Contract Approvals
- SPC Member Term Renewals
- GM Pro Tempore

#### Information

- LTD STIF Projects
- STIF QE Preparation for Adoption
- Mobility Management Strategy Update
- Community Outreach & Communication Assessment
- Student Pass Update
- SPC/CATC Merger

### JANUARY

#### Action

- 5311 Funds
- STIF Adoption

#### Information

- Social Media Update
- FY22 Auditors Annual Report
- Legislative Update
- Eugene Station Modernization

**FEBRUARY**

Action

- Annual Comprehensive Financial Report

Information

- Strategic Business Plan Quarter 2 Update
- Operations Command Center Update

**BACKGROUND:** N/A

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

**NEXT STEPS:** N/A

**SUPPORTING DOCUMENTATION:** N/A

**PROPOSED MOTION:** N/A



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 16, 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:** Jameson Auten, Chief Executive Officer  
**ACTION REQUESTED:** Information and Discussion

---

**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