



Lane Transit District Board Agenda Packet

February Board Meeting

Wednesday, February 21, 2024

5:30 – 6:45 p.m.

The meeting will be held in-person, remotely and via broadcasting.

Address: 3500 E. 17th Avenue, Eugene OR 97401

Zoom: Stream live via link: [February Board Meeting](#)

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

AGENDA ITEM

- 5:30 – 5:35 **I. CALL TO ORDER & ROLL CALL:** Gino Grimaldi (President), Susan Cox (Vice President), Pete Knox (Secretary), Kelly Sutherland, Lawrence Green (Treasurer), Michelle Webber, Heather Murphy

- 5:35- 5:40 **II. ADJUSTMENTS TO THE AGENDA**

- 5:40 – 5:45 **III. COMMENTS FROM THE CEO**

- 5:45 – 5:50 **IV. PUBLIC COMMENT** – Public comment may be provided in writing to clerk@ltd.org, via Zoom, or in-person at the meeting.

- V. CONSENT AGENDA**
 - a. None

- 5:50 – 6:50 **VI. BUSINESS UPDATES, DISCUSSIONS, AND PRESENTATIONS**
 - a. **EMPLOYEE OF THE MONTH - FEBRUARY**

 - b. **WEATHER EVENTS DEBRIEF**.....Jameson Auten, Chief Executive Officer

 - c. **RECOMMENDATION ON HUNSAKER**.....Joe McCormack, Chief Development Officer

 - d. **RECRUITMENT AND RETENTION UPDATE**.....Camille Gandolfi, Chief of Staff

VII. BUSINESS ACTION ITEMS

- a. None.

6:50 – 7:00 **VIII. OTHER BUSINESS**

- a. Board Member Reports.....Allie Brusasco, Board Administrator
- b. Delegated Authority Report..... Jameson Auten, Chief Executive Officer
- c. Monthly Department Reports – December.....Jameson Auten, Chief Executive Officer
- d. Information on Future Board Meetings.....Allie Brusasco, Board Administrator
- e. Items for Action or Information for Future Board Meetings – Requested by the Board

7:00 **IX. ADJOURNMENT**

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



Lane Transit District Employee of the month

February 21, 2024

Presented by Cosette Rees, Chief Customer Experience Officer

Gary Robbins, Bus Operator & Instructor has been selected to receive the February Employee of the Month award. Gary was hired as a Bus Operator on December 2, 2013 and during that time, 8 years of Safe Driving.

On Wednesday, December 27, 2023, at approximately 12:18, Instructor Gary Robbins displayed his exemplary professionalism while training a new operator on Bus 9104. During their route, while stopping at Sam Reynolds OB, Instructor Robbins noticed an older male passenger sitting on the bench, but leaning back against the railing in an unusual manner. Recognizing the potential medical emergency, he swiftly acted. Understanding the importance of collaboration and respect for passenger safety, Instructor Robbins promptly deboarded the bus to assess the situation and to offer assistance. With utmost professionalism, he notified the Operations department. The passenger was subsequently transported from the scene for appropriate medical care. Our sincere appreciation goes to Gary Robbins for exemplifying the values of compassion, attentiveness, and swift action, both in training a new operator and in rendering aid when it was needed most. His dedication to passenger safety and well-being is truly commendable.

When asked to comment on Gary's selection as EOM, Darryl Whitaker said:

I have worked with Gary for a little over ten years and have been his direct supervisor for a couple of years. Gary has been consistently been one of my top performers in the Instructor and Operator ranks. I am extremely proud of all he has accomplished and am truly excited that he is receiving this well-deserved award. Gary has been steadfast in his commitment to help provide a robust training environment to all Operators at LTD. In addition, his stellar approach to customer service prompted me to assign him to head our Customer Service refresher classes for Operators over the last year. He has the respect of his peers and his easy-going approach allows him to be a very effective in both of his roles at LTD. Gary has expressed to me on several occasions the fulfillment he gets from seeing others improve and achieve. Congratulations again to Gary Robbins.



Lane Transit District Agenda Item Summary

Weather Debrief

Presented by Jameson Auten, Chief Executive Officer

Lane Transit District's (LTD'S) Chief Executive Officer will provide an overview of LTD efforts and decision-making process during the January 2024 ice event. Additionally, the organization will discuss next steps in disaster preparedness improvement in the coming months.



Lane Transit District Agenda Item Summary

Hunsaker Property Development Strategy Recommendation

Presented by Joe McCormack, Chief Development Officer

As the region's mobility manager, Lane Transit District's (LTD) services and assets address the needs of people getting to jobs, school, healthcare and visit friends and family. A transit-oriented development helps to address those needs; making positive impact on economic health and sustainable growth.

The vision for the Hunsaker property includes a walkable, mixed-use development near the Santa Clara Station; to attract people and add to a vibrant, and connected community. This would include housing and open space, and be consistent with the neighborhood planning and outreach efforts to-date.

The recommended development strategy would include a request-for-qualified developers who can develop a building program and design, obtain the necessary public approval and financing, build the structures, and rent out, and manage/sell the property.

This strategy relies on a key partnership with the City of Eugene; specifically, the Community Development Division. The City has staff expertise for public/private development work, which LTD does not. The City of Eugene has a long history of being an active participant in development opportunities; with City staff supporting public and private projects across the community. Community Development staff work with a wide variety of housing providers on the creation and rehabilitation of Affordable Housing projects, leveraging \$4-5M annually of local, State and Federal funds to produce over a hundred units of Affordable Housing each year. City staff also work on market rate housing and other projects, including partnerships with public agencies such as Lane County, 4J School District, Lane Community College, and Eugene Water and Electric Board for the purpose of redeveloping surplus property.

Partnering with the City of Eugene also brings considerable neighborhood outreach into the process. The City has been working with the River Road Community Organization and Santa Clara Community Organization since 2017 on neighborhood planning efforts, resulting in a draft Neighborhood Plan and a draft non-regulatory Action Plan. The neighborhood planning process created a vision for growth and development in a manner that respects the area's unique characteristics and opportunities, which will guide decision-making in River Road and Santa Clara for decades to come.

A presentation will be provided to explain this topic in further detail and seek the Board's feedback on the recommended strategy.



Lane Transit District Agenda Item Summary

District Recruitment & Retention Update
Presented by: Camille Gandolfi, Chief of Staff

At the January 17 Board meeting, staff provided a presentation speaking to the Districts current operator levels and the strategies surrounding the Districts recruitment and retention efforts. Staff will update the Board on additional efforts that have occurred since the January meeting.

key areas of focus by department:

HUMAN RESOURCES

Recruitment

| Task | Status |
|------------------------------------|---|
| Contracting a Recruiter | To be in place by end of March |
| Community Partnerships | |
| United Way | Logistic conversations underway – Report out on partnership to be provided at February Board meeting |
| Lane Community College | Discussions are underway on furthering current partnerships. LTD will be joining the Industry Advisory Committee |
| Lane Workforce Partnership | LTD has joined the Sector Strategy Team |
| Springfield Chamber | LTD has joined the WorkReady program |
| WorkSource Oregon | <ul style="list-style-type: none"> • Currently Partnered – Job Fair held January 30. • A bi-monthly cadence is being developed |
| Opportunity Oregon | Currently Partnered |
| ADECO | Recruitment service has been procured |
| Implemented Referral Bonus - \$500 | Effective January 1, 2024 |
| Onboarding Process Timeline | <ul style="list-style-type: none"> • Streamlined interview process • Newly hired operators currently ride routes with pay as pre-training opportunity • Assessing opportunities to streamline application process and reduce timeline from hire to training with anticipated completion by end of February |
| Metric Development | In collaboration with Business Intelligence, developing reporting based on metrics such as number of applicants interviewed, hired, retained. |



Lane Transit District Agenda Item Summary

| | |
|------------------------|---|
| Apprenticeship Program | In collaboration with Operations and the Amalgamated Transit Union (ATU) the development of an apprenticeship program is in process with anticipated completion by the end of the year. |
|------------------------|---|

Retention

| | |
|--|--|
| District Retirement Package Assessment | Assessment of retirement package will be underway throughout the year – report out to be provided Fall 2024 |
| Operator Well-Being | Risk Management is assessing preventative maintenance strategies to reduce operator injuries and provide additional training on injury avoidance. Completion anticipated by the end of march. |
| Exit Interviews | Implemented exit interviews to obtain data on top reasons for staff departures and assess opportunities for improvement – metrics are in development |
| District-Wide Wellness Program | Restarted in 2023 with continuous improvements underway |
| Training Process | <ul style="list-style-type: none"> • Hired training specialist • Developed schedule to run staggered operator training classes • Assessing opportunities to increase operator trainer pool – potential opportunity for retirees |
| Employee of the Month Program | <ul style="list-style-type: none"> • Staff are in the process of restructuring the EOM program to improve equitable access and transparency. |

MARKETING

Recruitment

| Task | Status |
|----------------------|---|
| Community Engagement | <ul style="list-style-type: none"> • All forms of signage, media & materials are provided in Spanish and English • Provide hiring materials throughout partnership networks • In collaboration with HR, all event tabling maintains a recruitment presence • Additional recruitment materials are being developed to provide to community partners. |



Lane Transit District Agenda Item Summary

| | |
|----------------------------------|--|
| Diverse Relationship Building | <p>Continue to build relationships with diverse communities throughout the district (all ongoing):</p> <ul style="list-style-type: none">• Identify organizations serving the area's diverse communities: NAACP, Plaza, Native American Program at LCC, Tribes, and so on. Add to the list as appropriate.• Engage organizations serving diverse communities in recruitment discussion and invite members to recruitment events• Continue producing recruitment materials in Spanish and other languages |
| Events | <ul style="list-style-type: none">• A strategized hiring event in collaboration with community partners has been scheduled for February 24. Based on success, a cadence will be put in place |
| Social Media – English & Spanish | <ul style="list-style-type: none">• Media developed in partnership with Turell Group is run on all social media platforms the District participates in, including Facebook, Twitter, LinkedIn and others.• Targeted recruitment ads are posted on noted social media platforms |
| Media – English & Spanish | <ul style="list-style-type: none">• Franchise stories on KMTR TV and its website• Television ads (streaming and cable)• Adjustments coming website careers page: People focused highlighting benefits of working at LTD |
| Area Signage & Materials | <ul style="list-style-type: none">• Hiring signage is deployed on bus 'head & side' signage• Signage has been placed on facility windows at the Next Stop Center, Customer Service Center, and bay stations, and inside buses• QR coded cards have been developed and are provided to all staff to hand out and are in hiring materials provided throughout partnership networks• Collateral materials to support other units' efforts |



Lane Transit District Agenda Item Summary

Retention

| Task | Timeline |
|-----------------------|--|
| Staff Acknowledgement | New monthly publication – District News Brief <ul style="list-style-type: none"> Retention focused publications keyed in on employee recognition through front-line employee profiles |
| Training Process | <ul style="list-style-type: none"> Developing schedule to run staggered operator training classes Assessing opportunities to increase operator trainer pool – potential opportunity for retirees |

OPERATIONS

Retention

| Task | Timeline |
|---|--|
| Re-Implementing Rewards & Recognition Program | Safe Driving and Attendance incentive programs have been developed and will be implemented in February |
| Additional Tactics | In collaboration with HR to assess additional retention improvement opportunities |
| Mentorship Program | In development |

PLANNING

The role of the Planning Division is related to retention through ongoing collaboration with operations to meet the needs of the operators and reduce operator exhaustion. Recent implementation of post-bid listening sessions and more robust feedback processes are opportunities to provide better service design benefiting operators and customers.



Lane Transit District Board Member Reports

This report provides an overview of the topics covered at all Board subcommittees, Community Advisory Committees, and local governmental and stakeholder committees that Lane Transit District Board of Directors have attended since the previous months Board meeting.

| MEETINGS HELD | BOARD REPRESENTATIVE | TOPICS COVERED |
|---|--|---|
| Metropolitan Policy Committee | Kelly Sutherland | February 1, 2024 <ul style="list-style-type: none"> • Lane County RAISE Letter of Support • Lane Transit District ATTAIN Grant Letter of Support • Lane Transit District System Review Update • Safe Routes to School update • Electronic Transportation Improvement Program |
| Lane Area Commission on Transportation Next Meeting 2/14 | Cosette Reese, Chief Customer Experience Officer | January 10, 2024 <ul style="list-style-type: none"> • LaneACT officer election • LaneACT member appointments • LaneACT 2024-25 work plan • Equity guidance for ODOT advisory Committees |
| LCOG Board of Directors | Pete Knox | January 25, 2024 <ul style="list-style-type: none"> • Link Lane Transit Development Plan • Letter of Support • Elections of Chair and Vice-Chair for 2024-2026 • Employees Association Collective Bargaining Agreement |
| Transportation Planning Committee Meeting | Kelly Sutherland | January 18, 2024 <ul style="list-style-type: none"> • Transportation Options Update • LTD Information with Jeremy Card • Lane County RAISE Grant Application Letter of Support • Transportation Improvement Program (TIP) Project Changes |

**LANE TRANSIT DISTRICT
DELEGATED AUTHORITY REPORT
January 2024**

| Contracts | | | | | | | | |
|---|-------------------------|---|-----------------------|----------------------------|------------------------------|-------------------------------|---------------|--|
| DATE EXECUTED | CONTRACTOR | DESCRIPTION | CONTRACT TYPE | CONTRACT TERM | CONTRACT VALUE | NEW CONTRACT VALUE | SIGNER | NOTES |
| 1/5/2024 | Brown Contracting, Inc. | EmX Corridor Safety Measures Implementation | Construction Services | Jan 3, 2023 - Apr 12, 2024 | \$1,949,402.10 | \$1,966,374.57 | T. Schwetz | Amendment to add to the SOW and increase the NTE amount. |
| 1/10/2024 | Cityfi, LLC | Mobility Mangement Framework | Personal Services | Sep 1, 2023 - Sep 1, 2025 | \$300,000.00 | \$330,000.00 | T. Schwetz | Amendment to add a follow on task to the SOW and increase the NTE amount. |
| 1/18/2024 | Brightly Software, Inc. | Administrative Software Solutions | Master Subscription | Nov 11, 2022 - Nov 2, 2024 | \$38,620.85 | \$57,339.11 | J. McCormack | Amendment to extend the term for another year and increase the NTE amount. |
| | | | | | | | | |
| | | | | | | | | |
| Group Pass/Non-Profit Program - Revenue Agreements | | | | | | | | |
| DATE EXECUTED | CONTRACTOR | DESCRIPTION | CONTRACT TYPE | CONTRACT TERM | ANNUAL CONTRACT VALUE | NUMBER of PARTICIPANTS | SIGNER | NOTES |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |



Lane Transit District

Monthly Department Reports

Transit Operations

Cosette Rees, Chief Customer Experience Officer

ACCESSIBLE SERVICES

Lane Transit District and Alternative Work Concepts hosted a group of Instructors from Shasta Middle School Special Education Department at Eugene Station. Alternative Work Concepts was represented by Program Manager Scott Whethem and Transit Hosts Kathy and Felicia. Jeff Howell and Liz Alpers represented LTD. We discussed Travel Training, RideSource, Transportation Assessments, Accessible Features at our Stops and Stations, Securement Straps, Half Fare Eligibility and community partnerships for older adults and people with disabilities.

TRANSIT OPERATIONS

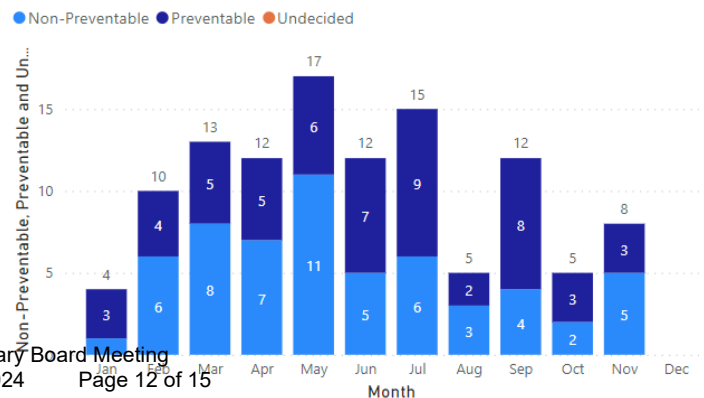
As we move into the new year, the transit operations department is continuing our work on several large projects that will enhance the safety and efficiency of the department. We have started testing and using some of our upgraded digital radios. This will help improve communication throughout the system, especially on our rural routes. We are collaborating with the procurement team on the bus camera replacement project and our much-needed software upgrade.

The Eugene Station modernization project is in full swing, as upgrades to operator spaces will happen as soon as the customer service center portion of the project is done. We are also continuing our Operations Command Center expansion project as we work through the details of the plans with the architecture firm. This exciting project will add much-needed upgraded space for bus operators and operations staff.

There were three accidents in December 2023. The Accident Review Committee meeting was canceled due to the ice storm, so the three have yet to be determined to date.

| Month | Non-Preventable | Preventable | Undecided |
|--------------|-----------------|-------------|-----------|
| Jan | 1 | 3 | 0 |
| Feb | 6 | 4 | 0 |
| Mar | 8 | 5 | 0 |
| Apr | 7 | 5 | 0 |
| May | 11 | 6 | 0 |
| Jun | 5 | 7 | 0 |
| Jul | 6 | 9 | 0 |
| Aug | 3 | 2 | 0 |
| Sep | 4 | 8 | 0 |
| Oct | 2 | 3 | 0 |
| Nov | 5 | 3 | 0 |
| Dec | 0 | 0 | 0 |
| Total | 58 | 55 | |

Non Preventable, Preventable and Undetermined Accidents by Month





Lane Transit District Monthly Department Reports

PUBLIC SAFETY

Two officers hired on January 29, 2024, bringing the total of Public Safety Officers (PSO) to thirteen.

Public Safety also hired two public safety supervisors - Brad Korth on January 22, 2024 and Sean Hughes on February 4, 2024.

Public Safety will be recognized on February 6, 2024 from SPD for "the good work they do" helping support SPD.

PSO Quentin Price was recognized as the employee of the year at the January 2024 LTD Banquet.

Marketing & Communications

Pat Walsh, Chief Marketing Officer

MARKETING HIGHLIGHTS

- Developed new video and digital content messaging about employment with LTD. New video stories are being filmed every month to keep the messaging fresh along with parallel social media content to amplify the messages.
- Marketing continues to work closely with the Human Resources Department to assist communications regarding job postings and general recruitment efforts.
- Staff have been working on commissioning a mural design for the temporary wall in Customer Service Center (CSC). The design has been selected from the design submissions by a panel of employees from varying departments. There will be promotion of the mural through social media and staff will be working with Lane Arts Council to have CSC as a stop on one of the First Friday ArtWalks. Learn more about the City of Eugene's art walk [HERE](#).
- The new SMS text messaging service has been set-up and we will be testing with internal communications before pushing it out to the riders. Information about opting in will go out in the district towards the end of February. The goal of this service is to allow riders to receive current detour information by text, and to also be able to opt in to receive other district and project information. This also benefits riders who do not have access to internet/phone data to receive information that affects their trips.



Lane Transit District Monthly Department Reports

WEBSITE & SOCIAL MEDIA HIGHLIGHTS

- 322,00 website pageviews
- 344 new Facebook page followers; 6,852 total Facebook page followers
- 100,638 Facebook accounts reached
- 69 new Twitter followers; 3,683 total Twitter followers
- 22 new LinkedIn followers; 1,193 total LinkedIn followers
- 77 new Instagram followers; 1,116 total Instagram followers
- 38,000 Instagram accounts reached

EMPLOYER PROGRAMS

- Group Pass Program video released featuring PIVOT Architecture
- Associated Students of the University of Oregon annual Budget Presentation
- Making weekly contacts with local business, government, and nonprofit partners that are potential Employer Program participants
 - Connected Lane County
 - Rosboro Saw mill
- Communications with Group Pass Program customers about bus service during ice storm

VANPOOL

The Vanpool Program in-person marketing drop-in day was on January 10. Bigfoot Beverages, Rosboro Saw mill, USDA, McKenzie-Willamette Medical Center, City of Springfield, PeaceHealth Sacred Heart Medical Center Riverbend, Richardson's Sports, Lane Forest Products, Murphy Company Eugene, Farwest Steel Corporation, Springfield Utility Board

INTERNAL COMMUNICATIONS

Internal communications continue to be a focus. Updates have been made to the Internal Communications Action Plan. Several new publications are being distributed regularly to LTD staff. Research, in the form of ride along, continues for "These Are the People In Your District," an ongoing *series* featuring LTD's frontline workers. This is part of a larger employee retention program within LTD. The Coffee and Conversation Leadership Series launched, with the Internal Communications Specialist interviewing Sarah Medary, Eugene's City Manager. Topics ranged from leadership styles to career paths.

During January's ice storm, the Internal Communications Specialist provided daily (sometimes more) communications to both staff and the general public about the status of LTD's service, in addition to a number of other issues at LTD facilities.



Lane Transit District Agenda Item Summary

Agenda items for upcoming meetings

MARCH 20

BUSINESS UPDATES, DISCUSSIONS, AND PRESENTATIONS

- a. Strategic performance results
- b. Recruitment and retention update
- c. Compensation strategy
- d. Triennial compliance update

BUSINESS ACTION ITEMS

- a. Procurement Policy
- b. COCA Communications Results
- c. ATU Negotiations
- d. Cottage Grove Mobility On-Demand
- e. CEO Goals and CEO Title Change

APRIL 17

BUSINESS ACTION ITEMS

- a. Pension consulting and retirement plans
- b. Bus video/camera replacement
- c. Microsoft 365

MAY 15

BUSINESS ACTION ITEMS

- a. Budget Adoption
- b. Benefits RFP
- c. Website Renovations
- d. Florence and Oakridge Services
- e. Behavioral Health and Transit Host
- f. Compliance: Policies & Bylaws