



LANE TRANSIT DISTRICT BOARD OF DIRECTORS WORK SESSION

Wednesday, October 18, 2023
5:30 – 7:30 p.m.

IN-PERSON & VIRTUAL MEETING

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

Zoom: Link to watch live provided on the web calendar at www.LTD.org.

Broadcasting: Watch live on channel 21 or via link: <https://metrotv.omninet.org/>

AGENDA

	<u>ITEM</u>	<u>Time</u>	<u>Page</u>
I.	CALL TO ORDER	5:30 p.m.	
II.	ROLL CALL <input type="checkbox"/> Gino Grimaldi (President) <input type="checkbox"/> Susan Cox (Vice President) <input type="checkbox"/> Pete Knox (Secretary) <input type="checkbox"/> Kelly Sutherland <input type="checkbox"/> Lawrence Green (Treasurer) <input type="checkbox"/> Michelle Webber <input type="checkbox"/> Heather Murphy		
III.	COMMENTS FROM BOARD PRESIDENT <i>This agenda item provides an opportunity for the Board president to formally communicate with the Board on any current topics or items that may need consideration.</i>		
IV.	COMMENTS FROM THE GENERAL MANAGER <i>This agenda item provides an opportunity for the general manager to formally communicate with the Board on any current topics or items that may need consideration.</i>		
V.	ANNOUNCEMENTS AND ADDITIONS TO AGENDA <i>This agenda item provides a formal opportunity for the Board president to announce additions to the agenda, and also for Board members to make announcements.</i>		
VI.	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>		3
VII.	EMPLOYEE OF THE MONTH – OCTOBER 2023		
VIII.	AUDIENCE PARTICIPATION <i><u>Public Comment Note:</u> The Board sets aside time at the beginning of the meeting for members of the public to provide public comment. We appreciate hearing from the public and encourage use of this opportunity. 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. Testimony may be provided via e-mail at clerk@ltd.org.</i>		
A.	FISCAL YEAR 2022-2023 AUDIT PLAN: <i>Materials Included</i> Joe Escobar, Eide Bailly Action Needed: None. Information Only	15 mins	6

<u>Time</u>		<u>Page</u>
B.	COCA COMMUNITY STEERING COUNCIL OVERVIEW <i>Materials Included</i> Tom Schwetz, Director of Planning & Development Action Needed: Information and Discussion	20 mins 7
C.	RIDESOURCE SERVICE REVIEW: <i>Materials Included</i> John Ahlen, Accessible Services Program Manager Action Needed: Information and Discussion	25 mins 12
D.	STRATEGIC BUSINESS PLAN REPORTING: <i>MATERIALS INCLUDED</i> Aimee Reichert, Project Manager II Action Needed: None. Information Only	15 mins 14

IX. WRITTEN REPORTS – RESPOND IF QUESTIONS

- A. MONTHLY DEPARTMENT REPORTS – OCTOBER
 Jameson Auten, General Manager/Chief Executive Officer

Monthly department activity reports, and reports throughout the District, are provided for the Board’s information.

- B. ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING

Attached is a list of action or information items that will be included on the agenda for future Board meetings.

- C. DELEGATED AUTHORITY REPORT – SEPTEMBER 2023

X. ADJOURNMENT

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 17th Avenue and turn left. The building entrance faces 17th 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 17th Avenue and turn left. The building entrance faces 17th 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 17th Avenue.



AGENDA ITEM SUMMARY

DATE OF MEETING:	October 18, 2023
ITEM TITLE:	BOARD MEMBER REPORTS
PREPARED BY:	Allie Brusasco, Board Administrator
CHIEF OFFICER:	Jameson Auten, General Manager/Chief Executive Officer
ACTION REQUESTED:	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):** The two Board members representatives are Susan Cox and Kelly Sutherland; Board member Pete Knox is the alternate; General Manager/Chief Executive Officer Jameson Auten is the District's ex-officio attendee. MPC meetings are held on the first Thursday of each month. At the October 5, 2023 meeting, committee members discussed the following:
 - Promoting Resilient Operations (MPO) for Transformative, Efficient and Cost-saving Transportation (PROTECT) Grant Program Letter of Support.
 1. Ensure clear understanding that grant funds are an area-wide request.
 2. Request from the Committee to view the final request letter.
 - Eugene Safe and Active Street for All (SS4A) Grant Letter of Support
 1. A budget timeline
 2. Consideration of housing growth and demographic changes
 3. Safety data

The next meeting is scheduled for November 2, 2023. For more information about MPC, please go to: <https://www.lcog.org/346/Metropolitan-Policy-Committee>.

2. **Strategic Planning Committee (SPC):** This committee generally meets monthly and is composed of Board members Gino Grimaldi and Peter Knox, members of local units of government, and community representatives. At the September 26, 2023 meeting, committee members discussed the following:
 - Pilot Projects at LTD
 - COCA Community Steering Council Overview and updates

. The next meeting is scheduled for November 28, 2023.

3. **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 Heather Murphy serves as LTD's representative, Chief Executive Officer, Jameson Auten is the alternate. At the October 11, 2023 meeting, committee members discussed:

- Oregon Transportation Commission – meeting recap
Summary: Review and discuss the recent OTC and tri-state meetings that were held in Eugene.
- LaneACT member priority needs – next steps
Summary: Discuss what would be involved in developing a list of priorities for the LaneACT as a whole (rather than individual communities)
- 2027-30 STIP development
Summary: ODOT staff will provide an overview of the timeline and process for developing the 2027-30 STIP.
- LaneACT officers, member recruitment, and steering Committee format (quorum required)
Summary: Discuss the process for nominating LaneACT officers for 2024. Also discuss member recruitment and the possible expansion of the Steering Committee.

The next meeting is scheduled for November 08, 2023. For more information about LaneACT, please go to: https://www.oregon.gov/ODOT/Get-Involved/Pages/ACT_Lane.aspx.

4. **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. At the September 28, 2023 meeting committee members discussed:

- FY24 Proposed Budget
- Public Contracting Rules

The next meeting is scheduled for October 26, 2023. For more information about LCOG Board meeting, please go to: <https://www.lcog.org/bc-bod>.



AGENDA ITEM SUMMARY

DATE OF MEETING: October 18, 2023

ITEM TITLE: OCTOBER EMPLOYEE OF THE MONTH

PREPARED BY: Norma Driskill, Human Resources Coordinator

CHIEF OFFICER: Cosette Rees, Chief Customer Experience Officer

ACTION REQUESTED: None. Information Only

BACKGROUND: Amie Annsa, Bus Operator has been selected to receive the October Employee of the Month (EOM) award. Amie was hired as a Bus Operator on July 25, 2022.

Amie has had many compliments in her first year with Lane Transit District (LTD). Many passengers have noted that Amie is not only a good driver, but she is very kind and engaging with passengers when they get on and off her bus. She always has a smile and way with dealing with people that are less than happy or having a bad day. She helps out those needing to go to the cooling centers during this year's hot days and provided cold water for her riders. During this year's smoky season, Amie offered face masks in both adult and children sizes. Her customer service level is excellent and a great example of outstanding service.

When asked to comment on Amie's selection as EOM, Rebecca Bailey, Transit Operations Supervisor said:

Amie came to LTD with a passion for customer service. During this past year she has served our community with this goal at the forefront of her mind. Amie is a caring Operator who welcomes everyone on her bus. She listens intently to her passenger's needs and goes far above and beyond to provide excellent customer service. She creates a space in which everyone in our community can feel safe.

AWARD: Amie Annsa will attend the October 18, 2023 Board Meeting to be introduced to the Board and receive her award.



AGENDA ITEM SUMMARY

DATE OF MEETING: October 18, 2023

ITEM TITLE: FISCAL YEAR 2022-2023 AUDIT PLAN

PREPARED BY: Joe Escobar, Eide Bailly LLP

DIRECTOR: Pamela Strutz, Director of Finance

ACTION REQUESTED: None. Information Only

PURPOSE: To provide information to the Board on the audit plan for Lane Transit District for Fiscal Year 2022-2023 ending June 30, 2023.

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

This agenda item aligns with the strategic areas of: Financial Health and Sustainability.

DESCRIPTION: Joe Escobar of Eide Bailly LLP will attend the October 18, 2023 Board meeting to do a presentation and answer any questions Board members may have about the audit plan currently in progress.

BACKGROUND: At the conclusion of each Fiscal Year, an independent audit of Lane Transit District's financial statements and internal controls are performed. The results of the independent audit, including the independent auditor's reports, are incorporated into the District's Comprehensive Annual Financial Report and Single Audit.

The last presentation to the Board regarding the audit was on January 18, 2023 by Moss Adams, LLP. At that meeting they presented the results of the audit, and the District's Comprehensive Annual Financial Report for the fiscal year ending June 30, 2022. The Single Audit was in progress at this time and was not included in this report.

CONSIDERATIONS: N/A

ALTERNATIVES: N/A

NEXT STEPS: N/A

SUPPORTING DOCUMENTATION:

- Pre-Audit Presentation

PROPOSED MOTION: None. Information Only



AGENDA ITEM SUMMARY

DATE OF MEETING: October 18, 2023

ITEM TITLE: COCA COMMUNITY STEERING COUNCIL OVERVIEW

PREPARED BY: Tom Schwetz, Director of Mobility Planning and Policy

CHIEF OFFICER: Joe McCormack, Chief Development Officer

ACTION REQUESTED: Information and Discussion

PURPOSE: To provide the Board with an update on the Community Outreach and Communication Assessment (COCA) project and information on the formation and meeting process for the Community Steering Council.

DESCRIPTION: Staff have been working with InfraStrategies firm on a range of tasks focused on assessing and evaluating the community's experience and expectations related to Lane Transit District's (LTD's) public involvement processes. Specifically, the intent of the effort is to identify strategies and tactics that build community trust and confidence in the day-to-day work LTD does to serve the community, its projects developed and implemented with its partners (i.e. City of Eugene, City of Springfield, Lane County and ODOT), and with the District's leadership and governing body.

Key questions in this effort include:

- How can LTD achieve sustained engagement in decision-making on its key programs and processes from a wide spectrum of stakeholders?
- What methods best increase the transparency of decision-making while building the community's capacity to engage with the difficult trade-offs inherent to project benefits and impacts?

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.
 - a. Identify gaps between community expectations and the outreach efforts that were conducted
 - b. Identify gaps between community expectations and current levels of organizational reporting transparency and develop recommendations, as needed.
3. 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.
4. Position LTD to be an outstanding implementer of services designed with and for the communities we serve.

The outcome of this effort will be the creation of a Community Outreach and Communications Framework for the implementation of best practices.

BACKGROUND: LTD serves the community as a planning facilitator and implementer of services that are designed with public input. Increasing the transparency of the information, criteria, and deliberations in making small and large changes is essential to LTD in building and sustaining the community's trust. LTD serves a 'community of communities' that have varying service needs and preferences. Identifying and implementing effective public engagement strategies can assist in identifying and addressing the varying needs of those we serve. Specific engagement methods can be used to meet specific challenges and engage the public early in the planning process with a goal of establishing trust and ultimately (if possible) consent for delivering projects and outcomes that are desired by a broader community.

To date, work has been focused on review of the range of LTD's communications and interviews with stakeholders leading to the formation of a Community Steering Council (CSC) made up of community members (Attachment 1). The CSC will meet twice a month throughout Fall 2023, for a total of six meetings. Each meeting will be no longer

than two hours in duration. In exchange for time and expertise and to decrease barriers to participation, CSC members will receive a stipend.

The CSC is charged with providing input, advice, and recommendations to LTD staff and project team in the development of a Community Outreach Framework. The Framework will serve as a foundational guide for LTD in working alongside its community, whether for a project, plan, program, policy, or service. It is expected that the CSC will play a substantial role in shaping the Community Outreach Framework and to work collaboratively toward achieving consensus around that framework. Attachment 2 provides an overview of the focus, desired outcomes, and general agenda for the six meetings.

A presentation will be provided to explain the COCA process in further detail.

CONSIDERATIONS: The Community Outreach Framework will serve as a basis for how LTD conducts community engagement around its projects, policies, and programs in order to build community trust and confidence in its day-to-day work to serve the community. While there is no one-size-fits-all approach to public involvement, a scalable framework is envisioned to standardize practices and make engagement efforts more effective. The Community Outreach Framework will be shared with collaborating consultants and community partners as projects are kicked-off and specific engagement plans are developed, allowing a check on the completeness and integrity of future LTD efforts.

At the foundation of the Community Outreach Framework will be a set of shared values and principles. Shared values and principles for community engagement are fundamental beliefs, guidelines, or standards that both the CSC and LTD agree upon and commit to upholding throughout the engagement process. Establishing shared values can help create common ground, clarify expectations, encourage participation, minimize conflict, promote accountability, foster inclusivity, and improve decision-making.

The objectives for establishing a set of shared values include:

- **Building Trust and Rapport:** Shared values create a common ground between the transit agency and the community, fostering trust and rapport. When both parties see that their values align, they are more likely to have confidence in each other's intentions and actions.
- **Clarifying Expectations:** Shared values help clarify expectations for both the transit agency and the community. It provides a framework for how engagement should be conducted, ensuring that all parties understand the guiding principles.
- **Encouraging Participation:** When the community recognizes that their values are acknowledged and respected, they are more likely to actively participate in engagement efforts. This participation can lead to more constructive and valuable input.
- **Minimizing Conflict:** Shared values can help reduce conflicts and misunderstandings during the engagement process. When everyone is working from a common set of principles, it becomes easier to navigate disagreements and challenges.
- **Promoting Accountability:** Establishing shared values makes it clear that both the transit agency and the community have a responsibility to uphold these values. This promotes accountability on both sides, ensuring that commitments are met.
- **Fostering Inclusivity:** Shared values often include principles of inclusivity and equity, emphasizing that all community members should have a voice in the engagement process. This helps ensure that marginalized or underrepresented groups are not left out.
- **Improving Decision-Making:** Engagement guided by shared values leads to more informed decision-making. When community input aligns with these values, it is more likely to result in decisions that benefit the community as a whole.

Possible examples of shared values include:

- **Transparency:** Being clear and open about the process, how and why decisions were made, and the information that was relied upon.

- **Collaboration:** Actively seeking out, pursuing, and encouraging partnerships and collaborative efforts with community organizations, advocacy groups, the public, and other stakeholders.
- **Impact:** Ensuring engagement inputs have a real potential to make a difference and are more than a “check-the-box” exercise.
- **Inclusivity:** Understanding community demographics and involving a broad representation of community, including people who are traditionally underserved and under-engaged in the transportation decision-making process.

Other examples of potential values include: Equitable, Accessible, Continuous, Respectful, Responsive, Reflective, Proactive, and Active Listening.

ALTERNATIVES: N/A

NEXT STEPS: At Strategic Planning Committee September 26, 2023 meeting, staff provided the committee with an overview of the COCA Community Steering Council meeting process leading to the creation of a Community Outreach and Communications Framework. Periodic updates on the progress of the Community Steering Council will be provided to both SPC and the Board over the next several months.

SUPPORTING DOCUMENTATION:

- 1) Attachment 1 - Community Steering Council Membership
- 2) Attachment 2 - COCA Community Steering Council Meeting Overview

Attachment 1 - Community Steering Council Membership

Name (first, last)	Do you represent any organization(s)?	If yes, please briefly describe.	Student	Resident of Eugene-Springfield and surrounding rural areas	Business owner, employer or employee in Eugene-Springfield and surrounding rural areas
Amber Kelel	X	I am an owner and director of Systems West Engineers.			X
Courtney Griesel		Sierra Pacific Industries. Multi-state natural resource and manufacturing employer operating in both the Eugene-Springfield MSA and broader Lane County rural areas.			X
Daniel Padilla	X	I am Board Member of Free Bikes 4 Kidz. we are a local non-profit and our mission is giving away bikes for free to kids most in need. I worked with other non-profits with bike request and bike matching. My passion is helping kids be active!		X	X
David Hill	X	Meret Hotel Management, Coquille Indian Tribe		X	
Denise Abernathy	2			X	
DJ Andrews	2			X	X
Grace Kurlycheck	2		X		
Jon Belcher	X	Although I am a co-chair of the River Road Community Organization that Eugene Neighborhood Association isn't submitting anyone for appointment. (I opted for yes so I could comment here).		X	
Jordan Ackemann			X		
Kaarin Elizabeth Knudson	X	Better Housing Together is a housing advocacy organization (501c3) working collaboratively to increase housing affordability, diversity and supply in Lane County.		X	X
Matt Roberts	X	University of Oregon		X	X
Melinda Preciado	X	I'm the previous Ms. Wheelchair Oregon 2022 America, and the current Ms. Wheelchair Oregon USA 2023. I'm also a disabilities advocate and national certified peer visitor.			
Michelle Hanks	X	ShelterCare, Lane County Housing Collaboration, Live Healthy Lane			X
Phil Farrington	X	Board president - Cornerstone Community Housing		X	X
Robert Canaga	X	Travel Lane County, past chair and current member		X	
Sarah Koski	X	Lane County Community Organizations Active in Disaster, member Holy Narcan, Batman!, founder Oregon Digital Safety Net, advocate		X	
Seth Sadofsky		I am only representing myself, but I serve on the board of advisors for BEST.			X
Shaamammed Shaik	X	I serve on the Eugene Mayor's youth advisory council I also serve on the Lane Youth transportation advisory council	X		
Susan Blane	X	PeaceHealth Oregon, a mission driven not-for-profit healthcare system that operates four hospitals and numerous medical groups in Lane County, Oregon			X
Tab Davis				X	X
Linda Duggan	X	SEN Transportation Committee		X	

Attachment 2: COCA Community Steering Council Meeting Overview

Date	Meeting #	Focus	DESIRED OUTCOMES:			AGENDA					
13-Sep	1	INTRODUCTION	The CSC understands who LTD is, how the CSC will work with each other, and what LTD is trying to accomplish with COCA Framework.	The CSC is bought-in to their role in shaping the Framework and understands what the next 5 meetings will look like.		Member introduction, who you are and what public transit means to you	Who is LTD? What is LTD's relevant history? What are its functions? How do they operate?	What are the problems to be addressed with the COCA Framework and what are the bounds of the CSC?	How will the committee work together? Self-guided? Want to elect chair? Responsibilities of members?	Discussion will be developed into a purpose statement and charter for adoption next meeting	Review suggested 5-meeting agenda and ask for feedback, what else do they want to discuss? What information do they want to see?
27-Sep	2	WHAT IS IMPORTANT TO YOU?	The CSC feels satisfied that LTD has listened to them talk about what transportation and mobility issues they care about most, and where LTD has fallen short in the past.	The CSC starts to think about what kind of relationship they want with LTD.	LTD hears from CSC on what their priorities are around transportation and mobility.	<u>Facilitated Discussion:</u> What are your transportation and mobility challenges and problems? How do you want LTD to help solve these problems?	Breakout groups w/ LTD staff.	How do you want LTD to work with you as it tries to implement solutions to your mobility problems? What does that look like? What values/principles do you want LTD to uphold as it works with your community?			
11-Oct	3	WHO ARE OUR STAKEHOLDERS?	The CSC and LTD collectively understand all the varying stakeholders that need to be engaged for LTD business	The CSC and LTD discuss groups and stakeholders that are potentially overlooked during these processes, and how they can be brought into the mix.		<u>Facilitated Discussion:</u> Who does LTD engage? Who is missing? How can LTD better involve these stakeholders? Do they have different needs? What are some strategies that CSC thinks could work?	What kinds of partnerships does LTD need to build or strengthen to help involve these groups?	Should some groups be prioritized because of equity reasons? Why or why not?			
25-Oct	4	WHAT STRATEGIES WILL WE USE?	The CSC identifies specific strategies and tactics that they think LTD should employ and considers how different project types might warrant different strategies.	The CSC begins to understand constraints that LTD is up against and starts to serve as a problem solver on behalf of LTD.		LTD discusses survey responses and takeaways	Consultant team presents on best practices on engagement	<u>Facilitated Discussion:</u> Strategies and tactics and how that will lead to desired outcome	Potentially apply a scenario, such as a fare policy change, capital project, or quick-build to help foster discussion around different strategies		
8-Nov	5	HOW DO THESE STRATEGIES WORK IN PRACTICE?	The CSC and LTD apply discussions from Meeting 2, 3, and 4 to a real scenario, giving opportunity to ground-truth and test assumptions, etc.	The CSC and LTD begin to see how engagement will take shape in practice.		Using a real example of a LTD project, the CSC helps LTD brainstorm who the stakeholders are (using strategies discussed in Meeting 3) and what engagement will look like, using strategies discussed in Meeting 4	OR - Buffer meeting to adjust based on Meetings 1, 2, 3, and 4				
29-Nov	6	PUTTING IT ALL TOGETHER	The CSC reviews and discusses the draft framework and feels satisfied that inputs have been heard by LTD staff and will be incorporated ahead of presenting final Framework to Board for adoption	The CSC adjourns with confidence in LTD and renewed vigor in participating in LTD issues and serving as a representative/ connection into community		LTD presents to CSC overview of what they have accomplished over the 6-meetings, what the methodology has been for developing the framework, and a presentation summarizing the framework, followed by discussion and comments.	Next steps are discussed.				



AGENDA ITEM SUMMARY

DATE OF MEETING:	October 18, 2023
ITEM TITLE:	RIDESOURCE SERVICE REVIEW
PREPARED BY:	John Ahlen, Accessible Services Program Manager
DIRECTOR:	Tom Schwetz, Director of Mobility Planning and Policy
ACTION REQUESTED:	Information and Discussion

PURPOSE: To provide preliminary information on the RideSource Service Review (RSR) and get feedback to inform development of the draft Public Involvement Plan and stakeholder engagement efforts for the project.

DESCRIPTION: Futurist Terence Mauri has said that "you can't navigate the future with an old map". He calls on us to align around a point of view from the future. In this context, we want to focus our planning efforts on adapting the core of what we do (mobility management) by continuing to ask ourselves "what does our community need us to be?" To that end, over the next several years, Lane Transit District (LTD) will be conducting a series of planning efforts focused on defining LTD's role as the region's Mobility Manager. This process has been branded "Reimagine the Ride". This agenda item provides the Board with an update focused on the status of the RideSource Service Review.

Consistent and dependable transportation is essential for independent living. To ensure that Lane County residents continue to receive high-quality, efficient transit service, Lane Transit District is developing the RideSource Service Review. This community and technical review of RideSource operations will identify challenges and opportunities to improve specialized transportation for older adults, veterans, and people with disabilities. RSR will be conducted in parallel with the LTD System Review of LTD's fixed-route transit service.

Between now and the summer 2024, LTD will conduct focused community engagement to understand the experiences and perspectives of RideSource customers, community organizations, partner agencies, contractors, drivers, and administrators to inform the RSR.

BACKGROUND: Staff have been working since August with Fehr & Peers and their associates in a teamed approach to assess and evaluate RideSource mobility services. The strategic questions facing LTD and RideSource that are determined and explored during this project are expected to form a foundation for future iterations and development of RideSource mobility services. LTD and Fehr & Peers are beginning to evaluate RideSource, identify challenges, and explore opportunities to improve the quality and efficiency of transportation services intended to benefit older adults and people with disabilities. Staff will present an overview of the drafted goals and objectives of the study and provide an overview on the development of the public involvement plan for the project. Expected key products/outcomes include:

- 1) development of a public involvement plan for the project (Draft RideSource Service Review Public Involvement Plan attached),
- 2) baseline analysis of RideSource service delivery, operations, and performance,
- 3) review of key challenges and comparison with peers/best practices,
- 4) development of a program evaluation framework,
- 5) exploration of selected strategic questions or concepts determined by technical analysis and stakeholder engagement during the project, and
- 6) a formal final report summarizing consultant findings and recommendations.

The RideSource Service Review kicked off in July and is scheduled to be complete in the middle of 2024. The first tasks for the project include the development of an outreach plan and a baseline technical assessment of existing conditions, both of which are underway and expected to be completed this fall. That work will flow into an examination of challenges and best practices for meeting them, along with the creation of a methodology for

evaluating future performance. Seeking participation from stakeholders with different perspectives throughout the project, including from customers served by almost 300,000 trips each year, the RSR will use results from this outreach to leverage what is working well, make improvements based on best practices, and consider strategic changes to RideSource. That work culminates in a Final Report expected to be completed in Spring or early Summer of 2024.

Below is a summary of the tasks that will be completed as part of this project:

Task 1: Public Involvement Plan - A well-crafted Public Involvement Plan will ensure that the interests of key stakeholders, including staff, contractors, customers, and partner agencies, are incorporated into the assessment of existing conditions (Task 2) and investment evaluation tool (Task 4).

Task 2: Environmental Scan - The Environmental Scan will evaluate RideSource’s current operations and develop a performance baseline and method to apply to future reviews. Three types of data will be collected:

1. Quantitative data on service delivery, contracts, and operations, provided by RideSource and LTD staff. Ideally this data will include not just the most recent numbers but performance over time to help identify trends.
2. Qualitative data on policies, procedures, and practices
3. Conversations with key RideSource staff, customers, agency partners, and potentially contractors to understand the challenges and benefits they experience in the current operating environment. Key staff to engage include LTD/RideSource Leadership, frontline staff, and staff who manage STIF reporting and funding.

Task 3: Challenges and Best Practices - The project team will evaluate up to five peer organizations with similar operating and service contexts to RideSource. The consultant will provide a preliminary list of potential peers to LTD, choosing agencies that offer relevant and practical information by balancing geographic, operating and management comparisons.

Task 4: Program Investment Evaluation Framework - The program investment evaluation framework will provide a tool for RideSource and LTD to evaluate current and future investments in services.

Task 5: Formal Final Report - The formal final report and related key communication tools (executive summary and slide deck) will be used to communicate RideSource’s current status and potential goals to key stakeholders.

Task 6: Strategic Questions and Concepts - To illuminate future opportunities and challenges, the final report will include three framing papers that provide guidance for longer-term shifts in RideSource’s operations and funding. These papers will draw on content learned throughout the development of the Environmental Scan, Best Practices, and Evaluation Tool, identifying areas where more information is needed and/or where RideSource can engage internal and external stakeholders to support its long-term goals.

CONSIDERATIONS: N/A

ALTERNATIVES: N/A

NEXT STEPS: N/A

SUPPORTING DOCUMENTATION:

- 1) Attachment 1 – Consultant draft RideSource Service Review (RSR) Public Involvement Plan

PROPOSED MOTION: N/A



AGENDA ITEM SUMMARY

DATE OF MEETING: October 18, 2023

ITEM TITLE: STRATEGIC BUSINESS PLAN REPORTING

PREPARED BY: Aimee Reichert, Project Manager II

DIRECTOR: Matt Imlach, Director of Development

ACTION REQUESTED: None. Information Only

PURPOSE: 1) To provide a progress update on the fiscal year 2022-2024 Strategic Business Plan (SBP) for fiscal year 2023 (FY23) in review; 2) Provide a brief overview of updated tactical work plans for fiscal year 2024 (FY24); 3) Review LTD's TransDash Public Performance Dashboard. <https://www.ltd.org/Performance/>

DESCRIPTION: The FY22-24 Strategic Business Plan guides the direction for Lane Transit District. The SBP includes five strategic areas of focus with guiding success outcomes defined for Community Value, Customer Satisfaction, Employee Engagement, Financial Health, and Sustainability. Tactical work plans are updated annually to ensure there is clarity around how work activities (tactics) will drive LTD toward desired success outcomes.

BACKGROUND: The Board of Directors adopted LTD's Strategic Business Plan in July 2021. Implementation of the Plan began in October 2021 (FY22 Q2). Plan progress was last presented to the Strategic Planning Committee August 22, 2023. Since that time, LTD has finalized FY23 results and completed a refresh on tactical work plans for FY24. LTD has also invested in developing TransDash, a public-facing performance dashboard that includes Key Performance Indicators, measures designed to monitor progress toward goals.

CONSIDERATIONS: Tactical work for FY24 has been completely updated from prior year work. The intent of this update is to allow for prioritization on foundational work such as recruitment and retention, while concurrently setting LTD up for transforming into the Lane County Mobility Manager.

ALTERNATIVES: N/A

NEXT STEPS: LTD staff will continue to provide quarterly updates on Strategic Plan progress through FY24, with emphasis on TransDash Key Performance Indicator performance. Looking beyond FY24, LTD plans to update the Strategic Business Plan in alignment with updates to the Long-Range Transportation Plan (LRTP).

SUPPORTING DOCUMENTATION:

- 1) LTD_Strategic Business Plan_FY24_Final.pdf
- 2) <https://www.ltd.org/Performance/> - website

PROPOSED MOTION: N/A



Lane Transit District

STRATEGIC BUSINESS PLAN

Fiscal Years

2024 – 26

LTD Board Work Session
October 18, 2023 Page 15 of 41



Introduction to the LTD FY 2024-2026 Strategic Business Plan

LTD will focus on accountability with the community, on providing mobility solutions that leverage what transit can deliver today, and identify mobility opportunities available to deliver passengers to the people and places most important to them.

Lane Transit District has refreshed its Strategic Business Plan for FY24 (July 1, 2023-June 30, 2024) to more accurately reflect the evolving mobility needs of the communities it serves.

The updated Plan brings a focused approach to how LTD will engage its communities. Externally, through intentional engagement, LTD will focus on accountability with the community, on providing mobility solutions that leverage what transit can deliver today, and identify mobility opportunities available to deliver passengers to the people and places most important to them.

Internally, the FY24 Strategic Business Plan has a focus on increased engagement with LTD's employees. In collaboration with its employees, the District will implement a robust internal communications plan that will support employee retention and support recruitment.

The foundation for the FY24 Strategic Business Plan and beyond remains the Mission, Vision, and Values that the LTD Board of Directors approved with the District's first Strategic Business Plan in 2022.

The FY24 Strategic Business Plan is action-oriented. It is the "North Star" of LTD's focus to provide service and communicate with the community about the District's progress.

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Mission. Vision. Values.

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Performance Dashboard

Chief Executive Officer's Message



Jameson Auten
LTD Chief Executive Officer

Dear Community Members,

I am pleased to present this updated Strategic Business Plan. Our community's needs are evolving and this plan reflects LTD's approach to continuous improvement in addressing the most pressing needs in our area. These are our first steps in being the mobility manager for Lane County.

This is important work for the future of our region. Applying mobility solutions, beyond bus services, will connect our communities in ways that have the potential to positively impact access to gainful employment, education, healthcare, and housing.

You'll find that our approach has been simplified and refocused in three areas: foundational activities that provide a level of service that meets community needs; building relationships that ensure we are laser focused

on the right outcomes; and aspirational goals to truly become our County's resource for facilitating critical mobility options – directly operated or not.

As we work through the next several years, we will continue to assess our approach with an eye on being a transparent resource and solution for all. Thank you and we look forward to our continued service to you.

In your service,

A handwritten signature in black ink, appearing to read 'Jameson T. Auten'. The signature is stylized and fluid.

Jameson T. Auten
Chief Executive Officer
Lane Transit District

“This is important work for the future of our region. Applying mobility solutions, beyond bus services, will connect our communities in ways that have the potential to positively impact across gainful employment, education, healthcare, and housing.”

Mission. Vision. Values.

The Foundation for LTD's Culture

Mission

Connecting our community.

Vision

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



Values

Organizational values are the guiding principles that represent how we – as individuals and as a team – behave on our way to the future. As a way to ensure the success of Lane Transit District and because we care, we hold ourselves and our colleagues accountable for living and demonstrating our six core values.

Respect

We honor and dignify all individuals by listening intently to their unique contributions and needs — treating others with trust, care, kindness, and courtesy.

Integrity

We hold all that we say and do to a high standard of honesty, stewardship, ethics, fairness, and compassion.

Innovation

We persist in applying resourcefulness, creativity, and new technology alongside known best practices to best serve our community.

Safety

We create a safe environment for our employees, customers, and community – and are always willing to reach out to help, support, and assist others in ways that are safe to all involved.

Equity

We commit to listening, learning, and including voices from the diverse identities and abilities of our employees and our community — and we take care to consider how our decision-making processes address historic inequities in transportation.

Collaboration

We demonstrate cooperation and excellent team behaviors when working with others — both internally and with our partners in the District — by focusing on common purpose and win-win outcomes.

Strategic Business Plan Overview

Model

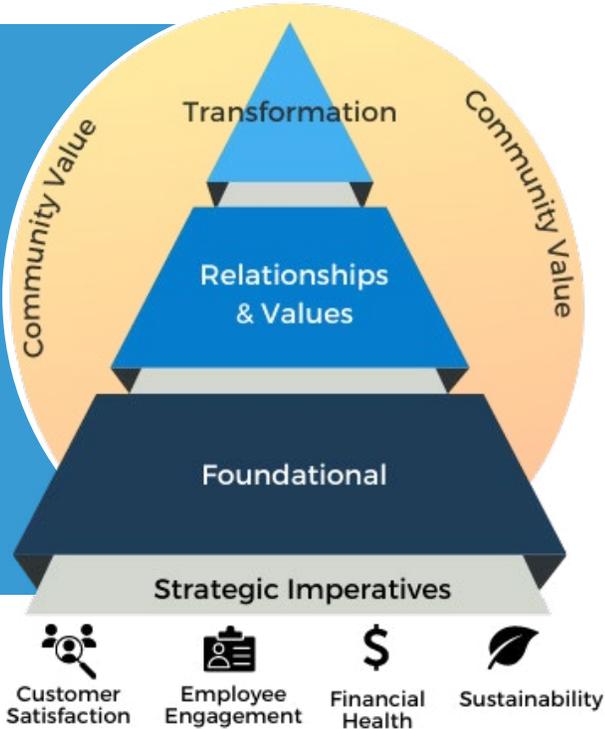
Each strategic plan project has an assigned sponsor who is responsible for financial, resource, and other support oversight.

Owner

Each strategic activity has an assigned owner, responsible for coordination with the team and target completion. The owner relies on the sponsor to remove barriers related to finances, resources, and other support requirements.

Community Value

At the heart of LTD's work is our commitment to deliver a relevant, high-quality passenger experience that is valued by the communities the District serves.



Work is phased over two years. Projects are organized as Foundational, Relationships & Values aligned, or Transformative. (See Figure 1 above.)

All three phases of work may be executed concurrently. When work begins to compete, Foundational activities should be prioritized. Foundational activities are required to successfully develop Relationships & Values that support transformational work in the community.

In order to maintain balanced work, each strategic

project also associates to one or more of LTD's strategic imperatives:

- Customer Satisfaction
- Community Value
- Employee Engagement
- Financial Health
- Sustainability

Work Plan Activities

Foundational

Success Outcome	Increase revenue service levels by 10% from Fiscal Year 2023 baseline
Sponsor	Joe McCormack
Strategic Imperatives	Customer Satisfaction, Community Value, and Sustainability

ACTIVITY	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Identify FY24 target recruitment metrics and establish baselines	Tom Schwetz	█							
Develop organizational recruiting and retention plan that drives towards identified targets	Jake McCallum		█	█	█				
Execute recruitment and retention plan and monitor against target	Michelle Paterson			█	█	█	█	█	█
Re-evaluate targets through assumptions from Long Range Fiscal Plan (LRFP)	Tom Schwetz					█			

Success Outcome Implement communication process for public engagement

Sponsor Pat Walsh

Strategic Imperatives Community Value and Sustainability

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Complete Community Outreach and Communications Assessment (COCA) and establish measurable baselines	Tom Schwetz	█							
Develop and execute COCA action plan	Pat Walsh		█	█	█				
Monitor COCA results against established baselines	Tom Schwetz			█	█	█	█	█	█



Success Outcome Develop a sustainable long-term financial model for LTD

Sponsor Jameson Auten

Strategic Imperatives Financial Health and Sustainability

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Update Long Range Financial Plan (LRFP)	Pam Strutz								
Establish internal budget development, accountability, and forecasting measures using LRFP assumptions.	Pam Strutz								
Implement Community Investment Plan budget and project prioritization process	Matt Imlach								
Identify and pursue options for diversifying revenue sources	Cosette Rees								

Success Outcome Develop Internal Strengths

Sponsor Jameson Auten

Strategic Imperatives Employee Engagement

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Develop and implement internal communications strategy	Pat Walsh								
Develop and implement professional development strategy	Michelle Peterson								
Execute performance management strategy	Michelle Peterson								
Design and develop Operations Command Center (OCC)	Matt Imlach								

Success Outcome	Improve the perception of security of LTD services by 5%
Sponsor	Pat Walsh
Strategic Imperatives	Community Value, Customer Satisfaction

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Evaluate historical trends in public perception of safety/ security using ABBG data	Cosette Rees								
Develop and execute communications campaign focused on transit security/safety	Theresa Brand								
Establish baseline metrics to measure against as we implement new security strategies.	Cosette Rees								
Develop and broadcast work plan for security improvements.	Cosette Rees								



Success Outcome Report LTD outcomes in relation to community priorities

Sponsor Cosette Rees

Strategic Imperatives Community Value, Customer Satisfaction

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Identify top 5 priorities for Eugene, Springfield, and Cottage Grove	Pat Walsh								
Develop action plan to affect these priorities	Theresa Brand								
Develop report on priorities and actions in terms of key stakeholders	Theresa Brand								



Success Outcome Implement strategy to community accountability

Sponsor Pat Walsh

Strategic Imperatives Community Value

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Engage with community and business leaders weekly	Camille Gandolfi								
Develop program for riding services with community leaders	Camille Gandolfi								
Schedule annual reports/annual shareholder meeting with community leaders in LTD service area	Theresa Brand								
Design and implement new website	Theresa Brand								
Develop and deliver LTD Annual Report to stakeholders, align with Project: "Report LTD Outcomes in Relation to Community Priorities."	Theresa Brand								

Success Outcome	Implement strategy for achieving Disadvantaged Business Enterprise (DBE) goal
Sponsor	Jameson Auten
Strategic Imperatives	Community Value and Sustainability

TARGET	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Develop community educational plan for a DBE program	Wendi Frisbie								
Monitor and adjust educational plan delivery as needed	Wendi Frisbie								
Operationalize DEI Council to promote DBE program	Camille Gandolfi								



Work Plan Activities

Transformative

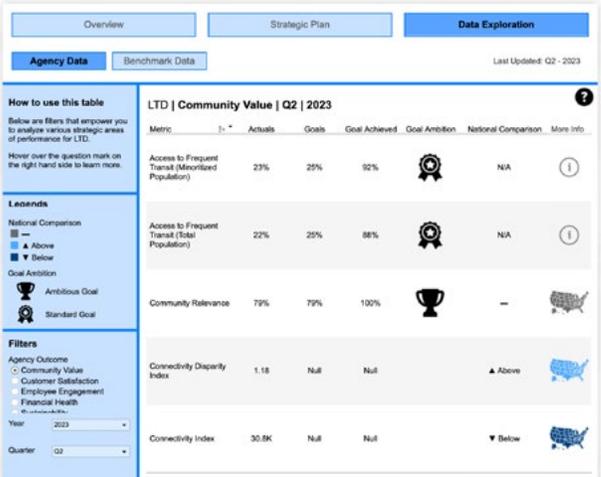
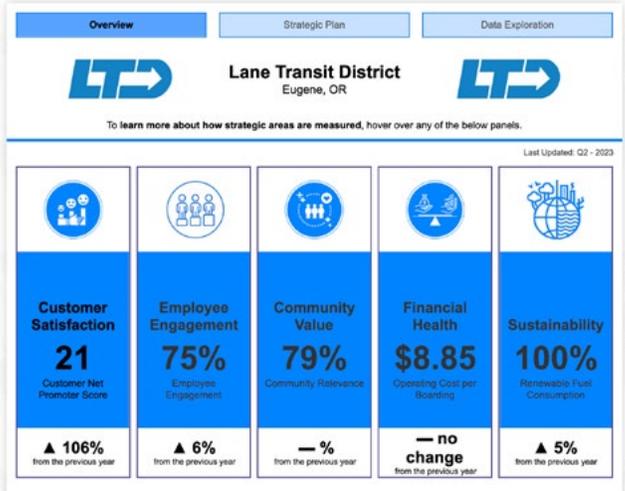
Success Outcome	Transition into the Lane County Mobility Manager by 2025
Sponsor	Joe McCormack
Strategic Imperatives	Customer Satisfaction, Community Value, and Sustainability

ACTIVITY	OWNER	TIMELINE							
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Conduct Comprehensive Operations Analysis (COA)	Tom Schwetz	█	█	█	█	█			
Conduct RideSource Service Analysis (ROA)	Tom Schwetz	█	█	█	█	█			
Assess LTD’s legal ability to be a regional mobility manager	Joe McCormack	█	█						
Establish Mobility Management Task Force with a general work plan	Andrew Martin	█							
Design and implement at least one rural service model pilot program	Andrew Martin			█	█	█	█	█	█
Create Mobility Management Framework	Tom Schwetz	█	█	█	█	█	█	█	█
Update Long-Range Transit Plan	Tom Schwetz			█	█	█	█	█	█
Develop marketing campaign to position LTD as mobility manager	Pat Walsh			█	█	█	█	█	█
Evaluate pilot program results in context with LRTP and Mobility Management Framework	Andrew Martin								█

LTD Performance Dashboard

The final component of the LTD Strategic Business Plan is accountability. We welcome the public to follow along using our public performance dashboard. The LTD Dashboard features monitoring of strategic performance across a broad range of Key Performance Indicators, measures gathered quarterly and annually, to indicate on our progress towards goals. This is an important tool designed to keep community members informed and active with our strategic efforts.

<https://www.ltd.org/Performance/>



As a reliable community partner, LTD's web-based performance dashboard enables the community to discover how well the agency is performing in a variety of key indicators.





OFFICE OF THE GENERAL MANAGER/ CHIEF EXECUTIVE OFFICER

Jameson Auten, General Manager/Chief Executive Officer

EXECUTIVE OFFICE

INFORMATION TECHNOLOGY

- Scott Sorensen, IT Manager
 - **New Radios on Buses and RideSource vehicles.** New radios are now installed on all of our Fixed Route buses and RideSource service vehicles. The new radios provide better quality performance for Operators and will allow us to upgrade our radio service in the future by transitioning to Digital Radio Service and away from our current radio towers.

HUMAN RESOURCES

Michelle Peterson, Interim Director of Human Resources

- Presenting three topics at **in-service training**: Benefits and Leaves, Ethics and Code of Conduct, and Drug, Alcohol and Safety Review.
- Successfully recruited and are in the process of onboarding twelve (12) **Bus Operator Candidates** for the October 30 class.
- The updated **Remote Work Policy** was rolled out on September 29, with implementation and Agreements due no later than December 31.
- **Rewards and Recognition Program** is in the process of an update, focusing first on Operators and Public Safety personnel. Awards will include Safe Driving, Years of Service and Attendance.
- We are hosting a **Wellness Fair** on Thursday, October 26, where our benefits vendors, nutritionists and wellness professionals will be available to answer questions, provide information and promote wellness plans.
- **Open Enrollment** for our health, dental, and life insurances will begin on November 1 and end December 1. There will be information available on how to access the portal in PDS on the video monitor in the Ops Lounge, on posters up throughout the Stations, departments, and lounges.

TRANSIT OPERATIONS

Cosette Rees, Chief Customer Experience Officer

ACCESSIBLE AND CUSTOMER SERVICE

- **RideSource Fare Validators.** LTD is preparing and will begin installation of fare validators on our RideSource fleet on October 23. This will allow customers to pay through the App rather than by cash or have to purchase tickets. This also provides convenience for customers who use both RideSource ADA, and our fixed route bus system.

- **At Your Service in Springfield.** LTD successfully and fully opened our Springfield Customer Service Center, providing convenient assistance to our Springfield residents, and also support our Operators and Public Safety.

TRANSIT OPERATIONS, TRAINING & PUBLIC SAFETY

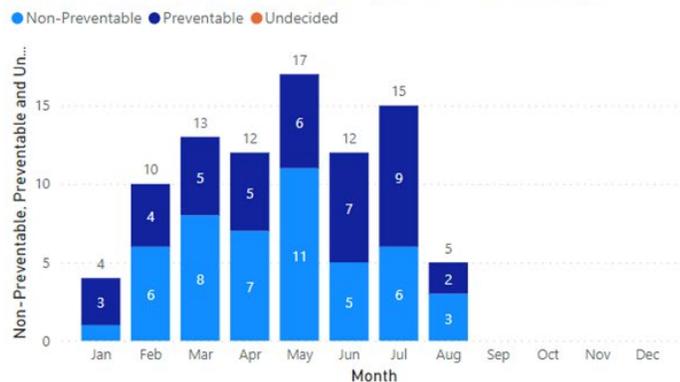
Jake McCallum, Director of Transit Operations, Training & Public Safety

Transit Operations

- LTD is undergoing a project to replace all analog radios throughout the fleet and reprogram our hand-held radios to a digital network. This project will allow Operators, Operations Supervisors, Operations Dispatch, and Public Safety Officers to communicate more effectively and efficiently. Currently, work is being done in the evening on upgrading the buses, and testing is being done as each one is completed to ensure proper functionality.
- LTD has begun the process toward upgrading our operating system. Final preparations with our team are being made, and we will soon meet virtually with the team from Giro to discuss the project's next steps. While this project will be a big lift as we transition to a more streamlined system, the benefits of having the new system are much needed.

Month	Non-Preventable	Preventable	Undecided
Jan	1	3	0
Feb	6	4	0
Mar	8	5	0
Apr	7	5	0
May	11	6	0
Jun	5	7	0
Jul	6	9	0
Aug	3	2	0
Sep			
Oct			
Nov			
Dec			
Total	47	41	0

Non Preventable, Preventable and Undetermined Accidents by Month



Training

- In-service training for all District employees is in full swing through October 27, 2023.
- Apprenticeship protocols are currently being established for New Operators to offer opportunities to become more familiar with our system before training begins.
- A new Operator class will begin on October 30, 2023.
- Like others in our industry, LTD is actively recruiting more operators. In order to accommodate the training needs, LTD is reaching out to peer agencies to develop best practices.

Public Safety

- September 17-23, 2023, was Public Safety Officer Appreciation Week. This week was dedicated to appreciating the officers' hard work and dedication to their careers at LTD.

	People Inspected	# of Buses or Platforms checked	Minutes
January	11,502	1,183	4,338
February	11,950	1,113	5,374
March	16,513	1,584	8,617
April	14,014	1,392	8,178

	Walk Throughs	Shown Fare Machine	Courtesy Ride	Fare Compliance	Noncompliance	Took Offs	Written Warnings	Exclusions
January		9	10	0	0	49		2
February		31	125	32	18	180	1	
March		60	290	49	65	321		5
April		33	181	13	12	218	5	
May	13	25	203	41	30	186		1
June	26	51	229	90	42	260		2
July	65	35	279	124	53	234		
August	40	74	313	99	45	184		1
Grand Total	144	318	1630	448	265	1632	6	11

Ordinance 36 Incidents					
Month	Criminal Activity	Disorderly Conduct	Other	Total	
February	141	15	21	177	
March	162	18	33	213	
April	200	26	45	271	
May	168	23	51	242	
June	248	15	75	338	
July	185	36	77	298	
August	188	13	51	252	

FLEET MAINTENANCE

Eric Evers, Director of Maintenance

- **Diamond Express Vehicle Delivered.** LTD received and is going through the acceptance process on a new vehicle to connect residents of Oakridge to the metro area. It's a critical link for many Oakridge residents traveling to the Eugene/Springfield area to go to LCC, UO, work, get groceries, and find services.
- **Electric Buses.** We've received the last of the new 22100 Series electric buses. Our Fleet team and the New Flyer team are going through the acceptance on the final vehicle and making progress toward utilizing the vehicles at full capacity.
- **New EmX Buses.** We've completed the design-review process on seven new EmX buses. They are eight weeks out from line entry. Scheduled delivery dates are mid-January through late-February.
- **RideSource Vehicles.** Nineteen new RideSource vehicles are off the assembly line and into post-build, graphics, and final preparation for shipping. We should start seeing these on-site late-October through mid-November.

- **Fleet Staff.** In October one of our valued Mechanics Perry Crawford will retire after 44+ years of service with our Fleet team. Perry's dedication and innovation have been appreciated as we reflect on the changes and evolution of our fleet over those years.

MARKETING & COMMUNICATIONS

MARKETING AND COMMUNICATIONS

Pat Walsh, Chief Information Officer

Theresa Brand, Marketing and Communications Manager

The October Marketing and Communication highlights include:

- A Rider Communications Campaign and messaging on LTD is hiring in order to fill open positions, especially Bus Operators. New video stories are being filmed and will be released over the next 9 months to encourage the community to choose riding LTD.

EMPLOYER PROGRAMS:

- Planned pin trading campaign with graphics for October 2023
- Raffle baskets for Employer Program promotion at Eugene & Springfield greeters networking events
- Community Spotlight at Lane County Community Collaborative – October 4
- City of Springfield Wellness Fair – October 11
 - Tabling to increase awareness of Employer Programs and answer general LTD-related questions
- UO Transportation Day – October 12
 - Tabling to increase awareness of STP renewals and answer general LTD-related questions
- Launching Fall social media campaign
- Making weekly contacts with local business, government, and nonprofit partners that are potential Employer Program participants

VANPOOL:

- Releasing Vanpool promotional video
- Launching Fall social media vanpool campaign
- A sixth vanpool has started operation and now there are 6 operating vanpools in the region

WEBSITE & SOCIAL MEDIA HIGHLIGHTS:

Date range August 27 - September 26, 2023

- 144,120 website pageviews
- 21 new Facebook page likes; 6k total Facebook page likes
- 156k Facebook accounts reached
- 4 new Twitter followers; 3.6k total Twitter followers
- 27 new LinkedIn followers; 1.1k total LinkedIn followers
- 22 new Instagram followers; 918 total Instagram followers
- 14k Instagram accounts reached

INTERNAL COMMUNICATIONS SPECIALIST POSITION:

Anni Katz has joined the Marketing and Communications Team. Her first day with LTD was on Sept. 18. She is a former morning show host on KLCC Public Radio. She has already begun implementing elements of the Internal Communications Plan.

EUGENE EMERALDS BASEBALL CLUB PROMOTION

- The Emeralds concluded its home game schedule on Sept. 1. The team played 58 home games and drew 150,310 fans to the stadium.
- LTD's Buy One Get One Free ticket promotion for bus pass holders totaled 134 game tickets sold.
- The video introducing the team's mascot while riding aboard the co-branded LTD/Emeralds EmGo was played on the stadium jumbotron at the beginning of 58 home game. Given, fans don't always arrive at the game on time, and an estimated 90,000 fans saw Sluggo riding in the LTD/Emerald's EmGo.
- LTD's :30 video recruitment commercial was played on the stadium jumbotron 30 times during the season, including a Spanish language commercial on Sundays when the team becomes the Monarches.
- Approximately 5,800 or 100 fans per game took advantage of the co-branded LTD/Emeralds EmGo shuttle service between the parking lot and the stadium.

*Information provided by the Eugene Emeralds Baseball Club.



AGENDA ITEM SUMMARY

DATE OF MEETING: October 18, 2023

ITEM TITLE: ITEMS FOR ACTION OR INFORMATION AT A FUTURE MEETING

PREPARED BY: Allie Brusasco, Board Administrator

CHIEF OFFICER: Jameson Auten, General Manager/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.

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

NOVEMBER

Action	Information
Consent Calendar – Contract Approvals	RideSource – App/Call Center
Strategic Planning Committee – Member Appointments	ABBG Survey Results
	ORS 267
	Fleet Procurement Discussion

DECEMBER

Action	Information
Contract – 2023 – 47 Behavioral Health Transport and Assessment	Public Safety / Ambassador Update
Contract – Alternative Work Concepts	
Contract – Rhody Express Operations	
Contract – Cottage Grove Connector	

**LANE TRANSIT DISTRICT
DELEGATED AUTHORITY REPORT
September 2023**

Contracts								
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	CONTRACT VALUE	NEW CONTRACT VALUE	SIGNER	NOTES
9/1/2023	Cityfi, LLC	Mobility Mangement Framework	Personal Services	Sep 1, 2023 - Sep 1, 2025	\$300,000.00		T. Schwetz	New Contract
9/3/2023	Lane Council of Governments	State FY24 Unified Planning Work Program	IGA	Jul 1, 2023 - Jun 30, 2024	\$55,722.72		T. Schwetz	New Contract
9/7/2023	City of Cottage Grove	Assignment and Assumption of Cottage Grove Connector and Cottage Grove Origin to Destination	Agreement	Jul 1, 2023 - Sep 30, 2023	\$197,894.00		C. Rees	New Contract
9/7/2023	Springfield Block Party	Spring Sprang Sprungfield	In Kind Trade	Aug 23, 2023 - Sep 8, 2023	\$2,500.00		P. Walsh	New Contract
9/14/2023	Cascadia Mobility	PeaceHealth Rides Group Pass Swap	In Kind Trade	Sep 14, 2023 - Sep 12, 2024	\$0.00		T. Schwetz	New Contract
9/14/2023	Brown Contracting, Inc.	EmX Cooridor Safety Measures	Amendment	Jan 1, 2023 - Apr 12, 2024	\$1,923,043.00	\$1,926,988.89	J. McCormack	Amendment to adjust NTE amount and Final Completion date.
9/15/2023	TransPro Consulting, LLC	Board Retreat Workshop	Personal Services	Sep 13, 2023 - Nov 29, 2023	\$18,804.00		J. Auten	New Contract
9/15/2023	White Bird Clinic	Crisis Transportation Services	Professional Services	Jul 1, 2019 - Oct 31, 2023	\$119,957.00	\$159,942.67	C. Rees	Amendment to adjust NTE amount, extend term and update Key Personnel.
9/18/2023	Ogletree, Deakins, Nash, Smoak & Stewart, P.C.	Labor Attorney Legal Services	Professional Services	Apr 15, 2019 - Apr 14, 2024	\$180,000.00	\$230,000.00	M. Peterson	Amendment to adjust NTE amount and update Key Personnel.
9/19/2023	Chambers Construction	Ridesource North Gate Operator Footing Replacement	Task Order	Sep 13, 2023 - Oct 31, 2023	\$8,500,000.00	TO NTE: \$18436.00	M. Imlach	Task Order 202148-2023-18 to contract 2021-48
9/21/2023	Beyond Uniforms & Apparel	On-Call Uniform and Branded Apparel	Professional Services	Feb 17, 2020 - Dec 31, 2023	Per Purchase Order		J. McCallum	New Contract
9/21/2023	Elock Technologies, LLC	Electronic Bike Lockers	Personal Services	May 29, 2020 - Dec 8, 2023	\$68,024.00		M. Imlach	Amendment to adjust term and update Key Personnel.
9/22/2023	Turrell Group	Pyscho Graphic Research Project	Task Order	Jul 1, 2023 - Jun 30, 2024	\$195,000.00	TO NTE: \$75,000.00	P. Walsh	Task Order 201933-2023TU-010 to contract 2019-33
9/22/2023	Turrell Group	TV-Web Development Stories Project	Task Order	Jul 1, 2023 - Jun 30, 2024	\$195,000.00	TO NTE: \$100,000.00	P. Walsh	Task Order 201933-2023TU-009 to contract 2019-33
9/22/2023	Turrell Group	LTD Vanpool Program	Task Order	Apr 1, 2023 - Jun 30, 2024	\$195,000.00	TO NTE: \$25,000.00	P. Walsh	Task Order 201933-2023TU-012 to contract 2019-33
9/22/2023	Personnel Data Systems, Inc.	Specialized Consulting Services	Personal Services	Sep 9, 2023 - Jun 30, 2024	\$9,750.00		M. Peterson	New Contract
9/22/2023	Turrell Group	LTD Recruitment Campaign	Task Order	Jul 1, 2023 - Jun 30, 2024	\$195,000.00	TO NTE: \$120,000.00	P. Walsh	Task Order 201933-2023TU-008 to contract 2019-33
9/27/2023	TransDash, LLC	Straegic Business Plan Dashboard	Software as a Service	Oct 1, 2022 - Oct 302 2024	\$170,000.00		T. Schwetz	Amendment to extend services for another year.
9/27/2023	Turrell Group	Ride LTD Ridership Campaign	Task Order	Jul 1, 2023 - Jun 30, 2024	\$195,000.00	TO NTE: \$250,000.00	P. Walsh	Task Order 201933-2023TU-011 to contract 2019-33
9/27/2023	Brown Contracting, Inc.	EmX Cooridor Safety Measures	Amendment	Jan 1, 2023 - Apr 12, 2024	\$1,926,988.89	\$1,949,402.10	J. McCormack	Amendment to SOW and increase NTE amount.
9/27/2023	Securance, LLC	Specialized Consulting Services	Personal Services	Sep 27, 2023 - Jun 30, 2024	\$16,200.00		S. Sorensen	New Contract
9/28/2023	South Lane Wheels	South Lane Connector Services	IGA	Jul 1, 2023 - Dec 31, 2023	\$197,894.00	\$395,788.00	C. Rees	Amendment to extend services for 3 months and increat the NTE amount.
9/29/2023	LCPracker, Inc.	Software to Monitor Construction Certified Payroll	Piggyback	May 8, 2014 - May 7, 2024	\$8,000.00		J. McCormack	New Contract
Group Pass/Non-Profit Program - Revenue Agreements								
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	ANNUAL CONTRACT VALUE	NUMBER of PARTICIPANTS	SIGNER	NOTES

DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	CONTRACT VALUE	NEW CONTRACT VALUE	SIGNER	NOTES
9/25/2023	9Wood, Inc.	Group Pass Program	Agreement	ongoing until termination	varies	varies	P. Walsh	Amendment to clarify Definitions, Payment to LTD and Termination.
9/27/2023	St. Vincent de Paul Society of Lane County	Non-Profit Pass Program	Agreement	ongoing until termination	varies	varies	C. Rees	Amendment to update Key Personnel.

Lane Transit District Operations Report

August, 2023

A. Ridership	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
EmX Boardings:						
Average Daily Weekday	6,691	7,165	7%	7,244	8,181	13%
Average Daily Saturday	4,518	5,309	18%	5,084	5,910	16%
Average Daily Sunday	3,180	3,883	22%	3,636	4,101	13%
Fixed Route Boardings:						
Average Daily Weekday	9,115	9,476	4%	9,929	11,361	14%
Average Daily Saturday	6,004	6,317	5%	5,619	6,373	13%
Average Daily Sunday	4,110	4,328	5%	3,809	4,312	13%
Specialized Services Boardings (Totals):						
ADA Paratransit	3,700	9,150	147%	40,207	60,765	51%
Medicaid	17,640	20,381	16%	142,532	150,863	6%
Mental Health Program	268	528	97%	2,351	3,395	44%
Oakridge Diamond Express	523	685	31%	3,438	4,540	32%
Florence Rhody Express	589	625	6%	4,160	4,740	14%
Cottage Grove Connector	962	1,257	31%	6,242	8,560	37%
Total Ridership	23,682	32,626		198,930	232,863	

B. Accidents	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
Preventable	2	6	20.0%	32	41	2.8%
Non-Preventable	5	3	-4.0%	27	47	7.4%
Total Accidents *The Accident/Review Committee did not meet - to be updated in September						

C. Public Safety	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
Total Ordinance Violations	186	253	3.6%	1209	1957	6.2%
Fare Inspections	9,510	8,810	-0.7%	67,688	101,349	5.0%
Fare Exclusions	17	43	15.3%	119	240	10.2%
Operator Assaults		0			2	
Passenger Assaults		1			5	

D. Fleet Maintenance	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
Miles Between Road Calls	9,411	8,378	12.2	11,229	11,497	3.3
Repair Cost Per Mile - 13 Month	1.01	1.82	55.5	\$1.12	\$1.07	5
PM Cost Per Mile - 13 Month	1.01	1.82	55.5	\$0.14	\$0.13	8

E. Cust. Svc.- Fixed Route	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
On-time Performance	95.1%	93.7%	-0.1%	94.8%	92.5%	-0.2%
Complaints per Boarding (FR)	6	9	5.0%	48	66	2.7%
Calls Recvd. - Customer Service	1740	1841				
Calls Answered under :30	1510	1548				

F. Cust. Svc. - RideSource	<u>22-Aug</u>	<u>23-Aug</u>	<u>% CHG</u>	<u>YTD 22</u>	<u>YTD 23</u>	<u>% CHG</u>
On-time Performance						
Complaints per Boarding (RS)	0.0191	0.0204	-9.80%	0.0190	0.0211	-9.79%
Calls Received - RSCC	19,421	28,248	45.5%	146,843	179,734	22.4%
Calls Answered under :30	72.6%	89.4%	23.2%	72.4%	85.5%	18.1%