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LANE TRANSIT DISTRICT REGULAR BOARD MEETING

April 17, 1996
7:30 p.m.

LTD BOARD ROOM
3500 E. 17th Avenue, Eugene
(off Glenwood Blvd.)

AGENDA

Page No.

- | | | |
|------|---|----|
| I. | CALL TO ORDER | |
| | ROLL CALL | |
| | Kleger _____ | |
| | Montgomery _____ | |
| | Saydack _____ | |
| | Bailey _____ | |
| | Bennett _____ | |
| | Hocken _____ | |
| | (vacancy) _____ | |
| II. | INTRODUCTORY REMARKS BY BOARD PRESIDENT | |
| III. | AUDIENCE PARTICIPATION | |
| IV. | EMPLOYEE OF THE MONTH | 04 |
| V. | ITEMS FOR ACTION AT THIS MEETING | |
| | A. Consent Calendar | 05 |
| | 1. Minutes of the March 20, 1996, regular Board meeting | |
| | 2. Budget Committee Nomination | |
| | B. Increase in Freedom Pass Price | 30 |
| | C. Fiscal Year 1996-97 Pricing Plan | 31 |
| | D. Family and Medical Leave Policy | 49 |

E.	Policy on Sexual Harassment	57
F.	Board Meeting Time and Date	60
VI.	ITEMS FOR INFORMATION AT THIS MEETING	
A.	Current Activities	
1.	Board Member Reports	61
a.	Metropolitan Policy Committee	
b.	TransPlan Update Symposia Process	
c.	Ferry Street Bridge North Bank Citizen Advisory Committee	
d.	High-Speed Rail Siting Committee	
2.	TransPlan Update	63
3.	Eugene Station Update	64
4.	Bus Rapid Transit Update	66
5.	Land Acquisition Specialist	67
6.	Creswell Payroll Tax Analysis	68
7.	Governor's Transportation Initiative	69
8.	Spanish Talgo High Speed Train Events	70
9.	Update on Self-Employment Tax	71
10.	LTD Deferred Compensation Quarterly Report	72
11.	Correspondence	73
B.	Monthly Staff Report	76
C.	Monthly Financial Report	82
VII.	ITEMS FOR ACTION/INFORMATION AT A FUTURE MEETING	90
A.	Appointments to Board Committees	
B.	Ordinance Setting Fares for Fiscal Year 1996-97	
C.	Commuter Solutions Presentation	

- D. Budget Committee Meetings
- E. Work Session on Image and Role in the Community
- F. Eugene Station
- G. Bus Rapid Transit
- H. Cottage Grove/Creswell Service

VIII. ADJOURNMENT

Alternative formats of printed material (Braille, cassette tapes, or large print) are available upon request. A sign language interpreter will be made available with 48 hours' notice. The facility used for this meeting is wheelchair accessible. For more information, please call 741-6100 (voice) or 687-5552 (TTY, for persons with hearing impairments).

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: EMPLOYEE OF THE MONTH

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None

BACKGROUND: **May 1996 Employee of the Month:** Payroll Technician Melody Bartley has been selected as the May 1996 Employee of the month. She has been an LTD employee since February 15, 1988, and previously was an Employee of the Month in 1990. The co-worker who nominated her said that employees' paychecks are very important to them, and that Melody is so good at her job that very few problems arise. When they do, they are handled willingly, without hesitation, and with a smile. Melody is accurate, friendly, humorous, and always available to answer questions. The co-worker also mentioned Melody's extra hours and hard work to be sure paychecks were correct and on time during the conversion from the old payroll system to the new, computerized one.

When asked what makes Melody a good employee, Finance Manager Tamara Weaver said that Melody is an excellent employee who takes complete responsibility for her area and treats other employees very well, with a great deal of patience. For the last two years, she has had the extra project of software development, and the software consultants said they have never worked with anyone who does a better job of "debugging" software. Melody is still making suggestions for improvement, and works with the developers to make sure it happens correctly. This has been an intense project, and Melody deserves kudos for her handling of this extra responsibility.

AWARD: Melody will attend the meeting to be introduced to the Board and receive her award.

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: CONSENT CALENDAR

PREPARED BY: Phyllis Loobey, General Manager

ACTION REQUESTED: Approval of Consent Calendar Items

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

The Consent Calendar for April 17, 1996:

1. Approval of minutes: March 20, 1996, regular Board meeting;
2. Approval of nomination of Jeffery A. Pearson to LTD Budget Committee, effective immediately, to fill an unexpired term ending January 1, 1997.

ATTACHMENTS:

1. Minutes of the March 20, 1996, regular Board meeting
2. Budget Committee nomination form for Jeffery A. Pearson

PROPOSED MOTION: I move that the Consent Calendar for April 17, 1996, be approved as presented.

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MINUTES OF DIRECTORS MEETING

LANE TRANSIT DISTRICT

REGULAR MEETING

Wednesday, March 20, 1996

Pursuant to notice given to *The Register-Guard* for publication on March 14, 1996, and distributed to persons on the mailing list of the District, the regular monthly meeting of the Board of Directors of the Lane Transit District was held on Wednesday, March 20, 1996, at 7:30 p.m. in the LTD Board Room at 3500 East 17th Avenue, Eugene.

Present: Kirk Bailey, Vice President
Rob Bennett
Patricia Hocken, President, presiding
Dave Kleger, Treasurer
Thomas Montgomery, Secretary
Roger Saydack
Phyllis Loobey, General Manager
Jo Sullivan, Recording Secretary

Absent: (one vacancy, subdistrict #2)

CALL TO ORDER: The meeting was called to order at 7:30 p.m. by Board President Pat Hocken. She introduced Mary Murphy, the Governor's nominee for the vacant Springfield position, whose Senate confirmation hearing would be held in April.

AUDIENCE PARTICIPATION: There was no one present who wished to address the Board on issues of a general nature.

EMPLOYEE OF THE MONTH: Ms. Hocken introduced the April 1996 Employee of the Month, Bus Operator Barbara Daubenspeck. She was hired on June 22, 1992, and recently received a two-year safe driving award and a three-year correct schedule operation award. The customer who nominated her had been riding LTD buses for 16 years, and said that Ms. Daubenspeck was always friendly and provided excellent customer service, and would go out of her way to greet people and take the extra step to see that customers received the information and service they needed in order to get where they needed to go. The customer added that Ms. Daubenspeck was punctual and dependable and that her service was appreciated. When asked what made Ms. Daubenspeck a good employee, Transit Operations Manager Patricia Hansen had said that Ms. Daubenspeck was a warm and friendly person who seemed to always be wearing a smile. A supervisor in Transit Operation described Ms. Daubenspeck as "one of the nicest people I know." She reported to work looking very professional, and was helpful and cooperative whenever. Ms. Hansen added that Ms. Daubenspeck's customers appreciated her positive and caring attitude, and that she was a great ambassador for the District.

Ms. Hocken presented Ms. Daubenspeck with her letter, certificate, and monetary award. Ms. Daubenspeck thanked the Board and said that it felt very good to be selected as Employee of the Month.

MOTION **CONSENT CALENDAR:** Mr. Kleger moved that the Consent Calendar for March 20, 1996, be approved as presented. The motion was seconded, and the Consent Calendar, which consisted of the minutes of the February 21, 1996, special Board meeting/work
VOTE session and the minutes of the February 21, 1996, regular Board meeting, was approved by unanimous vote.

ANNUAL ROUTE REVIEW/FISCAL YEAR 1996-97 SERVICE PLAN: Service Planning and Marketing Manager Andy Vobora called the Board's attention to the staff responses to previous testimony, beginning on page 97 of the agenda packet. Following the public hearing in February, the Service Advisory Committee (bus operators, customer service employees, and staff from various District departments) had reviewed the testimony and recommendations. Detailed descriptions on the route recommendations and statistical information that supported the staff recommendations were found on pages 37 through 50 of the packet. Mr. Vobora discussed a summary of those items, found on pages 35 and 36. At the last two Board meetings, staff had discussed the three sections of the Annual Route Review recommendation: service deletions, service fixes, and service additions. The service deletions category had involved the most testimony.

Mr. Vobora discussed staff's revised service recommendations. It was staff's recommendation to delete Route #15 in Springfield, because of the low productivity. The Board had heard testimony with suggestions for options, such as using a small bus in the neighborhood, but staff did not believe that those suggestions were viable. The District did not have smaller buses to use, and the operating costs would be about the same as using a regular transit coach. A suggestion had been made to provide three or four trips spread out throughout the day, as a lifeline type of service. That type of service would be very costly because it did not tie into the rest of the service package, so it would require an extra bus and driver at full cost at those times, and staff did not believe that the productivity would be significantly different. It could even worsen, because there would be no frequency of service. Another suggestion was to run this service only during the summer. Typically, routes were run during the school year in conjunction with the highest ridership periods for students and other commuters. During the summertime, many students were not riding, and people typically rode bikes or walked more, lowering LTD's productivity. Staff did not believe that running a bus during the summer through a neighborhood that did not have service during the rest of the year would be effective.

Mr. Vobora said that there also was a lot of testimony about route #53C. It was staff's recommendation to delete the service in the Hunsaker neighborhood. He stated that on the #53C and the #15, productivity actually was significantly boosted because of other portions of the routes that ran on trunk line services, while the neighborhood loops had very low productivity. One of the Service Advisory Committee members, a bus operator who drove that route, suggested that LTD consider running a tripper bus to North Eugene High School through that neighborhood. Staff thought that was a good suggestion and were looking into

that, because there were a number of school riders who could benefit from that routing, and any other riders could use the service, as well.

The Board also had heard testimony about route #71, the 24th and Agate route in the University area. Staff had struggled with the initial recommendation for this route because the productivity was close to the standard. After further discussion, staff had decided to recommend elimination of the least productive runs within that schedule. If the other trips maintained their productivity, this would raise the overall productivity for that route. Staff would try some target marketing within the neighborhood to increase the level of productivity.

Mr. Vobora stated that staff's recommendation was to delete almost 3.6 percent of service, which would help in funding many of the service fixes that were needed to provide reliable service and increase service in areas that staff believed to be prudent for the following year. When combined with this reduction, staff's recommendation for a 4.5 percent increase in service, both in restructured service and some new services, would result in only a 2.75 percent overall increase.

Mr. Bennett asked if the monetary amount had changed since the original recommendation. Service planner Will Mueller said that the original proposal was for a 2.29 percent increase, and the difference was caused basically by the University route and a few other smaller changes. Mr. Vobora said that staff also were recommending adding some contingency funding for trippers and to relieve problems with peak hour timepoints. He said that a lot of the service fixes included peak hour timepoints, where routes had difficulty keeping their timepoints, especially in the afternoons. He had asked staff to build the contingency somewhat in anticipation that there may be more routes that experience that same type of trouble during the next year. One of the concerns staff had heard from bus operators was that the District could not react quickly enough to problems that occurred during the year. For problems discovered mid-year, bus operators and customers had to suffer through a half-year of problems, missed transfers, etc., until changes could be made in the fall. This contingency funding could help alleviate those problems as they occurred.

Mr. Kleger said that a customer had asked him if the District had considered dropping the #15 to a commuter route during peak hours. He wondered if that would help with productivity. Mr. Vobora said that was possible. However, because of the way route pairings worked, the #15 was paired with the #14. The #14 ran a 25-minute loop and then paired with the #15. If it were not doing that all the time, it would be doing nothing. Staff thought it was a better use of the District's resources to look at an alternative route.

Mr. Saydack asked if the annual cost shown on the table was net of the farebox recovery; in other words, whether it was a subsidy that the District paid for the changes. Mr. Mueller said that it was the revenue before fares. Mr. Saydack then asked about the actual cost to the District of these changes. Mr. Mueller said that multiplying the net annual cost of \$264,612 by 20 percent would provide a rough idea of the fare recovery, so the actual cost would be closer to \$210,000. Mr. Saydack asked if it was a correct analysis to say that the net effect of these changes would be to improve productivity across the board. Mr. Vobora said that was correct. In looking at the individual descriptions of the changes, a

number for rides per service hour was included. Typically, those were expected to be higher than the standard, and that was what staff were striving to do in order to increase productivity.

Mr. Saydack asked Mr. Vobora how the overall percentage increase, which Mr. Vobora had characterized as "moderate," compared with the last few years of service changes. Mr. Vobora said he thought that if the changes were averaged, this recommendation was a little below the average. Transit planner Paul Zvonkovic said that the average was between 3 and 4 percent. Mr. Vobora added that the build-out for bus rapid transit was estimated at about 4 percent. Mr. Saydack said that the tables were helpful in trying to determine the effect of the changes, and observed that there was a narrative description of the changes from the previous year. He asked if it would be possible to provide a table or chart of the previous year's service additions so the Board could see how the reality compared with the projections that staff had made.

Opening of Public Hearing by Board President: Ms. Hocken opened the public hearing on service recommendations for Fiscal Year 1996-97. She stated that the Board had received some additional testimony by mail, which also was part of the public record.

(1) Orville Tubbs, who lived in Woodland Park in Eugene, said he had come before the Board last year asking for bus service into the park. The Board did grant that, and he thanked them. Route #40, which previously had stopped at Danebo, now traveled to Woodland Park. He was not sure about the ridership on that part of the route. Some of the comments he had heard from people who worked downtown was that they did not ride the bus because they could not get home at night. The bus did not run between 2:00 p.m. and 8:00 p.m., or sometime in the afternoon. Those going home from work either had to walk from Daneland or Barger. A year ago, he said, there were approximately 180 or 190 homes in the park; now they were right at 300, and by the end of the year they expected to be full, with 400 homes. They were seeing that the people moving into manufactured home parks were not the old, retired people, but younger people who could not afford a stick-built home that cost \$150,000 or \$200,000. This meant that working-class people who might ride the bus to work were moving into the park. He said he felt it was necessary to ask if there would be any way to increase service into the park, especially during the times when people were getting off work.

Mr. Zvonkovic said that when considering the Bethel/Danebo redesign, staff had looked very carefully at running two-way service north and south on Terry between Barger and Royal, which would give consistent service on Terry past Woodland Park. Making that change would have involved a redesign of two major routes and a costly service addition. The committee believed that the development in the area, in addition to Woodland Park, was not quite ready to warrant this major change. Mr. Tubbs said that people knew about the plan for two-way service on Terry at some point, and were looking forward to that. He added that in the write-up for 1996-97, the #40 was described as ending at Daneland, but it currently ended at Woodland Park. He wondered if it would continue to travel to Woodland Park. Mr. Zvonkovic said that the Woodland Park service was provided on trips that did not have timing problems. The #40 was one of the routes to which time was being added because of timing problems. That was why the bus went through Woodland Park on the off-

peak trips. Although the ridership was low, staff were willing to wait and see what happened on those trips because there were no timing problems. The buses would continue to travel to Woodland Park on the off-peak times.

(2) Russell Matthews, a Special Transportation Fund Advisory Committee member, said that he was also a RideSource customer who wanted to express his gratitude for the service. He used RideSource from three to five times per week; if not for that, he would be staying at home or having to spend \$25,000 or \$30,000 to buy his own van. He was grateful for the service and for being able to work with people like Terry Parker of LCOG and Micki Kaplan of LTD, who were always evaluating the system for efficiency, productivity, etc. He said it was a real dynamic service that needed that constant evaluation, because anticipating the needs was fairly difficult. It had been his experience as a rider for a couple of years that RideSource was scrambling to keep up with changes, sort of after the fact. Any modification to changes as they developed, and anticipating those, identifying patterns, etc., were very important. He emphasized that for him, personally, as a rider, this was a very valuable service. He beseeched the Board to ensure that the service continued in the community and kept up with the demand. He thanked LTD for its part in the program.

(3) Wally Earl, the program director for the Ulhorn Program in Eugene, said that this program trained brain-injured people to get out on their own. They used both RideSource and LTD regular service within the training. For new people in the program without the cognitive ability to use the regular routes, they used RideSource. As they worked with the people, they then transferred them to LTD. He said that LTD had been very good about sending bus drivers and buses out to help train people, and that this was very much appreciated. He said that he felt it was very important in the community to keep RideSource. He mentioned that he also was chairman of the Special Transportation Advisory Committee. As such, he wanted to indicate that the Committee worked very hard, putting in a lot of hours, with the help of Ms. Kaplan and Ms. Parker, to do the best they could on cost-effective services. He said he certainly would appreciate it if the Board would support the increase in the budget in order to continue the services of RideSource, and asked for any suggestions the Board may have about how RideSource could increase its funding.

(4) Grace Redford stated that she was one of the newer members on the Special Transportation Advisory Committee with Mr. Earl. She also worked for Goodwill Industries, and said that 98 percent of her clients rode either LTD or RideSource. The RideSource riders were unable to ride the bus, and both systems were a source of independence for these clients. Goodwill was very proud of their work and their progress, but if RideSource and LTD did not provide the full schedules that they did, her clients would not be able to go to work, and there would be a lot of unhappy people. She said that she was very grateful to LTD and RideSource.

Closure of Public Hearing: There was no other testimony, and Ms. Hocken closed the public hearing.

Staff Presentation on RideSource Changes: Ms. Kaplan explained the changes to the RideSource program found on page 94 of the agenda packet. Typically, she said, changes were brought to the Board as part of the Annual Route Review. Last year, no increases were requested other than a cost of living/inflationary increase. She stated that the Americans with Disabilities Act (ADA) required that LTD provide the RideSource program, but LTD had been committed to this program long before the federal mandate. RideSource was operated by a private contractor, which reduced costs to the District. The current contractor was Special Mobility Services, or SMS. Ms. Kaplan said that RideSource was a specialized, albeit expensive, program that provided curb-to-curb transportation service for persons with disabilities who were unable to use LTD's fixed-route, accessible buses. She stated that there was a strict eligibility application process in order for people to qualify for RideSource, so it was not open to everyone in the community; it was preserved for those who truly needed the service.

Ms. Kaplan explained that staff were proposing to increase LTD's general fund contribution to the RideSource program by \$116,500 for FY 96-97. That would make the District's total service contribution for RideSource \$540,000. She wanted the Board to understand that LTD's general fund contribution was a portion of the RideSource total revenues, so the RideSource program's contract would increase by 13 percent. She explained that the two primary funding sources for RideSource were the cigarette tax revenue (Special Transportation Fund, or STF), and the LTD general fund. Fares amounted to about 5 percent of the RideSource revenue source. Other social service agencies also provided some small contributions. She explained that a steep, upward trend in general fund contributions had occurred when the District started planning for the ADA. STF revenue had declined 7.5 percent during the current fiscal year, and was expected to stay flat during the next fiscal year. As it stayed flat or declined, that had a major impact on the LTD general fund contribution. Each year, costs had risen due to inflation and other factors, so LTD ended up back-filling the revenue to support the program from its general fund.

Mr. Bennett asked about increasing the fare from 80 cents to \$1.00. Ms. Kaplan said that this was suggested for the next fiscal year, but was not part of the pricing plan being presented that evening because of the need to go through a citizen process first. The current policy was to keep the RideSource fare in pace with the adult pass fare. A cash fare increase was not recommended for LTD for the following year, but because costs and ridership had been increasing, staff believed that it was time for the riders to contribute more for the program. They wanted to work through the Advisory Committee on this proposal.

Mr. Bennett said he was hopeful that staff would step back and consider the general income of the people using the service and the normal week's transportation for riders. He was interested in some sense of how the fare was developed originally and whether there was flexibility in setting the fare. Ms. Kaplan said that pre-ADA, the fare was \$.25, and that was not that many years ago. When the Citizen Advisory Committee discussed the fare, they did not want to raise it so high that they priced the customer out of the opportunity to use the service. The average RideSource rider was low-income and very income-sensitive, and a jump from \$.25 to \$.80 over three or four years was a fairly significant increase.

However, the Committee thought the fare should be high enough to make a contribution to the revenues for the program. The ADA required that the District not charge more than twice the adult cash fare, so the current maximum fare that could be charged would be \$1.60.

Mr. Bennett said he was not making a recommendation; he was just wondering how the fares had been determined. Mr. Kleger said that historically the District had tried to make this as comparable service as possible. It did cost a lot more per ride to provide the service, three or four times as much, and that was common for paratransit services all over the country. He hoped the service could become more efficient in the future, but he was not aware of any big opportunities at that point. As Ms. Kaplan had mentioned, it was a pretty price-sensitive market. The exploration of going to \$1.00 per ride for fare was something that the STF Advisory Committee was just beginning to explore. At one time, when LTD first began providing fixed-route accessible service, the paratransit service fare was approximately twice the cash fare, as far as he remembered, and that was done as an incentive to convert people who were capable of using lift-equipped buses to the fixed-route service, where the cost of service was much less expensive. Once that population moved to the fixed-route, he said, another population came forward and filled the paratransit capacity. Under the ADA rules, the District was still experiencing an increase in demand, and that probably would continue. There was some hope that a slight increase in the fare would encourage those who could ride the fixed-route but also qualified for paratransit service would switch to the fixed-route service, without pricing the paratransit service out of reach of the people who needed it.

Ms. Hocken said that when she was first on the Board, the RideSource fare was half of the regular fare, and the Board made a decision, probably three years ago, to make the fare equal to the regular fare, because the District's costs were increasing. The fare discussions would be started with the committee. Ms. Kaplan did not know if the idea would be accepted and a recommendation would be made to the Board, or if a slightly different idea would come from those discussions. In any event, she thought it was time to consider raising the fare at a slightly faster rate because the District's costs had been increasing. Ms. Kaplan added that a consultant had been hired several years earlier to review the program and make some recommendations. He had thought that LTD had pretty good market penetration or saturation of the RideSource market. In other words, there was not a lot of abuse in the RideSource program; it really was being used by those who truly needed it. Other communities have had major problems trying to guide people who could use the fixed route off of the highly-specialized paratransit service.

Mr. Saydack said he understood the justification for the \$116,500, but did not see dollars associated with the reasons for the increase, or any further explanation of why the costs had increased so much, and what portion of the \$116,500 was due to cost increases. Ms. Kaplan said that multiplying the 47,000 rides that were projected for the next year times the projected average cost per ride, which was approximately \$8.80, would result in the portion of the \$116,000 that would go to support those new rides. Also, there were some unavoidable cost increases happening in the program during the current and next fiscal years. For example, there was a federal mandate to implement drug testing, which required the payment of lab fees. The RideSource program was contracting with McKenzie

Willamette for these services, and FY 96-97 would be the first full year of drug testing. Also, there was an increase in the mileage for an average ride. The longer trip length was a characteristic of who was riding and the geographic layout of the community. As the mileage and average trip length increased, it cost more to provide the ride: it took longer for the driver, it used more fuel, etc. The \$116,000 was projected to pay the cost increases and provide about a 50 percent increase in rides. There had been about a 5 percent growth each year, and LTD did not want to be in the position of having to turn down an excessive amount of rides. The ADA mandated that there could not be excessive ride refusals, without actually stating what that meant. The local community had to define that, and wanted to keep those refusals from spiking suddenly. Ms. Kaplan stated that ride refusals was an important measurement that was monitored closely. Significant ride refusals would result in significant customer dissatisfaction, and could potentially expose LTD to some lawsuits. There was a large increase in ride refusals during the current fiscal year. It was still below the 1 percent goal for ride refusals, but Ms. Kaplan was concerned about the trend and the rate at which they had climbed. She clarified that a ride refusal meant that someone wanted a ride and RideSource could not provide it because of capacity. Additionally, notice of the inability to provide that ride occurred on the day the customer was planning to ride, so people depending on that ride to go to work, school, or a medical appointment, etc., received a fairly last-minute notice of their inability to get there.

Mr. Saydack asked how the program would reduce the number of ride refusals. Ms. Kaplan said that one way was to add more general fund revenue to provide more rides by adding a driver or brokering more rides to taxis, or other methods. In addition to RideSource drivers and vans, there were volunteer drivers who provided rides, and when the office was closed in the evening, rides were brokered to taxis. Taxi rides were expensive rides, but they were less expensive than keeping the office open with a dispatcher and driver for a period of time in the evening when not that many people were riding. She also said that a very small (2 percent) contingency fund was being requested because RideSource had been budgeted very closely for the current year, which had been very difficult on the program.

Ms. Parker said that the Advisory Committee did not actually see that the ride refusals would be reduced during the next year; actually, they were thinking that the current rate was an acceptable level. The difficulty with trying to be very efficient and putting the schedule together the day before meant that even though people had called in two weeks in advance, it was not a guaranteed ride until all the rides were pooled. Ride refusals, even though the numbers were relatively small, had a fairly big impact on the riders. Mr. Kleger added that the less than 1 percent ride refusal rate was 100 percent for the person whose ride was refused, and he heard about that every now and then from RideSource customers.

Ms. Kaplan discussed efficiency, revenue, and demand control strategies that staff were using in trying to control costs in the program. There were proposals within those categories for the current fiscal year and beyond to try to achieve the balance, similar to the fixed route, between cost-effective service and providing a good program for customers. One change made to improve efficiency in the current fiscal year was to change the cancellation policy, or "no-show" policy. It used to be that RideSource riders could call up to the minute the vehicle arrived at their door to cancel their rides. That was very inefficient

and created holes in the service that could not be used by someone else, maybe even someone whose ride had been canceled. The policy was changed to require that customers call up to two hours in advance, so that slot possibly could be filled with another rider. Another efficiency strategy being implemented was that RideSource would be working hard to try to broker some of the more expensive evening taxi rides to volunteers, which would require recruiting more volunteer drivers. Under revenue strategies, the STF Committee talked about trying to find a substitute to the Special Transportation Fund/cigarette tax, which was projected to continue to decline. Ms. Kaplan hoped that through the legislative process or the Governor's Transportation Initiative, or some other process, a new funding source could be secured in the future. Also, LCOG had received a state grant to implement a travel training program for RideSource. Ms. Kaplan described this as an innovative program that would impact demand and save revenue. The training program would target 25 to 40 RideSource riders, probably riders with developmental disabilities, who used the service on a frequent basis to go to work or school. With specialized training, those riders might be able to use the fixed-route service. If an individual traveled six times per week, the District could save thousands of dollar per year by moving that one person's trips to the fixed route.

MOTION **Board Deliberation and Decision:** Mr. Bailey moved that the Board approve the Fiscal Year 1996-97 Annual Route Review Service proposal. Mr. Montgomery seconded,
VOTE and the service proposal was approved by unanimous vote.

FISCAL YEAR 1996-97 PRICING PLAN: Planning and Development Manager Stefano Viggiano explained that the Board made pricing decisions annually for the following fiscal year. State law required that pricing changes be adopted by ordinance, which entailed readings at two separate Board meetings. If there were no changes to the staff recommendation, the first reading could occur that evening. The recommendations for FY 96-97 began on page 114 of the agenda packet.

Mr. Viggiano stated that the District was coming off a very strong year and a half, both in terms of ridership and revenue. In FY 94-95, ridership increased by 5.7 percent and revenue increased by 10.6 percent. Through part of FY 95-96, ridership was up 6.5 percent and revenue had increased 12.4 percent.

Mr. Viggiano discussed the seven changes being proposed for FY 96-97. The first was an increase in the monthly pass rate. He reviewed a history of fares from 1981-82 through the present, as well as an idea of how those fares might change in the following five years. In 1981-82, the cash fare was \$.50, and had increased 60 percent over time, to the current \$.80 cash fare. The token price had gone from \$.40 to \$.65, a 62.5 percent increase. The pass price had increased only 33.3 percent during that same period. He explained that this was a conscious effort on LTD's part to try to shift people from using cash and tokens to the monthly pass, which was more efficient for LTD in terms of handling and administrative costs, and committed people to ride the entire month. The District had been successful in shifting people to the prepaid instrument, and currently only about 30 percent of fares were paid by cash. The majority were either group pass riders or monthly pass riders. Staff had felt for the last couple of years that it was time to begin bumping up the monthly pass rate. The price was \$20 per month for many years, then \$21 for three

years, and in the last three or four years, there had been two increases. An additional increase was recommended for FY 96-97. Mr. Viggiano explained that with the last couple of increases of \$1 per month, there had not been a significant drop in demand for monthly passes. Normally, the District had tried to alternate cash increases with token and pass price increases, but this would involve pass price increases two years in a row. Staff were recommending a cash price increase in FY 97-98, then tokens the following year, and then a pass price increase of \$2, and so on.

Mr. Bennett made a comment that he said he had made before: that periodically it made sense to step back from the fare schedule and look at it as if setting the fare for the first time. That would involve looking at the income in the community for the people who were currently using the service and what had happened to that over time. Mr. Bennett wanted to avoid continuing to adjust something that had been determined in 1980, and increasing it by some cost of living amount that may or may not relate to what was going on in the community with respect to not only people's ability to pay, but what the market would bear. He said that this was a business approach, but he thought it was very important in terms of maintaining service on an ongoing basis. Except for someone's subjective viewpoint, he had no objective information that suggested what effect intermittent fare changes had on ridership or what would happen if the District wanted to look at increasing fares simultaneously. He also saw value in looking at what might happen if prices were increased faster than planned; for instance, the adult pass price were \$27 now, instead of in 1999-2000. Instead of picking a farebox recovery rate and hoping to increase on that as if it were some magic number, the District could ask itself if its farebox recovery minimum rate were 26 percent, what would happen to the system: how many people would not participate or would think it was unfair. He said that he hoped the staff were doing that as part of their analysis before the recommendation went to the Board. As a matter of course, he said, he thought that numbers like \$1.13 should be subject to some sort of rounding procedure that might actually bring in a little more revenue and have little, if any, effect on riders. He said that looking carefully at the various indicators of inflation was valuable back-up data, but did not necessarily always speak to the market situation.

Mr. Viggiano said that staff had heard something similar from Mr. Bennett before, and when looking at the pricing changes for next year, had considered not necessarily continuing some things that had become somewhat institutionalized. One change in an institutional procedure being suggested was the elimination of the weekend cash fare discount, which had been offered for 11 years. Mr. Viggiano said that these recommendations probably were not as aggressive as the kinds of things Mr. Bennett was talking about. He explained that the only experience the District had with huge increases in fare instruments had been a very negative one. In 1980, the cash fare had been increased from \$.35 to \$.60, and because of ridership loss, it was reduced a year later. At that time, the District began the policy of incremental increases, since a lot of small increases over time did not impact ridership the same way. This policy had been successful; the impact of fare increases was hard to determine because there was not a noticeable ridership drop. However, it was possible that the District could be more aggressive and perhaps not impact ridership as much as might be predicted.

Mr. Bennett said that the District was working very hard on service, and all the system fixes were someone's serious effort to create a better route system than the year before. LTD worked hard on its operator training approach, safety, how passengers and fare were handled, etc., so that administratively the District was working very hard to increase efficiency. Some progress was being made on that front, which was costing some money to do, but the hope was that the District was creating more value. If there was more value to offer, then the system was worth more. Mr. Bennett thought that this may mean looking at something different than the CPI every year.

Mr. Saydack said that in looking at the CPI and the adult pass prices, it looked to him that this fare instrument had not increased as much as inflation since 1981. In fact, the adult pass cost less in current dollars than it did in 1981-82. He questioned the realism of that approach. Mr. Viggiano said it was an attempt to shift people from cash to that fare instrument. Mr. Saydack asked if allowing most of the District's riders to pay less now than in 1981 to ride the bus actually was doing good things for LTD, since it cost a lot more to provide the service than it did in 1981. Mr. Viggiano referred the Board to another table on page 125 of the agenda packet. It showed passenger revenues (farebox) since 1981-82, as well as operating costs and service. The combination of the fares, even though pass prices had not kept pace with inflation overall, had been exceeding the rate of increase in operating costs. It was likely that much of the additional fare revenue was because there were more riders, and much of the increase in operating costs was because there was more service. Overall, however, passenger revenue had increased faster than operating costs.

Mr. Bennett said that this chart was not very revealing because it did not reflect the value on a per passenger basis; it simply recognized that LTD had more riders, for the most part. He thought the District should be looking at all of its rates with respect to people's ability to pay. At the same time, on a continuous basis, the District should be trying to improve its service, which did not cost more money in every case, but did increase over time, and this was done because the District was trying to create more value. Mr. Viggiano stated that the operating costs were affected by growth in service, and the revenue was affected by growth in ridership. Over the years, ridership had grown faster than service, and that might be the biggest reason that there was a difference between them.

Mr. Bennett said that if staff came to him and said that there seemed to be enough demand for the service, or enough value in it, so that the District would not lose any significant ridership even if it doubled, he would vote for doubling the fare. He said this was a hypothetical example to make a point, but he was hoping that in reviewing the fare policy, the staff looked carefully at demand and what it was that the District was doing well, and whether it had added value and was it worth more money, and, if so, how much, as opposed to some set procedure.

Ms. Hocken said she was not sure whether there was a demand analysis or model available in order to answer Mr. Bennett's question. She wasn't sure there was adequate outside or local data to answer the question of what would happen if the fares were increased more steeply, such as from \$24 to \$30. Mr. Saydack asked about even moving to \$25.75 or \$26 rather than \$30, instead of the \$25 being recommended by staff. He thought the District should consider bringing the pass price up to a more realistic level over

the next three or four years. He said it was being moved so slowly that he didn't see it even catching up with inflation. Mr. Viggiano said that the pass price certainly could be increased more than \$1 next year. Assuming it was not too large of an increase, there probably would not be a huge negative reaction in terms of pass sales. To answer Mr. Saydack's question, he said that what Mr. Saydack was assuming was that the District had set the proper pass price in 1981-82, and if that were the proper price, then the District had not been keeping it at the proper price because it had been going down relative to inflation. Staff's perspective was that it probably was not the proper price in 1981-82, and that was why for six or eight years the price had not been increased. They had wanted its price relative to the other two fare instruments to be lower. Once it had gotten to that point, then the thought was that it needed to keep pace with the other fare instruments. He thought it was a question of how the passes were priced relative to the others, and then trying to maintain that over time.

Mr. Saydack referred to the chart on page 124, which showed that the one place LTD was out of step with similar-sized transit systems was in the price for adult monthly passes. If Richland, Washington, were removed from the list, since it had a sales tax and offered its service for very low cost to the customers, then LTD was even more out of step in this area. All other areas were comparable.

Mr. Kleger observed that the decision to keep the monthly pass price lower than the 20-trip cash price was a well-considered decision. There was a faster boarding time for every person with a pass than for any person who paid cash. He said he had timed this for his own information, and the average boarding time for someone with a pass was 14 seconds and the average time for someone paying cash was closer to 30 seconds, very consistently. For the 20 percent or so who did not have their cash fare ready to put in the farebox, the boarding time was closer to a minute. That affected the District's operating time. Also, with passes, the District was paid for the fare up front, and got to use that money throughout the month, before the pass was exhausted. At the same time, that pass encouraged people to use the service at a time when the District was trying to use excess capacity, and not use their private automobile mode of travel. He thought there was good justification for pricing the pass lower than the comparable cash fare. However, the LTD pass price might be a little low and he did not have a problem with a \$2 increase over a \$1 increase. Going much farther than that, he said, the District would begin losing those advantages, and he did not think that was a desirable goal.

Mr. Saydack asked how many cash fares the monthly pass was comparable to. Mr. Viggiano said that actually was a range, because they were increased alternately. Currently, it was 30 rides. LTD had made a conscious effort to make its monthly pass price attractive, and some of the other cities may not have. He added that LTD had a very low percentage of cash riders compared with other systems.

Mr. Saydack asked how many times the average pass rider rode the system. Mr. Zvonkovic said that it was expected that pass holders would ride about two trips a day during weekdays, and Mr. Viggiano added that it had been measured at one time at about 56 trips a month. Finance Manager Tamara Weaver said that one of the surprising statistics was how the average fare had continued to rise, even through the heavy promotion of group passes. That meant that the other fare instruments were definitely going faster than

the ridership would suggest. Mr. Viggiano explained that the University of Oregon group pass program had been implemented in 1987-88, which basically threw the average fare out of kilter.

Finance Manager Tamara Weaver mentioned that LTD was very cost-effective in handling the cash and fare instruments. Currently, the District was still able to maintain that as a smaller transit agency. Once a much higher volume of cash was reached, there would be an extremely high capital-intensive explosion of costs. She said it behooved LTD to keep the handling of cash at the lowest level possible.

Mr. Bennett asked what would happen if LTD did not take cash. Mr. Viggiano said that there appeared to be some customers who would not use other fare instruments no matter how much incentive was offered. The only way that would really work would be to have some kind of fare payment system at the place of boarding, and there were so many bus stops that this was impractical. It could work on BRT, because there would be a limited number of stops. If cash were eliminated, there would be a number of customers with no fare instrument available who would not be able to ride, and Mr. Viggiano thought the District would lose many of the 30 percent who currently were paying cash. Mr. Kleger observed that on the buses he rode regularly, the vast majority of people who used cash were regular riders.

Mr. Viggiano said that if the District were to go to \$26 instead of \$25 for monthly passes, the figures for both revenue increase and ridership loss probably would be roughly double. He said that it became guesswork to try to predict ridership impact, because many factors affected ridership. If LTD were to experience national standards for fare elasticity, the District would see much more significant ridership decreases. The fare changes LTD had implemented had appeared to have little impact on ridership when compared with national statistics, and that was partly attributed to the fact that fares had been bumped up incrementally and alternately.

Mr. Viggiano continued discussing the seven changes that staff were recommending. The second item was similar to a service fix; Mr. Viggiano characterized it as a fare fix, to change something that wasn't working very well. He explained that about five or six years ago the District had decided to give customers the opportunity to buy passes in any quantity up to 12 months. To do this, the District had a signed contract with the customer, and passes were distributed during the period. Before that, there were monthly and quarterly, or three-month, passes. For the three-month pass, the customer was given the three monthly passes at once, so it was a simple transaction. Staff had found that relatively few people took advantage of the options beyond three months, and it was an administrative headache to track the individual contracts with those riders. Staff were proposing to go back to offering one month or three months worth of passes.

Third, staff were recommending an increase of 3.6 percent in the group pass price, based on an internal inflation rate average of the last three years. A worksheet in the packet described how that rate was determined. The increase would be a little higher than the consumer price index of 3.2 percent.

The Freedom Pass, a summer youth pass available to riders under 18, was valid all summer in an effort to increase ridership during the lower-ridership summer months, with the hope that the youth would continue to ride during the rest of the year. It currently was priced at \$24.95, and staff were suggesting a \$3 increase to \$27.95.

Fifth, staff recommended that a football shuttle pass be offered, good for the entire football season. Using the dollar fare had slowed boarding, and it was expected that a pass would speed boarding. Mr. Bailey asked if staff were considering other large events that might generate the same kind of ridership for a similar kind of pass, such as the Bach Festival or other sporting events. Mr. Viggiano said that staff had not done that, but it was a good suggestion. This was the first attempt at offering this kind of pass, so staff would see how it worked. Mr. Vobora said that staff were hoping to sell the passes through the UO's season ticket sales process, although agreement had not been reached with the UO. If that did not work, staff would try to sell the passes early in the season through another mechanism.

Mr. Viggiano explained item number 6, a proposal to amend the group pass policy. Currently, organizations had to have at least 50 members in order to participate. That had been put in place because of the administrative time in managing a group pass contract. Staff were proposing to drop the minimum to 15. In order to offset some of the administrative concerns, there would be two requirements. First, it would have to be a standard agreement, without any customized changes. Second, up to a 20 percent surcharge would be charged. If the Board liked this idea, staff would draft an amendment to the Group Pass Policy for review at another meeting.

The final recommendation was to eliminate the weekend cash fare discount, but retain the reduced fare of \$.50 after 7:00 p.m. Mr. Viggiano explained that the reduced weekend and evening fares had been implemented to try to increase demand during times when there was excess capacity. It had worked very well, to the point where weekend service productivity was about as high as it was on weekdays. Evenings still lagged behind quite a bit, so there was still justification for offering discounted evening fares, to try to build up ridership during that time.

Mr. Viggiano stated that staff estimated that the seven proposals would generate approximately \$91,000 in additional revenues in FY 96-97.

Mr. Montgomery asked if the 60,800 annual riders lost were just gone, or if they would shift over to something else. Mr. Viggiano said that in theory they were gone, but as he said, those numbers were difficult to estimate, and the Board should take that number with a grain of salt. Some people would shift between fare instruments, and some would decide to give up riding entirely. However, assuming there was some final figure, that would be an actual loss of trips, either because people rode less often or chose not to ride at all.

Mr. Montgomery asked if there was a place where there would be enough losses that there would not be any revenue generated. Mr. Viggiano said there was, although it was hard to tell exactly where the point of diminishing returns would be reached.

Mr. Bailey asked if staff knew what the impact on the farebox to operating cost ratio would be. Mr. Viggiano said that staff would have a better idea of that once the budget had been drafted and the next year's operating costs were more clear.

Public Hearing on Fiscal Year 1996-97 Pricing Plan: Ms. Hocken opened the public hearing on the Fiscal Year 1996-97 pricing plan. There was no one present who wished to speak to the Board about this proposal. Ms. Hocken then closed the public hearing.

MOTION **Board Deliberation and Decision:** Mr. Kleger moved that Fourth Amended Ordinance No. 35 be read by title only. Mr. Bailey seconded the motion. Ms. Hocken clarified that if the Board voted affirmatively on this motion, it would not be asking for any changes in the fare proposal.

Mr. Saydack said that based on the discussion about the fares, he wondered if Mr. Viggiano thought it was worth reconsidering the staff recommendation in any way. Mr. Viggiano replied that he thought that an increase to \$26 in the monthly adult pass price would not be unreasonable; it was a little risky because of the \$1 increase last year, and people might remember, but he did not think it would have a significant impact on ridership.

Mr. Bennett stated that staff's level of confidence in any change was an important part of the equation, and he did not know how any Board member could make specific changes with any sense of confidence. Therefore, from his perspective, he was prepared to vote for the motion, because he did not know any way to impact it except to make his case in the discussion and hope that it received consideration.

Mr. Saydack said that he felt the same way; he did not see how any of the Board members could pick a number and say that was the right one. They could point out what they considered to be inconsistencies. He said that Mr. Viggiano had just told the Board that there was no particular downside to a \$2 increase in the pass price rather than a \$1 increase. Mr. Viggiano stated that it was really more of an art than a science in a lot of ways to try to predict people's behaviors in response to fare increases. The District had experience making the increases the way that was being proposed again for FY 96-97, and that had been successful in the sense that it had not impacted ridership negatively. He did not think that going from \$24 to \$26 was a deviation on that method; it just involved a little more risk that there might be a downturn in pass sales, but it seemed reasonable, especially since the Board seemed to want to be more aggressive in increasing fare instruments.

Mr. Kleger said he thought a \$2 price increase would be marketable, and that people would continue to use the bus for more than just the 20 round trips a month that a commuter would use. It would involve a little more risk than the single-dollar increase.

Mr. Bailey agreed with Mr. Bennett's point about having some indication from the staff of what seemed to be an appropriate level of increases. Going to \$26 did not seem to be a significant increase that would affect ridership too dramatically; however, he did not hear Mr. Viggiano say that it would not affect ridership. He assumed that there would be some

additional ridership loss. He said that he had some reservations about increasing the fares too aggressively because a negative impact on ridership was contrary to other goals that the Board had stated about trying to reduce vehicle miles traveled, increase ridership, etc. He also had a concern about increasing the passes relative to the cash fares, because of the policy to have more people using passes as opposed to cash. He said that he would accept an increase to \$26, but would have serious questions about going farther than that.

Mr. Montgomery said he agreed with Mr. Bailey, and asked if there would be any way to find out how much the passes actually saved the District, such as putting a dollar amount on the cost of processing money for 30 rides, because the District could find out that this saved enough money that it was worth it to have a lower value. He wondered if there was a way to get at what Mr. Bennett had suggested without doing it in a trial-and-error method. If so, he would be willing to look at that, but said he felt about this issue similar to the "if it isn't broken; don't fix it" theory.

Graham Carey, of Branch Engineering, asked to make a couple of points. As Mr. Viggiano had mentioned, the pass fare was a lot more convenient. It had been dropped to a certain level below the cash fare, and then they should increase at a parallel rate, but still with a gap between them. He said he was a little concerned about picking arbitrary figures for a pass fare. On the other hand, the District did not really have a good feel about the elasticity of the market, so maybe it needed to stick its neck out a bit in order to find out how many passengers might be lost this year. Next year, then, there would be a better idea of the elasticity.

Ms. Loobey said that what she found most compelling in Mr. Bennett's discussion was the fact that LTD was giving good value and making better value all the time. The service improvements that had been made, especially those being contemplated for the afternoon peak, so that passengers could make their transfers and so that the stress on bus operators could be relieved, were of great value to the customers. They came with added cost to the District and the taxpayer, but also provided a lessening of the cost of missing transfers for those people who used the system. That lost time cost them money. She thought that part of introducing an increase to the pass fare for the customers had to do with the way it was marketed to the customers, and that the value of the system changes that the Board had agreed to was a compelling argument that the District could make. In fact, she said, a bus operator had told her about a customer who did not want to pay the fare, but the bus operator was angered by that because LTD gave good value for the \$.80 fare. Mr. Kleger stated that he thought customers who missed transfers were more likely to stop using the service than someone who had to pay \$2 per month more for a bus pass.

Mr. Montgomery wanted to clarify that Ms. Loobey was saying, in her argument regarding the value of the system, that the service was worth the \$26 pass price. She said that she was. Mr. Montgomery said he would buy that to a certain point, but if people quit using their monthly passes, boarding would take longer and people might start missing transfers again.

Ms. Loobey stated that when fares increased from \$.35 to \$.60, the District lost one-third of its ridership within three months. The District had not made a change in a long time

before that, but that obviously was too big a jump. As Mr. Carey had said, LTD did not have any other experience in this community about the point where people would get upset about the increase.

Mr. Vobora stated that an increase to \$26 would accomplish a couple of good things. The biggest increase in adult pass users during the current year was for Lane Community College (LCC) students, and a pass price increase might help encourage them to consider a group pass program. Second, a change was not being recommended in the cost of a three-month pass, so committed riders who were very price-sensitive could purchase three-month passes and save a significant amount of money over the monthly pass rate.

Mr. Vobora also mentioned the peripheral issue that when staff worked with downtown employees on pass programs, employees compared the pass price and the parking permit price, usually without considering the cost of driving their automobiles. The average parking permit downtown was only \$24, with the least expensive being \$19. He said that it was very difficult for LTD to compete directly and move the commuters into the District's market.

Ms. Hocken suggested that one possibility would be to raise the adult cash price to \$.85 and the pass price to \$26, and then there would be fewer concerns about people switching. She added that she realized that the cash fare had increased more than inflation. Mr. Viggiano said that one issue on the cash fare was that some combinations of coins were difficult for people. Neither \$.85 nor \$.90 was very convenient, and staff had thought that at some point the District might want to raise the fare directly to \$1.00. Although that would be a fairly large increase, a number of transit districts had done this, even going from \$.75 to \$1.00, because the number of coins was difficult for the customers. That would be much more risky than going from \$24 to \$26 for the pass. Staff would consider this for next year's recommendation. Mr. Kleger stated that approximately one-quarter of the cash fare customers already were paying with dollar bills, so the revenue increase of going to a \$1.00 fare would not be quite as big as it would look on the surface. He said he had been amazed at the number of people who would put a dollar in the farebox rather than \$.80. Part of the reason he thought going from \$24 to \$26 for the monthly adult pass would work was that \$1.00 or \$2.00 did not seem to be an issue for most people, other than those with extremely low incomes, and most of those people were in a reduced fare category already.

Mr. Bennett asked if the pricing plan issue could be held over. Ms. Loobey said that the first and second readings of the ordinance could be scheduled for April and May without causing any problems. Staff would need to bring back some additional analysis if the Board wanted to increase the cash fare to \$1.00. Most of the District's fareboxes were not designed for dollar bills, and the whole issue of handling dollar bills was more complicated than handling coin. Going to a \$1.00 fare had operating implications that staff were not fully prepared to present to the Board at that time.

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Mr. Kleger withdrew his motion to approve the FY 96-97 pricing plan, with Mr. Bailey's consent.

MOTION Mr. Kleger moved that the Board amend the staff's proposed pricing adjustments to set the monthly pass fare at \$26 and have staff bring back a report on an increase in the cash fare. Mr. Saydack seconded the motion.

VOTE There was no further discussion, and the motion carried unanimously.

Mr. Montgomery requested again that staff try to determine a monetary figure to show how much pass use saved over cash, as close as they could guess.

EUGENE LOCAL STREET PLAN: Ms. Loobey explained that staff had been involved in the review of the draft Eugene Local Street Plan, which did not include arterial streets. Essentially, staff considered whether the policies in the plan enhanced transit, either in terms of feeder service or trunk routes. Staff believed that they were good policies and did enhance transit. Ms. Loobey said that she believed that LTD should be advising the Planning Commission and eventually the City Council that the District had a great deal of interest in the design standards and policies that the City of Eugene had for its streets.

Several Board members expressed a number of concerns about endorsing the entire plan in a general way, without more detailed study of the issues and possible areas of controversy in the community.

Ms. Hocken said she thought it was important to send a letter of some sort, and that, based on the discussion, the staff probably could draft a letter that was more appropriate for the level of study that the Board had done on the issues. She suggested letting the staff rewrite the letter and try to obtain telephone consensus. Mr. Bennett said that what he would like to know in the judgment of staff was what were the issues in the plan that would materially affect or enhance LTD's ability to function, and that would be what he would be willing to support. Ms. Hocken suggested that for any point staff chose to include in the letter, they also provide some of the rationale about why that was important to transit, rather than a summary of the entire plan.

SELECTION OF PARATRANSIT PROVIDER: Ms. Loobey reported that several proposals had been submitted to provide paratransit services. The STF Committee recommended that Special Mobility Services be approved to continue providing this service.

MOTION Mr. Bennett moved that the LTD Board of Directors approve Special Mobility Services as the operator of RideSource services for up to five consecutive years, commencing July 1, 1996, with the annual renewal of their contract with LCOG based on satisfactory performance. Mr. Montgomery seconded the motion.

Mr. Saydack asked why the Committee recommended SMS over Paratransit Services. The memorandum from Terry Parker in the agenda packet had listed the strengths of each proposal, but did not say why one was better than the other. Ms. Kaplan said that the price difference was small. However, Paratransit Services' response did not measure up in the all the various elements, and she believed that their proposal would have cost more in the long run, since Paratransit Services wanted RideSource to undertake a software conversion. Also, the Committee believed that Paratransit Services had undertaken a

significant number of new contracts in the last year or two, and might not be able to give RideSource the type of attention and access to managers it needed because they were so busy with other new contracts around the country. SMS had extensive cross-training and access. Mr. Saydack thanked Ms. Kaplan and said that in order to make a decision and not just rubber-stamp the staff recommendation he needed that type of information.

Mr. Kleger said that he had been involved in the original selection of SMS when paratransit services had first been contracted out, as well as a couple of the contract renewals. He had noticed that SMS had always responded remarkable well to all requests for improvement in particular areas, and had done a consistently good job. He had found that many other communities did not give the impression of the same level of satisfaction with their contractors. LTD had an unusually good job being done by a provider with which the District was very familiar, and he was pleased to hear the recommendation of the screening committee.

VOTE There was no further discussion. The motion to approve Special Mobility Services as the RideSource services provider carried by unanimous vote.

BUDGET COMMITTEE NOMINATION: Ms. Hocken said that Chris Larson was unable to serve on the District's Budget Committee this year, and recommended another woman from Springfield. Ms. Hocken had talked with Virginia Lauritsen and found that she was very interested in serving, so was recommending that the Board approve the nomination of Ms. Lauritsen to the Budget Committee.

MOTION Mr. Montgomery moved that Virginia Lauritsen be appointed to the LTD Budget Committee for a three-year term beginning March 21, 1996, and ending January 1, 1999.

VOTE Mr. Bailey seconded the motion, and the nomination of Ms. Lauritsen was unanimously approved.

BOARD COMPENSATION COMMITTEE RECOMMENDATION: Mr. Montgomery, as Chairman Pro Tem of the Board Compensation Committee, presented this item, which included recommendations in three areas.

(1) Annual Adjustment to Administrative Compensation: The Committee's recommendation for administrative compensation for FY 96-97 was to approve a 3 percent increase to the administrative salary schedule, with no changes in benefits. The Committee also recommended that a comprehensive classification/compensation study be conducted during FY 96-97. Every attempt would be made to hire a consultant to provide the District with valuable private and public information. The study would allow the District to look at the changes in the organization and how people's jobs had changed as a result of the reorganization, and how those jobs compared with similar private and public sector jobs. That information would be used to review the compensation recommendation for FY 97-98.

Mr. Bennett asked Human Resources Manager Ed Rutledge to explain the compensation/classification study, which was different from what the District had done before. Mr. Rutledge explained that during the current year the employees not covered by a labor contract had gone through a significant reorganization. Some jobs had changed in

terms of duties, or to whom the employee reported, or the number of people supervised. The study would be completed by an outside source, and staff had direction from the Committee to be sure that the outside source would have access to data to provide a good comparison in both public and private sector employers. He saw the details of the study as being fairly comprehensive. Because of the size of LTD and the nature of the recent reorganization, Mr. Rutledge envisioned that this classification/ compensation study would not be just by classification, but by position. That was more comprehensive, looking at what each work site or person actually was doing and who he or she reported to. The report would come back to the Board Compensation Committee for review and a recommendation regarding the salary schedule for the 1997-98 fiscal year.

Mr. Rutledge said that this study contemplated the fact that some positions might be upgraded, some could be downgraded, some could change their classification title, and some could remain unchanged. The Committee would then have to consider the overall economic impact of the study. The entire approach was to be position-oriented, comprehensive, and using as many comparables as possible.

MOTION Mr. Saydack moved that the Board approve an increase of 3 percent to the administrative salary schedule for Fiscal Year 1996-97 and direct the District to have a comprehensive classification/compensation study conducted for administrative positions during Fiscal Year 1996-97. Mr. Bennett seconded the motion.

Mr. Montgomery pointed out that money was attached to this proposal, and would be discussed during the budget process.

Mr. Bennett had two comments regarding the letter in the agenda packet. Previously, he had tried to make a case for two concepts: (1) The administrative salary deliberation and negotiation was separate from the bargaining unit in the context of how it was handled. There were different kinds of requirements, job flexibility, and individual accountability, and with respect to administrative employees there was some sort of subjective and individual latitude among supervisors and the general manager, which all of the District's rules currently allowed. However, paragraph three of the letter on page 139 of the agenda packet tied one of the recommendations to what the bargaining unit employees at LTD would receive in compensation increases, and he did not think there was linkage. (2) The other case he made at the time was that, absent a serious and material economic downturn, whether the company had a bad year or not should make no difference in the compensation for an employee who otherwise had a certain level of performance and on an objective basis would be judged to have done a good job. In an economic emergency, everyone might agree to take less together.

VOTE There was no further discussion. The motion to increase the administrative salary schedule by 3 percent and direct the District to have a comprehensive classification/ compensation study conducted for administrative positions during FY 96-97 was approved by unanimous vote.

(2) Approval of Change in LTD Salary Administration Policy: Mr. Montgomery stated that District counsel wanted to address some things that were lacking in the written

policy. The changes addressed who was responsible for doing certain things, and solidified and made very clear the Board's past practice and belief that the Board was responsible for setting administrative salaries, including the general manager's salary. Mr. Bennett added that it stated more clearly in writing what the Board had always had as a policy, and Mr. Kleger said that it clearly stated past policy for current and past action. Ms. Loobey explained that the change was recommended by Joel DeVore of District counsel.

Ms. Hocken commented that some of the titles in the policy had not been changed to reflect the new job titles following the reorganization. Ms. Loobey stated that staff would change those.

MOTION Mr. Kleger moved that the revised Lane Transit District Salary Administration Policy be approved as presented, with the amendment that current titles be used. The motion was VOTE seconded by Mr. Saydack and carried by unanimous vote.

(3) Process to Set General Manager's Compensation for FY 96-97:

Mr. Montgomery said that the Compensation Committee's belief was that the Committee could negotiate with the general manager toward a compensation package acceptable to her and the Board for FY 96-97. The Committee was not recommending a survey or written evaluation process during the current year. Mr. Bennett added that a comprehensive survey/performance review had been done the year before. There had been a number of changes in key personnel and new initiatives since then, in addition to the reorganization, and the Board did not have the results of those efforts over an extended period of time, and the accountability of those choices was not a matter of any long record at that point. For all those reasons, the Committee was recommending that the Board not perform another comprehensive evaluation until the following year.

Mr. Montgomery stated that the Committee also was recommending that the Board hire an independent consulting firm to find out what it would cost to replace the general manager if that became necessary, to give the Board a good idea of whether the general manager's compensation fell within the realm of reasonability. That information would be used to set the general manager's compensation for FY 97-98. Ms. Hocken clarified that the Compensation Committee would negotiate with the general manager for the current year, and bring that as a recommendation to the full Board.

Mr. Kleger made two observations. First, he said that nothing had happened during the past year to change any of the evaluations he had of the general manager's performance last year, so he didn't see a need to go through the formal evaluation process. Second, he said he was of mixed minds about the study. On one hand, he thought there would be significant cost to looking at the cost of replacing the general manager with someone of Ms. Loobey's talents and capabilities. On the other hand, he had been on the boards of two different organizations that had to replace an executive but were not in a position to offer competitive wages, and both organizations spent more than ten years recovering from those hiring processes. He said that was one of the most suicidal things an organization could do, and he did not want to be in that position again. Therefore, he strongly supported the recommendation.

Mr. Bailey concurred with Mr. Kleger's comments about the evaluation. He said that nothing on his evaluation form this year would change, so he did not see a significant loss to the District if an evaluation were not performed in the current year.

MOTION Mr. Bennett moved that the Board authorize the Board Compensation Committee to negotiate with the general manager to achieve an adjustment in her compensation package, for approval by the full Board, with the understanding that no formal evaluation process will be undertaken this year, and with the understanding that an independent executive salary evaluation of the General Manager's compensation package will be undertaken during Fiscal Year 1996-97. Mr. Bailey seconded, and the motion carried by unanimous vote.

VOTE

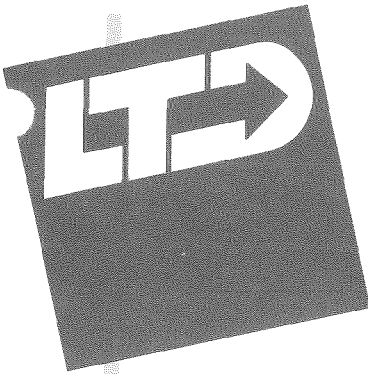
Resignation of Finance Manager: Ms. Loobey called the Board's attention to the staff summary on page 160 of the agenda packet, announcing the resignation of Tamara Weaver as Finance Manager. She stated that the District would miss Ms. Weaver very much. She had contributed to the District in ways that were not even contemplated when she was hired, and staff appreciated her work, her skill, and her dedication and loyalty to the organization.

Mr. Kleger moved a special vote of thanks to Ms. Weaver for all her excellent service to the District, and said it had been a unique and good experience to deal with someone as good as Ms. Weaver. Ms. Hocken agreed and also offered her thanks.

ADJOURNMENT: Mr. Montgomery moved, seconded by Mr. Bailey, that the meeting be adjourned. There was no further discussion, and the meeting was unanimously adjourned at 10:30 p.m.

Board Secretary

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Lane Transit District
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**CONSENT CALENDAR ITEM:
BUDGET COMMITTEE NOMINATION**

April 17, 1996

LTD Budget Committee members are nominated and approved by the Board members and serve for three-year terms. Budget Committee members must reside within the District's service boundaries, but are not required to live in the same subdistrict as the Board member making the appointment.

Budget Committee member Tim Luck has resigned his position with one year remaining in his term. Board member Roger Saydack has nominated Jeff Pearson to fill this vacant position. Mr. Pearson's nomination form is attached for the Board's information.

Board Member Recommendation: Mr. Saydack recommends that the Board approve the nomination of Jeffery A. Pearson to fill Tim Luck's unexpired term on the LTD Budget Committee, beginning immediately and ending January 1, 1997.

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: INCREASE IN FREEDOM PASS PRICE

PREPARED BY: Stefano Viggiano, Planning and Development Manager

ACTION REQUESTED: Approve Increase in Freedom Pass Price

BACKGROUND: The Freedom Pass is a summer pass for youth. It provides for unlimited rides between June and the start of school in the fall for a price of \$24.95. It is recommended that the price be increased to \$27.95 for the summer of 1996. This would be the first increase in the price of the Freedom Pass since 1993. In 1995, a total of 2,634 Freedom Passes were sold, which represented the highest total ever and an increase of 42.7 percent over the previous year.

This change is expected to increase revenue by approximately \$4,000 and result in a loss of about 8,000 trips.

ATTACHMENT: None

PROPOSED MOTION: I move that the price of the Freedom Pass be increased to \$27.95, effective with the summer 1996 Freedom Pass.

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AGENDA ITEM SUMMARY

- DATE OF MEETING:** April 17, 1996
- ITEM TITLE:** FISCAL YEAR 1996-97 PRICING PLAN
- PREPARED BY:** Stefano Viggiano, Planning and Development Manager
- ACTION REQUESTED:** Read Fourth Amended Ordinance No. 35 by title only.
- BACKGROUND:** Attached are the FY 96-97 Pricing Plan and Fourth Amended Ordinance No. 35, An Ordinance Setting Fares for Use of District Services. The Pricing Plan and Ordinance have been amended to reflect Board direction received at the March Board meeting. Staff are now recommending an increase of \$2.00 to the monthly pass. Other recommendations have not changed from those that were presented last month.
- The Board had also suggested considering a cash fare increase to be implemented at the same time as the pass increase. Though this would serve the purpose of reducing a shift from pass to cash, staff are concerned that raising two fare instruments at one time is contrary to adopted policy and to the proven success of alternating fare increases. The Fare Policy is attached for your information.
- The Board also requested an analysis of the savings that accrue from using pre-paid fare instruments instead of cash. Attached is a staff analysis of this issue.
- As stated last month, the fare changes must be implemented by ordinance. The first such ordinance, Ordinance No. 35, was adopted in June 1992. This will be the fourth amendment to Ordinance No. 35. The first reading of Fourth Amended Ordinance No. 35 is scheduled for this meeting, and the second reading and adoption will be scheduled for the May 15, 1996, meeting. The Board can elect to read the ordinance by title only.
- ATTACHMENTS:**
1. Fiscal Year 1996-97 Pricing Plan
 2. Fare Policy
 3. Analysis of Savings Resulting from Fare Pre-Payment
 4. Fourth Amended Ordinance No. 35, An Ordinance Setting Fares for Use of District Services
- PROPOSED MOTION:** I move that Fourth Amended Ordinance No. 35 be read by title only. (Following an affirmative vote, the ordinance title should be read: **Fourth Amended Ordinance No. 35, An Ordinance Setting Fares for Use of District Services.**)

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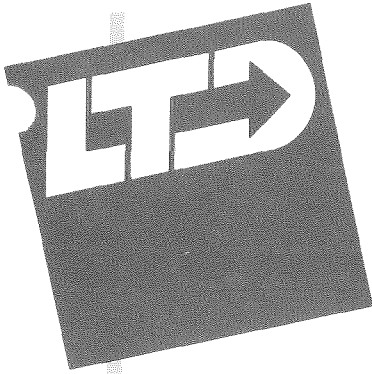
**NOMINATION FOR BUDGET COMMITTEE
LANE TRANSIT DISTRICT**

BUDGET COMMITTEE APPOINTMENT QUALIFICATIONS: ORS 294.336

Budget Committee: (2) The budget committee shall consist of the members of the governing body and a number, equal to the number of members of the governing body, of qualified electors of the municipal corporation appointed by the governing body. . . (5) the appointive members of the budget committee shall be appointed for terms of three years. The terms shall be so staggered that one-third or approximately one-third of the appointive members' terms ends each year.

Board Member:	Roger Saydack	
Date of Nomination:	April 17, 1996	
Term of Budget Committee Appointment:	April 18, 1996	January 1, 1997
	Effective Date	Term Expiration Date
Approved by Board:	Date	

NOMINEE'S NAME:	JEFFERY A. PEARSON	
Home Address:	755 East 43rd Street, Eugene, Or 97405	
Telephone Number:	541/485-2673	
	Coopers & Lybrand L.L.P.	
Business Address:	400 Country Club Road, Suite 300, Eugene, OR 97401	
Telephone Number:	541/485-1600	
PREFERRED MAILING/DELIVERY ADDRESS:	office	
Occupation:	Partner in CPA firm	
Brief statement of nominee's background that is relevant to budget committee appointment:		
	<u>Mr. Pearson is a partner with Coopers & Lybrand L.L.P. with 20 years experience in public accounting, including experience serving various governmental entities. Jeff is a graduate of the University of California - Berkeley.</u>	



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FISCAL YEAR 1996-97 PRICING PLAN

Prepared by Stefano Viggiano
Planning and Development Manager

April 17, 1996

Every year, the District reviews its fare structure and determines appropriate changes in fares for the following fiscal year. Changes in fares are guided by the Board-adopted Fare Policy, which outlines the District's pricing philosophy and long-range implementation strategy. The objectives of the Fare Policy are to:

1. Promote ridership by making the fare structure attractive to riders;
2. Improve the farebox recovery ratio;
3. Improve the efficiency of fare collection; and
4. Promote equity of fare payment among customers.

Each of the fare policy objectives is important, and no single objective is intended to be the sole basis for fare decisions

CURRENT ECONOMIC/RIDERSHIP TRENDS

The inflation rate (Portland area Consumer Price Index) was 3.2 percent for the past year.

LTD has experienced significant ridership growth during the past 18 months. Ridership increased by 5.7 percent during FY 94-95, and has increased 6.5 percent during the first six months of FY 95-96.

Passenger revenue also has shown large increases. Passenger revenue increased by 10.6 percent in FY 94-95, and by another 12.4 percent during the first half of FY 95-96.

EVALUATION OF 1995-96 FARE CHANGES

Changes implemented in FY 95-96 were: (1) an increase in the pass price of approximately 5 percent; (2) elimination of the LCC Term Pass; and (3) an increase in group pass program rates of 3.6 percent.

Pass Price Increase: The adult pass price was increased from \$23 per month to \$24 per month, with 50-cent increases in the reduced fare and youth pass prices. This increase does not appear to have adversely affected pass sales. During the first half of FY 95-96, adult pass sales increased by 28.6 percent over the previous year, while youth and reduced fare pass sales increased by 9.0 percent and 3.2 percent, respectively. The large increase in adult passes is mainly attributable to the elimination of the LCC Term Pass. When the adult, multi-month, and LCC term passes are combined, the pass sales show a 2.4 percent increase.

Term Pass Elimination: The District completed a phaseout of the LCC term pass in FY 94-95. It appears that most of the term pass users switched to adult monthly and multi-month passes. There were few complaints regarding the elimination of the term pass.

Group Pass Price Increase: The 3.6 percent increase in group pass prices mirrored the change in LTD's direct cost increases per service hour during the previous year. There have been no "drop-outs" from LTD's group pass program as a result of this inflationary increase. As of January 1996, there are 25,928 members of the community who participate in the group pass program.

RECOMMENDED CHANGES TO THE FARE STRUCTURE

- 1. Increase the price of adult passes from \$24.00 to \$26.00 per month, the price of youth passes from \$18.00 to \$19.50 per month, and the price of reduced fare passes from \$12.00 to \$13.00 per month.**

The District typically alternates increases in cash fares, tokens, and passes. Pass prices were increased in FY 93-94, and again in FY 94-95. Staff recommend yet another increase in pass prices before moving to an increase in other fare instruments. The primary reason for this recommendation is that the pass price is the only one of the three prices for the primary fare instruments that has lagged behind inflation. This situation was created as a successful attempt to shift riders from cash and tokens to passes. The last two pass price increases did not adversely affect pass sales. It is believed that this increase also will not cause major shifts back to cash and tokens.

Staff recommend that the price of the multi-month purchase option not be increased in order to soften the impact of limiting multi-month passes to three months (see item 2) and to encourage purchase of the three-month pass.

Summary statistics for the increase in the price of monthly passes:

Percent increase in cash fare:	8.3%
Implementation date:	September 1, 1996
FY 95-96 revenue generated:	\$50,000
FY 95-96 ridership lost:	20,000 trips

2. Eliminate multi-month pass purchase options except the three-month option.

In 1990, the District began offering customers the opportunity to purchase up to 12 months worth of passes at once, with the discount increasing with the greater number of months purchased. Prior to that time, the District sold passes only by the month or for three months. The staff recommendation is to return to that system. The sale of passes for 4 to 12 months has been limited. For example, during the first six months of this fiscal year, a total of 156 riders bought passes on contracts of 4 to 12 months. This compares to a total of 3,317 multi-month passes and 28,007 total passes sold during that same period. It is expected that the vast majority of those who currently purchase passes on 4-month to 12-month contracts will switch to the 3-month purchase option. In addition, considerable staff time is spent tracking the longer-term multi-month purchases. A conservative estimate of staff time spent on multi-month passes is \$3,000 per year.

Summary statistics for the elimination of multi-month pass options:

Percent increase in fare:	N/A
Implementation date:	July 1, 1996
FY 96-97 revenue generated:	\$1,000*
FY 96-97 ridership lost:	1,000 trips

* Does not include an estimated \$3,000 of staff time that would be saved.

3. Increase the price of Group Passes by 3.6 percent.

The District's Group Pass Policy mandates that the cost of group passes be adjusted annually. Staff propose that the price be increased by 3.6 percent. This rate is calculated as the increase in operating costs averaged over the last three years.

Summary statistics for the change in the group pass rate:

Percent increase in fare:	N/A
Implementation date:	September 1, 1996
FY 96-97 revenue generated:	\$17,500
FY 96-97 ridership lost:	none

4. Offer a Season Pass to UO football games

The Football Shuttle fare is \$1.00 per person (with half-fare for children under 12, senior citizens, and persons with disabilities). Staff recommend offering a season bus pass for football shuttle service for \$9.00. Buying this pass would help to commit riders to the shuttle for the entire season. It also would speed boarding by eliminating some of the fare payment that currently occurs. Staff also would

investigate options for a reduced fare pass for seniors, riders with disabilities, and children and an option for a family pass.

Summary Statistics for the Football Shuttle Season Pass:

Percent increase in fare:	N/A
Implementation date:	July 1, 1996
FY 96-97 revenue generated:	\$0
FY 96-97 ridership gained:	1,200 trips

5. Amend the Group Pass Policy to allow smaller businesses to participate.

The District's group pass policy currently limits group pass programs to employers or institutions with a minimum of 50 members. This limit was placed to maintain a balance between the revenue generated from the contract and administrative costs. However, as a result of this limitation, the District must turn away many smaller businesses who have expressed an interest in participating in the group pass program.

Staff suggest amending the group pass policy to allow businesses with as few as 15 employees to participate under certain conditions. The conditions are that the contract between the business and LTD be a standard agreement that would not be subject to the tailoring that occurs with many group pass programs and takes considerable staff time. And that these smaller businesses would pay up to 20 percent more for their group passes than would a larger group, in order to compensate for the increased administrative expense.

Summary Statistics for the change in the group pass policy:

Percent increase in fare:	N/A
Implementation date:	July 1, 1996
FY 96-97 revenue generated:	?
FY 96-97 ridership gained:	?

6. Eliminate the weekend cash fare discount.

Since 1985, the District has offered a cash fare discount for riders on weekends. The discount was implemented in order to increase utilization of the system during a time when demand is traditionally low. The discounted weekend cash fare rate was 25 cents when the program began, and has since been increased to 50 cents. This compares to an 80-cent cash fare during weekdays.

The discount program has worked. Weekend ridership has increased to the point that ridership productivity, measured as rides per service hour, is almost as high on

Saturday and Sunday as it is on weekdays. In fact, weekend service has been increased over the years to handle the greater ridership.

Staff believe it is time to go back to the regular cash fare on weekends. This will no doubt adversely affect ridership, but many riders already use passes, and the fare increase may encourage additional riders to purchase passes. In addition, riders can choose to purchase tokens at a cost of 65 cents per trip, which is only 15 cents more than the current weekend cash fare.

It should be noted that staff recommend continuing the evening cash fare discount. This would apply to all trips starting after 7:00 p.m. any day of the week. Evening ridership productivity is well below the daytime averages, so the cash fare discount helps to better utilize excess capacity.

Summary Statistics for the weekend cash fare increase:

Percent increase in fare:	60%
Implementation date:	September 1, 1996
FY 96-97 revenue generated:	40,000
FY 96-97 ridership lost:	40,000

IMPACT OF PROPOSED FARE CHANGES ON PERFORMANCE MEASURES

While an assessment of the impact of the proposed changes in the fare structure on performance measures is difficult without information on other related costs and revenues, such as operating costs, it is possible to indicate in a more qualitative sense how the changes will affect the farebox recovery ratio and the average fare.

The farebox recovery ratio is a measure of passenger fares divided by total operating costs. During the past several years, the ratio has fluctuated between 20.3 and 21.7 percent. Passenger fares increase as a result of either ridership increases (more riders pay more fares) or increases in the cost per ride. The proposed changes will increase passenger revenue by about \$112,000 in FY 96-97, and an increase resulting from continued ridership growth also is expected. Assuming that ridership increases by 4 percent, the total increase in passenger fares would be about 9 percent. If the increase in operating cost is less than 9 percent, the farebox recovery ratio would increase.

The average fare since 1988-89 is indicated on the attached table. The base year of 1988-89 is selected because that is the first year of the UO group pass, and comparisons of the average fare with and without the group pass program are problematic. The average fare during the last several years has been keeping up with inflation. It is estimated that the average fare will increase by about 5 percent if the proposed fare changes are implemented.

The proposed fare changes should improve the District's performance in the UNCC Study, since the improvement in average fare is more significant than the predicted loss of ridership resulting from the fare increases. It should be noted that "average fare paid by passenger" is one of only two measures in which LTD's performance was rated below average by the UNCC Study.

SUMMARY OF CHANGES

	<u>Change Proposed</u>	<u>Annual Riders</u>	<u>Annual Revenue</u>
1.	Increase the monthly pass price.	-20,000	+\$50,000
2.	Eliminate 4- to 12-month passes.	-4,000	+\$ 7,000
3.	Increase the price of group passes by 3.6 percent.	0	+\$15,000
4.	Offer a Football Shuttle season pass.	+1,200	\$ 0
5.	Amend the Group Pass Policy to allow for participation by small groups.	?	?
6.	Increase the weekend cash fare	- 40,000	+\$40,000
	TOTALS	- 62,800	+ \$112,000

LONG-RANGE PRICING PLAN

The attached table shows historic changes in the inflation rate and fares, as well as a five-year plan for future pricing changes. Changes beyond FY 1996-97 are presented for informational purposes only.

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PRICING PLAN 1996-97 to 2000-01

Year	Consumer Price Index		Average Fare		Adult Cash Price		Adult Token Price		Adult Pass Price	
	Yearly Increase	Cumulative Increase fr 81-82	Actual	Cumulative Increase fr 88-89	Actual Price	Cumulative Increase fr 81-82	Actual Price	Cumulative Increase fr 81-82	Actual Price	Cumulative Increase fr 81-82
1981-82	---	---	---	---	\$0.50	---	\$0.40	---	\$18	---
1982-83	-0.6%	-0.6%	---	---	\$0.55	10.0%	\$0.45	12.5%	\$20	11.1%
1983-84	3.0%	2.3%	---	---	\$0.55	10.0%	\$0.50	25.0%	\$20	11.1%
1984-85	3.6%	6.0%	---	---	\$0.55	10.0%	\$0.50	25.0%	\$20	11.1%
1985-86	3.5%	9.7%	---	---	\$0.60	20.0%	\$0.50	25.0%	\$20	11.1%
1986-87	0.3%	10.1%	---	---	\$0.60	20.0%	\$0.50	25.0%	\$20	11.1%
1987-88	2.5%	12.9%	---	---	\$0.65	30.0%	\$0.50	25.0%	\$20	11.1%
1988-89	3.7%	17.0%	\$0.39	---	\$0.65	30.0%	\$0.55	37.5%	\$20	11.1%
1989-90	3.6%	21.3%	\$0.41	5.1%	\$0.65	30.0%	\$0.55	37.5%	\$21	16.7%
1990-91	4.6%	26.8%	\$0.43	10.3%	\$0.65	30.0%	\$0.55	37.5%	\$21	16.7%
1991-92	6.3%	34.7%	\$0.46	17.9%	\$0.75	50.0%	\$0.55	37.5%	\$21	16.7%
1992-93	4.6%	40.9%	\$0.47	20.5%	\$0.75	50.0%	\$0.65	62.5%	\$22	22.2%
1993-94	3.4%	45.7%	\$0.50	28.2%	\$0.75	50.0%	\$0.65	62.5%	\$23	27.8%
1994-95	2.9%	49.9%	\$0.50	28.2%	\$0.80	60.0%	\$0.65	62.5%	\$23	27.8%
1995-96	3.2%	54.8%	\$0.52	33.3%	\$0.80	60.0%	\$0.65	62.5%	\$24	33.3%
Total % Change										
Since 1981-82 -->		54.8%		N/A		60.0%		62.5%		33.3%
1996-97	4.0%	60.9%	\$0.54	38.7%	---	---	---	---	\$26	44.4%
1997-98	4.0%	67.3%	\$0.56	44.2%	\$0.90	80.0%	---	---	---	---
1998-99	4.0%	74.0%	\$0.58	50.0%	---	---	\$0.70	75.0%	---	---
1999-2000	4.0%	81.0%	\$0.61	56.0%	---	---	---	---	\$28	55.6%
2000-01	4.0%	88.2%	\$0.63	62.2%	\$1.00	100%	---	---	---	---

Note: The day pass price is 2.5 times the cash price and would be increased whenever the cash price is raised.

FARE POLICY

The fare policy is to be used to provide direction in making decisions about changes in the District's fare structure. The policy is composed of objectives and policy statements. The objectives indicate the general goals the District's fare structure should achieve. The policy statements provide more specific direction on the various aspects of a fare structure. The intent of each of the policy statements is further explained in a discussion section that follows each statement.

OBJECTIVE

1. To promote ridership by making the fare structure attractive to users.
2. To improve the farebox recovery ratio.
3. To improve the efficiency of fare collection.
4. To promote equity of fare payment among patrons.

APPLICATION

This policy applies to Service Planning and Marketing staff and Planning and Development staff who develop recommendations for changes to the fare structure, and to Executive Committee and the Board of Directors who review and approve the changes to the fare structure.

POLICY

1. Recommendations for changes in the fare will be developed by Service Planning and Marketing staff and Planning and Development staff and reviewed by Executive Committee.

In developing the recommendation, Service Planning and Marketing staff and Planning and Development staff will contact and gather input from other divisions at the District. Executive Committee shall review the recommendations and determine if they should be sent to the Board of Directors for approval.

2. Staff recommendations for changes to the fare will consider the inflation rate, ridership and revenue trends, local economic trends, trends in automobile-related costs such as gas, service changes, the value of the service to the rider, market conditions, and opportunities, the District's financial situation, the District's goals and objectives, and Board policy.

This policy statement lists the most important factors to be considered in making recommendations for changes to the fare structure. The list of factors to be evaluated is not meant to be exclusive; other factors will need to be considered from year to year. It is further recommended that staff develop and maintain a ridership model in order to more accurately predict the effects of changes in the fare structure.

3. Increases in the farebox recovery ratio should be pursued by improving the ridership productivity of the system and by improving internal operating efficiency.

There are three ways to improve farebox recovery ratio: by increasing the fare (in real terms); by improving ridership productivity; and by improving internal operating efficiency. Attempts to improve the recovery ratio by increasing the fare by an amount greater than the market would have proven unsatisfactory. Ridership decreases have almost offset the increase in the average fare, yielding only small gains in revenue. Of the other two methods, improvements in internal operating efficiency will be largely dependent on unpredictable future labor negotiations. However, improvements in the ridership productivity are clearly within reach and can have a significant impact on the farebox recovery ratio. If the average fare remains stable (in real terms), a 50 percent increase in ridership productivity would achieve the 30 percent farebox recovery goal.

4. Prepayment of fares shall be encouraged. Accordingly, passes and tokens should be priced below the cash fare.

Prepayment of fares benefits the District in a number of ways. It improves the cash flow situation; it guarantees ridership and revenue by the patron; it reduces the chance of non-payment or underpayment; and it speeds boarding. Prepayment mechanisms also tend to encourage increased ridership by patrons since the cost of the ride is not required at the time the decision to take the ride is made. It is recommended that monthly passes be priced at 30-34 times the cash fare, that tokens be priced at 85-90 percent of the cash fare. Passes should, on a per-ride basis, be discounted more than tokens since they are more effective at increasing ridership and are a more efficient fare mechanism from an internal operating standpoint.

5. Increases to the base fare should not exceed 20 percent and no more than one increase in each fare type should be implemented within a year.

This policy directs that changes in the fare be incremental in nature to avoid large "catch-up" increases. The District's experience has been that large fare increases (even though occurring less often) have a substantially more negative impact on ridership than smaller, more frequent fare increases. However, more than one increase in any one fare instrument in a year would tend to discourage ridership.

6. Recommendations for fare changes will be developed prior to the budget process each spring for the following fiscal year.

Given the dynamic nature of ridership, budgets, and other factors that affect fares, it is necessary to consider changes in the fare on a yearly basis and to not program the changes into the future. This policy ties the recommendations on fare changes into the budget process as well as to decisions on major changes in the service that result from the Annual Route Review. This policy does not preclude making unprogrammed changes to the fare in mid-year if unforeseen conditions warrant.

7. The District should alternate increases in the cash fare with increases in the cost of tokens and passes.

The District has had good success alternating increases in the cash fare with increases in the cost of tokens and passes. This method always gives riders the option of switching to a fare payment mechanism which has not been increased and therefore mitigates some of the negative impacts on fare increases.

8. Changes in the fare structure should be implemented in conjunction with driver bids, or on the first day of a month, as dictated by publication or printing deadlines and environmental factors.

Since the fare structure is noted prominently on timetables and since the timetables are revised every bid, it follows that fare changes should be implemented in conjunction with bids. It is also recommended that in order to minimize the impact of pass price increases on students, pass prices should only be increased in conjunction with the June or September bids. Students make up a large proportion of pass riders. Pass price increases during the school year are more visible to students and therefore may result in a greater loss of ridership.

9. Fare promotions shall be used to attract new riders onto the system.

Most fare promotions have been shown to be a cost-effective method of attracting new users to the system at a very low cost per trip generated. Surveys indicate that many of those attracted by free or reduced fares are not regular bus riders. The process to be followed in fare promotions includes an analysis of the proposal, a marketing plan for the promotion, and a post-project evaluation. The extent of the analysis, marketing plan, and evaluation would be based on the scale of the promotion.

10. Discounted fares may be used to encourage ridership during traditionally low demand periods.

The District has had very good success in generating additional ridership in low demand times through fare reductions. The cost per trip generated by the fare reductions has been much lower than for other options available to the District. This policy also implies that pass prices should be priced so as to compensate for expected low demand periods. For example, term passes should be priced to compensate for low student use during vacations.

11. Fare payment options that effectively attract a different market segment or encourage increased use of the bus by current riders shall be developed. The fare payment options should be made conveniently available to patrons.

The District currently offers patrons the choice of paying cash or using tokens, monthly passes, term passes, or day passes. Each of these fare payment options is attractive to a different segment of the market. Other fare payment options which either attract additional riders, increase bus use among current riders, or which are more convenient forms of current options should be investigated and, if feasible, implemented. Convenient access to all fare payment options will tend to make the system more attractive to patrons and thus will increase ridership.

12. The fare charged should be related to the length of the trip provided.

The fare charged should be commensurate with the amount of service provided. Charging the same fare for all metropolitan area trips results in a much higher cost per mile for shorter trips than for the longer trips. Reducing the fare for shorter trips would tend to create a more equitable pricing system and would increase ridership; an example of this is the Downtown Shuttle.

13. The transfer policy shall be designed to encourage ridership and make the service more competitive with the automobile.

Due to the structure of the system, transfers are required to complete many trips. Since the requirement to transfer is in itself a disincentive to ride, the District should strive to give transferring patrons other advantages. Options to make the service more attractive to transferring patrons should be investigated and, if feasible, pursued.

14. The design and number of fare payment instruments shall consider the ease of enforcement by drivers and ease of understanding by patrons.

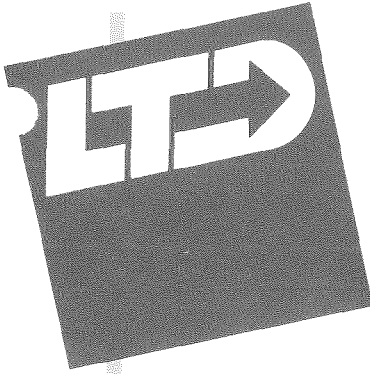
Driver enforcement of fares is necessary to ensure adherence by patrons to the fare policies. The ease of enforcement is dependent on the design of the fare payment instrument and the quantity of different fare payment options available. These two factors should be considered when making decisions on the implementation of a new fare option or the redesign of an existing fare instrument. Fare enforcement programs should be evaluated periodically to ensure that they are appropriate.

MAINTENANCE

The Planning and Development Manager will monitor application of this policy and propose revisions as necessary.

SMV/Planning/Approved

Adopted 2/85
Revised 6/86
Revised 6/87



Lane Transit District
P.O. Box 7070
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Fax (541) 741-6111

ANALYSIS OF SAVINGS RESULTING FROM FARE PRE-PAYMENT

Prepared by Stefano Viggiano
Planning and Development Manager
April 17, 1996

Introduction

It is generally accepted that there is an advantage to encouraging riders to use prepaid fare instruments, such as passes, instead of paying a cash fare per ride. Advantages include improvements in cash flow, reduced chance of non-payment or underpayment, faster boarding, and reduced administrative costs. The Board has asked for more information on what cost savings actually accrue to the District as a result of having a high percentage of prepaid fares.

The following is a rough estimate of potential savings. The methodology used was to consider additional costs that the District would incur if the percentage of riders using cash were to double from 30 percent to 60 percent. Please note that there is also a cost in terms of ridership losses that would result from a shift to cash payment, which is not evaluated as part of this analysis.

Analysis

Slower boarding

Cash customers take longer to board than customers using passes or other prepaid instruments. This additional time has an operating cost impact. Conservatively assuming that each cash rider takes 5 seconds longer to board (estimates have ranged as high as an extra 15 seconds), a doubling of cash-paying customers would add an annual total of about 2,400 hours, at an estimated operating cost of about \$90,000.

Cash Flow

Assuming that monthly pass riders and cash riders pay the same total fare (cash riders ride less often, thus offsetting a higher payment per ride), there is an advantage to receiving the money at the beginning of the month instead of throughout the month. Using a 3 percent interest rate, the interest earned on the money would come to approximately \$11,000 per year.

Non-Payment and Underpayment

One of the concerns with cash fare payment is that there is more potential for non-payment or underpayment of the fare. Assuming that the total combined non-payment and underpayment is 5 percent of the total cash revenue, a doubling of cash fare riders would result in a loss of about \$50,000 in farebox revenue.

Fare Counting

Currently, the fareboxes are pulled six days a week and counted individually. This requires about 27 hours per week. If the cash in each farebox were to double, then the time to count the fares is estimated to increase by nine hours per week, at an annual additional cost of about \$7,000. More significant, however, is that the fareboxes are removed and lifted manually. The weight of the fareboxes is now a concern, and would be unmanageable if the weight were to double. This would require changing to a mechanized farebox retrieval system, as many other transit systems use. The cost for such a system is estimated to be about \$500,000.

Security

There are some security risks that are inherent in the cash handling process. The District attempts to mitigate this risk through the use of a secure counting room that is monitored by closed circuit television cameras, and by requiring that each farebox be counted separately. However, it is impossible to eliminate all risk of theft.

Currently, the District takes in approximately \$3,000 per day through the fareboxes. If that amount were to double, both the risk of theft and the potential loss from theft would increase.

It is also true that there is a potential of theft that can occur from the sales of passes and other prepaid fare instruments. However, since those fare instruments must be accounted for on a balance sheet, the risk of theft in that instance is thought to be less.

Printing

An increase in cash fare riders would decrease pass printing costs by about \$6,000 per year. However, this would be partially offset by an increase in transfer printing costs of about \$6,000. Thus, changes in printing costs would be negligible.

Sales

About 35 percent of the monthly passes are sold through the Customer Service Center. Each month, there are five or six days when CSC staff are busy handling large crowds of people purchasing passes. If pass sales were to decrease significantly, it is estimated that there would be an annual savings of \$5,000 in CSC labor costs.

Summary

This rough but conservative analysis indicates that a doubling of cash fare riders from 30 percent of all trips to 60 percent of all trips would add about \$150,000 in additional operating costs or lost revenue, and require a capital project with a \$500,000 cost. This means that every 1 percent of riders switching to cash costs the District about \$5,000 (not including the capital costs for the farebox system).

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**LANE TRANSIT DISTRICT
FOURTH AMENDED ORDINANCE NO. 35**

An ordinance setting fares for use of District services.

The Board of Directors of Lane Transit District does hereby ordain that Ordinance No. 35 of said District is hereby amended to read as follows:

1.01 Definitions. As used in this ordinance, unless the context requires otherwise:

- (1) "District" means Lane Transit District.
- (2) "Service Area" means the area designated in Ordinance No. 22 of Lane Transit District entitled "An Ordinance Altering the Territorial Boundaries for Lane Transit District and Repealing Ordinance No. 17," adopted January 19, 1992, as such area is now constituted and as it may be altered from time to time hereafter by ordinance of this District.

1.02 Fares.

- (1) Fares on the District transit system shall vary according to the status of the rider and method of payment and shall be in accordance with the following schedule:

(a) Cash Fare (Effective 9/01/96).

	<u>Monday-Friday</u>	<u>Evenings***</u>
Adult (ages 12 and older)	80¢	50¢
Child* (ages 5-11)	40¢	25¢
Reduced Fare**	40¢	25¢
Senior (ages 62 and older)	40¢	25¢

* Child fare applies to ages 5-11. Up to two children under age five ride free with parent or guardian. All additional children pay child fare.

** Reduced fare applies to all persons who meet the Federal Transit Administration-approved definition of persons with disabilities.

*** Evening fare reduction begins at 7:00 p.m.

(b) Monthly or 3-Month Passes.

	<u>9/01/95</u>	<u>9/01/96</u>	<u>9/01/96</u>
<u>Pass Type</u>	<u>Monthly</u>	<u>Monthly</u>	<u>3-Month</u>
Adult	\$24.00	\$26.00	\$60.00
Child, Senior, Reduced	\$12.00	\$13.00	\$30.00
Youth	\$18.00	\$19.50	\$45.00

(c) Day Pass (Effective 9/01/94).

\$ 2.00

(d) Tokens.

Regular (large) tokens are worth 80¢ toward any LTD ride. Tokens are sold in lots of 5 for \$3.25. Small tokens are worth 40¢ toward any LTD ride. Small tokens are sold in lots of 5 for \$1.60.

- (2) Group Pass Program. The General Manager, or her designated representative, is authorized to sign contracts on behalf of the District to provide transit service to groups of riders at reduced rates pursuant to policies established by the Board at its May 2, 1990, meeting, as amended, or pursuant to such policies as the Board may hereafter adopt by resolution or ordinance.
- (3) Special Event Discounts. The promotional distribution of free tickets from time to time is necessary or convenient for the provision of a public transit system. The General Manager, or her designated representative, is authorized to reduce or eliminate fares, or to approve the distribution of free tickets for use of District facilities during special events, or a specified times, on a finding by the General Manager or her designated representative that the fare reduction or elimination will promote increased use of the District's public transit system or will otherwise further the provision of a public transit system.
- (4) Reduced Fares for Low-Income Persons. The General Manager, or her designated representative, is authorized to sign contracts with local non-profit agencies whereunder the District may agree to provide transit tokens at reduced prices to such agencies, for distribution to low-income persons within the service area who need transportation assistance. Definitions of those who are "low-income persons" and "who need transportation assistance" shall be part of such contracts, verbatim or by reference.
- (5) Paratransit. Fare structure (*Effective 9/01/94*):

<i>RideSource</i>	80¢ one-way
Escort*	80¢ one-way
<i>RideSource</i> Shopper (ADA eligible)**	\$1.10 round-trip
<i>RideSource</i> Shopper (Non-ADA eligible)	\$1.35 round trip
Social Service Agencies***	100 percent

* Subscription service is for ongoing guaranteed rides.

** *RideSource* Shopper is specialized transportation service for grocery shopping. *RideSource* Shopper fares are based on round-trip rides. All other fares are one-way rides.

*** Social service agencies will contract for service and pay 100 percent of the marginal cost of service.

2.01 Transfers. A passenger may transfer from one regularly-scheduled District route to another without paying additional fares as follows:

- (1) The holder of a pass or a transfer may transfer to another regularly-scheduled route at any time during the period for which the pass or transfer is valid.
- (2) Transfers are not transferable to another person.

3.01 Large-quantity Token and Pass Purchases. The District will provide a discount to individuals or organizations who have been authorized by the District to sell tokens and passes to the general public in accordance with the following schedule. The discount will be applied to the approved retail price.

(1) Passes	0-9	0.0%
	10-24	2.5%
	25-100	5.0%
	101-500	10.0%
	501	20.0%
(2) Tokens*	0-49	0.0%
	50-99	2.5%
	100-249	5.0%
	250+	10.0%

* Quantities listed are for individual packages; each package contains five tokens.

4.01 Effective Date. This ordinance shall take effect on June 1, 1996, at which time this Fourth Amended Ordinance will stand in the stead of Ordinance No. 35 in all particulars and all previous amendments, and will govern all fares charged by the District.

ADOPTED this _____ day of _____, 1996.

President and Presiding Officer

ATTEST:

Board Secretary

Recording Secretary

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: FAMILY AND MEDICAL LEAVE POLICY

PREPARED BY: Ed Rutledge, Human Resources Manager

ACTION REQUESTED: Review, consideration, and adoption of proposed policy.

BACKGROUND: Employees are entitled to family and medical leave under both state and federal statutes. These statutes allow employees to take up to twelve (12) weeks in a year for certain purposes. Under certain circumstances, employees may be able to take up to twenty-four (24) weeks of leave in a year.

Leave taken for the purposes addressed by this policy are unpaid. However, an employee may elect to take paid leave such as sick leave or vacation leave. Even though an employee may take an unpaid leave under this policy, the District would continue to pay for health/welfare benefits for up to twelve (12) weeks.

The proposed policy sets out conditions under which Family and Medical Leave may be taken. Owing to subtle differences in the applicable laws, this policy references the Family Medical Leave Act (federal law) and the Oregon Family Leave Act (state law). This policy will serve to advise employees of their rights and privileges under these laws as well assist supervisors and managers in administering this type of leave.

ATTACHMENTS:

1. Proposed Family and Medical Leave Policy
2. Request for Family and Medical Leave form

PROPOSED MOTION: I move that the Board of Directors adopt the Family and Medical Leave Policy as presented to the Board on April 17, 1996.

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**LANE TRANSIT DISTRICT
FAMILY AND MEDICAL LEAVE POLICY**

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3
4
5 **A. OBJECTIVE:**

6
7 To establish policy and procedure regarding Family and Medical Leave rights and
8 privileges for District employees.
9

10 **B. APPLICATION:**

11
12 All District employees who meet the eligibility requirements as defined in this policy.
13

14 **C. POLICY:**

15
16 The District shall provide eligible employees Family and Medical Leave in accordance
17 with the Family and Medical Leave Act 29, USC §§2001-2654 and the Oregon Family
18 Leave Act, ORS 659.470 to 659.494.
19

20 **D. DEFINITIONS:**

21
22 In this policy, the term:

- 23
24 1. "Family Medical Leave Act" or "FMLA" refers to the Federal Family Medical
25 Leave Act, 29 USC §§2601-2654.
26
27 2. "Oregon Family Leave Act" or "OFLA" refers to the Oregon Family Leave Act,
28 ORS 659.470 to 659.494.
29
30 3. "Year" shall be defined as a one-year period in which leave as provided in this
31 policy is taken by an employee.
32
33 4. "Serious Health Condition" for purposes of leave provided under FMLA shall be
34 defined as a health condition that requires care in a hospital, hospice, or
35 residential care facility, or treatment by a health care provider.
36
37 5. "Serious Health Condition" for purposes of leave provided under OFLA shall be
38 defined as:
39
40 a. An illness, injury, impairment, or physical or mental condition that
41 requires inpatient care in a hospital, hospice, or residential medical care
42 facility;
43
44 b. An illness, disease, or condition that in the medical judgment of the
45 treating health care provider poses an imminent danger of death, is
46 terminal, in prognosis with a reasonable possibility of death in the near
47 future, or requires constant care;
48
49 c. Any period of disability due to pregnancy or period of absence for
prenatal care.

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6. "Health Care Provider" shall be defined as: the person who is primarily responsible for providing health care to an eligible employee or a family member of an eligible employee, and who is a physician licensed to practice medicine and surgery, including a doctor of osteopathy, a podiatrist, a dentist, a clinical psychologist, an optometrist, a naturopath, a nurse practitioner, a direct entry midwife, a nurse-midwife, or a clinical social worker, authorized to practice and performing within the scope of his or her professional license as provided for by law. "Health care provider" includes a Christian Science practitioner listed with the First Church of Christ Scientist in Boston, Massachusetts, who is primarily responsible for the treatment of the eligible employee or a family member of the eligible employee. "Health care provider" includes a chiropractor, but only to the extent the chiropractor provides treatment consisting of manual manipulation of the spine to correct a subluxation demonstrated to exist by X-rays.

E. LEAVE PROVIDED UNDER FMLA:

1. ELIGIBILITY:

All employees of the District who have, at the time such leave is requested, been employed for a minimum of twelve (12) months, during which time they have performed no less than 1,250 hours of service.

2. PURPOSE OF LEAVE:

Leave under this section shall be provided to an employee for the following purposes:

- a. Birth of a child;
- b. Placement of a child with the employee for adoption or foster care;
- c. To provide care for the employee's seriously ill spouse, child, or parent;
or
- d. For the employee to recover from his or her own serious health condition, which renders the employee unable to perform his or her essential duties.

3. DURATION OF LEAVE:

- a. Up to twelve (12) weeks of leave shall be provided each year.
- b. A maximum total of twelve (12) weeks shall be provided between spouses who work for the District when such leave is taken for the birth of a child, placement of a child for adoption or foster care, or to take care of a parent with a serious health condition.

1 F. LEAVE PROVIDED UNDER OFLA:

2
3 1. ELIGIBILITY:

- 4
5 a. All employees of the District who have been employed an average
6 minimum of twenty-five (25) hours per week for a minimum of 180 days
7 prior to when the leave would commence.
8
9 b. The 25-hour average minimum eligibility requirement shall not apply in
10 those instances where the employee is taking leave for purposes stated
11 in Section F.2.a. herein.
12

13 2. PURPOSE OF LEAVE:

14
15 Leave under this section shall be provided to an employee for the following
16 purposes:
17

- 18 a. To care for an infant or newly-adopted child under 18 years of age, or for
19 a newly-placed foster child under 18 years of age, or for an adopted or
20 foster child older than 18 years of age if the child is incapable of self-care
21 because of a mental or physical disability. Leave for these purposes
22 must be completed within twelve (12) months after birth or placement of
23 a child.
24 b. To care for a family member with a serious health condition.
25 c. To recover from or seek treatment for a serious health condition of the
26 employee that renders the employee unable to perform at least one of
27 the essential functions of the employee's regular position.
28 d. To care for a child of the employee who is suffering from an illness,
29 injury, or condition that is not a serious health condition but that requires
30 home care.
31

32 3. DURATION OF LEAVE:

- 33
34 a. Up to twelve (12) weeks of leave shall be provided within a year.
35 b. Leave provided for the purposes provided in section F.2.a. herein may
36 be taken in two or more non-consecutive periods only if approved by the
37 District.
38 c. Leave for the purposes provided in Section F.2.d. shall not be provided if
39 another family member is available to care for the child.
40 d. An employee who has taken twelve (12) weeks of leave for the purposes
41 provided in Section F.2.a. herein may take up to an additional twelve
42 (12) weeks within the same year for the purposes provided in Section
43 F.2.d. herein.
44 e. Two family members who work for the District may not take concurrent
45 leave unless one employee is providing care to another employee who is
46 suffering from a serious health condition or one employee is providing
47 care for a child who has a serious health condition while the other
48 employee is also suffering from a serious health condition.
49
50

1 G. NOTICE OF INTENT TO TAKE LEAVE:

- 2
- 3 1. Employees shall provide a minimum of thirty (30) days' notice to the District
- 4 before leave as provided herein shall commence. The employee shall give said
- 5 notice by completing a Request for Family and Medical Leave Form and
- 6 submitting said form to the employee's supervisor.
- 7
- 8 2. An employee may commence leave as provided herein without giving notice
- 9 under the following circumstances:
- 10
- 11 a. The employee or a family member of an employee suffers a serious and
- 12 unexpected health condition;
- 13 b. A child of an employee suffers an unexpected illness, injury, or condition
- 14 which requires home care; or
- 15 c. Premature birth, unexpected adoption, or unexpected foster care.
- 16
- 17 3. If an employee commences leave without notice as provided in Section G.2. as
- 18 provided herein, said employee shall submit a completed Request for Family
- 19 and Medical Leave Form to the employee's supervisor within three (3) days after
- 20 the employee returns to work.
- 21
- 22 4. Any employee who fails to provide notice as required herein may be subject to
- 23 appropriate discipline and the commencement of leave may be delayed to fulfill
- 24 the notice period.
- 25

26 H. MEDICAL VERIFICATION:

- 27
- 28 1. The District may require medical verification for all leaves as provided under this
- 29 policy except for leave provided under Section F.2.a. herein.
- 30
- 31 a. The District may require verification before the leave commences.
- 32 b. If the employee is taking leave as provided in Section F.2.d. herein, the
- 33 District may require verification only if the employee has taken three
- 34 days of leave in a year.
- 35 c. In the event an employee does not give notice as provided in Section
- 36 G.2. herein, the District may require that verification be provided with
- 37 fifteen (15) days.
- 38
- 39 2. The District may require an employee to obtain medical verification from a
- 40 second health care provider.
- 41
- 42 a. The District shall assume all costs for a second opinion verification.
- 43 b. If the opinion of the second health care provider conflicts with the
- 44 employee's medical verification, the District may require that an opinion
- 45 be obtained from a third health care provider. The third health care
- 46 provider shall be designated by the first two health care providers and
- 47 the District shall assume all costs for the third health care provider. The
- 48 opinion of the third health care provider shall be final and binding.
- 49
- 50

1 I. SCHEDULING OF A MEDICAL TREATMENT:

2
3 Subject to the approval of the health care provider, the District may require that leave
4 being used for a serious health condition of the employee or a family member of the
5 employee be taken at times that will minimize disruption of the District's operations.
6

7 J. USE OF PAID LEAVE:

- 8
9 1. The District shall not provide paid leave in addition to that which has otherwise
10 been earned by the employee for any leave covered by this policy. However,
11 the employee may elect to use accrued vacation, CAL, sick leave, or EIB,
12 whichever is applicable. If the employee elects to use such leave, the employee
13 shall so indicate on the Request for Family and Medical Leave Form.
14
15 2. Even if the employee does not elect to use accumulated paid leave as provided
16 in Section J.1. herein, the District may require an employee to use such leave:
17
18 a. Administrative employees may be required to use CAL and, if that is
19 exhausted, EIB.
20 b. Bargaining Unit employees may be required to use sick leave and, if that
21 is exhausted, vacation leave.
22

23 K. MAINTENANCE OF HEALTH BENEFITS:

- 24
25 1. Unless otherwise provided by an applicable labor contract or the District's
26 compensation policy, during a leave covered by this policy, the District shall
27 continue to contribute toward the premiums of health, dental, and vision benefits
28 in the amount equal to that which the District was contributing immediately prior
29 to the commencement of the leave.
30
31 2. In no event shall the employer be required by this policy to contribute toward
32 premiums as provided in Section K.1. herein for more than twelve (12) weeks of
33 leave in a year.
34
35 3.
36 a. If upon completion of leave provided under this policy, the employee
37 does not return to employment with the District, the District shall deduct
38 an amount equal to that which was paid by the District as provided in
39 Sections K.1. and K.2. herein from any amounts owed to the employee
40 or, if necessary, the District may seek to recover same through
41 appropriate legal means.
42
43 b. The District shall delay seeking repayment as provided in Section K.3.a.
44 herein if the employee continues to have or suffers a reoccurrence of a
45 serious health condition.
46
47 4. In the event an employee qualifies for leave provided by this policy for more than
48 twelve (12) weeks in a year, the employee shall be obligated to pay the full cost
49 of benefits mentioned herein for any period of time that exceeds twelve (12)
50 weeks.

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L. Return-to-Employment:

- 1. Any employee returning from leave as provided under this policy shall be restored to the position of employment the employee had before the leave commenced. If, during the period of leave, the employee's position ceased to exist, the employee shall be placed into an available equivalent position with equivalent benefits and other terms and conditions of employment.
- 2. The District may require an employee returning from leave provided under this policy to receive certification from the employee's health care provider that the employee is able to return to work.

M. POSTING OF NOTICE AND COPIES OF POLICIES:

- 1. A notice regarding this policy shall be posted on each employee bulletin board.
- 2. Copies of this policy shall be available for all employees from the Human Resources Department.

N. POLICY ADMINISTRATION:

- 1. The Human Resources Manager shall be responsible for the administration of this policy.
- 2. Employees who allege violations of this policy shall advise the Human Resources Manager of said allegations. The Human resources Manager shall make a determination regarding any such allegation.

HR/Adopted: _____.



LANE TRANSIT DISTRICT
Application for Family and Medical Leave

NOTE: Family and Medical Leave is provided pursuant to the Family and Medical Leave Act, 29 USC §§2601-2654, and the Oregon Family Leave Act, RS 659.470 to 659.494. It is not the intent of the Lane Transit District to provide any employee with special benefits or privileges which would exceed those provided by applicable law.

Name: _____

SS#: _____ Hire Date: _____

Classification: _____ Home Telephone #: _____

Name of Spouse: _____

SS#: _____ Hire Date: _____

Spouse's Employer: _____ Telephone Number of Employer: _____

My spouse has also requested Family and Medical Leave:

Yes _____ weeks of family medical leave has been requested. No

Total number of weeks of Family and Medical Leave being provided by spouse's employer: _____

Total Number of weeks of Family and Medical Leave being provided by LTD: _____

Total Number of weeks of Family and Medical Leave being provided : _____

The LTD Employee is:

Full-time Part-time Bargaining Unit Administrative
 Initial Application Extension/Change

Date of Application: _____

Dates of Family Leave: from: _____ to: _____ = _____ weeks

REASON FOR LEAVE:

For the following three areas, leave for this purpose must be taken and be completed within twelve months of birth or placement.

- To care for an infant.
- To care for a newly adopted child under 18 years.
- To care for a newly placed foster child older than 18 years who is not capable of self-care owing to mental or physical disability.
- To care for a family member with a serious health condition. *A family member is defined as a spouse, parent, child, parent-in-law, or a person with whom the employee was or is in a relationship of in loco parentis.*
- To recover from or seek treatment for a serious health condition of the employee.
- To care for a child who is suffering from an illness, injury, or condition which is not a serious health condition, but that requires home care.

PAID LEAVE REQUIRED BY EMPLOYER:

NOTE: *The Lane Transit District reserves the right to require employees to use accumulated paid leave when on Family and Medical Leave.*

Bargaining Unit:

Administrative:

Vacation: _____ hours. Sick Leave: _____ hours. CAL: _____ hours. EIB: _____ hours.

PAID LEAVE REQUESTED BY EMPLOYEE

Bargaining Unit

Administrative

Vacation: _____ hours. Sick Leave: _____ hours. CAL: _____ hours. EIB: _____ hours.

I have had an opportunity to review my rights and privileges under the applicable laws pertaining to Family and Medical Leave with my supervisor and/or the Human Resources Staff.

I carefully reviewed this application for Family and Medical Leave and believe it to be accurate.

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Human Resources Administrator: _____ Date: _____

AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: POLICY ON SEXUAL HARASSMENT

PREPARED BY: Ed Rutledge, Human Resources Manager

ACTION REQUESTED: Review, consideration, and adoption of revised Policy on Sexual Harassment

BACKGROUND: LTD has had a policy regarding sexual harassment since 1981. It was last revised in 1990. This proposed policy is another revision. Changes from the current policy are noted in the attached document by underlines for new text and strikeouts for text that is to be deleted. This revision updates the title for the Human Resources Manager and inserts a fixed time line of 180 days following an incident giving rise to a claim of sexual harassment.

ATTACHMENT: Proposed Revised Policy on Sexual Harassment.

PROPOSED MOTION: I move that the Board of Directors adopt the revised Policy on Sexual Harassment as presented to the Board on April 17, 1996.

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1 POLICY ON SEXUAL HARASSMENT

2
3 OBJECTIVE

4
5 To state the District's policy on sexual harassment.

6
7 APPLICATION

8
9 All District employees.

10
11 POLICY

12
13 Lane Transit District, in compliance with federal and state law, will not tolerate, accept, or
14 condone harassment on the basis of sex. Employees must avoid any behavior or conduct toward
15 any other employee that could be *interpreted* as sexual harassment.

16
17 Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of
18 a sexual nature constitute sexual harassment when:

- 19
20 a. Submission to such conduct is made either explicitly or implicitly a term or condition of
21 an individual's employment.
22
23 b. Submission to or rejection of such conduct by an individual is used as the basis for
24 employment decisions affecting such an individual.
25
26 c. Such conduct has the purpose or effect of substantially interfering with an individual's
27 work performance or creating an intimidating, hostile, or offensive working environment.
28

29 Sexual harassment also includes repeated offensive sexual flirtations, advances, or propositions;
30 continued or repeated verbal abuse of a sexual nature; graphic or degrading verbal comments
31 about an individual or his/her appearance; the display of sexually suggestive objects or pictures;
32 or any *inappropriate*, offensive, or abusive physical contact.

33
34 To accomplish review of alleged sexual harassment incidents, the following complaint procedure
35 will be utilized:

- 36
37 a. If an employee feels that he/she, or another employee, has been the victim of sexual
38 harassment, the employee should immediately report the incident to his/her supervisor,
39 the ~~Personnel Administrator~~ Human Resources Manager, or the General Manager. The
40 incident will be promptly and fully investigated by the ~~Personnel Administrator~~ Human
41 Resources Manager or the General Manager. Special care will be given to conduct the
42 investigation in a confidential manner.
43
44 b. Supervisors who become aware of a sexual harassment incident should immediately
45 report the incident to the General Manager or the ~~Personnel Administrator~~ Human
46 Resources Manager.
47
48 c. Complaints of sexual harassment should be investigated without delay; therefore, unless
49 there are extenuating circumstances, complaints alleging sexual harassment shall be

1 initiated within 180 days of the incident, conduct, comment, or display that precipitated
2 the complaint.

3
4 Employees **will not be** retaliated against for utilizing the complaint procedure. If an employee
5 feels that he/she, or another employee, has been retaliated against for utilizing the complaint
6 procedure, the employee should immediately report this to his/her supervisor, the ~~Personnel~~
7 ~~Administrator~~ Human Resources Manager, or the General Manager.

8
9 If an employee violates any portion of this policy, he/she will be subject to disciplinary action up to
10 and including suspension and discharge.

11
12 **MAINTENANCE**

13
14 It is the responsibility of the ~~Personnel Administrator~~ Human Resources Manager to see that this
15 policy is disseminated, that all employees are made aware of its existence, and that proposed
16 revisions will be made as necessary.

17
18
19
20
21 HR/Revised 2/90
22 Revised 4/96

23
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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: BOARD MEETING TIME AND DATE

PREPARED BY: Phyllis Loobey, General Manager

ACTION REQUESTED: That the Board determine whether Board meetings should begin earlier in the evening or be held on a different day of the week or month.

BACKGROUND: Board meeting agendas have been very full for the past year or so, and discussions have lasted later in the evening on a fairly consistent basis. Staff propose that the Board members discuss whether they would like to begin their meetings earlier in the evening. It was suggested that beginning at 7:00 p.m. would still allow Board members to go home after work before attending the LTD meetings. However, if the Board members wished to change the time of the meetings, they could choose any time that worked for their schedules. Additionally, the Board members could discuss whether they would rather meet on a day other than the third Wednesday of the month.

If the Board members determine that they would like to change the meeting time or day, revisions will need to be made to the Board's Ordinance No. 1, the ordinance setting the rules for Board meetings. The ordinance would be placed on the agenda to be read at two separate meetings of the Board.

CONSEQUENCES OF REQUESTED ACTION: The Board's regular monthly meetings would begin at a different time of day and/or different day of the month, as determined by the Board.

ATTACHMENT: None

PROPOSED MOTION: I move that the Board direct staff to revise Fifth Amended Ordinance No. 1, An Ordinance Providing Rules for Meetings of Lane County Mass Transit District, to provide that the Board's regular monthly meetings begin at _____ p.m. on the _____ of the month, and place the revised ordinance on the agenda for reading at two meetings of the Board.

AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: BOARD MEMBER REPORTS

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None

BACKGROUND: Board members have been appointed to the Metropolitan Policy Committee (MPC), the TransPlan Update Symposia process, the Ferry Street Bridge North Bank Citizen Advisory Committee, and the High-Speed Rail Siting Committee. Board members also will present testimony at public hearings on specific issues, as the need arises. After meetings, public hearings, or other activities attended by individual Board members on behalf of LTD, time will be scheduled on the next Board meeting agenda for an oral report by the Board member. The following activities have occurred since the last Board meeting:

- a. **MPC:** MPC meetings generally are held on the second Thursday of each month; however, the February MPC meeting was canceled due to lack of a quorum. Board MPC representatives Pat Hocken and Rob Bennett can provide a brief MPC update of a general nature at the April 17 Board meeting if the Board desires.
- b. **TransPlan Update Symposia:** Board members Dave Kleger, Kirk Bailey, and Roger Saydack represent LTD in the TransPlan Update Symposia and task force process. At the April Board meeting, the Board representatives will provide an update on the activities of the Transportation Systems Management (TSM) task force, the Land Use task force, and the Transportation Demand Management (TDM) task force.
- c. **Ferry Street Bridge North Bank Committee:** At the January 1995 Board meeting, Rob Bennett was appointed to represent LTD on the citizen advisory committee discussing the north bank of the Ferry Street Bridge corridor. The committee developed a recommendation that was presented to the City, and later began work on refinements to that initial recommendation. At the April Board meeting, Mr. Bennett will provide an update on the committee's activities.

- d. **High-Speed Rail Siting Steering Committee:** In September 1994, the Metropolitan Policy Committee (MPC) created an ad hoc steering committee for issues related to high-speed rail in the Eugene/Springfield area. Later, the Joint Planning Commission Committee (JPCC) added additional stakeholders to the committee to provide more public oversight for a site selection study. On March 27, 1995, the JPCC appointed Board member Kirk Bailey to the High-Speed Rail Station Siting Steering Committee. At the April 17 Board meeting, he will report to the Board about this committee's activities.

- e. **Cascadia Rail Stakeholder Session:** Kirk Bailey will be attending the Cascadia Rail Stakeholder Session held in Salem on April 12. He will provide a brief verbal report on the session at the April 17 Board meeting.

ATTACHMENTS: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: TRANSPLAN UPDATE

PREPARED BY: Stefano Viggiano, Planning and Development Manager

ACTION REQUESTED: None

BACKGROUND: Staff from the Lane Council of Governments will attend the Board meeting to provide information on the status of the TransPlan update. Among the issues to be presented are the evaluation process, the schedule for public review, and some preliminary model results.

ATTACHMENT: None

PROPOSED MOTION: None

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Alley Vacation: Consent forms for the alley vacation have been mailed to affected property owners and returned in sufficient numbers to allow the District to apply for the alley vacation once the agreements for land acquisition have been signed.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: EUGENE STATION UPDATE

PREPARED BY: Stefano Viggiano, Planning and Development Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: **Design:** The design team is starting to work on the development of construction documents. New building codes were implemented by the City of Eugene on April 1, 1996, which may require some changes to the design. There also may be some cost implications of the changes in codes.

Schedule: Site preparation work is expected to start on July 1, 1996. The demolition of the building at 11th and Olive, which will be handled by the current building owner, will occur prior to the July 1 start of the site work. The construction work is expected to start this November and be completed in January 1998.

Value Engineering: Value Engineering (VE) involves a review of the design by a team of experts in various fields such as civil engineering and mechanical engineering. This team spends up to a week reviewing the project design and making suggestions for possible changes to either reduce costs or improve function. The District used this process successfully in the development of the facility in Glenwood.

A VE workshop was conducted last October, and several changes were made as a result of that workshop and incorporated in the design. A second, shorter, VE workshop was conducted in February 1996. The Eugene Station Committee has reviewed the recommendations from that second workshop and made decisions on which options to accept.

Land Acquisition: Agreements have been reached with owners of both private parcels at the site and should be signed very soon. The agreements in each case stipulate that the building owner will demolish the building and be responsible for site cleanup. Demolition could start in early May.

AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: BUS RAPID TRANSIT UPDATE

PREPARED BY: Stefano Viggiano, Planning and Development Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: Staff have been collecting information on the candidate corridors for the pilot BRT line. Information collected thus far will be presented to the Board at the meeting. A meeting of the Technical Advisory Committee (TAC) for BRT is scheduled for April 25, 1996. The TAC is composed of project consultants and staff from the City of Eugene, City of Springfield, Lane Council of Governments, and Oregon State University. It is expected that the TAC will recommend a corridor for the Board's consideration at next month's meeting.

Staff also are developing a draft BRT brochure that will be available for the Board's review at the April meeting.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: LAND ACQUISITION SPECIALIST

PREPARED BY: Stefano Viggiano, Planning and Development Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: Staff intend to issue a Request for Proposals for land acquisition service. The person or firm hired will assist the District with issues related to the purchase of land for the Bus Rapid Transit project, park and ride lots, transit stations, and other District land purchases. The assistance will be provided on an as-needed basis for services such as identification of potential sites and negotiation with property owners.

As is District practice with these types of services, the contract will be for one year with annual renewals, at the District's option, for up to four additional years. Payment is made on a time and materials basis.

Budgeting for this service will be included as part of each project's cost. Thus, for example, the West 11th park and ride project will include a budget for land acquisition services.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: CRESWELL PAYROLL TAX ANALYSIS

PREPARED BY: Tamara Weaver, Finance Manager
Roy Burling, Assistant Finance Manager

ACTION REQUESTED: None

BACKGROUND: We reviewed annual wage information compiled by the Oregon Employment Department on firms doing business in Creswell to determine a possible tax base for bus service in Creswell. Based on this preliminary analysis, estimated annual payroll tax revenue would be approximately \$95,000. Preliminary service proposals presented earlier in the year estimated service costs at approximately \$100,000.

This annual wage information relies on employer-supplied addresses. If an employer has not supplied the correct physical location address, a firm could be incorrectly included or excluded from the data field.

The address of each employer listed by the Oregon Employment Department was carefully assessed to determine if the employer might be within the boundaries of a reasonable transit district. Any employer who appeared to fall outside the probable boundaries was excluded from the tax estimate. Other amounts also were excluded for those employers (trucking, logging, construction) who may perform services substantially outside the district.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: GOVERNOR'S TRANSPORTATION INITIATIVE

PREPARED BY: Ed Bergeron, Public Affairs Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: Our Regional Advisory Committee for the Governor's Transportation Initiative will conduct a public hearing on April 18 at 7:00 p.m. in the Eugene City Council Chambers. The committee also plans a work session on Friday, April 19, at Springfield City Hall.

LTD staff have worked with our counterparts from the other agencies represented on the Metropolitan Policy Committee to prepare "united front" testimony for the Regional Advisory Committee. The proposed testimony was reviewed at the MPC meeting on April 11, and Pat Hocken will represent LTD at the hearing on April 18.

ATTACHMENTS: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: SPANISH TALGO HIGH SPEED TRAIN EVENTS

PREPARED BY: Ed Bergeron, Public Affairs Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: The Talgo visited Eugene on Friday and Saturday, March 28 and 29, to provide free rides and tours for area residents and dignitaries. The train festivities were sponsored by the Oregon Business Coalition for High Speed Rail, which also organized similar activities on those days in Albany, Salem, and Portland.

An estimated 2,000 people toured the Talgo during a two-hour period on Saturday afternoon at the Eugene train depot. LTD's shuttle carried 150 riders between the train depot and our downtown Eugene transit station while the train was on display. Approximately 100 Talgo rides were taken that weekend by area residents and dignitaries, including Board members Dave Kleger and Kirk Bailey.

The success of the Talgo's visit last month compares favorably with prior visits to Eugene by the Talgo in 1994, and the Swedish X-2000 high speed train in 1993. In both of these cases, thousands of area residents toured the trains and local dignitaries enjoyed complimentary rides to demonstrate their support for Eugene/Springfield's inclusion in the proposed Pacific Northwest High Speed Rail Corridor.

LTD has provided staff and promotional support for each of these train visits through the local Partnership For High Speed Rail, which also includes both the Eugene and Springfield Area Chambers of Commerce, Lane County, the University of Oregon, the cities of Eugene and Springfield, and the Convention & Visitors Association of Lane County, Oregon.

ATTACHMENT: None

MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: SELF-EMPLOYMENT TAX

PREPARED BY: Mark Pangborn, Assistant General Manager

ACTION REQUESTED: None. Information only.

BACKGROUND: As of the meeting on April 17, all self-employed persons in the Lane Transit District should have paid their taxes. The Oregon Department of Revenue is still processing those payment forms, so it will be a while before we know how much tax was collected, and even longer still until we are able to analyze the different aspects of the tax. What is clear is that the tax has generated controversy, especially amongst those whom I am calling the part-time self-employed; i.e., those persons who are self-employed on a part-time basis, earning less than ten or fifteen thousand dollars a year. This includes retired persons, house cleaners, persons working out of their houses on a second job, etc.

Staff have discussed options that would lessen the tax burden on these types of self-employed persons, but until we have had time to analyze the tax, we will not know the financial impact of any specific option. Some alternatives include making the tax effective only for those persons earning over a certain amount, such as \$10,000 a year; offering a refund; or providing some sort of transit riding privileges for taxpayers. The issue is complicated by the fact that Tri-Met also collects the tax, so, in some cases, we may need Tri-Met's cooperation to implement some of the options that have been suggested. Staff would be interested in hearing any suggestions that the Board would like us to examine.

ATTACHMENT: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: LTD DEFERRED COMPENSATION QUARTERLY REPORT

PREPARED BY: Tamara D. Weaver, Finance Administrator

ACTION REQUESTED: None

BACKGROUND: Lane Transit District contracts with Hartford Life Insurance Company to administer the District's deferred compensation plan. Though each individual employee is in charge of personal investment decisions, the District chooses the deferred compensation carrier. The District maintains a "watchdog" service from Weiss Ratings Inc. If Weiss believes the insurance portion of Hartford deserves a higher or lower rating than previously given, the District is notified. In addition, staff call the rating service quarterly to ask about the rating on Hartford.

In accordance with Board policy, the quarterly telephone call was made to Weiss Ratings, Inc., on April 9, 1996, to evaluate Hartford Insurance Company. No change was reported: Hartford maintains a B+ rating.

Weiss summarizes Hartford's financial condition as follows:

" . . . we believe Hartford Life offers good financial security and has the resources to deal with a variety of adverse economic conditions. However, in the event of a severe recession or major financial crisis, we feel that this assessment should be reviewed to make sure that the firm is still maintaining adequate financial strength."

ATTACHMENTS: None

PROPOSED MOTION: None

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: CORRESPONDENCE

PREPARED BY: Phyllis Loobey, General Manager

ACTION REQUESTED: None

ATTACHMENTS: The attached correspondence is included for the Board's information:

- (1) Letter from Jackie Britton regarding new Bustacular advertising on LTD buses.
- (2) Letter from Marilyn Martin regarding self-employment tax.

At the April meeting, staff can respond to any questions the Board may have regarding this correspondence.

PROPOSED MOTION: None

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March 18, 1996

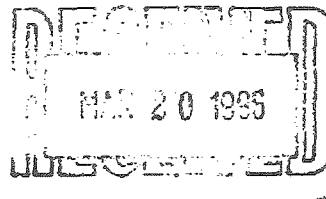
Greetings:

Just to let you know that I enjoy seeing the new advertising on the side of the LTD buses. The larger-than-life style and the colors are outstanding.

My favorite is the Breedon Homes/Sumerset Hills artistry. Keep up the creative work. Thanks for giving me something fun to look at as I'm driving.

Jackie

Jackie Britton
165 East 39th Ave.
Eugene, OR 97405



Marilyn K. Martin
1455 W. Quinalt
Spfld. OR 97477



L. T. D.

I want to thank you
for taxing me \$39.99 on
the paltry \$7065.00 that
I made last year.

It never ceases to
amaze me how big business
keeps socking it to the
little guy.

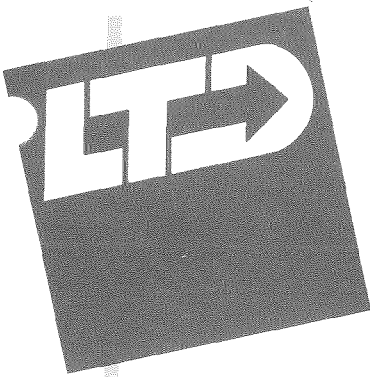
I could have used
the \$39.99 to help pay
for my electric bill.

RECEIVED

APR 10 1996

TRANSIT DISTRICT

Marilyn K. Martin



Lane Transit District
P.O. Box 7070
Eugene, Oregon 97401-0470

(541) 741-6100
Fax (541) 741-6111

MONTHLY STAFF REPORT

April 17, 1996

TRANSIT OPERATIONS

Prepared by Patricia Hansen, Transit Operations Manager

SELECTION AND TRAINING OF NEW TSSs

Four new Temporary System Supervisors (TSSs) have been selected and have begun training. They will participate in a minimum of two full shift observations before receiving eight hours of classroom training on May 2. This new group should be fully trained by late July/early August, just in time to assist with the summer special event services.

FIRST GROUP OF TRAINEES TESTED ON-SITE BY LTD'S CDL EXAMINER

Two of our most recent trainees have the distinction of being the first operators tested by our new internal CDL examiner, Field Supervisor Gary Taylor. This internal testing saved the new operators about \$23 of the cost of testing by the Department of Motor Vehicles (DMV).

The District is not only saving instructor time and pay, bus mileage, and fuel by not having to travel to the DMV in Roseburg for CDL testing, but is also saving valuable training time. Beginning with the next class of new operators, a four-hour orientation session will be added to the new operator training curriculum. These four hours will be gained from the time that used to be spent traveling back and forth to Roseburg.

NEW FORMAT FOR OPERATOR EVALUATIONS

Field Supervisor Mike Marsh has developed a new, two-page operator evaluation form that has proven to be very effective. Because the new form is much more streamlined than the format used previously, the field supervisors will be able to conduct their evaluations in a more timely manner. So far, the new format also seems to be very well-received by the operators, who prefer the more direct, specific information provided on the new form.

DRUG AND ALCOHOL TESTING

We have just completed the first quarter of the federally-mandated drug and alcohol testing program that began on January 1, 1996. No positive tests were reported. Thanks to the expert coordination of this effort by Transit Services Administrator Rob Montgomery and the skills of the system supervisors, the mark-offs for the testing were all done with extra board stand operators. No specially-scheduled time was needed.

TRANSIT SYSTEM SECURITY COURSE

Transit Projects Administrator Rick Bailor attended a security course presented by the Federal Transit Administration/Volpe Center/Transportation Safety Institute on March 11-15. This training included the latest material developed for transit security personnel to facilitate the development of a security plan.

HUMAN RESOURCES

Prepared by Ed Rutledge, Human Resources Manager

RECRUITMENT AND SELECTION

During the month of March, the District began recruiting for a general service worker and four temporary system supervisors. The District also continued its selection processes for the marketing representative and finance manager positions.

Applications for the general service worker position were accepted through March 22, 1996. Applications were screened and interviews were held on Thursday, March 28. A conditional offer of employment has been extend to one of the candidates.

Employees were given an opportunity to apply for one of four temporary system supervisor positions. Thirteen operators applied for these positions. Temporary system supervisors are generally utilized on an as-needed, temporary basis to fill in for supervisors in the Transit Operations Department.

Responses to the supplemental questionnaire for the marketing representative position were received and nine candidates were selected for interviews. Four candidates were scheduled for final interviews held the first week of April.

Responses to the supplemental questionnaire for the finance manager position were received and nine candidates have been scheduled for first interviews.

So far, 1995-96 has been a banner year in recruitment efforts. A review of the results for the current year (first three quarters) and the past two fiscal years showed significant increase in the number of selection processes completed (see graph below).

TRAINING

Two training sessions were conducted in the Fleet Services Department. These sessions were led by Lena Houston, a physical therapist in the Workers' Action Program of McKenzie-Willamette Hospital. Fleet Services employees from all three shifts were trained in proper lifting techniques.

The Risk/Safety/ Benefits Specialist attended two workshops: "The Worker & Supervisor Safety and Health Conference" and "Today's OSHA : A Compliance Update."

SURVEY REGARDING 1996 EMPLOYEE AWARDS BANQUET

The responses to the evaluation forms for the 1996 Employee Awards Banquet and other records regarding the banquet have been compiled. A brief summary of the results follows:

- Attendance increased significantly. District attendance sheets indicate that 304 people attended the banquet this year. Further, it is believed that some people may have attended and not signed in.
- Expenses for the banquet are slightly lower than the expenses for the 1995 banquet. In 1995, the total expenses were \$13,759.52. It appears that the total expenses for this year will not exceed \$13,600.
- Returned questionnaires regarding the banquet were summarized into the following results:

How did you like the:					
	n =	excellent	good	fair	poor
location	47	51%	41%	6%	2%
food	45	42%	40%	18%	
decorations	46	31%	52%	17%	
entertainment	46	26%	39%	13%	22%
program	43	23%	42%	30%	5%
prizes	44	57%	32%	9%	2%
presentations	43	26%	44%	26%	4%
overall	45	36%	53%	11%	

- There were numerous complaints regarding smoking in the banquet room. Many employees are requesting that the next banquet be a "smoke free" banquet.
- The quality of the food received many positive comments, while the quantity was a problem.

These evaluation results will be used to develop recommendations for the 1997 Employee Awards Banquet.

SAFETY/RISK/BENEFITS

During the month of March, eleven accidents and two on-the-job injuries were reported.

The Risk/Safety/Benefits Specialist worked with Finance and the insurance consultant to arrange coverage for the property acquired for the new station. New coverage also had to be obtained so that a Transit Operations supervisor could provide the CDL test to new operators.

The Accident & Route Review Safety Committee met and reviewed 22 accidents and 4 incidents. These accidents occurred during December 1995, January 1996, and the first 22 days of February 1996.

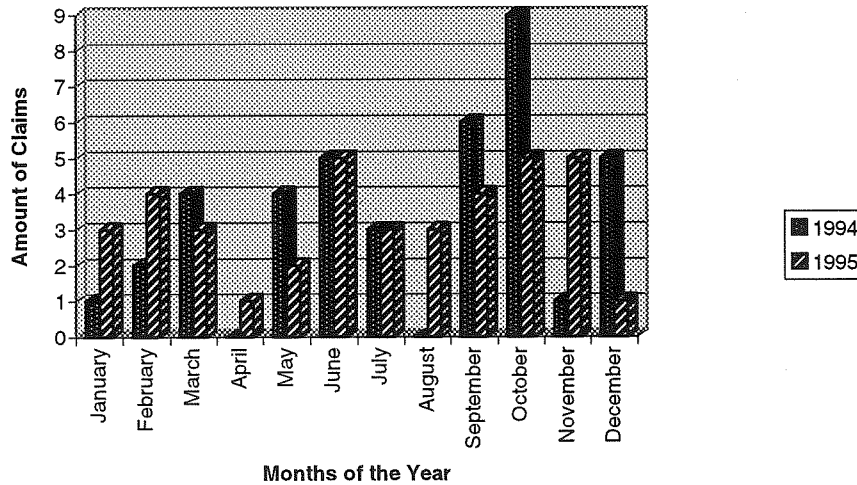
The Facilities Safety Committee reviewed 16 on-the-job injuries. The breakdown of these injuries is by work area, as follows: 11 bus operators, 3 employees in Fleet Services, 1 employee in Customer Service, and 1 employee in Finance.

Two safety suggestions were submitted, and one suggestion by a Transit Operations employee earned an award of \$25.

After a minor problem in a heating duct, staff met to discuss emergency evacuation procedures at the Glenwood Facility.

The Risk/Safety Benefits Specialist also began the development of a workers' compensation claims mitigation plan. Meetings were conducted with representatives of the SAIF Corporation, the insurance consultant, and the ATU Executive Board Officer. As part of the plan development, workers' compensation claims have been tabulated on a month-by-month basis to see if any patterns become evident. For example, a comparison of such claims for the calendar years of 1994 and 1995 appears below:

Worker's Compensation Comparison Chart



Two meetings were held with Del Johnson of Johnson Benefits Planning. One meeting addressed the disability plans with Phoenix Home Life, specifically to correct the account for one employee. The other meeting was held to review insurance premium rates for FY 96-97 and to sign the contracts.

EMPLOYEE RELATIONS

Two retirement celebrations were held in the Transit Operations lounge during the month of March.

One employee was terminated due to the employee's failure to successfully complete the probationary period. This termination was followed by a due process hearing convened in accordance with Article 19, Section 4, of the labor *Agreement*. After a review, the Human Resources Manager upheld the termination.

In another Section 4 review, the Human Resources Manager modified the results of a potential disciplinary matter involving an employee in Transit Operations.

LABOR RELATIONS

The Human Resources Manager met with the Executive Board Officer and the Treasurer of Local 757 in a preliminary discussion on forthcoming negotiations. The purpose of this meeting was to explore the possibilities of a "short cut" method for negotiations. While this does not appear likely, there was agreement to continue this discussion at a another time.

Meanwhile, Local 757 also has made an interim demand to bargain over the impact of a proposed policy regarding the procedures for handling Customer Service Forms (CSF). The Local has been asked to specify why it believes that the proposed policy would have a measurable impact on the conditions of employment, but the Local has not yet responded to this request. Nevertheless, the District has advised the Local that it is prepared to meet and discuss this matter as quickly as possible.

The Human Resources Manager conducted one predisciplinary investigation, which was attended by the Executive Board Officer of Local 757.

LEGAL

A deposition was taken from an operator stemming from a tort claim lodged against the District more than two years ago.

There was additional activity in the litigation wherein an employee has claimed that the District violated of the Americans with Disabilities Act (ADA). This included preparations with counsel for a hearing on the District's Motion to Dismiss the complaint on April 3. The District argued that the plaintiff is not disabled under the meaning of the ADA.

AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: MARCH 1996 FINANCIAL STATEMENTS

PREPARED BY: Tamara D. Weaver, Finance Manager

ACTION REQUESTED: None

BACKGROUND: With 75 percent of the fiscal year complete, there are no major exceptions to the budget. District revenue is at 75 percent of budget, with expenses at 71 percent. When the first 9 months of expense data are compared to the first 9 months of the prior year, it is notable that expenses increased a modest 5.5 percent. The most significant increase is in operator wages at 8 percent, followed by administrative compensation at 5.2 percent. Materials and services increased less than 1 percent over the prior year. Operator wages increased to reflect a service increase of approximately 2 percent, wages and benefit adjustments, and the increased cost to date of unpaid operator time. These statistics have improved considerably since operators were trained and added to the work force in February. Materials and services costs are held down by low inflationary increases and low fuel costs.

Operating income performance is very strong, with a 15 percent increase over the same period last fiscal year. This is primarily due to excellent increases in the number of rides and the increases adopted to the fare structure. No self-employment tax was transferred to the District during March.

ATTACHMENTS: Attached are the following financial reports for the Board's review:

1. Analysis report - comparison to prior year
2. Comparative Balance Sheets
 - a. General Fund
 - b. Special Transportation Fund
 - c. Capital Fund
3. Income Statements
 - a. General Fund
 - b. Special Transportation Fund
 - c. Capital Fund

PROPOSED MOTION: None

**LANE TRANSIT DISTRICT
OPERATING FINANCIAL REPORT
FOR THE FISCAL PERIOD ENDING 3/31/96 WITH COMPARISONS TO PRIOR YEAR-TO-DATE**

	Prior YTD 94-95	Current year - 95-96			
		Annual Budget	YTD Actual	% budget	% over last year
REVENUE					
Passenger fares	\$ 1,610,098	\$2,273,320	\$ 1,826,029	80.3%	13.4%
Group pass	413,041	543,020	434,750	80.1%	5.3%
Special service	58,853	65,000	61,581	94.7%	4.6%
Advertising	117,550	194,510	194,667	100.1%	65.6%
Miscellaneous	43,745	5,650	53,553	947.8%	22.4%
Total operating	2,243,287	3,081,500	2,570,580	83.4%	14.6%
Payroll tax	7,908,034	11,510,110	8,838,106	76.8%	11.8%
Self-employment tax	-	749,380	-		
FTA operating grnt	483,907	139,200	96,862	69.6%	-
State-in-lieu	383,699	854,570	621,550	72.7%	62.0%
Total	8,775,640	13,253,260	9,556,518	72.1%	8.9%
Interest income	296,648	495,480	471,501	95.2%	58.9%
Sale of assets	293,152	-	-	-	-
Total revenue	11,608,727	16,830,240	12,598,599	74.9%	8.5%
EXPENSES					
Personnel Costs					
Admin. wages	1,594,728	2,465,440	1,713,635	69.5%	7.5%
Admin. fringe	417,632	578,710	403,934	69.8%	-3.3%
Total	2,012,360	3,044,150	2,117,569	69.6%	5.2%
Contract as admin	-	41,000	42,674	104.1%	-
Contract wages	4,280,199	6,240,620	4,614,879	73.9%	7.8%
Contract fringe	1,214,457	1,782,030	1,276,686	71.6%	5.1%
Total	5,494,656	8,063,650	5,934,239	73.6%	8.0%
Total personnel	7,507,016	11,107,800	8,051,808	72.5%	7.3%
Materials & Services					
Administration	119,587	268,500	90,612	33.7%	-24.2%
Finance	23,884	32,280	27,165	84.2%	13.7%
M.I.S.	37,829	65,800	37,263	56.6%	-1.5%
Human Resources	78,013	159,600	106,282	66.6%	36.2%
Planning	44,864	42,250	12,573	29.8%	-72.0%
TDM	8,092	29,500	12,516	42.4%	-
Marketing	428,154	558,550	412,937	73.9%	-3.6%
Customer Service	53,425	88,370	59,056	66.8%	10.5%
Transportation	74,426	195,610	97,422	49.8%	30.9%
Maintenance	1,004,971	1,472,870	1,020,104	69.3%	1.5%
Facility	215,671	374,530	215,340	57.5%	-0.2%
Risk/insurance	488,502	599,900	476,424	79.4%	-2.5%
Transer - STF	307,500	480,900	339,675	70.6%	10.5%
Total M & S	2,884,918	4,368,660	2,907,369	66.6%	0.8%
Total all expenses	10,391,934	15,476,460	10,959,177	70.8%	5.5%
Rev. minus exp.	1,216,793	1,353,780	1,639,422		34.7%
To capital	-	(1,621,540)	-		-
Net to fund	1,216,793	(267,760)	1,639,422		34.7%

LANE TRANSIT DISTRICT
 COMPARATIVE BALANCE SHEET
 GENERAL FUND
 March 31, 1996

	CURRENT BALANCES	BALANCE 6/30/95
ASSETS		
Cash & short term investments	\$6,877,269.37	\$3,433,300.86
Receivables	425,086.56	1,327,364.64
Inventory	543,903.41	516,758.41
Prepaid expenses	5,598.00	94,309.48
Treasury Bill	0.00	975,180.00
Certificate of deposit	100,000.00	100,000.00
Deferred compensation	1,430,433.35	1,215,875.61
VRC lease	89,583.00	89,583.00
Property, plant and equipment	22,321,881.20	22,321,881.20
Total Assets	<u>\$31,793,754.89</u>	<u>\$30,074,253.20</u>
LIABILITIES		
Accounts payable	\$160,397.93	\$288,783.20
Payroll payable	353,397.33	347,762.33
Unearned income	52,779.87	66,415.14
Liability claims/other payable	114,902.83	112,996.17
CAL/sick accrual	940,460.66	940,460.66
Deferred compensation	1,430,433.35	1,215,875.61
Total Liabilities	<u>\$3,052,371.97</u>	<u>\$2,972,293.11</u>
FUND BALANCE		
Reserved for long term lease	89,583.00	89,583.00
Property, plant and equipment	22,321,881.20	22,321,881.20
Fund Balance restricted to assets	<u>22,411,464.20</u>	<u>22,411,464.20</u>
Fund balance 6/30/95	4,690,495.89	4,690,495.89
Change in fund balance	<u>1,639,422.83</u>	
Ending fund balance	<u>6,329,918.72</u>	<u>4,690,495.89</u>
Total reserves and fund balances	<u>28,741,382.92</u>	<u>27,101,960.09</u>
Total Liabilities & Fund Balances	<u>\$31,793,754.89</u>	<u>\$30,074,253.20</u>

LANE TRANSIT DISTRICT
 COMPARATIVE BALANCE SHEET
 SPECIAL TRANSPORTATION FUND
 March 31, 1996

	CURRENT BALANCES	BALANCE 6/30/95
ASSETS		
Cash & short term investments	\$0.00	\$3,867.00
Receivables	0.00	0.00
Prepaid expenses	0.00	0.00
Total Assets	<u>\$0.00</u>	<u>\$3,867.00</u>
LIABILITIES		
Accounts payable	<u>\$0.00</u>	<u>\$3,867.00</u>
Total Liabilities	<u>0.00</u>	<u>3,867.00</u>
RESERVES & BALANCES		
Fund balance	0.00	0.00
Change in fund balance	<u>0.00</u>	<u>0.00</u>
Ending fund balance	<u>0.00</u>	<u>0.00</u>
Total Liabilities & Fund Balances	<u>\$0.00</u>	<u>\$3,867.00</u>

LANE TRANSIT DISTRICT
 COMPARATIVE BALANCE SHEET
 CAPITAL FUND
 March 31, 1996

	CURRENT BALANCES	BALANCE 6/30/95
ASSETS		
Cash & short term investments	\$4,485,967.79	\$4,720,261.03
Receivables	81,691.00	254,896.00
Prepaid	0.00	0.00
Deposits	0.00	10,000.00
Total Assets	<u>\$4,567,658.79</u>	<u>\$4,985,157.03</u>
LIABILITIES		
Accounts payable	\$86,727.26	\$168,565.50
Retainage payable	4,937.00	0.00
Total Liabilities	<u>91,664.26</u>	<u>168,565.50</u>
RESERVES & BALANCES		
Fund balance	4,816,591.53	4,816,591.53
Change in fund balance	<u>(340,597.00)</u>	<u> </u>
Ending fund balance	<u>4,475,994.53</u>	<u>4,816,591.53</u>
Total Liabilities & Fund Balances	<u>\$4,567,658.79</u>	<u>\$4,985,157.03</u>

LANE TRANSIT DISTRICT
GENERAL FUND INCOME STATEMENT
For the period 7/01/95 to 3/31/96

	Percent of year					75.0%
	ORIGINAL	AMENDED	Y-T-D	CURRENT		
	BUDGET	BUDGET	ACTUAL	MONTH	BALANCE	YTD %
				ACTUAL		BUDGET
REVENUES						
Passenger Fares	\$2,273,320	\$2,273,320	\$1,826,028.63	\$220,368.58	(\$447,291)	80.3%
Group Pass Payments	543,020	543,020	434,749.67	54,652.14	(108,270)	80.1%
Special services	65,000	65,000	61,581.40	220.75	(3,418.60)	94.7%
Advertising	194,510	194,510	194,667.48	25,777.00	157.48	100.1%
Miscellaneous Income	5,650	5,650	53,553.42	2,319.90	47,903.42	947.8%
Payroll Tax Revenue	11,510,110	11,510,110	8,838,105.74	59,911.47	(2,672,004.26)	76.8%
Self-employment tax	749,380	749,380	-	-	(749,380.00)	0.0%
State In-Lieu-of-Tax	854,570	854,570	621,550.47	225,559.83	(233,019.53)	72.7%
Operating Grants	139,200	139,200	96,862.01	11,651.65	(42,337.99)	69.6%
Interest Income	495,480	495,480	471,500.60	54,349.75	(23,979.40)	95.2%
Total General Fund Revenues	16,830,240	16,830,240	12,598,599.42	654,811.07	(4,231,641)	74.9%
EXPENSES/TRANSFERS/RESERVES						
General Administration	681,360	731,460	396,454.74	42,553.73	335,005	54.2%
Finance	306,930	348,280	250,593.81	31,381.85	97,686	72.0%
M. I. S.	188,220	188,220	128,714.37	19,360.89	59,506	68.4%
Human Resources	384,240	384,240	258,592.69	54,138.79	125,647	67.3%
Planning	298,860	261,900	178,507.16	20,615.23	83,393	68.2%
Marketing	822,910	859,870	624,074.34	38,534.52	235,796	72.6%
Customer Service	433,430	429,400	295,035.68	37,310.31	134,364	68.7%
Transit Development Mgt	78,790	78,790	49,551.89	5,921.93	29,238	62.9%
Transportation	7,451,620	7,379,740	5,349,095.25	604,213.30	2,030,645	72.5%
Maintenance	3,221,290	3,221,290	2,297,785.94	297,690.70	923,504	71.3%
Facilities	512,470	512,470	314,671.23	35,129.62	197,799	61.4%
Risk and Insurance	599,900	599,900	476,424.49	(1,035.71)	123,476	79.4%
Total before transfers	14,980,020	14,995,560	10,619,501.59	1,185,815.16	4,376,058	70.8%
Special Transp. transfer	452,900	480,900	339,675.00	37,741.67	141,225	70.6%
Capital transfer	1,621,540	1,621,540	0.00	0.00	1,621,540	0.0%
Total General Fund Expenses	17,054,460	17,098,000	10,959,176.59	1,223,556.83	6,138,823	64.1%
UNRESERVED FUND BALANCE						
Change to fund balance	(224,220)	(267,760)	1,639,422.83			
Beginning balance	4,201,630	4,201,630	4,690,495.89			
Ending balance	<u>\$3,977,410</u>	<u>\$3,933,870</u>	<u>\$6,329,918.72</u>			

LANE TRANSIT DISTRICT
SPECIAL TRANSPORTATION FUND INCOME STATEMENT
For the period 7/01/95 to 3/31/96

	ORIGINAL BUDGET	AMENDED BUDGET	Y-T-D ACTUAL	CURRENT MONTH ACTUAL	Percent of year BALANCE	75.0% YTD% BUDGET
REVENUES/TRANSFERS						
State Special Transp Funds	\$400,000	\$372,000	\$269,921.00	\$0.00	(\$102,079)	72.6%
STF - contingency & capital	600,000	600,000	0.00	0.00	(600,000)	0.0%
State Special Grant	0	0	0.00	0.00	-	-
Transfer from general fund	452,900	480,900	339,675.00	37,741.67	(141,225)	70.6%
Total General Fund Revenues	1,452,900	1,452,900	609,596.00	37,741.67	(843,304)	42.0%
EXPENSES/TRANSFERS/RESERVES						
STF - flow through transfer	1,000,000	972,000	269,921.00	0.00	702,079	27.8%
Direct support - Ride Source	395,500	423,500	296,625.00	32,958.34	126,875	70.0%
Direct support - LCOG admin	57,400	57,400	43,050.00	4,783.33	14,350	75.0%
Total General Fund Expenses	1,452,900	1,452,900	609,596.00	37,741.67	843,304	42.0%
UNRESERVED FUND BALANCE						
Change to fund balance	0	0	0.00			
Beginning balance	0	0	0.00			
Ending balance	\$ -	\$ -	\$ -			

LANE TRANSIT DISTRICT
CAPITAL FUND INCOME STATEMENT
For the period 7/01/95 to 3/31/96

Percent of year 75.0%

	ADOPTED BUDGET	AMENDED BUDGET	Y-T-D ACTUAL	CURRENT MTH ACTUAL	%
REVENUES					
Grant income	\$7,132,530	\$7,132,530	\$1,550,214.99	\$769,679.35	21.7%
Transfer from General Fund	1,621,540	1,621,540	0.00	0.00	0.0%
Total resources	8,754,070	8,754,070	1,550,214.99	769,679.35	17.7%
EXPENDITURES					
GRANT PAID CAPITAL					
Bus related equipment	50,200	50,200	10,551.14	0.00	21.0%
Bus stations, stops, & terminals	964,000	974,000	226,416.27	12,785.15	23.2%
Eugene Station	4,972,000	4,972,000	1,416,625.58	851,278.06	28.5%
Facilities	371,000	320,000	119,495.78	72,628.00	37.3%
Revenue rolling stock	375,000	375,000	0.00	0.00	0.0%
Support vehicles	35,000	44,000	50.00	(100.00)	0.1%
ADP hardware & software	140,460	138,360	70,093.89	6,841.54	50.7%
Shop equipment	34,200	35,200	21,744.06	0.00	61.8%
Miscellaneous equipment	1,680,500	1,713,600	24,311.27	4,061.96	1.4%
Budgeted for capital contingency	80,000	80,000	0.00	0.00	0.0%
Total federal capital purchases	8,702,360	8,702,360	1,889,287.99	947,494.71	21.7%
LOCALLY FUNDED CAPITAL					
Eugene Station	0	0	0.00	0.00	0.0%
Other local only	0	0	1,524.00	670.00	0.0%
	0	0	1,524.00	670.00	0.0%
Total expenditures	8,702,360	8,702,360	1,890,811.99	948,164.71	21.7%
Change in Fund Balance	51,710	51,710	(340,597.00)	(178,485.36)	-658.7%
Beginning Fund Balance	4,667,305	4,667,305	4,816,591.53		
Ending Fund Balance	\$4,719,015	\$4,719,015	\$4,475,994.53		

AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

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

PREPARED BY: Jo Sullivan, Executive Secretary

ACTION REQUESTED: None at this time

BACKGROUND: The action or information items listed below will be included on the agenda for future Board meetings:

- A. **Appointments to Board Committees:** At the May 15, 1996, meeting, Board President Pat Hocken will appoint Board members to District and community committees for the coming year.
- B. **Ordinance Setting Fares for Fiscal Year 1996-97:** The second reading and adoption of an ordinance setting the fares for FY 96-97 will be held on May 15, 1996.
- C. **Commuter Solutions Presentation:** A staff presentation on the status of the District's Commuter Solutions program will be scheduled for a work session in the near future.
- D. **Budget Committee Meetings:** The budget will be presented to the entire Budget Committee at two consecutive meetings on Wednesday, April 24, and Thursday, April 25. Additional budget meetings are scheduled for May 1 and May 8. Board adoption of the final budget is scheduled for June 19, 1996. *All budget meetings will begin at 7:00 p.m. in the LTD Board Room.*
- E. **Work Session on Image and Role in the Community:** Staff recommend that the Board hold a work session on the District's image and role in the community, including a discussion of the Lynx transit system in Orlando, Florida, which recently changed its focus and direction to enhance its role in its community.
- F. **Eugene Station:** Various action and information items will be placed on Board meeting agendas during the design and construction of the Eugene Station.

- G. **Bus Rapid Transit:** As the District develops the Bus Rapid Transit (BRT) system, various action and information items will be placed on Board meeting agendas.
- H. **Cottage Grove/Creswell Service:** If the City Councils of Cottage Grove and Creswell request LTD service to their communities, the Board will be asked to review this service request for possible addition of service to the Cottage Grove/Creswell area.

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AGENDA ITEM SUMMARY

DATE OF MEETING: April 17, 1996

ITEM TITLE: RADIO SYSTEM PURCHASE

PREPARED BY: Jeanette Bailor, Purchasing Administrator

ACTION REQUESTED: None. Information only.

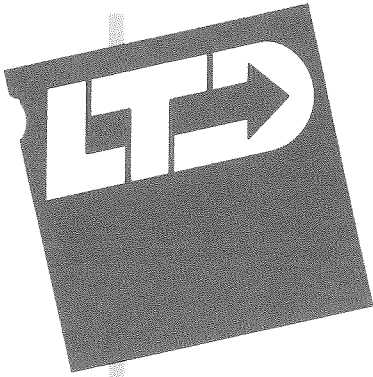
BACKGROUND: Staff have been working toward purchase and installation of a radio communication system to monitor and control bus operations. With the combined efforts of staff and consultants, a request for proposal for the system was issued, and responses were received April 2. The cost estimate for the system was \$1,650,000. Four proposals were received, with costs ranging from \$1,468,437 to \$2,842,240. Staff and consultants are evaluating the proposals for compliance with specifications. After an initial review, it appears the contractor proposing the lowest cost has met the requirements of the specification, has submitted adequate bonding, and is a responsible contractor.

It is expected that more evaluation will occur, and a contract will be awarded in early May. The time line after contract award is eighteen months for system customization, installation, system startup, testing, and employee training.

ATTACHMENT: None

PROPOSED MOTION: None

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Lane Transit District
P.O. Box 7070
Eugene, Oregon 97401-0470

741-6100
41) 741-6111

*distribute
to Board ✓
4/17*

April 15, 1996

MEMORANDUM

TO: LTD Board of Directors *Micki/jp*
FROM: Micki Kaplan, Transit Planner
RE: RideSource

LTD Board member Kirk Bailey stated it would be helpful to have additional information about RideSource including who is using the service and trip purpose data. Terry Parker, associate planner at LCOG who manages the service on behalf of LTD, compiled the attached memorandum, which provides demographic information about RideSource customers and some basic information about the service.

Please contact me if you have any further questions or would like additional information on the program. Thank you.

MK/crt

Attachment

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LCOG Lane Council of Governments

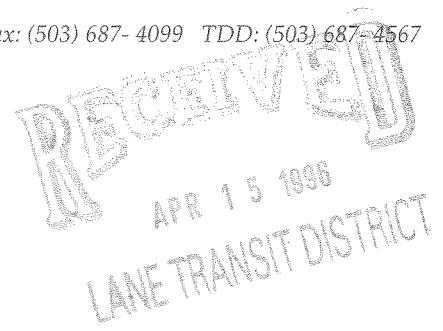
125 East Eighth Avenue Eugene, Oregon 97401 (503) 687-4283 Fax: (503) 687-4099 TDD: (503) 687-4567

April 10, 1996

TO: Micki Kaplan, LTD

FROM: Terry Parker, LCOG *Terry*

SUBJECT: **RideSource** Rider Profile and Service Information



This summary is for the purpose of giving you a view of **RideSource** riders, service use and other general information. I hope it is helpful. Please let me know if you would like a more detailed report.

RideSource offers services to a wide variety of riders. Three somewhat typical riders are described below:

An elderly woman with mobility limitations, who uses a walker or a cane, rides **RideSource** on an average of twice a week to go to the local Senior Center and to the store. She also makes an occasional trip for a medical appointment.

A young man using a wheelchair rides **RideSource** to go to a supportive employment site each weekday. He also goes to therapy on a regular basis and may use the service for evening activities.

An elderly man who lives in a nursing facility, and uses a wheelchair, rides **RideSource** to get to and from medical appointments with the help of a Personal Care Attendant. About once a month a family member will schedule a ride for dinner or other special outing and rides along on the **RideSource** vehicle, providing the assistance needed to get him to and from the vehicle.

Obviously, there are many more representations of the approximately 1,500 individual riders that use **RideSource** throughout the year. All **RideSource** users have been determined eligible for the service based on the inability to use fixed-route bus service for either some or all of their rides as stipulated by the *Americans with Disabilities Act of 1990 (ADA)*. Approximately 20% of **RideSource** riders use both paratransit and the bus. A small portion of riders are granted temporary eligibility; designated for a specific amount of time to accommodate a short-term problem. The majority of riders are unable to use fixed-route service at any time and depend on **RideSource** to fill most, if not all, of their transportation needs.

Of the 1,350 **RideSource** riders served through February of this fiscal year, **82%** were elderly¹, **10%** were younger (under age 65) with physical disabilities, **7%** of the riders were persons with developmental disabilities and **1%** with mental or emotional disabilities.²

Approximately **32%** of the rides provided on **RideSource** vehicles are for wheelchair users.

The ADA prohibits **RideSource** from making any selection or screening of rides based on ride purpose. However, LCOG requests information regarding ride purpose to review trends and changes in ride use patterns. For this year (July through February) the following rides have been provided:

Ride Purpose:	
Life Sustaining Medical ³	1,761
Other Medical	7,368
Social Service	1,979
Recreation/Therapy	2,184
Work & School	15,308
Shopping ⁴	11,066
Adult Day Health Care	1,138
Recreation/Personal	21,124
Other ⁵	4,510
Total Rides by Purpose	66,438

The greatest number of rides (**87%**) are made during weekdays from early morning to 5:00 p.m. Late weekday rides between 5:00 and 7:00 p.m. represent **3%** of the rides while rides after 7:00 p.m. are at **1%**. Weekend service has been growing steadily with **9%** of the total rides occurring on Saturdays and Sundays.

¹ When a rider is over age 65 and has multiple disabilities they are counted as an elderly rider.

² Persons with mental and emotional difficulties are served through a separate contract with White Bird Clinic so are not fully represented in the **RideSource** program. Many of these riders have difficulty using either fixed-route or traditional paratransit services. White Bird serves as the lead agency in coordinating transportation services for the mental and emotionally disabled.

³ Life Sustaining Medical includes kidney dialysis, cancer treatment and other critical therapies.

⁴ About half (5,340) of these rides are on the **RideSource Shopper**; a once-a-week shopping service.

⁵ "Other" includes Personal Care Attendants and guests.

RideSource is comprised of three service components: the general paratransit curb-to-curb service, a once-a-week shopping program and volunteer escort services. Last year the average cost per ride for this mix of services was **\$8.99** per ride.

Average Cost per Ride by Type of Service
(July 1, 1994 through June 30, 1995)

<u>Service</u> ⁶	<u>Cost per One-Way Ride</u>	<u>% of Service</u>
RideSource	\$12.46	57%
RideSource Shopper ⁷	\$3.08	12%
RideSource Escort ⁸	\$2.30	12%
Agency ⁹	\$6.43	19%

The fare recovery for **RideSource** services was close to 7%. Charges for agency service covered 54% of the overall cost.¹⁰

⁶ Out-of-District Volunteer Escort rides (mileage reimbursements for volunteer driver using their own vehicles) are not included. Federal Older Americans Act funds are designated for this rural service.

⁷ **RideSource Shopper** operates once a week and serves Eugene, Springfield, Coburg, Veneta and Junction City.

⁸ **RideSource Escort** reimburses volunteers for mileage incurred while driving. A Volunteer Coordinator supports this service "in-house". In addition there are two volunteer based programs that participate.

⁹ Agency service includes rides provided to Pearl Buck Center and to Title XIX Medicaid clients.

¹⁰ This includes a portion of rides for Medicaid eligible riders that could fall under general **RideSource** with a much lower cost recovery rate.

