Lane Transit District
Board Agenda

May Board Meeting

Wednesday May 15, 2024
5:30 – 7:45 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: May Board Meeting
Broadcasting: Watch live on channel 21 or via link: https://metrotv.ompnetwork.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.

5:50 – 5:55 **V. CONSENT AGENDA**
- **a.** SPC Committee Members

5:55 – 6:55 **VI. BUSINESS UPDATES, DISCUSSIONS, AND PRESENTATIONS**

- **a. EMPLOYEE OF THE MONTH – MAY**
- **b. LTD SYSTEM REVIEW (COA) UPDATE**……Jeramy Card, Business Intelligence Analyst, Development Planner

6:55 – 7:15 **VII. BUSINESS ACTION ITEMS**

a. MODIFICATION OF MOVINGAHEAD RECOMMENDED INVESTMENT ON RIVER ROAD CORRIDOR……David Roth, Director of Planning

7:15 – 7:20 **VIII. OTHER BUSINESS**

a. Board Member Reports……..Allie Brusasco, Board Administrator
b. Delegated Authority Report…… Jameson Auten, Chief Executive Officer
c. Monthly Department Reports – MAY……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

7:20 – 7:45 **IX. EXECUTIVE SESSION**

ORS 192.660(2)(d): To conduct deliberations with persons designated by the governing body to carry on labor negotiations.

7:45 **X. ADJOURNMENT**

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

Lane Transit District
Consent Agenda

ACTION REQUESTED: Approval

Consent Agenda for approval:

- Approval of Resolution Appointing Members to the LTD Strategic Planning Committee

PROPOSED MOTION: I move to approve the Consent Agenda as presented.

Lane Transit District
Strategic Planning Committee

Scooter Milne is an honors student at Lane Community College. When she's not working on creative writing studies, she spends much of her time as both a Chapter and Regional Officer of Phi Theta Kappa, as well as the President of Lane Community College's Gender & Sexuality Alliance Student Identity Union. Previously coming from the Animation Industry, Scooter is excited to pursue a new career change and enjoys living in downtown Eugene.

Lane Transit District
Strategic Planning Committee

Tiffany Edwards is currently the Vice President of Policy & Community Development for the Eugene Area Chamber of Commerce. From 2017- 2020, Tiffany held the position of Director of Business Advocacy with the Eugene Chamber. From 2020-2023, she held the role of Director of Government and Community Relations for Lane Transit District, where she gained knowledge and experience in public transportation and transit.

Tiffany is a current Chair of the City of Eugene's Planning Commission, currently serving in her second term, Chair of the City of Eugene's Envision Eugene Technical Advisory Committee (EETAC) and a member of the Historic Review Board. Tiffany is a founding Board member of Better Housing Together, immediate past President of the Springfield City Club, a Board member of the State Chamber's Political Action Committee (PAC) and serves on several other advisory committees and work groups related to policy and advocacy for the Eugene-Springfield metro area. Tiffany previously served from 2017-2020 as a Board member of Better Eugene-Springfield Transportation (BEST) and has returned to serve on its Board of Directors. Additionally, she was recently appointed to serve on the Lane Area Commission on Transportation (LaneACT).

Tiffany has a Bachelor of Arts in Communications/Advertising from Washington State University. Originally from Bend, Tiffany moved to Eugene in 2012 after meeting her husband Chris when she was working as Chief of Staff in the Oregon Senate. She is a former small business owner of an Advertising, Marketing and PR firm in Bend, where she returned in 2003 after spending a decade working in Advertising in Seattle. Aside from her work and volunteer service, she is passionate about her family and friends and enjoys travel, yoga, anything with wine involved and spending time outside whenever possible.

Lane Transit District
Strategic Planning Committee

Brian Martsfield is a Native Oregonian and has lived in Eugene since 1964. Self-described lifetime LTD rider and also a current Senior Pass holder. Brian graduated from North Eugene High school in 1973. He has worked in Hotel and Restaurant Management, retiring from Lane Community College in 2017. Brian is a Northeast Neighbors Board member and also serves on the Lane County Transportation Advisory Committee. Brian says he's very interested in transit and has a son who is a Bus Operator in the Seattle area. He's very excited to have the opportunity to serve on Lane Transit District's Strategic Planning Committee.

Lane Transit District
Strategic Planning Committee

My name is Tina Thorson. I'm originally from north central Washington and moved to Eugene (Santa Clara) for work in October 2021. A good portion of my career has been in public service, starting with a high school job at the police department, enlistment in the US Navy, and as a City employee working in planning and land use. I was elected to public office at the ripe old age of 26 as a Park and Recreation District Commissioner and have since served as a Planning Commissioner on both the City and County level. I hold the CAPM project management certification and will be sitting for the PMP exam this summer.

After a long stint as a title officer and a right of way agent, I'm current employed as a Project Coordinator at Consor, a civil engineering firm. My focuses are ADA curb ramp installation and bridge load ratings on a statewide level. I'm fortunate to be able to use Lane Transit for my commute from Santa Clara four days a week. I use that time to get some exercise in the fresh air with my 8-10 minute walk to and from the bus stop and as dedicated reading time. And when my morning walking and reading routine is done – voila! I'm at work. I don't view it as a burdensome commute; rather, I view my LTD time as a self-care time block and I look forward to it every day.

I've been looking for an opportunity to volunteer in the public sector and am thrilled to be considered for this role with Lane Transit. I'm particularly interested in assisting with policies and procedures which would benefit the elderly of our community and increase both a positive perception of LTD and active ridership among that group.

Lane Transit District
May Employee of the Month

PRESENTED BY: Aimee Reichert, Chief Performance Officer

Nick Holdway has been selected to receive the May 2024 Employee of the Month award. Nick was hired as the IT Help Desk Technician II on July 6, 2021.

"We would like to take a moment to extend our appreciation of Nick for his exceptional dedication and outstanding performance within our team. Nick has consistently demonstrated an unparalleled commitment to both the training department and operations, especially during the early morning hours.

Nick's willingness to go above and beyond the call of duty has been nothing short of remarkable. Countless times, he has come to our rescue for early morning IT needs, exhibiting a level of responsiveness and expertise that is truly commendable. Regardless of the challenge, Nick never hesitates to drop everything he is doing and immediately resolves our issues, ensuring that our operation runs smoothly and efficiently.

Nick's contributions have been instrumental in ensuring the success of both our early morning operations and classes. Without his steadfast dedication and early morning schedule, many of our sessions would have either started late or required adjustments to content or time. Nick's reliability and proficiency not only alleviates stress but also enhances the overall quality of our programs.

Moreover, Nick's positive attitude and unwavering professionalism serve as an inspiration to us all. He consistently approaches every task with enthusiasm and a willingness to help, making us all look like professionals in the process. His commitment to excellence sets a standard that we all strive to emulate.

In recognition of Nick's exceptional performance and invaluable contributions to our team, we express our gratitude. His dedication and hard work do not go unnoticed and is truly appreciated by our team. We all have personal examples we can speak to over the last couple years. Nick, thank you for being an indispensable member of our team and for consistently exceeding expectations."

Vita Furnari
Darryl Whitaker
Mark Doyle
Bill Mullican
Training Dept.

Lane Transit District
LTD System Review (COA) Update

PRESENTED BY: Jeramy Card, Business Intelligence Analyst and Development Planner

At the June 2023 Board of Director's meeting the Board awarded a contract to Nelson-Nygaard & Associates (NN) to perform a comprehensive operational analysis (COA) that entailed a detailed study of LTD's transit service, including an assessment of existing strengths, areas for improvements, and options to better serve the community. LTD is calling the project the LTD System Review. Through the System Review, LTD is evaluating the entire transit network in the Eugene-Springfield metropolitan area, including an analysis of LTD's rural services. Given the current operator constraints that LTD is facing, this review is not intended to be a system redesign, but to provide LTD the data it needs to understand where and how to restore service levels as resources increase.

Beginning in August 2023, Nelson-Nygaard & Associates began an analysis of LTD's existing conditions and developed an "LTD Design Your Service Improvements" which was made available to the public for several months. The purpose of this survey was to solicit feedback on service improvement priorities from the public in LTD's service areas. In addition, an onboard survey was conducted in October 2023, resulting in 2,041 completed surveys. Staff are currently reviewing this document to provide additional year over year data but initial review shows that other than the industry-wide reduction in ridership, there have not been significant changes in the demographics of LTD's riders. The onboard survey asked several questions about possible service improvements and our riders overwhelmingly ask for more frequent service on Sundays (20%), Saturdays (17%) and Weekdays (15%).

The "LTD Design Your Service Improvements" survey was available to the general public, allowing both riders and non-riders alike to participate. This survey gave respondents a budget and a series of priorities that they could spend it on. Over 1000 responses were received. Frequency, restoring EmX service, restoring weekday service levels, and intersection level transit priority treatments were the highest priorities for this survey. Bus stop improvements received the most votes although this was likely due to the structure of the survey as it was the cheapest option and people wanted to spend all of their budget.

Winter outreach and engagement efforts were conducted throughout the survey period and included the onboard survey, online/intercept surveys, tabling at Eugene and Springfield Stations, and Online open house, meetings and a planning workshop with local and regional partners, and Spanish speaking focus group led by Izo Marketing.

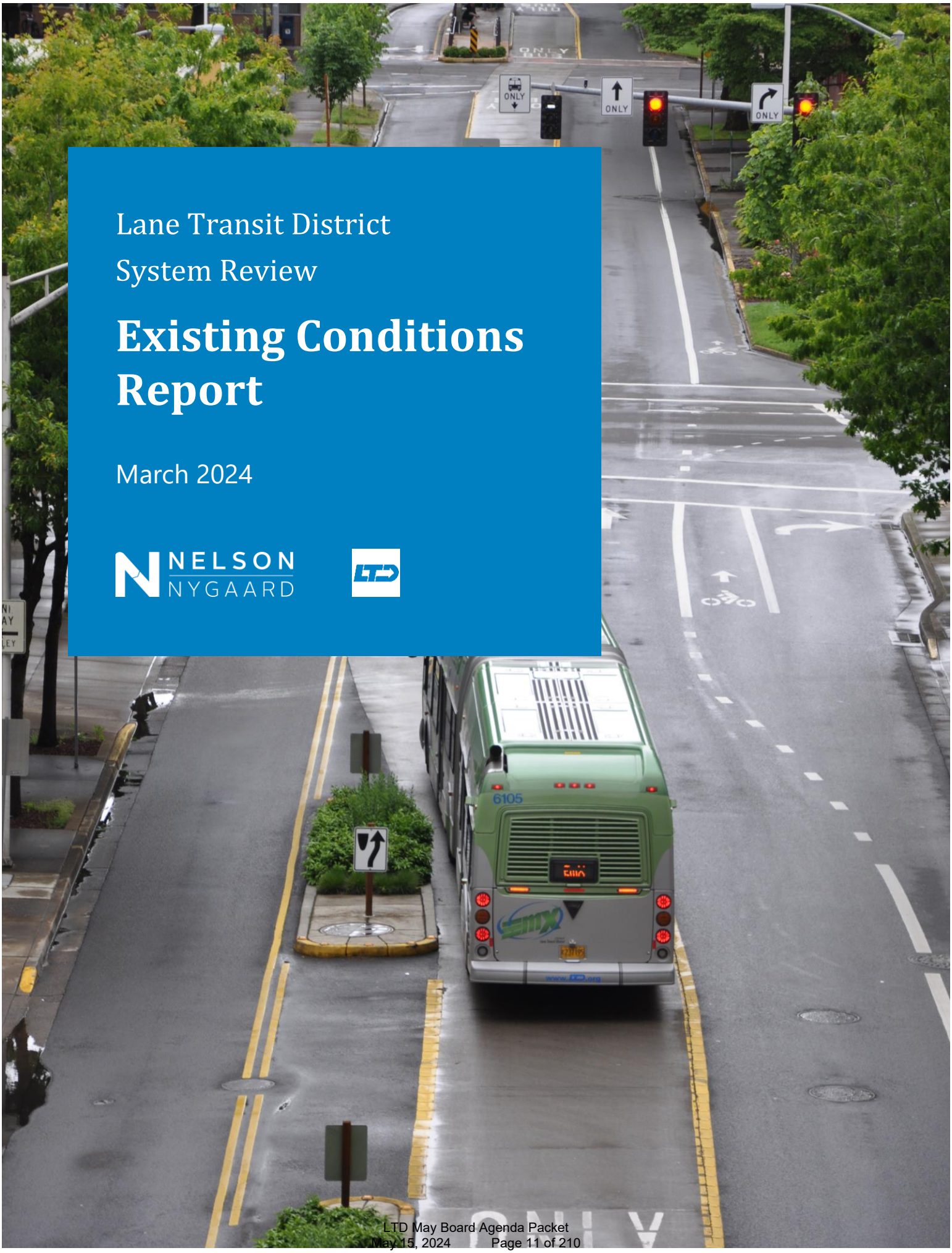
Spring engagement began April 22nd to share the results of the winter engagement efforts and survey results, as well as the recommended short- and long-term service improvement scenarios that NN has developed with LTD staff. This will include engaging with operators, staff and regional partners, online open houses, tabling at LTD stops and stations, attending neighborhood association meetings, and the redevelopment of the website to include all available materials and solicit additional feedback. Website updates will allow the public to review changes on a route by route basis and provide specific route level

and system level feedback. A presentation will be provided to explain this topic in further detail and discuss the proposed short- and long-term service improvement scenarios.

LTD staff and the consultants will review feedback on the service improvement scenarios and make adjustments as needed. Final scenarios will be presented to SPC in June for additional comment and recommendation to the Board for adoption in July or August.

SUPPORTING DOCUMENTATION:

1) Existing Condition Report
2) 2023 Origin and Destination Study DRAFT
3) Route-by-route Service Recommendations



Lane Transit District

System Review

Existing Conditions Report

March 2024

NELSON NYGAARD

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1 INTRODUCTION

About this report

This report serves as the foundation of the LTD system review process and informs recommendations in the future. To assess the effectiveness of existing services, this report analyzes the strengths and opportunities of each route and the existing network as a whole. The route analysis is based on a number of factors, including service characteristics, ridership volumes and patterns, productivity, and service issues. Each route evaluation includes route strengths and opportunities that will provide the basis for the development of service improvements.

As the first deliverable of the LTD System Review, this report assesses the existing LTD service and the environment in which it operates. This report will serve as the foundation for the development of initial service alternatives. Topics by chapter are as follows:

Chapter	Title	What questions does the chapter answer?
1	Introduction	▪ What is the purpose of this report?
2	LTD Document Review	▪ What research compliments current efforts? ▪ How is the region planning for future mobility goals? ▪ What are LTD's long term goals?
3	Transit Demand Analysis	▪ What conditions create demand for transit? ▪ Where is transit demand located?
4	System Overview	▪ When, where, and how frequently does the system currently run? ▪ How has systemwide ridership changed since the onset of COVID-19? ▪ How well does the system operate on-time?
5	Route Profiles	▪ When, where, and how frequently does each route run? ▪ How productive is each route? ▪ When is ridership highest on each route? ▪ What are each route's strengths and opportunities?

2 LTD DOCUMENT REVIEW

LTD and other regional partners are continually exploring ways to enhance and improve transportation and mobility services throughout Lane County. To provide a context for the LTD System Review, this chapter presents a summary of several of these recently completed planning studies as they relate to this project. This review is not an exhaustive review of all reports, plans or policies, which can be found on LTD's website (https://www.ltd.org/projects-and-planning/).

RideSource Service Review (in progress, 2023)

The *RideSource Service Review* will assess the ADA paratransit programs and processes to determine current strengths, weaknesses, potential improvement areas, and solutions for improving program quality, efficiency, and customer satisfaction. Of relevance to the study, the RideSource service operates within approximately 3/4 miles of LTD bus routes in the Eugene/Springfield metropolitan area and operates the same hours as the bus.

Mobility Management Strategy (2022-2024, in progress)

The focus of the *Mobility Management Strategy (MMS)* was to define LTD's role in supporting new (non-fixed route) transportation services and programs (e.g., shared mobility, carpool and vanpool services, trip planning services, integrated fare payment programs, TDM). Following a survey of transportation needs and gaps, the MMS identified a list of potential transportation programs and projects to implement in the short term.

MovingAhead City of Eugene Mobility Corridor Investments (2022)

MovingAhead is a partnership between the City of Eugene, LTD, and other regional partners. In 2022, MovingAhead collected input from the community to create Locally Preferred Alternatives (LPA) for five mobility corridors—Highway 99, River Road, 30th Avenue to Lane Community College via downtown, Coburg Road, and Martin Luther King Jr. Boulevard. The transportation investments outlined in the *MovingAhead* plan included bus stop consolidation, enhanced frequency, bus-only lanes, station shelters, higher capacity multi-door transit vehicles, and transit signal priority.

Strategic Business Plan for FY 2025-27 (2022)

LTD's *Strategic Business Plan* lists the priority goals and work plans for the next two years with five main strategy areas—customer satisfaction, employee involvement, community value, financial health, and sustainability. Within the customer satisfaction and community value areas, the Plan identified this system review as a direct initiative to guide transit planning and operations for FY 2025-27. It identified milestones for the review, including an assessment of current fixed-route service, mobilizing and deploying communications plan, re-engaging the Technical Advisory Committee, and developing a Public Involvement Plan.

Franklin Boulevard Corridor Project (in progress, 2023)

This *Franklin Boulevard Corridor Project* focuses on the primary arterial connecting downtown Eugene to the University of Oregon and Springfield—Franklin Boulevard from Alder Street to Interstate 5. The purpose of the project is to transform Franklin from an auto-focused state highway to a multimodal urban street, prioritizing safety for people walking, biking, and riding the bus. The project includes enhancements to bus rapid transit (BRT) and promoting transit-oriented development (TOD). The recommended alternative includes: two dedicated EmX lanes to accommodate planned bus frequency, and the integration of five roundabouts with exclusive bus lanes.

Main Street Safety Project (2022)

Springfield's Main Street is one of the most unsafe city streets in Oregon based on the severity and frequency of traffic crashes. The *Main Street Safety Project* aims to engage the community in identifying thoughtful and effective safety solutions on Main Street. In January 2022, the City released a Draft Main Street Facility Plan, outlining recommendations for raised medians, roundabouts, and upgraded street cross-sections spanning from 20th Street to 72nd Street. After receiving feedback about the Plan, Springfield City Council members adopted a resolution in June 2022 to not move forward with the Draft Facility Plan and instead directed the development of an alternative plan for safety improvements on Main Street based on feedback from community members. A new alternative is currently underway with the intention of better aligning with the specific needs and preferences of the community.

Long Range Transit Plan (2014)

The 2014 *Long Range Transit Plan (LRTP)* established a 20-year strategic framework for expanding the regional Frequent Transit Network (FTN), which connects areas associated with higher density development. This document contains specific goals, policies, and strategies that are directly relevant to the study, including expansion of BRT by prioritizing transit-related infrastructure investments along FTN corridors. Another relevant goal listed in the *LRTP* is public engagement with the regional community in LTD's short- and long-term planning processes.

3 TRANSIT DEMAND ANALYSIS

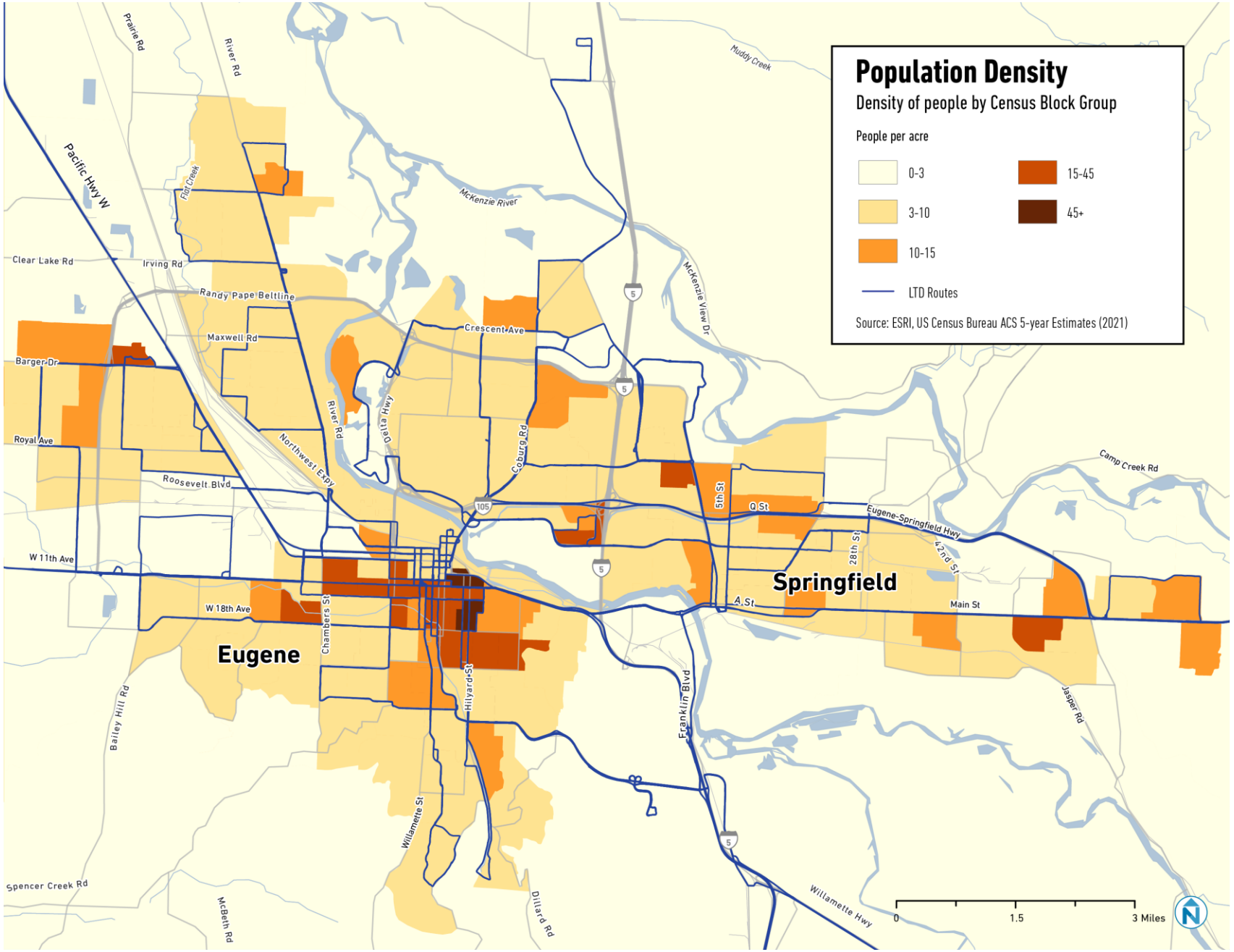
This chapter examines different demographic factors that have an impact on transit demand. It also analyzes employment data to determine areas where people might need transit service to get to work. Demographic data that can be correlated with school attendance was analyzed as well because there is a large student population attending the University of Oregon and Lane Community College. Analyzing this data allows for the identification of transit needs in the service area, which is presented towards the end of this chapter.

POPULATION

Population density is an important factor in determining how much demand there is for transit service. Higher density areas are more likely to have productive transit service while also having the infrastructure necessary (e.g., sidewalks, crosswalks) to make it easy to access transit. Lower density areas are typically more challenging to serve with transit and tend to be more auto-oriented.

Based on the most recent Census data (Figure 3-1), downtown Eugene and the area around the University of Oregon campus have the highest population density. Other pockets of notably high population density include the neighborhoods northwest of downtown Springfield along Pioneer Parkway, the Main Street corridor the Thurston neighborhood of Springfield, just east of Autzen Stadium along Garden Way and Commons Drive in Eugene, West Eugene, and in the Bethel-Danebo neighborhood in NW Eugene.

Figure 3-1 Population Density



DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

Certain demographic and socioeconomic characteristics can also indicate how likely an individual, household, or community are to take transit. Utilizing the latest American Community Survey (ACS) data, characteristics that were examined and visualized include:

Older adults, defined as 65 years or older (Figure 3-2) – As people age, they often cannot or choose not to drive. Having access to transit can allow seniors to be mobile even if they no longer drive. While seniors typically are not a significant market for fixed route service, they can represent potential riders for paratransit service. Seniors are spread throughout Eugene and Springfield.

Young adults, defined as 18 to 25 years old (Figure 3-3) – Young adults are more likely to not have a driver's license or own a personal vehicle, particularly if they are college students. Transit access helps this group get to/from school or employment. Not surprisingly, the largest concentration of young adults is near the University of Oregon campus between downtown Eugene and the main campus.

People with disabilities (Figure 3-4) – People with disabilities are less likely to be able to drive, and thus more likely to use transit. Depending on an individual's specific disability, they may be able to use fixed route service, otherwise, they may qualify to use paratransit service. Areas with a high concentration of people with disabilities include the areas around the University of Oregon as well as along Pioneer Parkway, Main Street, and Pacific Highway W in Springfield.

Low-income households (Figure 3-5) – Income is closely tied to the likelihood of a household having a vehicle available. When defining low-income as earning 200% or less of the federal poverty level (equating to a household income of roughly $30,000 per year), the largest concentrations of low-income individuals is in downtown Eugene, around the University of Oregon campus, and in the Gateway neighborhood of Springfield.

Household vehicle ownership (Figure 3-6) – Households with zero vehicles are dependent on transit service to meet their travel needs. Vehicle ownership throughout most of Eugene and Springfield is quite high. The largest concentration of households without a vehicle is near the University of Oregon, which is consistent with the low-income household data. Pockets of high zero-car households are also located along Main Street in Springfield and Pacific Highway 99 in Eugene.

People of color (**Error! Reference source not found.**Figure 3-7) – Non-white individuals are classified as people of color. Traditionally, people of color have a higher likelihood to use transit. People of color are dispersed throughout Eugene and Springfield but the highest concentration is near the University of Oregon.

Figure 3-2 Older Adults Density

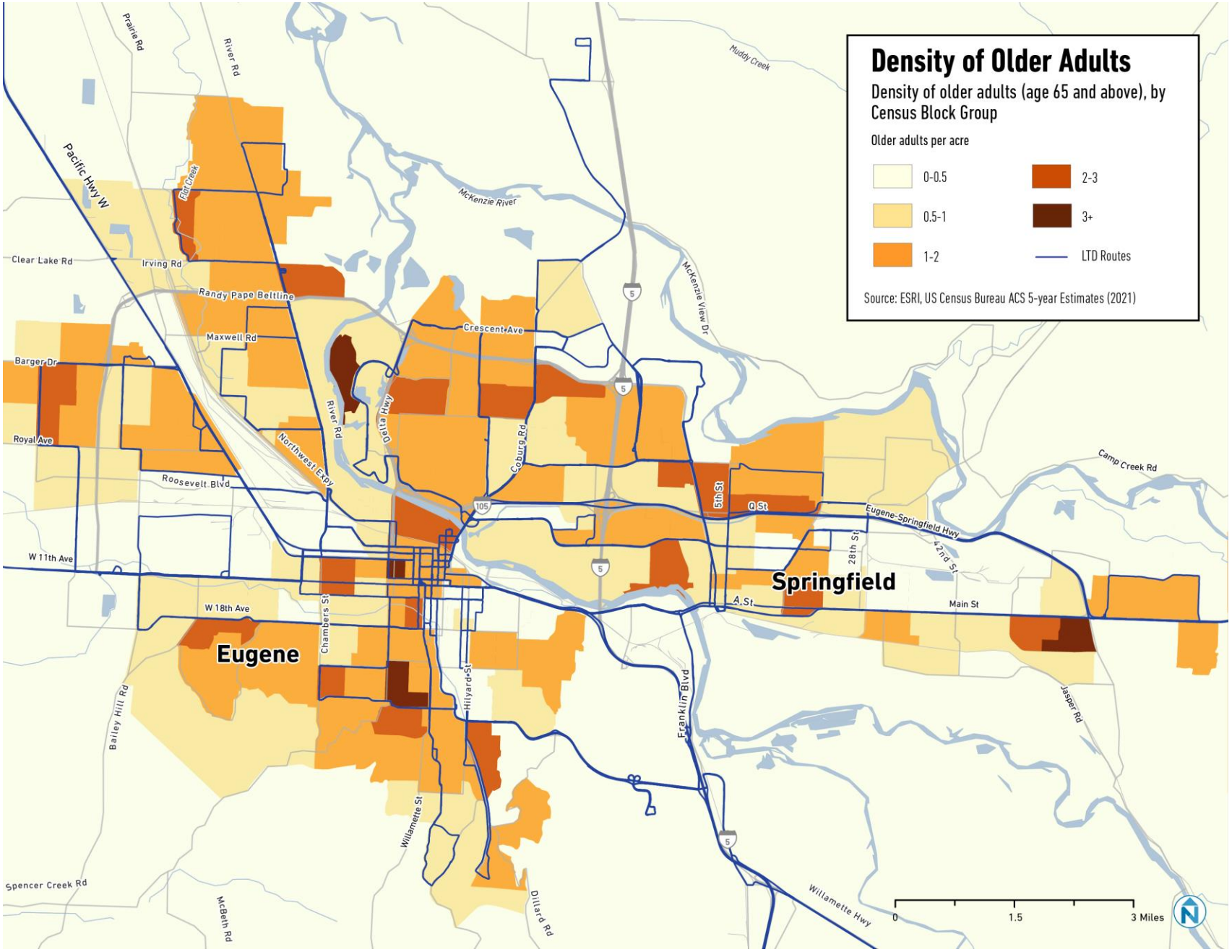


Figure 3-3 Young Adult Density

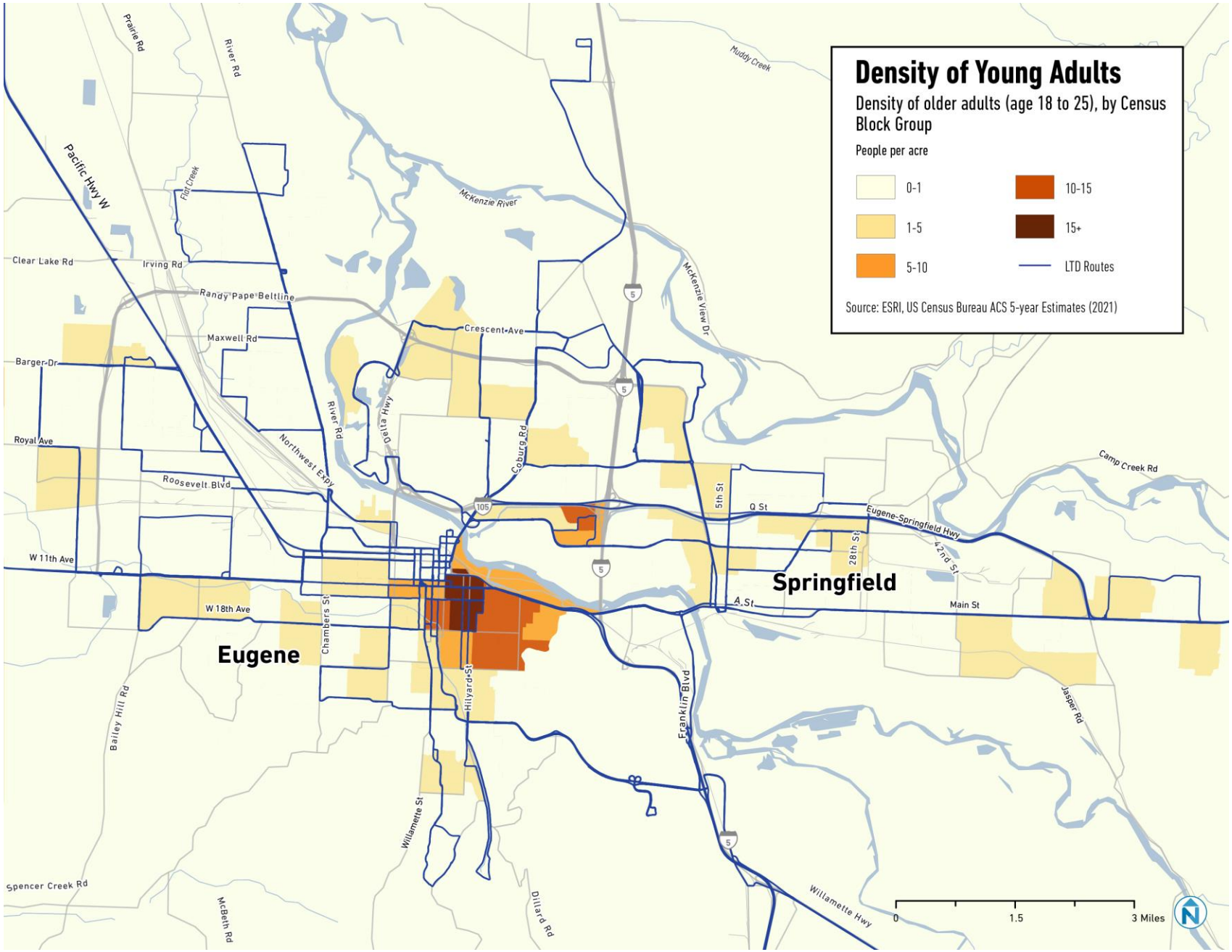


Figure 3-4 People with Disabilities

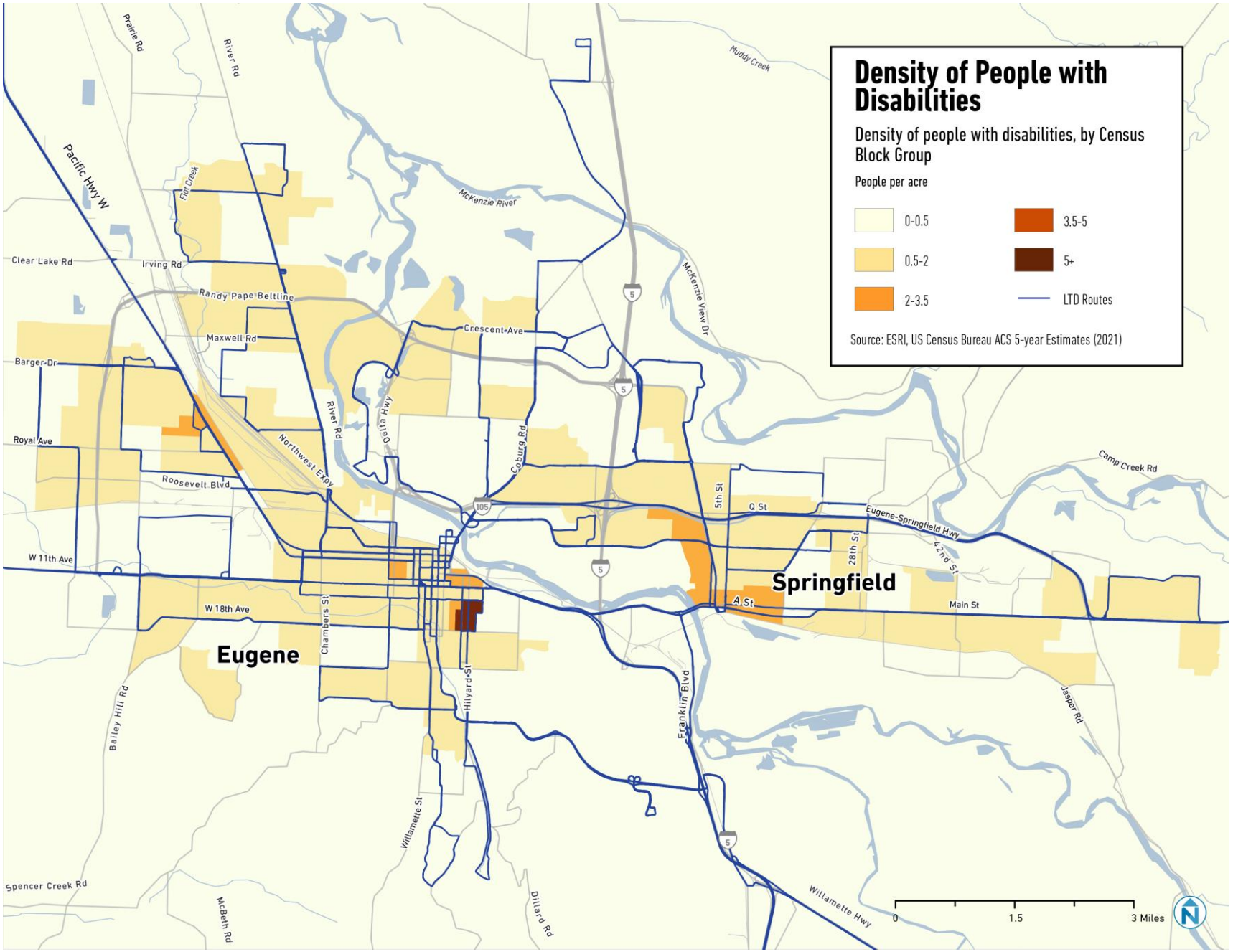


Figure 3-5 Low-Income Household Density

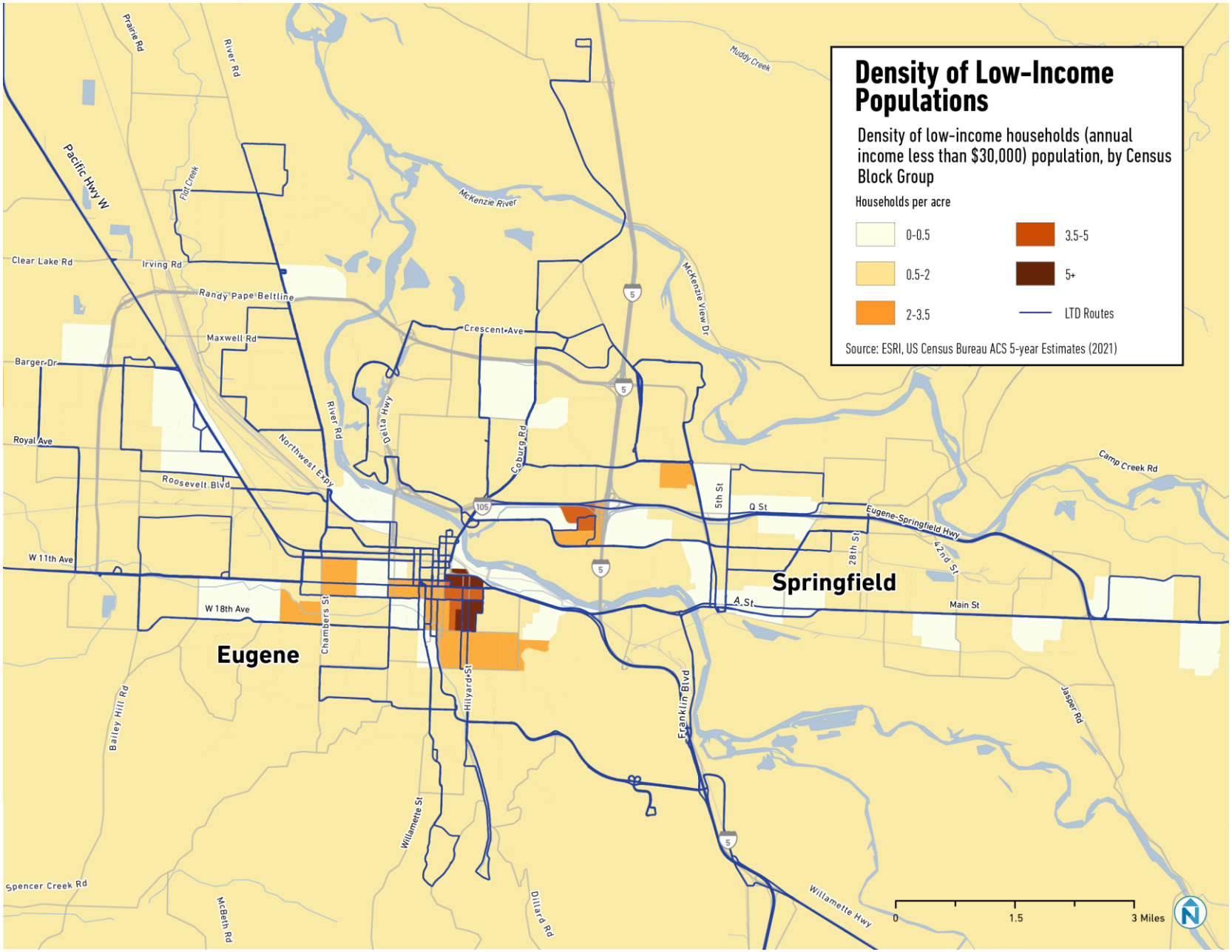


Figure 3-6 Zero-Vehicle Household Density

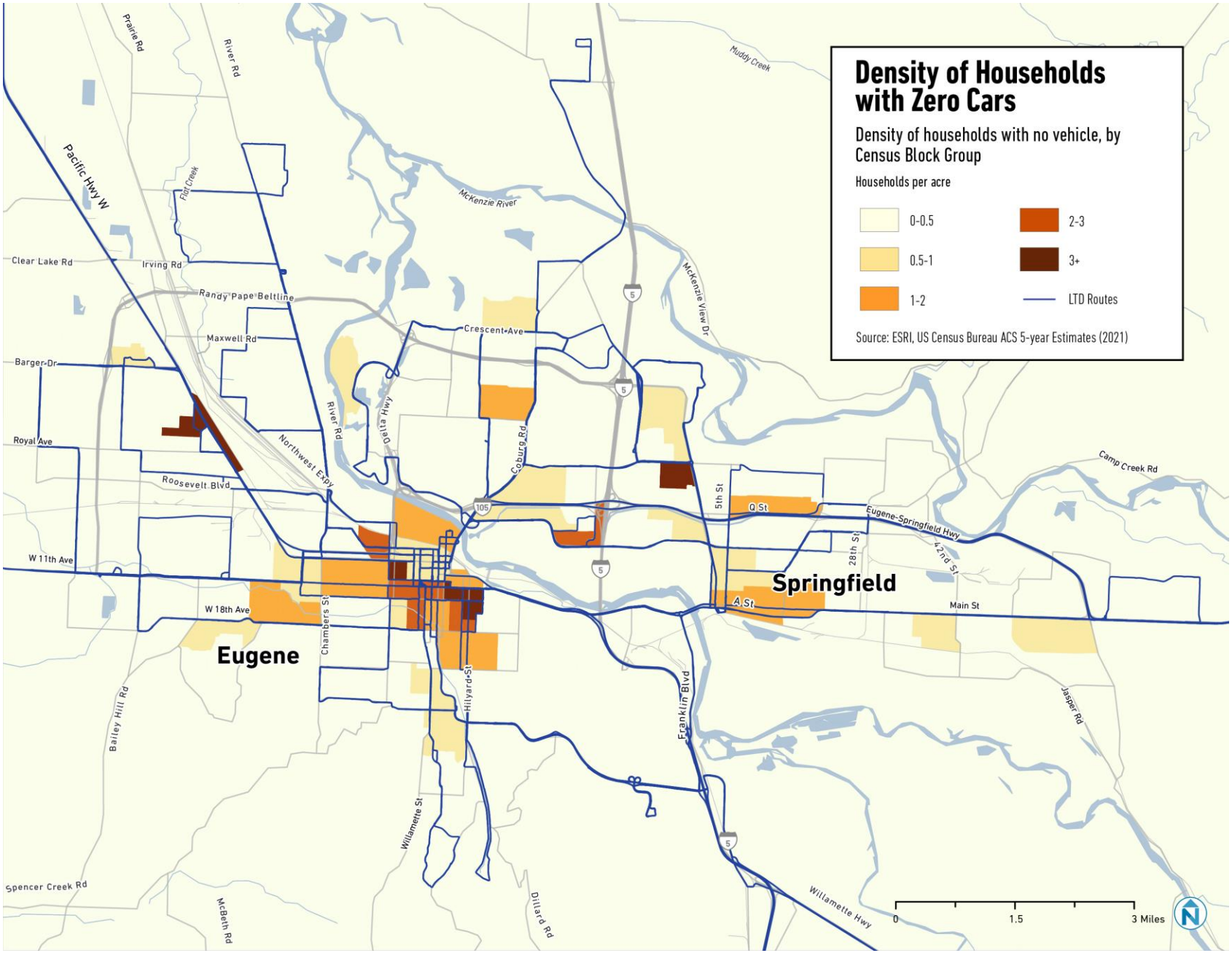
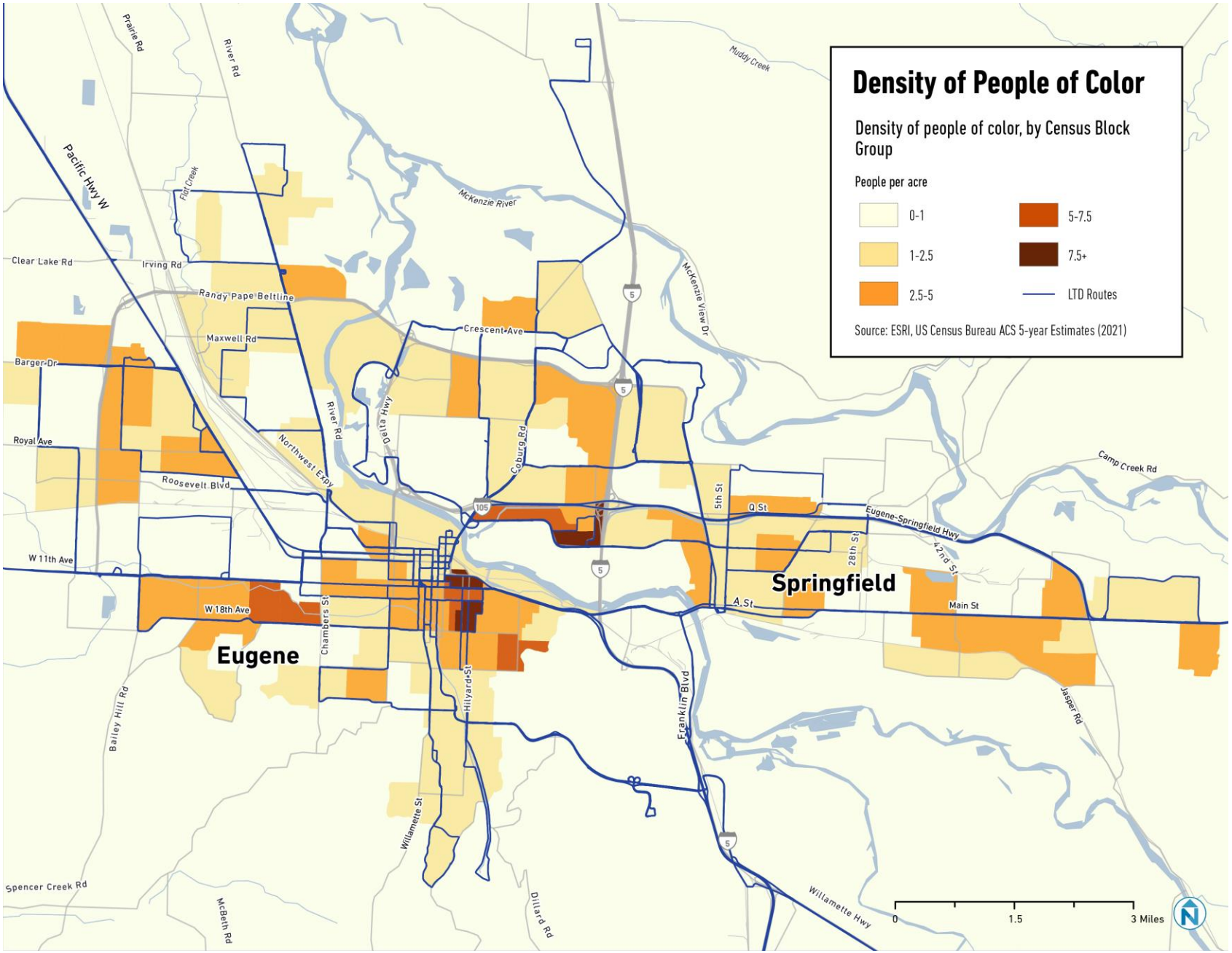


Figure 3-7 People of Color Density



EMPLOYMENT

Employment is another important factor in how much demand there is for transit service. Large concentrations of jobs in a particular area can make transit service more productive, generating trips from both workers and customers alike. Employment density data (Figure 3-8) shows the highest concentrations of employment located near downtown Eugene and the University of Oregon. Other areas of notable employment density include the area around Valley River Center, the Gateway neighborhood in Springfield. Delta Highway, West Eugene, and Highway 126 also have moderate concentrations of employment due to the presence of various retail and industrial businesses.

Low-Wage Jobs

Low wage jobs are a subset of total employment but are important to examine because individuals who fill these positions are more likely to be low-income and without access to a vehicle, and thus more likely to take transit to work. Longitudinal Employer-Household Dynamics (LEHD) data was analyzed to determine the location of low-wage jobs, defined as jobs that earn less than $3,333 per month. As shown in Figure 3-9, the highest concentration of low-wage jobs are around the University of Oregon and downtown Eugene. Areas along Delta Highway and Coburg Road in Eugene, as well as the Gateway neighborhood of Springfield, have pockets of low-wage jobs.

Figure 3-8 Employment Density

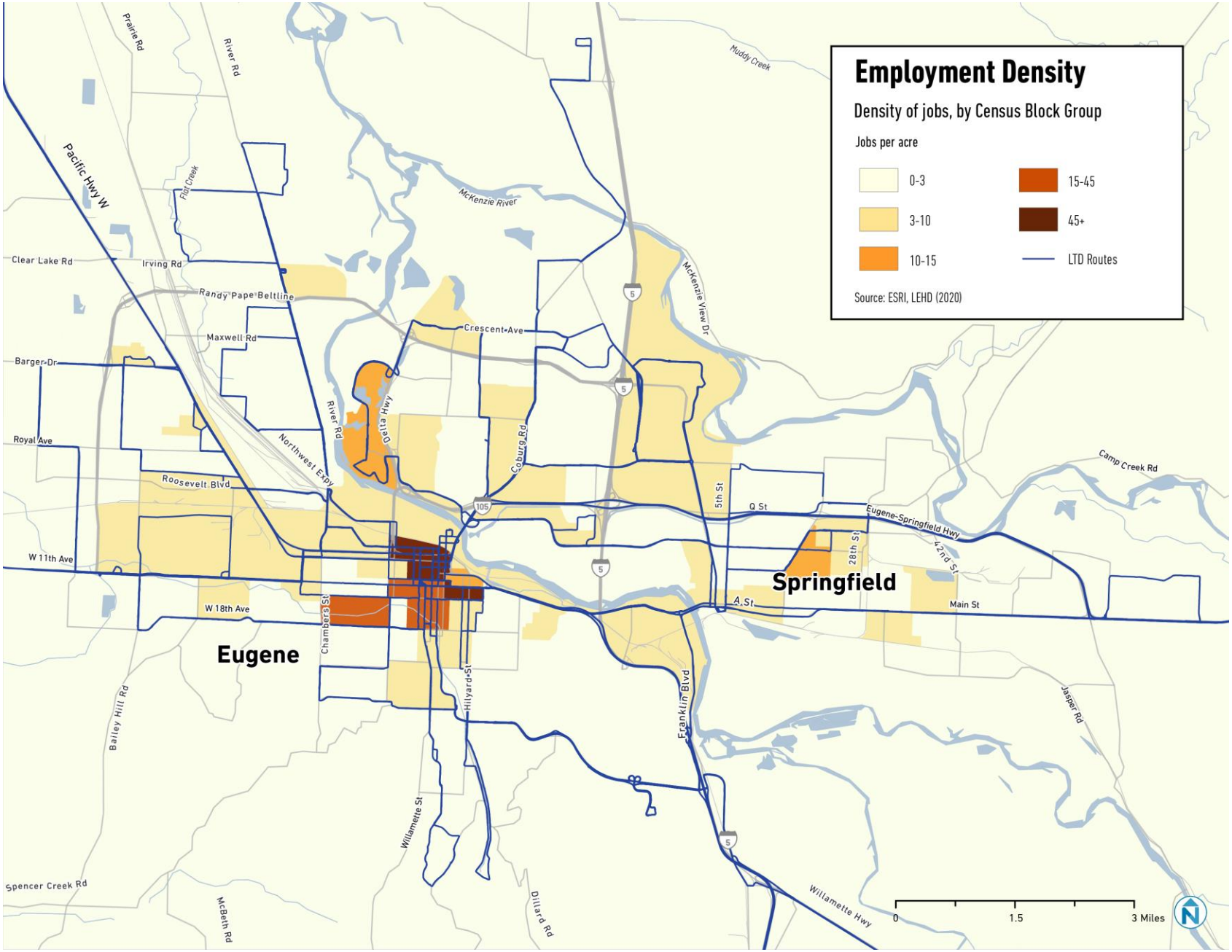
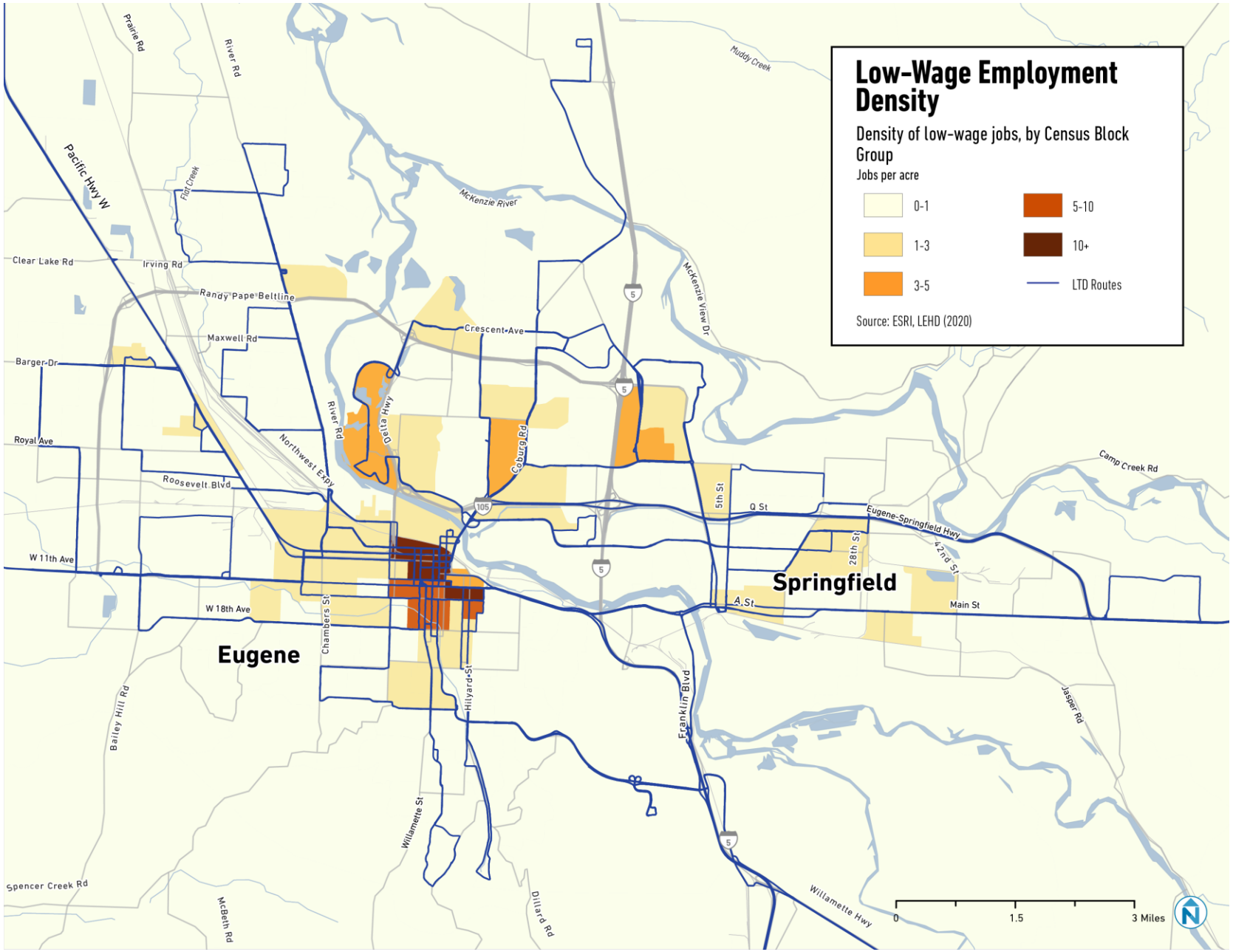


Figure 3-9 Low-Wage Job Density



TRANSIT DEMAND AND PROPENSITY

Transit works best in areas where there is both a high density of people and a mix of residents and workers. Higher densities of people generate demand to fill buses, while having a mix of people ensures transit service is productive all day long, seven days a week. As shown in Figure 3-10, areas with a high transit demand, based on both high population and employment density, are located near the University of Oregon in Eugene and along W 11th Avenue, Pioneer Parkway, and Main Street in Springfield.

Another way to assess the propensity of using transit is focusing on select demographic and socioeconomic groups that are more likely to use transit. Figure 3-11 presents the composite density of young adults (age 18-24), low-income individuals (defined as earning $30,000 per year or less), households without a vehicle, and non-white individuals. Based on this map, the following areas were identified as having the highest propensity to use transit:

- Downtown Eugene and around the University of Oregon
- Downtown Springfield
- The Main Street corridor and Thurston neighborhood in Springfield
- The Gateway neighborhood in Springfield
- The W. 11th Avenue corridor in Eugene
- Coburg Road between downtown Eugene and Crescent Avenue
- The Centennial Boulevard corridor in Eugene and Springfield
- River Road and the Santa Clara neighborhood in Eugene
- The South University and Amazon neighborhoods in Eugene
- Goodpasture Island Road north of Valley River Center
- Northwest Eugene along Barger Drive and Royal Avenue

Figure 3-10 Population and Employment Density

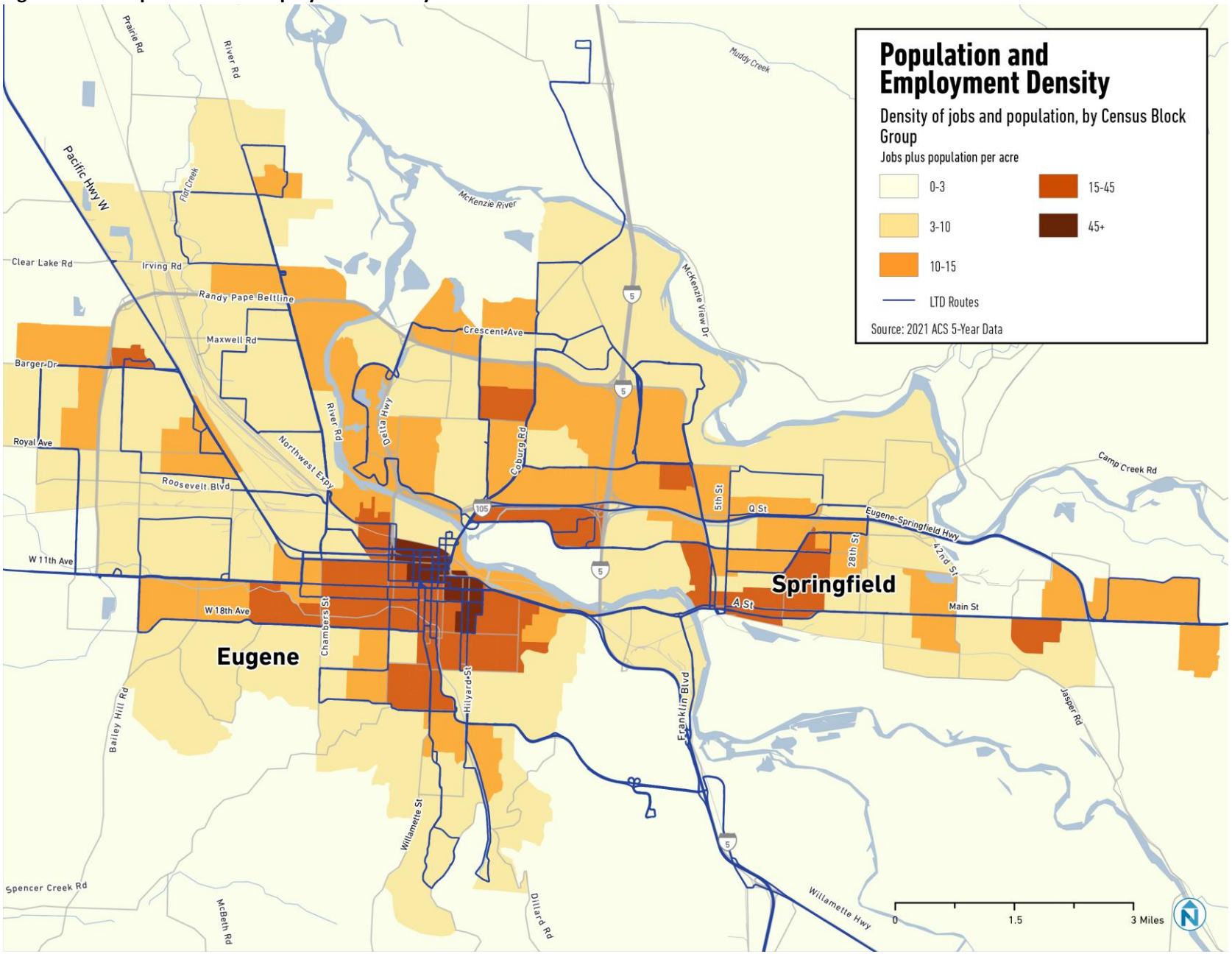


Figure 3-11 Transit Propensity

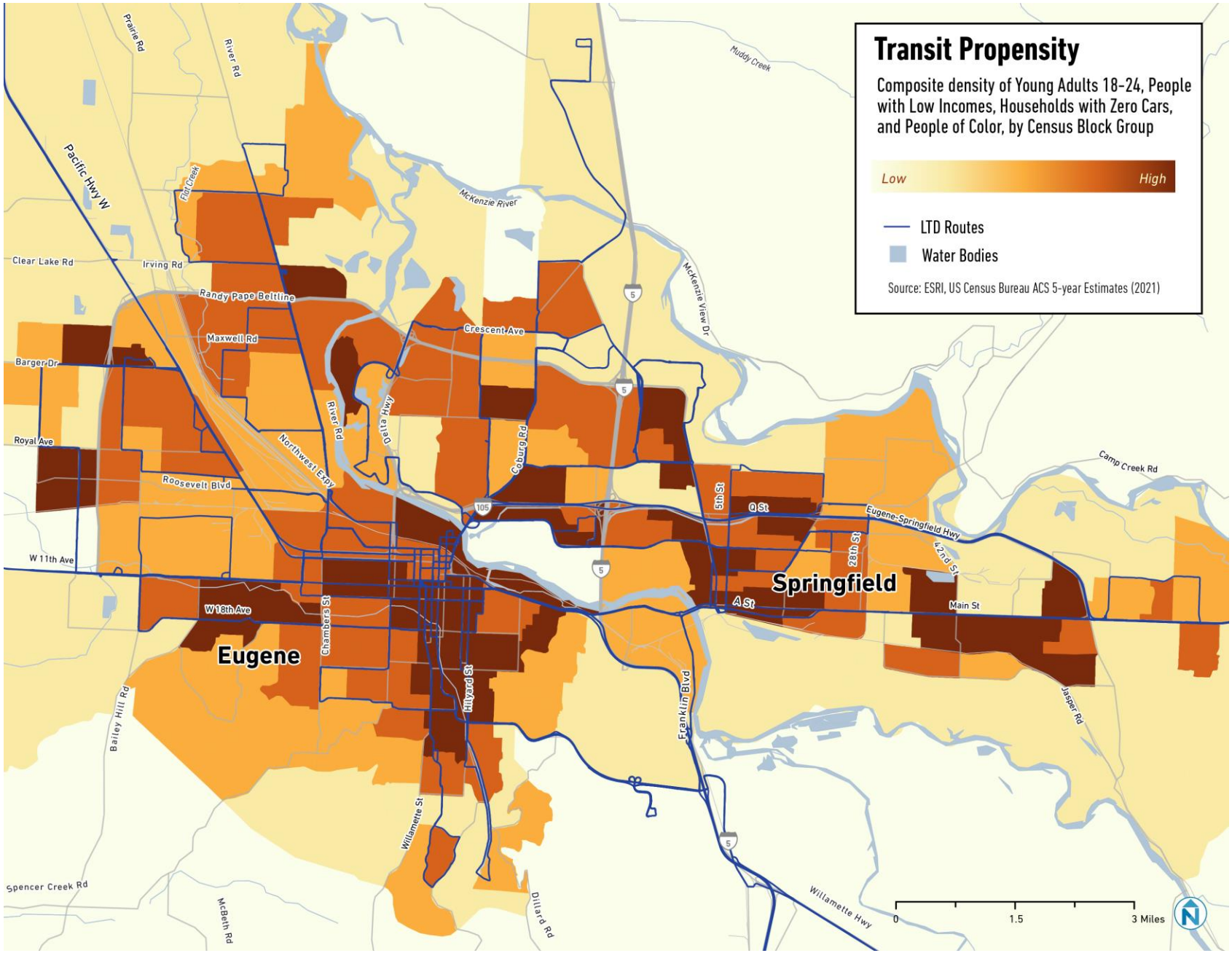
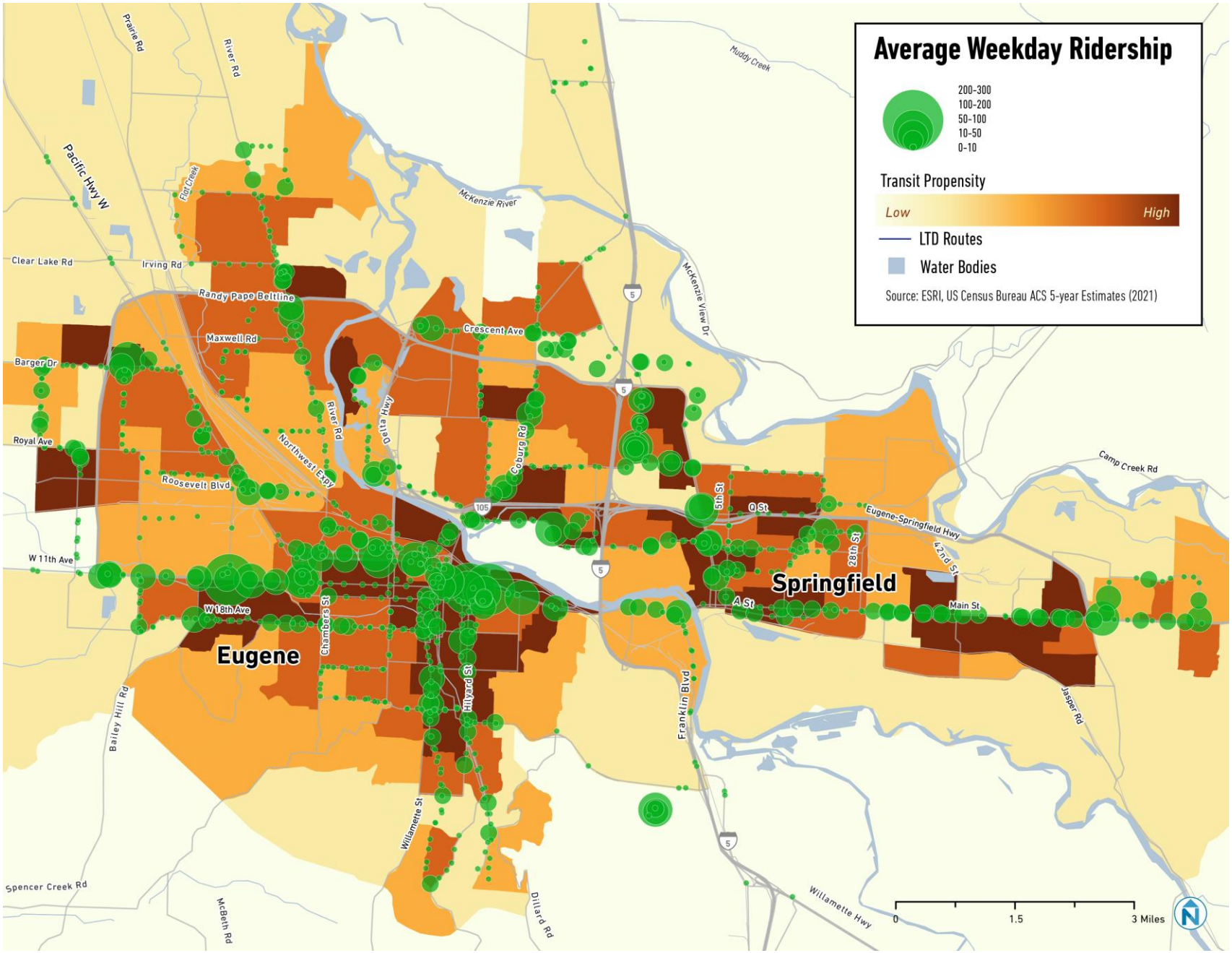


Figure 3-12 Ridership overlayed with Transit Propensity (TPI)



4 LTD SYSTEM OVERVIEW

As of October 2023, Lane Transit District (LTD) operates 31 fixed routes and accompanying paratransit service serving the cities of Eugene and Springfield and several surrounding communities in Lane County. The EmX BRT route, along with other high frequency routes, like Routes 11 and 41, form the backbone of LTD's service network. The EmX route is especially robust with high levels of boarding and productivity over most time periods.

LTD fixed routes are divided into six categories of service to distinguish between different service level goals: BRT, Express, Core, College, Community, and Limited/Rural. These categories aid evaluation of the service based on the population served and help define service goals.

Most routes operate every 30-60 minutes and combine on some corridors to provide more frequent service. Core and community routes provide coverage in the LTD service area to allow for connections to higher frequency routes either on-street or at transit centers. LTD is an important means of transportation for students and staff of regional educational facilities. In particular, LTD is tasked with providing service to the University of Oregon and Lane Community College as well as service to middle and high schools throughout the region. Service for the UO and LCC can be very frequent when school is in session but reduces in frequency and span during break periods. LTD also notably serves rural communities outside of Eugene and Springfield, providing a critical link for residents to access services in the larger population center.

The analysis in this report primarily relies on data from fiscal year 2022, except where noted.

SERVICE STANDARDS

LTD's system is designed to balance the goals of high productivity and geographic coverage. High productivity is designated as areas with:

- Frequent routes
- Dense areas
- Walkable areas
- Linear routes with few deviations
- Continuous routes that avoid long stretches of low-density development

The geographic coverage goal seeks to provide service to people who lack other transportation options outside of high productivity areas and provide service to as many neighborhoods as possible.

LTD strives to allocate 75% of their service hours to maximize productivity and 25% to geographic coverage, according to their service standards.

LTD categorizes its service into six categories for the purposes of defining service standards. Below are the definitions of each service category.

Types of Service

- BRT/EmX: Highest productivity, highest ridership
  - offer frequent, all-day service, widely spaced stations, and longer hours of service
  - Higher travel speeds, reliable service, more station amenities, higher passenger loads
- Express Routes: High productivity, high ridership
  - Very frequent all-day or peak service, widely spaced stops, hours based on demand
  - Expect higher travel speeds and passenger loads, may include college-oriented express routes that might match class schedules
- Core Routes: High productivity, high ridership
  - Frequent all-day service, moderate distance between stops, longer service hours
  - Moderate travel speeds, reliable service, amenities at major stops, high passenger loads
- College Routes: High productivity, high ridership
  - Designed to provide transit to university students at University of Oregon or Lane Community College
  - Fluctuating frequency to meet demand and line up with class schedules, shorter hours of service
- Community Routes: Moderate productivity, moderate ridership
  - Lower frequency, infrequent all-day or peak service, variable distance between stops, provide transit in areas where density/development do not support high ridership
  - Low to moderate travel speeds, reliable service, fewer stops with amenities, moderate passenger loads
- Limited or Rural Routes: Low productivity, low ridership
  - Infrequent service at limited hours, variable distance between stops, few hours of service
  - Moderate to high travel speeds, reliable service, fewer stops with amenities, lower passenger loads

Service Guidelines

Figure 4-1 , Figure 4-2, and Figure 4-3 outline LTD's service standards for spans of service, frequency, on-time performance, and other measures. When establishing these guidelines, LTD takes into consideration service span and frequency goals, customer clarity and

consistency, adequate running time to meet customer loads, running time variation, and bus operator restroom breaks.

These measures will be used to evaluate LTD's current service and performance statistics for the network as a whole as well as individual routes.

Figure 4-1 Service span guidelines by type of service and day of week

Route Type	Day of Week	Span of Service
EmX	Weekday	5:00 a.m. – 1:00 a.m.
	Saturday	7:00 a.m. – 11:30 p.m.
	Sunday	7:30 a.m. – 9:30 p.m.
Express	Weekday	7:00 a.m. – 10:00 p.m.
Core	Weekday	5:00 a.m. – 12:00 a.m.
	Saturday	7:00 a.m. – 11:30 p.m.
	Sunday	7:30 a.m. – 9:30 p.m.
College	Weekday	7:00 a.m. – 7:00 p.m.
	Saturday	Limited
Community	Weekday	6:30 a.m. – 8:30 p.m.
	Saturday	7:30 a.m. – 8:30 p.m.
	Sunday	Limited
Limited	Weekday	Variable
Rural	All day types	Variable

Figure 4-2 Desired headway standards (min/max) by type of service and time of day

Route Type	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday
BRT/EmX	10/15	10/15	10/15	15/30	15/30	15/30
Express	5/25	30	20/30	60		
Core	15/30	15/30	15/30	30/60	30/60	30/60
Community	30	30/60	30/60	60	60	60
College	10/30	30/60	30/60	60	60	
Limited	≥60	≥60	≥60			
Rural	Variable – determined by commute demand					

LTD published four measurable standards for its routes, which were updated in 2022 and summarized in Figure 4-3**Error! Reference source not found.**. Notably, LTD does not have a specific goal for productivity of its routes which is used to understand how well used a service is based on the level of service that is being provided.

Figure 4-3 Other performance standards

Goal	Metric
On-Time Performance	90% of buses at timepoints on all routes will be on time (defined as departing a timepoint between 0 and 4 minutes after the scheduled time).
Missed Trips	Missed trips should be 0.5% of total trips
Vehicle Reliability	Road calls should not occur more than every 10,000 vehicle miles
Vehicle Age	Percent of bus revenue vehicles that have met/exceeded their Useful Life Benchmark should not exceed 25%

SYSTEM OVERVIEW

This section provides an overview of LTD's current transit network and associated performance. Several important measures of productivity, ridership, and running time are used to evaluate the performance of the network and its individual routes. This evaluation and comparison to LTD's service guidelines provides insight into the transit agency's strengths and opportunities to improve service. This section coupled with individual route profiles in chapter six provide a comprehensive review of LTD's current fixed route network.

Service Span and Frequency

LTD operates fixed-route service seven days a week (Figure 4-4). All 31 routes operate on weekdays, when routes have the most frequent and longest hours of service. 20 routes operate seven days a week, while three routes do not operate on Sundays, and five routes do not operate on Saturdays or Sundays. Weekend service generally starts later, ends earlier, and operates less frequently. Many college routes operate limited service or no service on Saturdays, and there is no service on Sundays.

Systemwide Ridership

COVID-19 changed travel patterns and transit use throughout the country and LTD is no exception. Ridership in February 2023 was still 73% of ridership in February 2019. Some routes have lost more ridership than others, while some routes have recovered nearly to pre-pandemic ridership levels.

Routes 11, 17, and 41 have recovered 90 to 100% of pre-pandemic ridership levels. Routes offered during peak travel times and that serve the UO or LCC campuses, have had the lowest levels of ridership recovery, with recovery rates between 14% and 52% of pre-pandemic levels (Figure 4-6).

EmX has the highest levels of ridership in the LTD network with over five times as much weekday ridership than the next highest ridership route (Route 11). Recovery on EmX has been slightly better than the system average with just under 80% of pre-pandemic levels.

Figure 4-6 displays average weekday ridership by route. Figure 4-7 also displays average weekday ridership by route without EmX to allow for more detail among routes that have notably lower ridership.

Figure 4-5 displays ridership change by area from 2019 to 2023. Most of the LTD service area lost significant ridership as a result of the pandemic and its aftereffects. There were very few areas with gains in ridership, mainly in western Eugene. The largest ridership decreases were observed in downtown Eugene and Springfield.

Figure 4-4 Systemwide Span and Frequency

Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		Frequency (minutes)			*Span of Service*		
EmX/BRT	BRT	10/15/30	15/30	15/30	5:37 a.m. – 11:39 p.m.	6:48 a.m. – 11:38 p.m.	7:45 a.m. – 9:18 p.m.
Route 1	Community	30/60/60	30/60	30/60	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.
Route 11	Core	10/20/30	15/30	15/15	5:25 a.m. – 12: 34 a.m.	6:44 a.m. – 11:46 p.m.	7:22 a.m. – 9:30 p.m.
Route 12	Core	30/30/60	60/60	60/60	6:02 a.m. – 10:50 p.m.	7:08 a.m. – 10:50 p.m.	8:07 a.m. – 9:16 p.m.
Route 13	Core	30/30/60	60/60	60/60	6:03 a.m. – 10:53 p.m.	7:03 a.m. – 10:53 p.m.	8:04 a.m. – 9:11 p.m.
Route 17	Community	35/40/60	60/60	60/60	6:02 a.m. – 9:48 p.m.	8:07 a.m. – 9:34 p.m.	8:10 a.m. – 7:36 p.m.
Route 18	Community	40/40/60	60/60	60/60	6:29 a.m. – 10:14 p.m.	7:40 a.m. – 10:01 p.m.	7:41 a.m. – 7:04 p.m.
Route 24	Core	30/30/60	60/60	60/60	6:06 a.m. – 10:54 p.m.	7:05 a.m. – 10:54 p.m.	8:05 a.m. – 9:05 p.m.
Route 28	Core	30/30/60	60/60	60/60	5:52 a.m. – 10:59 p.m.	6:52 a.m. – 10:58 p.m.	7:57 a.m. – 9:15 p.m.
Route 33	Community	Four round trips	No Service	No Service	7:15 a.m. – 7:55 p.m. 12:45 p.m. – 1:25 p.m. 4:30 p.m. – 6:15 p.m.	No Service	No Service
Route 36	Core	30/30/60	60/60	60/60	6:06 a.m. – 10:47 p.m.	7:06 a.m. – 10:47 p.m.	8:06 a.m. – 9:25 p.m.

Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		Frequency (minutes)			*Span of Service*		
Route 40	Core	15/30/60	60/60	60/60	5:57 a.m. – 10:55 p.m.	6:53 a.m. – 10:54 p.m.	7:52 a.m. – 9:25 p.m.
Route 41	Core	15/30/60	30/60	30/60	5:31 a.m. – 11:01 p.m.	6:30 a.m. – 11:02 p.m.	7:24 a.m. – 9:25 p.m.
Route 51	Core	30/30/60	60/60	60/60	5:52 a.m. – 11:08 p.m.	6:45 a.m. – 11:10 p.m.	7:55 a.m. – 9:25 p.m.
Route 52	Core	30/30/30	60/60	60/60	6:38 a.m. – 7:25 p.m.	8:00 a.m. – 7:05 p.m.	11:00 a.m. – 6:55 p.m.
Route 55	Limited	Peak buses only	No Service	No Service	7:15 a.m. – 8:25 a.m. 3:15 p.m. – 4:25 p.m.	No Service	No Service
Route 66	Core	20/30/60	30/60	60/60	6:04 a.m. – 10:20 p.m.	7:04 a.m. – 10:17 p.m.	8:00 a.m. – 9:13 p.m.
Route 67	Core	20/60	30/60	60/60	6:10 a.m. – 10:55 p.m.	7:10 a.m. – 10:56 p.m.	7:30 a.m. – 9:19 p.m.
Route 79X*	Express	30/30/30	No Service	No Service	7:30 a.m. – 10:22 p.m.	No Service	No Service
Route 81*	College	60/60/60	60/60	No Service	6:30 a.m. – 9:25 p.m.	7:30 a.m. – 5:20 p.m.	No Service
Route 82*	College	15/20/30	No Service	No Service	7:06 a.m. – 625 p.m.	No Service	No Service
Route 85	College	60/60/60	No Service	No Service	7:40 a.m. – 5:10 p.m.	No Service	No Service
Route 91	Rural	Peak buses only	2 a.m. trips 2 p.m. trips	2 a.m. trips 2 p.m. trips	6:00 a.m. – 11:20 a.m. 2:20 p.m. – 8:40 p.m.	8:30 a.m. – 11:25 a.m. 4:30 p.m. – 7:20 p.m.	8:30 a.m. – 11:25 a.m. 4:30 p.m. – 7:20 p.m.

Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		Frequency (minutes)			*Span of Service*		
Route 92	Rural	Peak buses only	Peak buses only	No Service	6:31 a.m. – 9:15 a.m. 5:35 p.m. – 7:10 p.m.	6:31 a.m. – 9:15 p.m. 5:35 p.m. – 7:10 p.m.	No Service
Route 93	Rural	Peak buses only	Peak buses only	Peak buses only	6:46 a.m. – 7:45 a.m. 12:05 p.m.- 1:03 p.m. 5:30 p.m. – 6:29	8:16 a.m. – 10:08 a.m. 5:32 p.m. – 6:24 p.m.	9:16 a.m. – 10:08 p.m. 6:17 p.m. – 7:08 p.m.
Route 95	Rural	Peak buses only	Peak buses only	Peak buses only	6:10 a.m. – 7:25 a.m. 11:30 a.m. – 12:45 p.m. 2:30 p.m. – 6:55 p.m.	8:05 a.m. – 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.
Route 96	Rural	Peak buses only	Peak buses only	No Service	6:30 a.m. – 7:25 a.m. 5:35 p.m. – 6:40 p.m.	7:20 a.m. – 8:25 a.m. 5:35 p.m. – 6:40 p.m.	No Service
Route 98	Rural	Peak buses only	Peak buses only	Peak buses only	5:28 a.m. – 7:55 a.m. 10:00 a.m. – 12:05 p.m. 2:30 p.m. – 7:35 p.m.	8:35 a.m. – 10:25 a.m. 1:00 p.m. – 2:52 p.m. 5:35 p.m. – 7:25 p.m.	8:35 a.m. – 10:25 a.m. 5:35 p.m. – 7:25 p.m.

*Span and headway are reduced during University of Oregon breaks

Source: LTD Fall 2023 Schedules

Figure 4-5 Weekday Ridership Change, 2019 to 2023

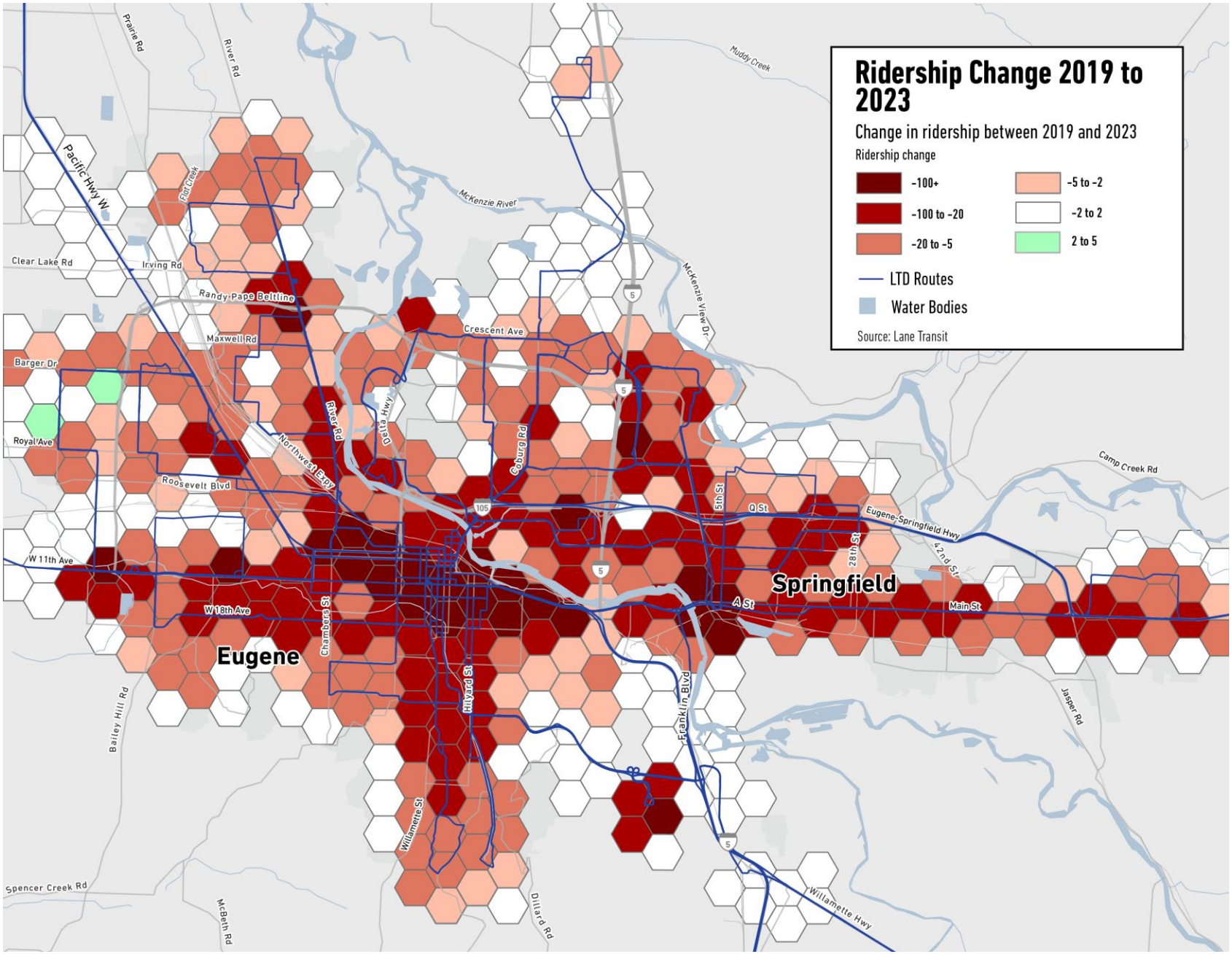


Figure 4-6 Average weekday ridership by route

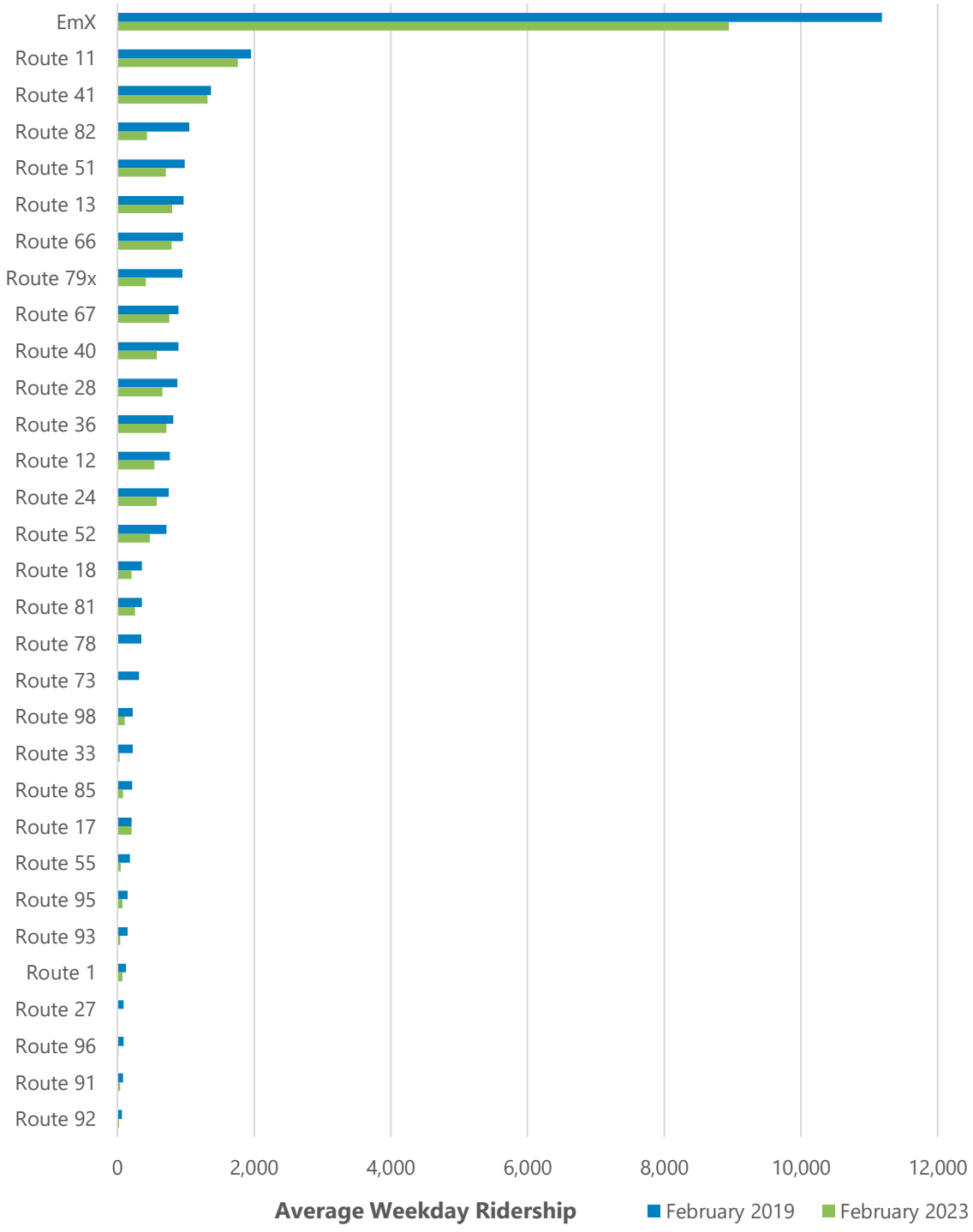
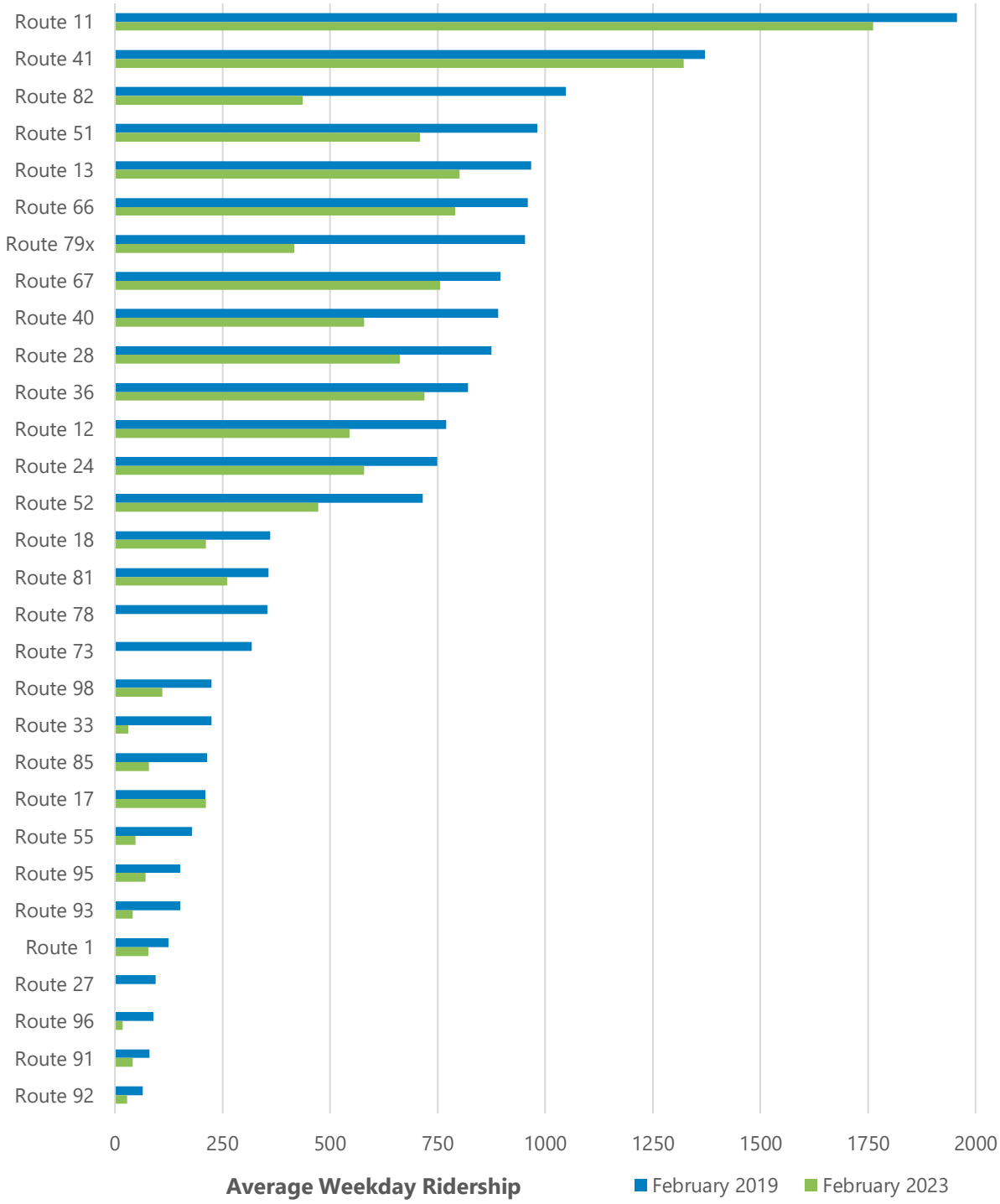


Figure 4-7 Average weekday ridership by route, excluding EmX



Systemwide Revenue Hours

Revenue hours measure the amount of in-service time and any associated layover time. Analysis of revenue hours per route allows understanding of where service resources are allocated.

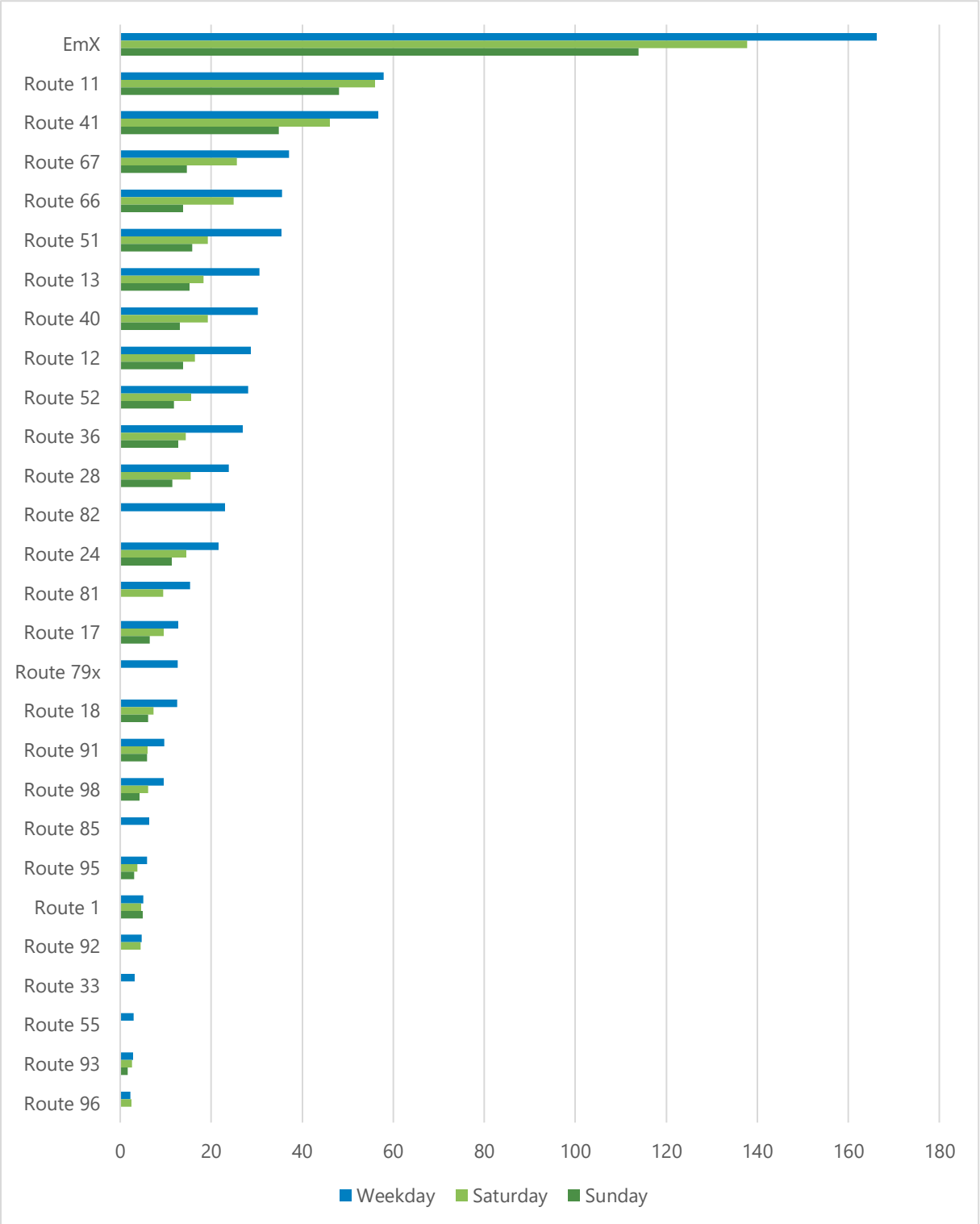
Revenue hours per route and day of week are presented in Figure 4-8. The largest share of revenue hours per day are allocated to the EmX, which offers very frequent service on weekdays and serves as a backbone for the rest of the LTD service area. The EmX operates about 120 revenue hours more than Route 11, the second most service intensive route.

Route Productivity

Productivity is measured by route based on the type of service provided. Routes that operate throughout the day are measured in boardings per revenue hour, while express and limited run routes are typically measured in boardings per trip. Both measures serve to evaluate the efficiency of service in terms of how many passengers are served with each unit of service. LTD does not currently have a performance standard for route level productivity.

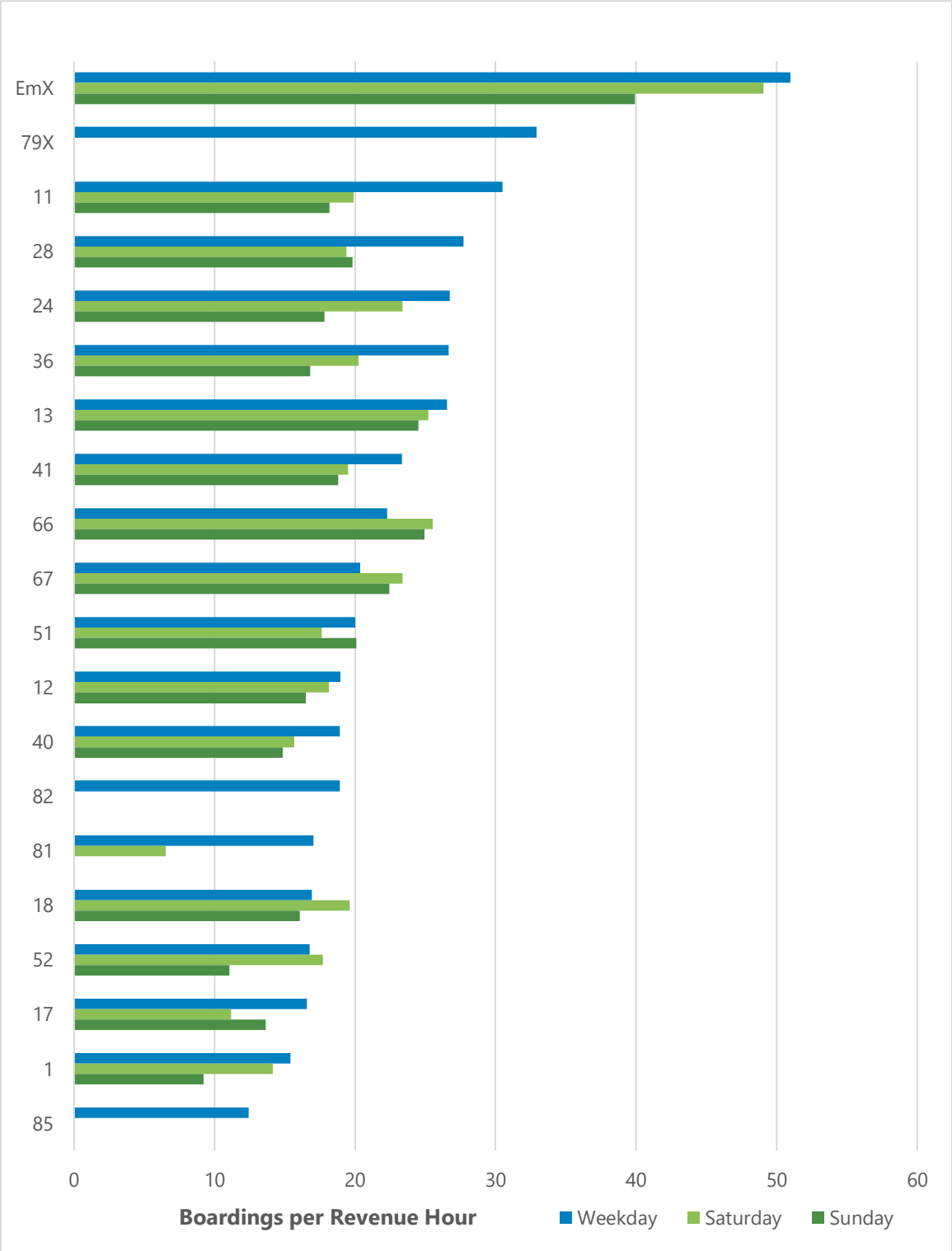
The EmX is the most productive route in the LTD network at nearly 50 boardings per revenue hour each weekday. Other high productivity routes are Routes 79x and 11. Routes 1 and 85 are the least productive routes in the LTD network, nearing 10-15 boardings per revenue hour. **Error! Reference source not found.** and Figure 4-10 show boardings per revenue hour for all day routes and boardings per trip for express/limited routes.

Figure 4-8 Revenue hours by route and day of week



Source: FY 2022 Service Data

Figure 4-9 Boardings per revenue hour



Source: FY 2022 Service Data

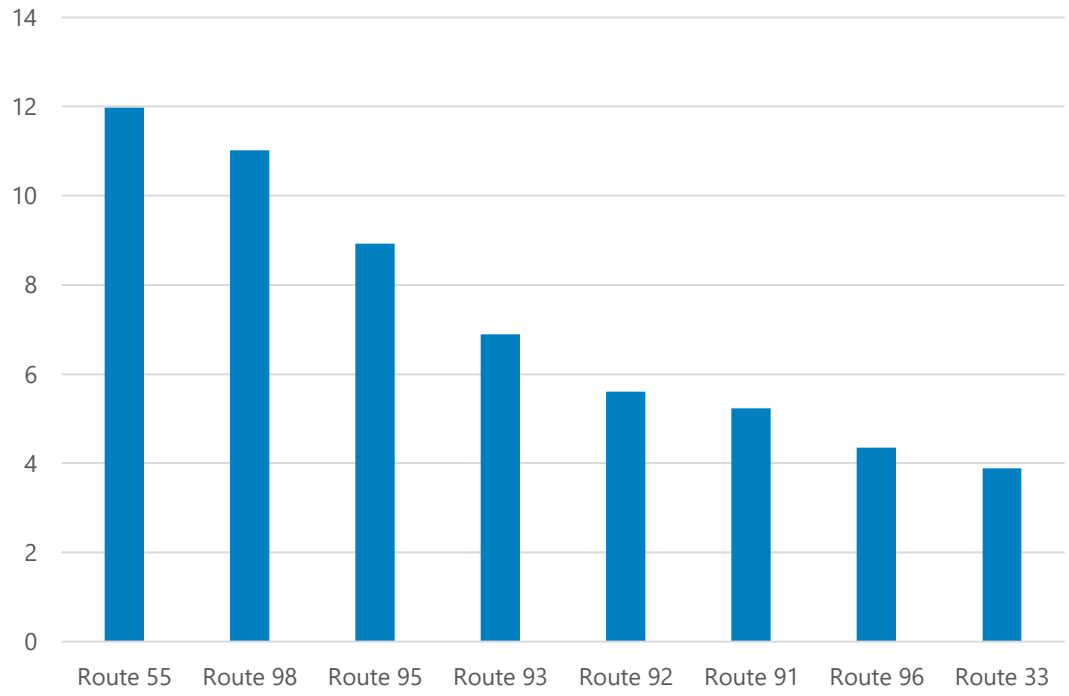
Limited and Rural Routes

There are eight routes that only operate a few trips per day. These routes do not operate regularly throughout the day but rather operate only during certain times of the day (typically the morning and afternoon).

The most productive of these routes is Route 55, which is primarily provided for North Eugene High School trips. While Route 55 only operates two round trips, it experiences an average of 12 boardings per trip. The least productive route is Route 33, which experiences an average of just below four boardings per trip (Figure 4-10 Boardings per trip for limited and rural).

The six rural routes (91 McKenzie Bridge, 92 Lowell/LCC, 93 Veneta, 95 Junction City, 96 Coburg, and 98 Cottage Grove) serve an important role in providing basic "insurance against isolation" service to communities in Lane County outside of the Eugene-Springfield urban growth boundary. Route 98 to Cottage Grove provides the most service (5 weekday, 3 Saturday and 2 Sunday round trips) and averages over 10 passenger boardings per trip. Route 96 to Coburg provides just two weekday and two Saturday round trips and averages just over 4 passengers per trip.

Figure 4-10 Boardings per trip for limited and rural service

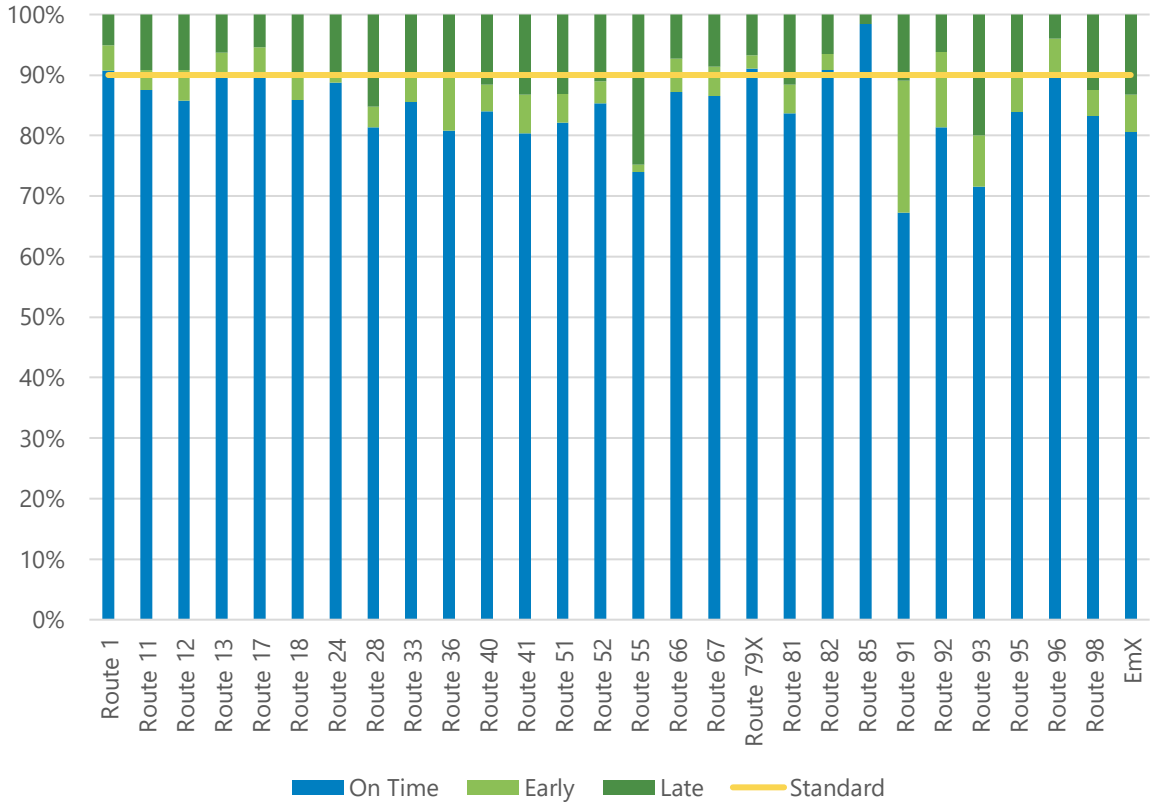


On-Time Performance (OTP)

On-time performance measures schedule adherence at timepoints along each route. Figure 4-11Figure 4-11 displays at the route-level the percent of timepoints that are early, on-time, and late for the winter 2022 bid period.

LTD considers buses to be on time if they depart between zero and four minutes after the scheduled time. LTD's service reliability standard states that 90% of buses at significant timepoints on all routes will be on time. Seven out of 28 routes met this standard during the Winter 2022 bid period.

Figure 4-11 Weekday OTP by route



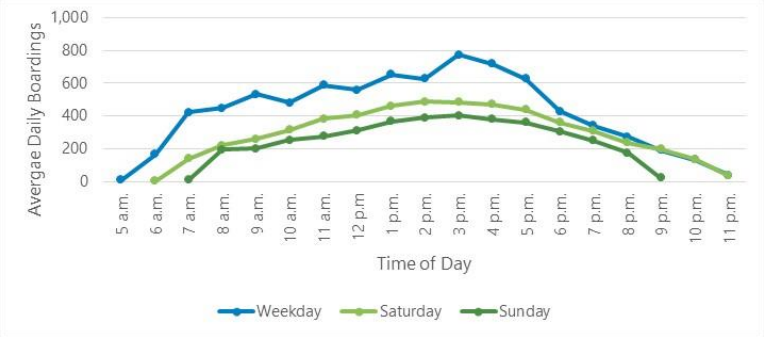
Source: Winter 2022 Bid Data

5 ROUTE PROFILES

Each of the 31 routes in the LTD system were evaluated on a variety of metrics, culminating in a list of strengths and opportunities for each route. Each route is highlighted in its own two-page route profile. Sheets are organized from smallest to largest route number, with EmX first. The ridership maps show total alightings plus boardings for the stops serviced in both directions for each route.

EmX

EmX is LTD's only BRT route and serves as the backbone of the transit network. Service is provided in the highest demand corridors in Eugene and Springfield, starting at the Commerce Station (Walmart) in West Eugene and ending at Gateway Station in Springfield. EmX operates every 10-15 minutes from approximately 6:45 a.m. to 11 p.m. on weekdays and every 15 minutes on weekends.



EmX is by far LTD's most productive route. Ridership on EmX is high throughout the day but peaks in the afternoon around 3 p.m. Running times are consistent throughout the day and service mostly adheres to this schedule throughout the day.

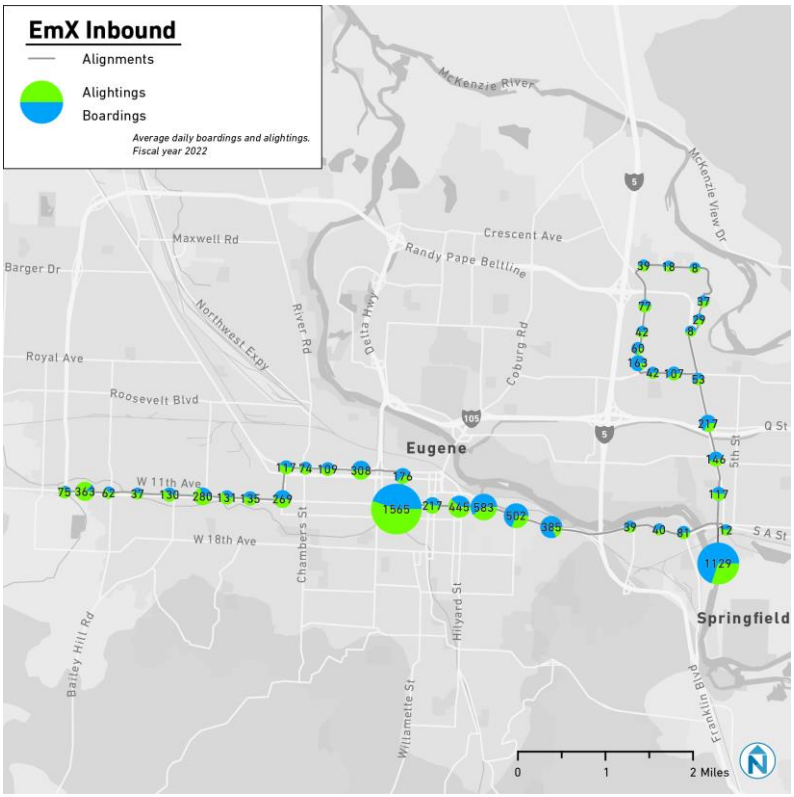
	Weekdays	Saturday	Sunday
Service Span	5:37 a.m. – 11:39 p.m.	6:48 a.m. – 11:38 p.m.	7:45 a.m. – 9:18 p.m.
Headway (peak/midday/eve)	10/15/30	15/15/30	15
Average Daily Boardings	8,949	6,758	4,548
Boardings per Revenue Hour	51.0	49.0	39.9
Peak Vehicles	15	8	8

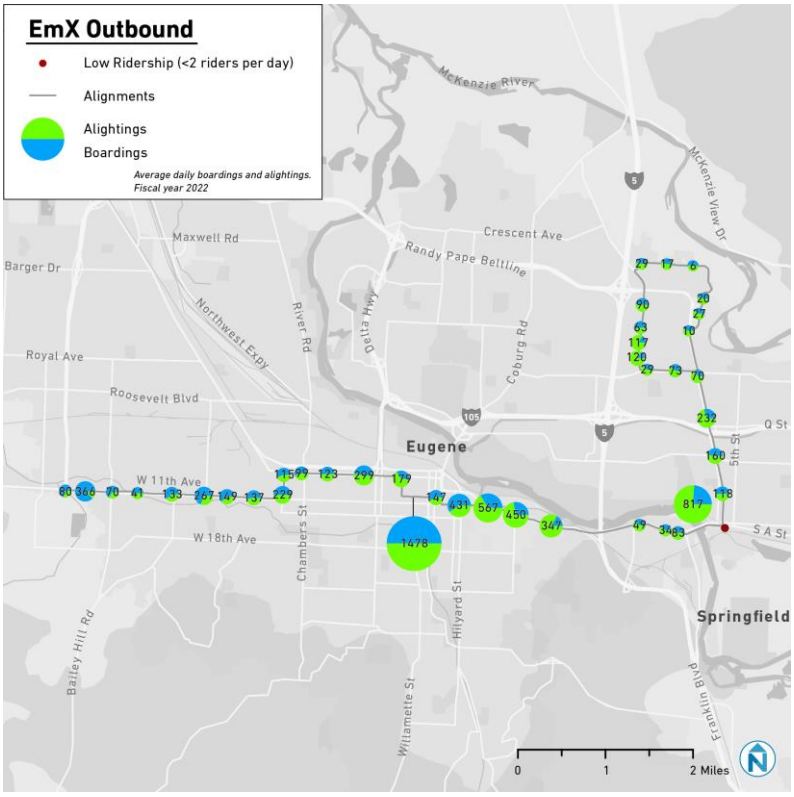
Route Strengths

- Extremely frequent, direct service with exclusive right-of-way in the most congested segments. This high-quality service attracts the highest ridership and results in the highest productivity route in LTD's network.
- While ridership is high, there are no apparent passenger load issues, ridership builds throughout the day with one spike near school dismissal time with no large spikes in passenger load.

Route Opportunities

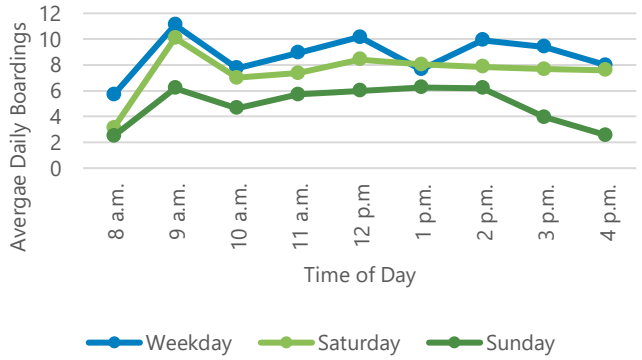
- The EmX used to operate more frequently prior to the pandemic. Service levels during the late morning and early afternoon may be improved.


EmX Inbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
McKenzie River
McKenzie View Dr
Crescent Ave
Randy Pape Beltline
Maxwell Rd
Barger Dr
Northwest Expy
River Rd
Delta Hwy
Coburg Rd
Royal Ave
Roosevelt Blvd
Eugene
Q St
5th St
W 11th Ave
W 18th Ave
Chambers St
Hilyard St
S A St
Springfield
Bailey Hill Rd
Willamette St
Franklin Blvd
0
1
2 Miles


EmX Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
McKenzie River
McKenzie View Dr
Crescent Ave
Randy Pape Beltline
Maxwell Rd
Barger Dr
Northwest Expy
River Rd
Delta Hwy
Coburg Rd
Royal Ave
Roosevelt Blvd
Eugene
Q St
5th St
W 11th Ave
W 18th Ave
Chambers St
Hilyard St
S A St
Springfield
Bailey Hill Rd
Willamette St
Franklin Blvd
0
1
2 Miles

Route 1 Campbell Center

Route 1 is a community route connecting Eugene's Market District with Eugene Station primarily via Olive Street and E. 5th Avenue. This route operates 7 days a week from 8:30 AM to 4:50 PM with 30- to 60-minute headways. Major destinations served include Campbell Park and Community Center, Parkview Terrace, the Amtrak Station, and the Downtown Public Library.



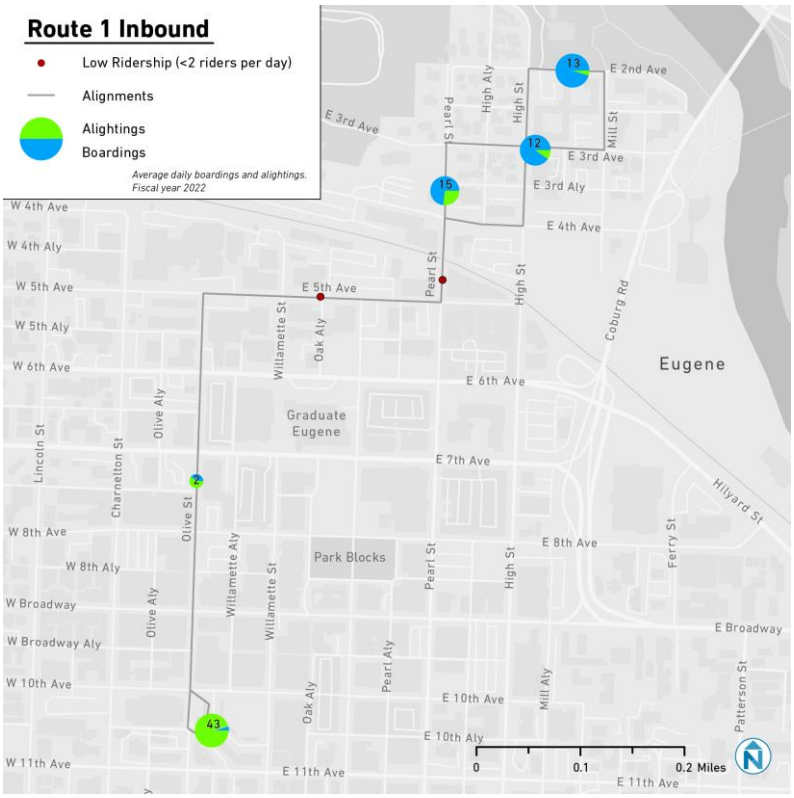
	Weekdays	Saturday	Sunday
Service Span	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.
Headway (peak/midday/eve)	30/60/60	30/30/60	30/30/60
Average Daily Boardings	78	65	46
Boardings per Revenue Hour	15.4	14.2	9.2
Peak Vehicles	1	1	1

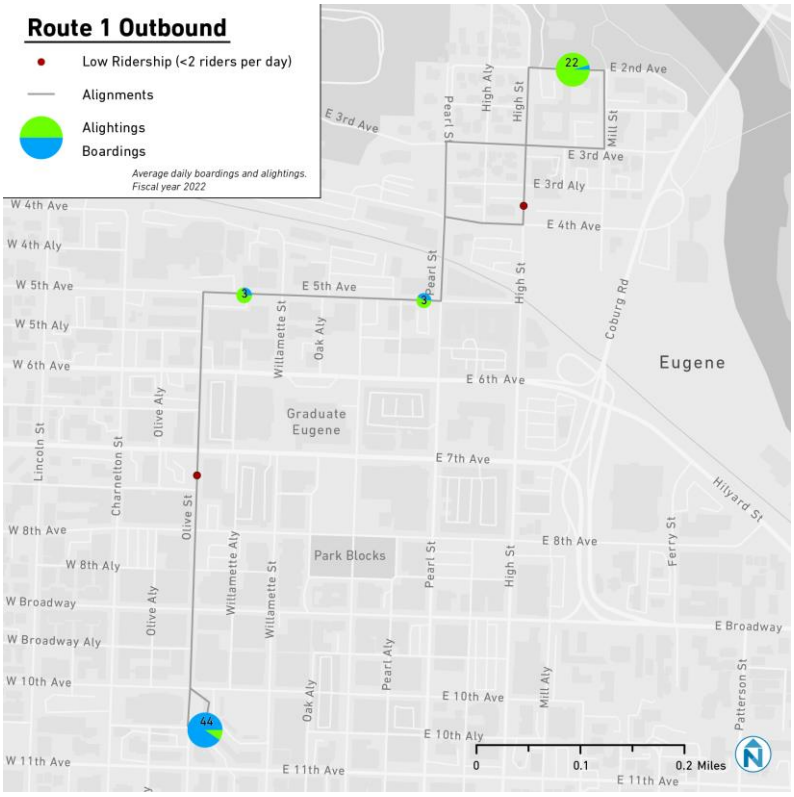
Route Strengths

- One of the primary markets is the Campbell Senior Center, which is one of the highest ridership stops.
- Buses run on time, despite multiple at-grade railroad crossings.

Route Opportunities

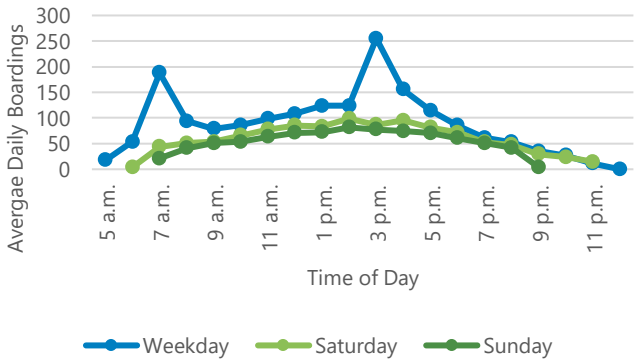
- Service is designed for seniors and social service trip types, as Route 1 only runs from 8:30 a.m. to just before 5 p.m.,
- The busiest trips are between 8 and 9 a.m., at the beginning of service, which suggests possible latent demand for earlier service.
- From a system perspective, Route 1 is the second lowest in productivity, or boardings per revenue hour, excluding peak service only routes.
- Potential route modifications could be considered to serve the developing Riverfront District and help supplement ridership on this route.


Route 1 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
13
12
15
2
43
E 2nd Ave
E 3rd Ave
E 3rd Aly
E 4th Ave
E 5th Ave
E 6th Ave
E 7th Ave
E 8th Ave
E 10th Ave
E 10th Aly
E 11th Ave
E Broadway
W 4th Ave
W 4th Aly
W 5th Ave
W 5th Aly
W 6th Ave
W 8th Ave
W 8th Aly
W Broadway
W Broadway Aly
W 10th Ave
W 11th Ave
High Aly
High St
Mill St
Pearl St
Willamette St
Oak Aly
Olive Aly
Olive St
Lincoln St
Charnelton St
Coburg Rd
Hilyard St
Ferry St
Patterson St
Mill Aly
Pearl Aly
Willamette Aly
Graduate Eugene
Park Blocks
Eugene
0
0.1
0.2 Miles


Route 1 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
22
3
5
44
E 2nd Ave
E 3rd Ave
E 3rd Aly
E 4th Ave
E 5th Ave
E 6th Ave
E 7th Ave
E 8th Ave
E 10th Ave
E 10th Aly
E 11th Ave
E Broadway
W 4th Ave
W 4th Aly
W 5th Ave
W 5th Aly
W 6th Ave
W 8th Ave
W 8th Aly
W Broadway
W Broadway Aly
W 10th Ave
W 11th Ave
High Aly
High St
Mill St
Pearl St
Willamette St
Oak Aly
Olive Aly
Olive St
Lincoln St
Charnelton St
Coburg Rd
Hilyard St
Ferry St
Patterson St
Mill Aly
Pearl Aly
Willamette Aly
Graduate Eugene
Park Blocks
Eugene
0
0.1
0.2 Miles

Route 11 Thurston

Route 11 is a core route serving Springfield from Springfield Station to the Thurston area via Main Street. This is an all-day route operating 7 days a week with 15-minute or better service. Major destinations served include downtown Springfield, Thurston Middle School and Thurston High School.



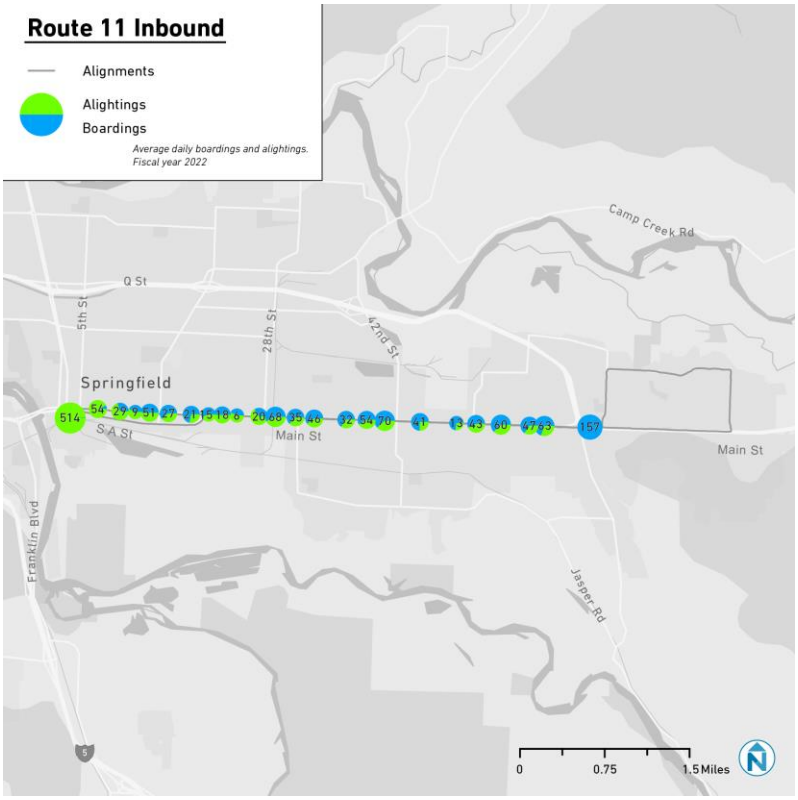
	Weekdays	Saturday	Sunday
Service Span	5:25 a.m. – 12:34 a.m.	6:44 a.m. – 11:46 p.m.	7:22 a.m. – 9:30 p.m.
Headway (peak/midday/eve)	10/20/30	15/15/30	15
Average Daily Boardings	1,763	1,114	874
Boardings per Revenue Hour	30.5	19.9	18.2
Peak Vehicles	5	4	4

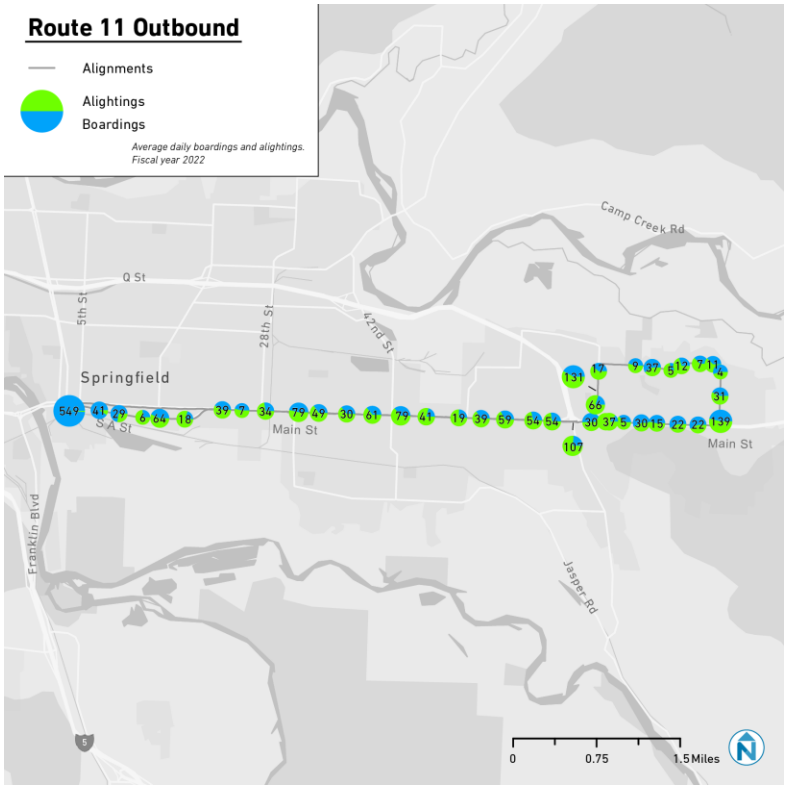
Route Strengths

- Route 11 is the second highest ridership route in the LTD network, behind EmX, and has the third highest productivity, behind EmX and Route 79x.
- Stops along the entire length of Main Street in Springfield have strong boarding and alighting activity.
- Ridership peaks at school arrival and dismissal times indicate Route 11 as an important link to Thurston High School and Thurston Middle School. Ridership to and from the schools is largely why productivity on Route 11 is significantly higher on weekdays than on weekend days.
- More than half of Route 11 riders are likely transferring at Springfield Station

Route Opportunities

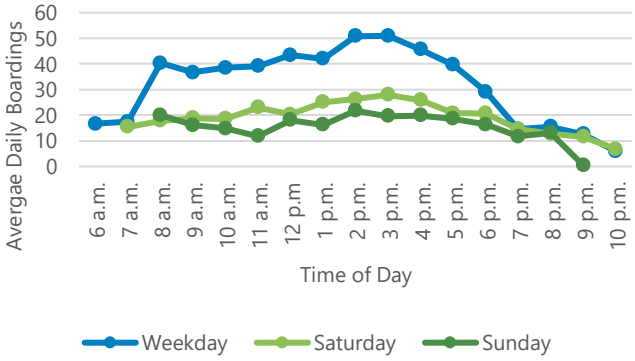
- The eastern terminal loop increases travel times for customers, but the need to serve the two schools leaves few other routing options.
- The high ridership at 69th Street and Main Street indicates that demand for service may extend beyond 69th Street.


Route 11 Inbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Springfield
Q St
5th St
28th St
42nd St
Camp Creek Rd
S A St
Main St
Franklin Blvd
Jasper Rd
0
0.75
1.5 Miles


Route 11 Outbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Springfield
Q St
5th St
28th St
42nd St
Camp Creek Rd
S A St
Main St
Franklin Blvd
Jasper Rd
0
0.75
1.5 Miles

Route 12 Gateway

Route 12 is a core route that connects downtown Eugene to the Gateway neighborhood in Springfield via Coburg Road, Harlow Road and Gateway Street. The route also extends into northeast Eugene via a terminal loop using Chad Drive, Shadowview, and Crescent Avenue. Route 12 is an all-day core route operating 7 days a week with 30-to 60-minute headways. Major destinations served include Oakway Center, Gateway Mall, the VA clinic, and Crescent Village.



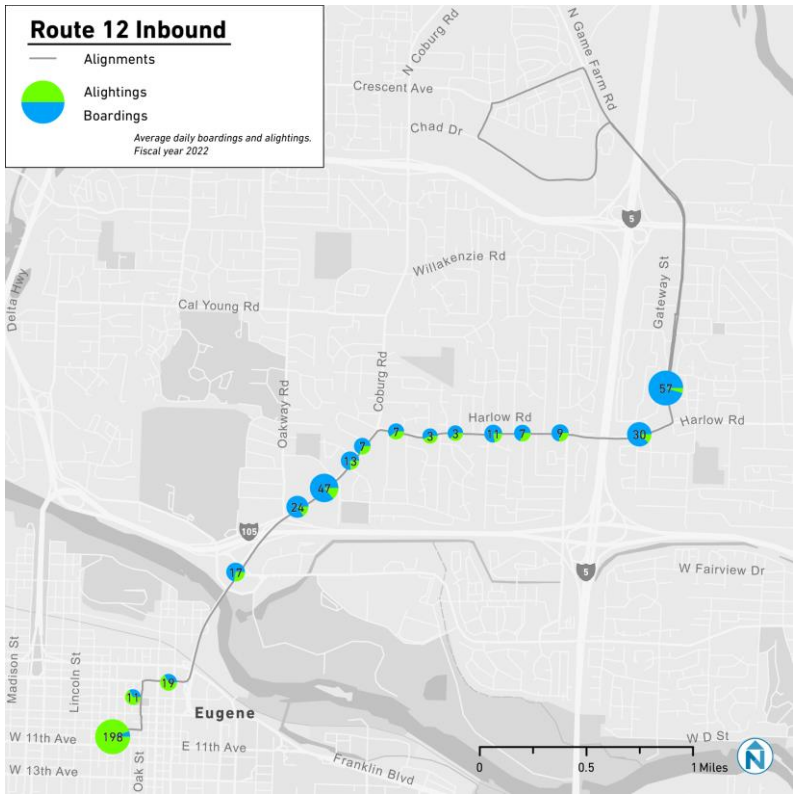
	Weekdays	Saturday	Sunday
Service Span	6:02 a.m. – 10:50 p.m.	7:08 a.m. – 10:50 p.m.	8:07 a.m. – 9:16 p.m.
Headway (peak/midday/eve)	30/60/60	60	60
Average Daily Boardings	545	298	229
Boardings per Revenue Hour	19.0	18.2	16.5
Peak Vehicles	2	1	1

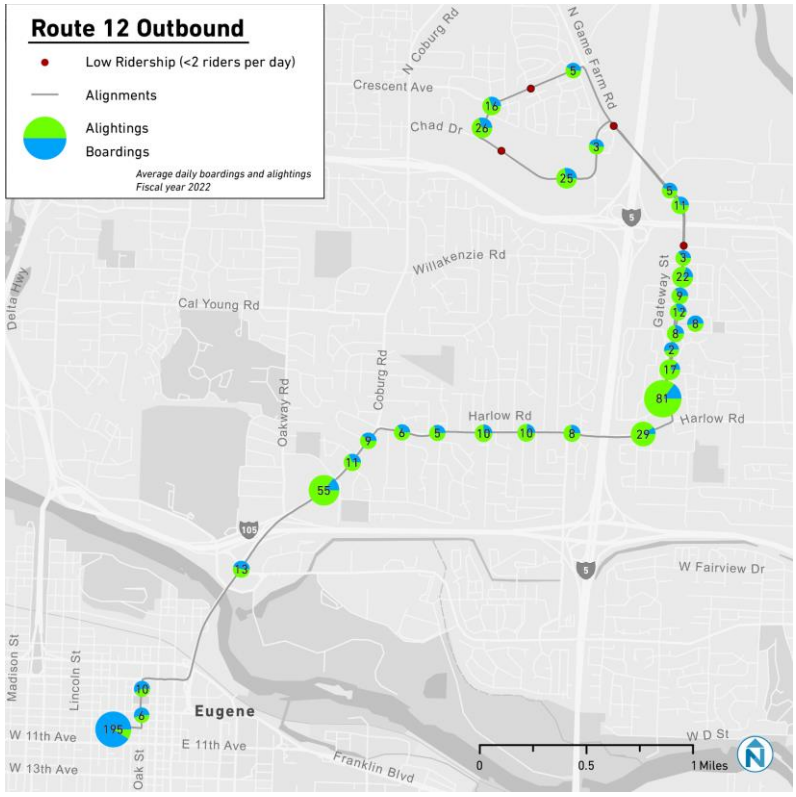
Route Strengths

- There are large ridership generators at both ends of the route (downtown Eugene and Gateway Mall), which supports ridership throughout the route and contributes to similar levels of productivity throughout the week
- Ridership is strong from Gateway Street to Eugene Station, but drops off north of the Beltline.

Route Opportunities

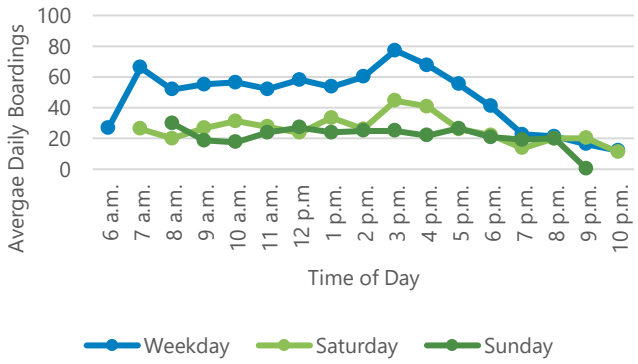
- Route 12 duplicates Route 67 OB and 66 IB between Eugene Station and Harlow Road. Buses are scheduled to run back to back, wasting capacity on this segment.
- Actual Inbound running times are consistently less than scheduled running times.


Route 12 Inbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
N Coburg Rd
N Game Farm Rd
Crescent Ave
Chad Dr
Willakenzie Rd
Gateway St
Delta Hwy
Cal Young Rd
Oakway Rd
Coburg Rd
Harlow Rd
W Fairview Dr
Madison St
Lincoln St
Eugene
W 11th Ave
W 13th Ave
E 11th Ave
Oak St
Franklin Blvd
W D St
0
0.5
1 Miles


Route 12 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings
Fiscal year 2022
N Coburg Rd
N Game Farm Rd
Crescent Ave
Chad Dr
Willakenzie Rd
Gateway St
Delta Hwy
Cal Young Rd
Oakway Rd
Coburg Rd
Harlow Rd
W Fairview Dr
Madison St
Lincoln St
Eugene
W 11th Ave
W 13th Ave
E 11th Ave
Oak St
Franklin Blvd
W D St
0
0.5
1 Miles

Route 13 Centennial

Route 13 is a core route connecting Eugene and Springfield via MLK Jr Boulevard and Centennial Boulevard. It is an all-day core route operating 7 days a week with 30- to 60-minute headways. Major destinations served include Hamlin Middle School, Springfield High School, and the retail cluster near the Northgate Shopping Center and Olympic St. in Springfield.



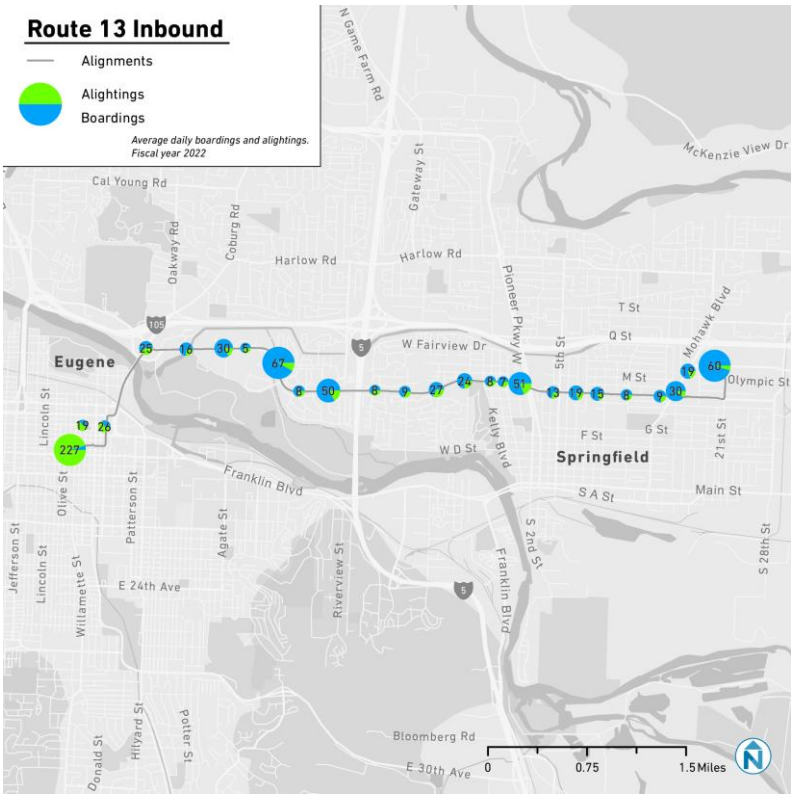
	Weekdays	Saturday	Sunday
Service Span	6:03 a.m. – 10:53 p.m.	7:03 a.m. – 10:53 p.m.	8:04 a.m. – 9:11 p.m.
Headway (peak/midday/eve)	30/30/60	60	60
Average Daily Boardings	802	485	322
Boardings per Revenue Hour	26.5	25.2	24.5
Peak Vehicles	2	1	1

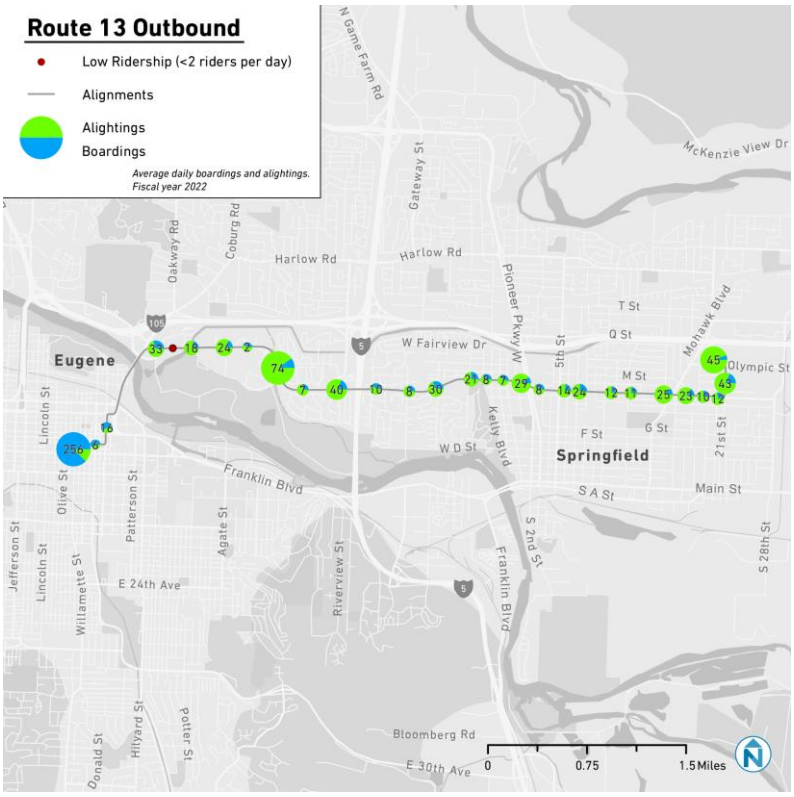
Route Strengths

- Provides direct connections between Eugene Station and mid-Springfield. The route terminates at strong destinations on both ends: shopping center with a grocery store in Springfield and downtown Eugene.
- Serves the dense apartments east of Autzen Stadium (also served by Route 79x).
- The highest ridership trips correspond to Springfield High School bell times.

Route Opportunities

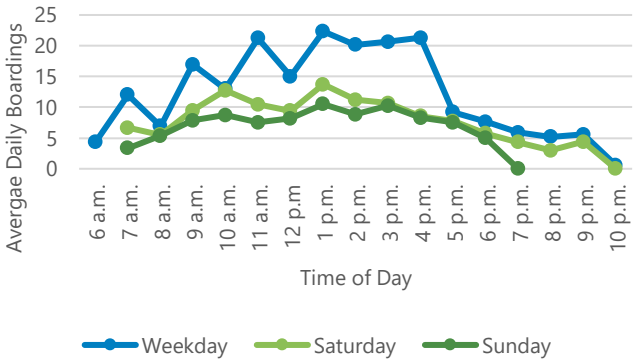
- First trips of the day each day have more than 25 boardings, suggesting people may desire earlier morning service, especially on weekends.


Route 13 Inbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
Springfield
W Fairview Dr
Harlow Rd
Franklin Blvd
Main St
Olympic St
Bloomberg Rd
E 30th Ave
E 24th Ave
0
0.75
1.5 Miles


Route 13 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
Springfield
W Fairview Dr
Harlow Rd
Franklin Blvd
Main St
Olympic St
Bloomberg Rd
E 30th Ave
E 24th Ave
0
0.75
1.5 Miles

Route 17 5th/Hayden Bridge

Route 17 is a community route in Springfield that begins and ends at Springfield Station, and serves the LTD Park and Rides at RiteAid on Marcola Road and Fred Meyer on 5th Street and Q Street. This route operates 7 days a week as a complement to Route 18 traveling clockwise only, with 30- to 60-minute headways on weekdays and 60-minute headways on weekends. Major destinations served include Springfield City Hall, Springfield High School, McKenzie-Willamette Medical Center, and Hamlin Middle School. Route 17 is one of the lowest performing routes in the LTD system, averaging between 17 and 11 passengers per hour, depending on day of week.



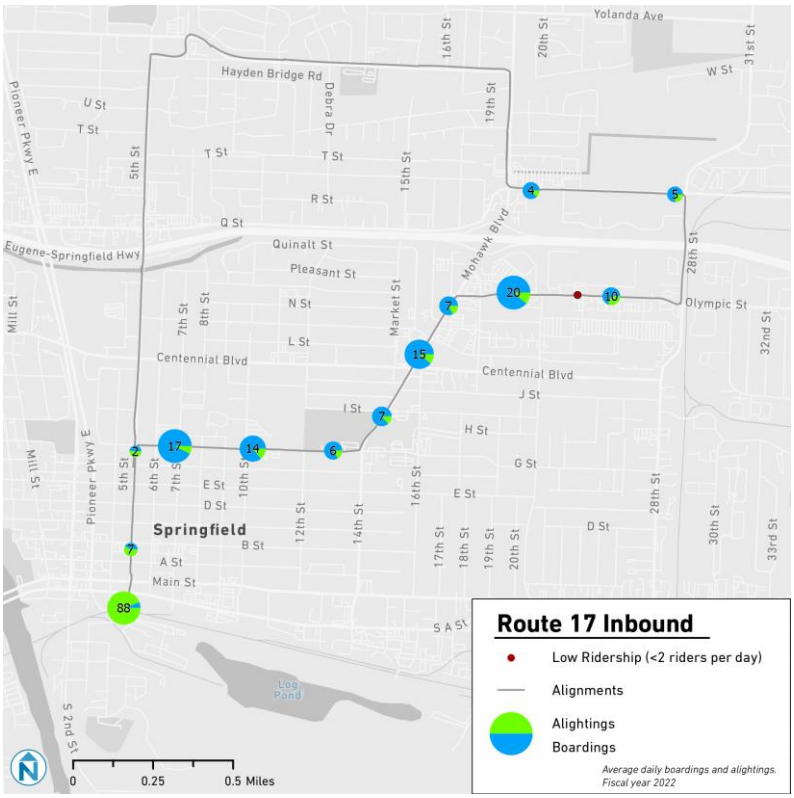
	Weekdays	Saturday	Sunday
Service Span	6:02 a.m. – 9:48 p.m.	8:07 a.m. – 9:34 p.m.	8:10 a.m. – 7:36 p.m.
Headway (peak/midday/eve)	35/40/60	60	60
Average Daily Boardings	212	107	89
Boardings per Revenue Hour	16.6	11.2	13.6
Peak Vehicles	2	1	1

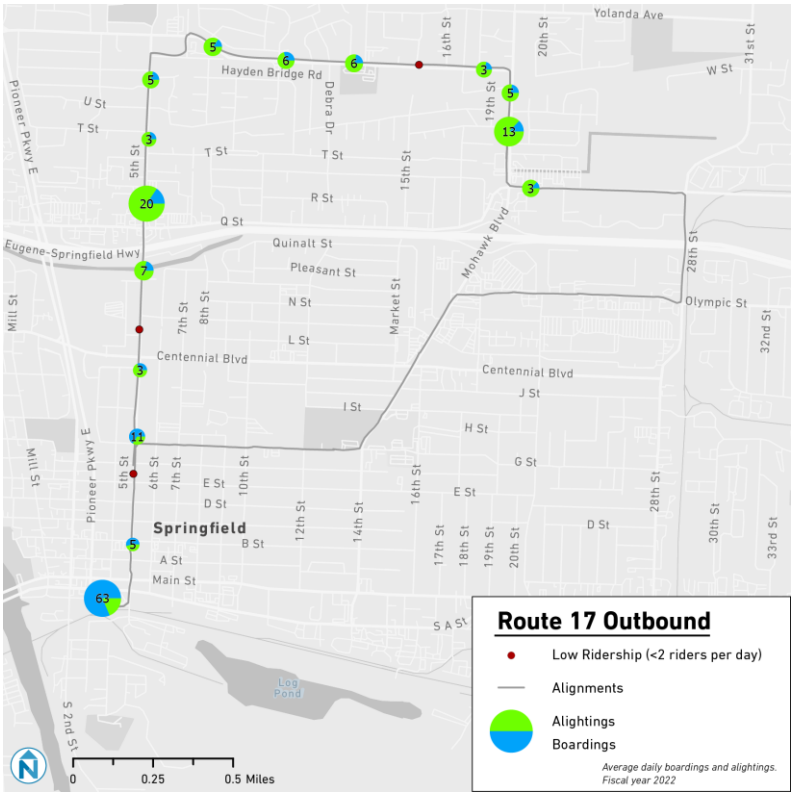
Route Strengths

- Springfield High School bell times are the highest ridership route times.

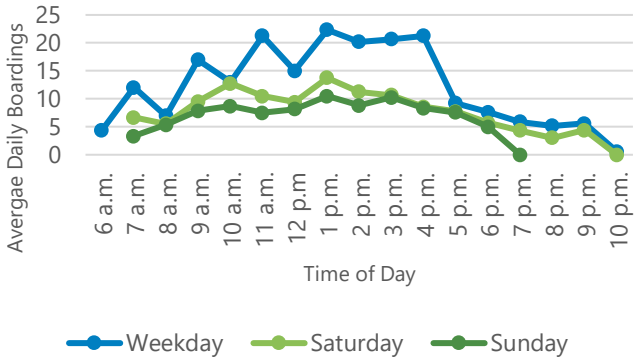
Route Opportunities

- The one-way loop could be confusing as this route travels clockwise and Route 18 travels counterclockwise, but the two routes don't exactly duplicate each other.
- Inconsistent weekday headways may make it difficult to make plans using this route, particularly as large number of patrons transfer at Springfield Station.
- Sunday productivity is higher than Saturday.
- Outbound trips are more likely to be late, based on running times.


Route 17 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Springfield
Yolanda Ave
Hayden Bridge Rd
Eugene-Springfield Hwy
Centennial Blvd
Olympic St
Mohawk Blvd
Pleasant St
Quinalt St
Main St
Pioneer Pkwy E
Mill St
Market St
Log Pond
0
0.25
0.5 Miles


Route 17 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Springfield
Yolanda Ave
Hayden Bridge Rd
Eugene-Springfield Hwy
Centennial Blvd
Olympic St
Mohawk Blvd
Pleasant St
Quinalt St
Main St
Pioneer Pkwy E
Mill St
Market St
Log Pond
0
0.25
0.5 Miles

Route 18 Mohawk



Route 18 is a community route in Springfield that begins and ends at Springfield Station and serves the LTD Park and Rides at RiteAid on Marcola Road, Fred Meyer on 5th Street and Q Street, and Walmart on Olympic Street and 28th Street. It operates 7-days a week as a complement to Route 17 traveling counterclockwise only, with 30- to 60-minute headways on weekdays and 60-minute headways on weekends. Major destinations served include Springfield City Hall, McKenzie-Willamette Medical Center, and Springfield High School.

	Weekdays	Saturday	Sunday
Service Span	6:29 a.m. – 10:14 p.m.	7:40 a.m. – 10:01 p.m.	7:41 a.m. – 7:04 p.m.
Headway (Minutes)	40/40/60	60/60	60/60
Average Daily Boardings	212	144	98
Boardings per Revenue Hour	16.9	19.6	16.1
Peak Vehicles	1	1	1

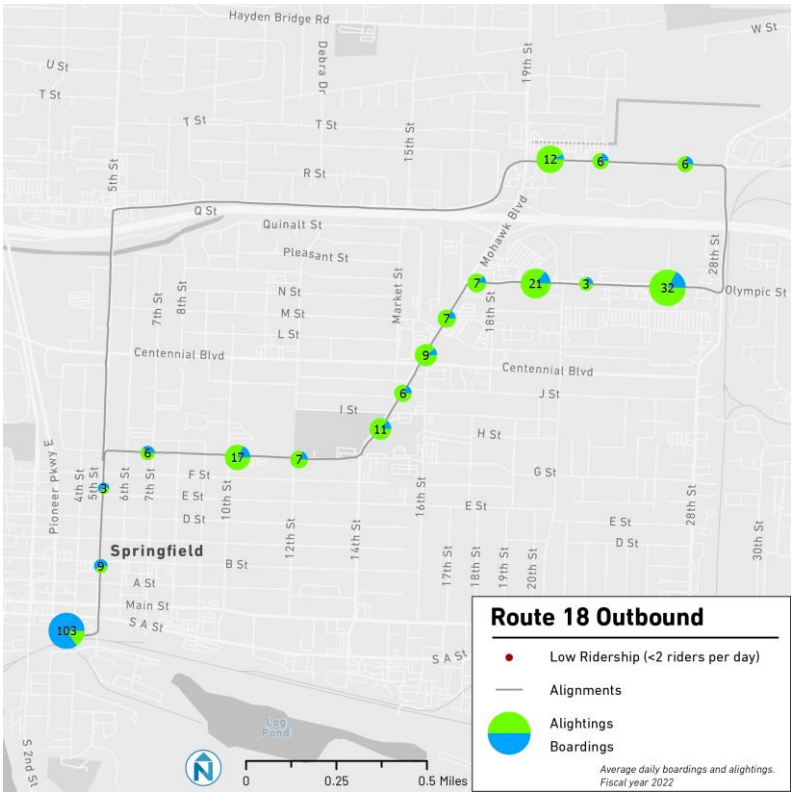
Route Strengths

- Saturday productivity is higher than weekday.
- Ridership on Route 18 is slightly higher than Route 17 on weekends.

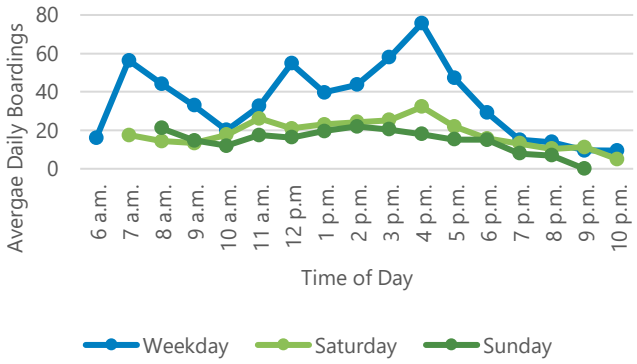
Route Opportunities

- The one-way loop could be confusing as this route travels counterclockwise and Route 17 travels clockwise, but the two routes don't exactly duplicate each other.
- Inconsistent weekday headways may make it difficult to make plans using this route, particularly as large number of patrons transfer at Springfield Station.
- Saturday productivity is higher than weekday productivity


Hayden Bridge Rd
W St
U St
T St
Debra Dr
19th St
15th St
R St
5th St
Q St
Quinalt St
Pleasant St
Mohawk Blvd
28th St
Olympic St
N St
M St
L St
Market St
18th St
7th St
8th St
Centennial Blvd
J St
I St
H St
G St
Pioneer Pkwy E
4th St
6th St
F St
E St
D St
10th St
12th St
14th St
16th St
17th St
20th St
30th St
Springfield
B St
A St
Main St
S A St
Log Pond
S 2nd St
0
0.25
0.5 Miles
Route 18 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022


Hayden Bridge Rd
W St
U St
T St
Debra Dr
19th St
15th St
R St
5th St
Q St
Quinalt St
Pleasant St
Mohawk Blvd
28th St
Olympic St
N St
M St
L St
Market St
18th St
7th St
8th St
Centennial Blvd
J St
I St
H St
G St
Pioneer Pkwy E
4th St
6th St
F St
E St
D St
10th St
12th St
14th St
16th St
17th St
20th St
30th St
Springfield
B St
A St
Main St
S A St
Log Pond
S 2nd St
0
0.25
0.5 Miles
Route 18 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022

Route 24 Donald



Route 24 is a core route connecting Eugene Station to South Eugene via Willamette Street and Donald Street with a terminal loop via E. 46th Avenue and Fox Hollow Road. This route operates 7 days a week on mostly 30-minute peak headways and 60-minute off-peak headways on weekends. Major destinations served include the Willamette Street corridor south of downtown Eugene, the Woodland Station Shopping Center, South Eugene High School (a few blocks to the east), and Spencer Butte Middle School. The LTD Park and Ride at Church of the Harvest is also served on the south end of the route.

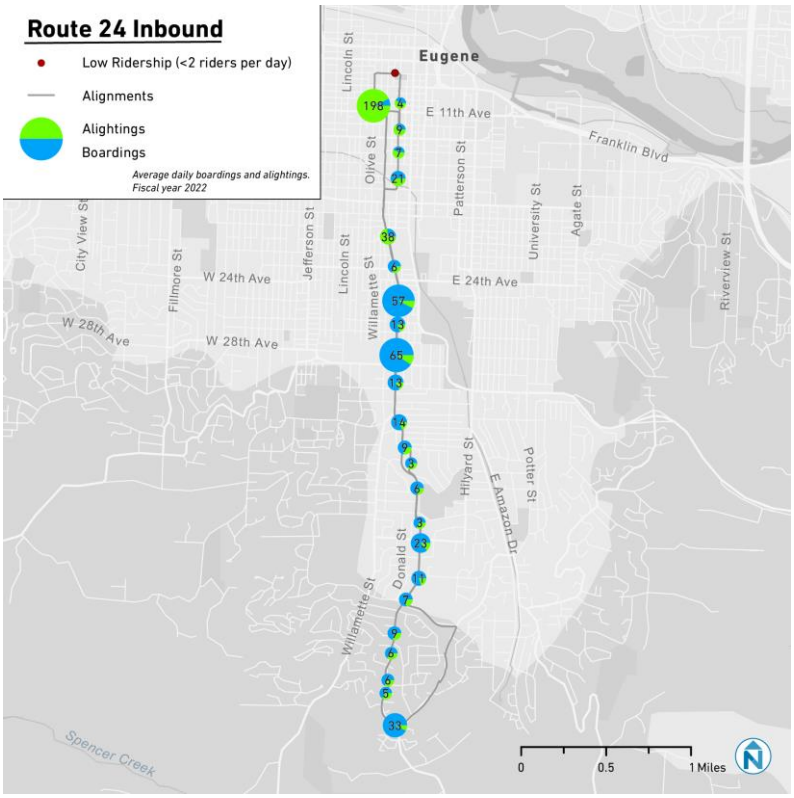
	Weekdays	Saturday	Sunday
Service Span	6:06 a.m. – 10:54 p.m.	7:05 a.m. – 10:54 p.m.	8:05 a.m. – 9:05 p.m.
Headway (peak/midday/eve)	30/30/60	60	60
Average Daily Boardings	580	339	202
Boardings per Revenue Hour	26.8	23.4	17.8
Peak Vehicles	2	1	1

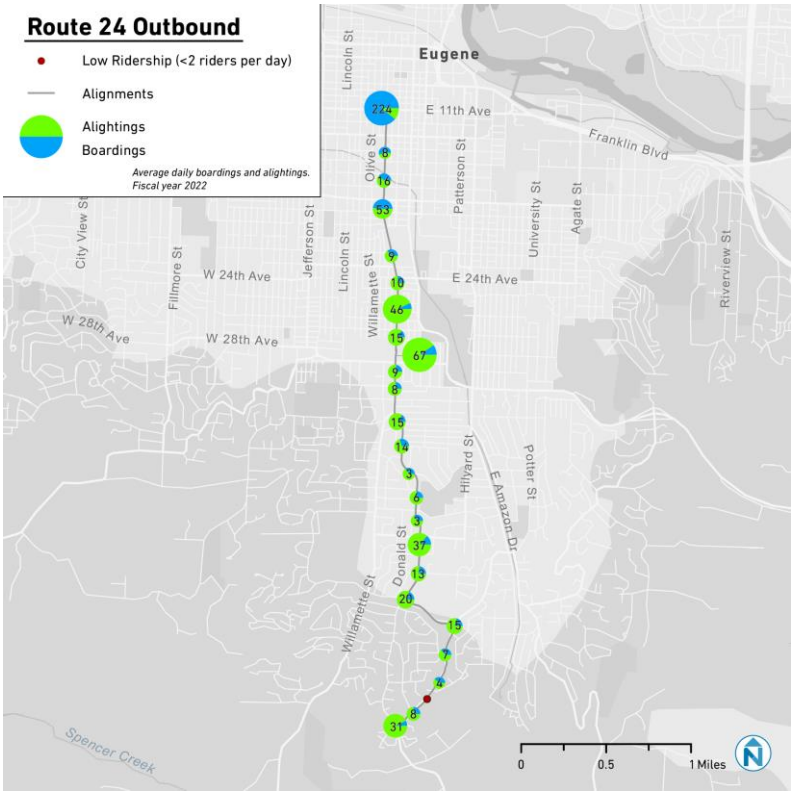
Route Strengths

- Route 24 serves South Eugene High School and Spencer Butte Middle School, with evident ridership peaks at school arrival and dismissal times.
- Route 24 is the 5th highest route in terms of weekday and Saturday productivity.

Route Opportunities

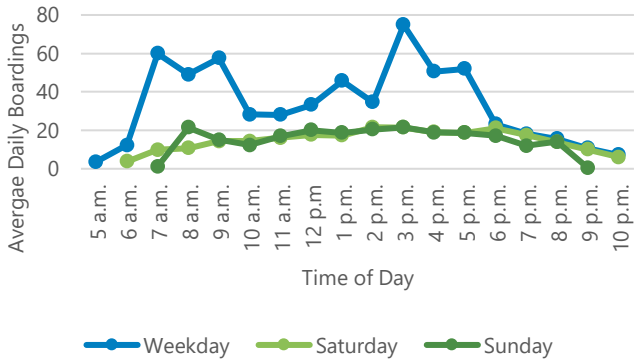
- Ridership south of W. 29th Avenue is notably lower than north of W. 29th Avenue except for Safeway south of E. 40th Avenue and several large apartment complexes near Donald Street and Fox Hollow Road.
- Ridership during the first trip of the day on Saturdays and Sundays is around 20 passengers, suggesting that riders might desire earlier morning trips on weekends.


Route 24 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
Lincoln St
E 11th Ave
Franklin Blvd
Olive St
Patterson St
University St
Agate St
Riverview St
City View St
Fillmore St
W 24th Ave
Jefferson St
Lincoln St
Willamette St
E 24th Ave
W 28th Ave
W 28th Ave
Hilyard St
Potter St
E Amazon Dr
Donald St
Willamette St
Spencer Creek
198
4
9
7
21
38
6
57
13
65
13
14
9
8
6
5
23
11
7
9
6
6
5
33
0
0.5
1 Miles


Route 24 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
Lincoln St
E 11th Ave
Franklin Blvd
Olive St
Patterson St
University St
Agate St
Riverview St
City View St
Fillmore St
W 24th Ave
Jefferson St
Lincoln St
Willamette St
E 24th Ave
W 28th Ave
W 28th Ave
Hilyard St
Potter St
E Amazon Dr
Donald St
Willamette St
Spencer Creek
224
8
16
53
9
10
46
15
67
9
8
15
14
3
6
3
37
13
20
15
7
4
8
31
0
0.5
1 Miles

Route 28 Hilyard

Route 28 is a core route connecting Eugene Station and UO to South Eugene via Hilyard Street/Patterson Street and Amazon Drive. This route operates 7 days a week with 30-minute peak headways, and 60-minute headways off-peak and on weekends. Major destinations served include UO, Sacred Heart Medical Center, South Eugene High School, Roosevelt Middle School, Hilyard Community Center, and Amazon Community Center. Major transfer locations to other LTD routes are at UO Station and at Eugene Station.



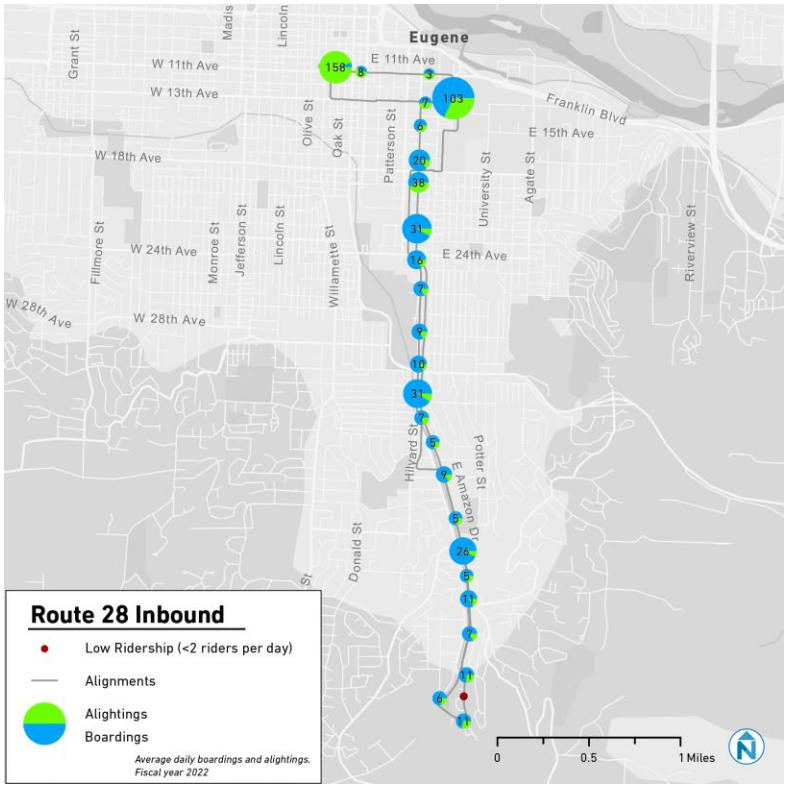
	Weekdays	Saturday	Sunday
Service Span	5:52 a.m. – 10:59 p.m.	6:52 a.m. – 10:58 p.m.	7:57 a.m. – 9:15 p.m.
Headway (peak/midday/eve)	30/30/60	60	60
Average Daily Boardings	663	300	228
Boardings per Revenue Hour	27.7	19.4	19.8
Peak Vehicles	2	1	1

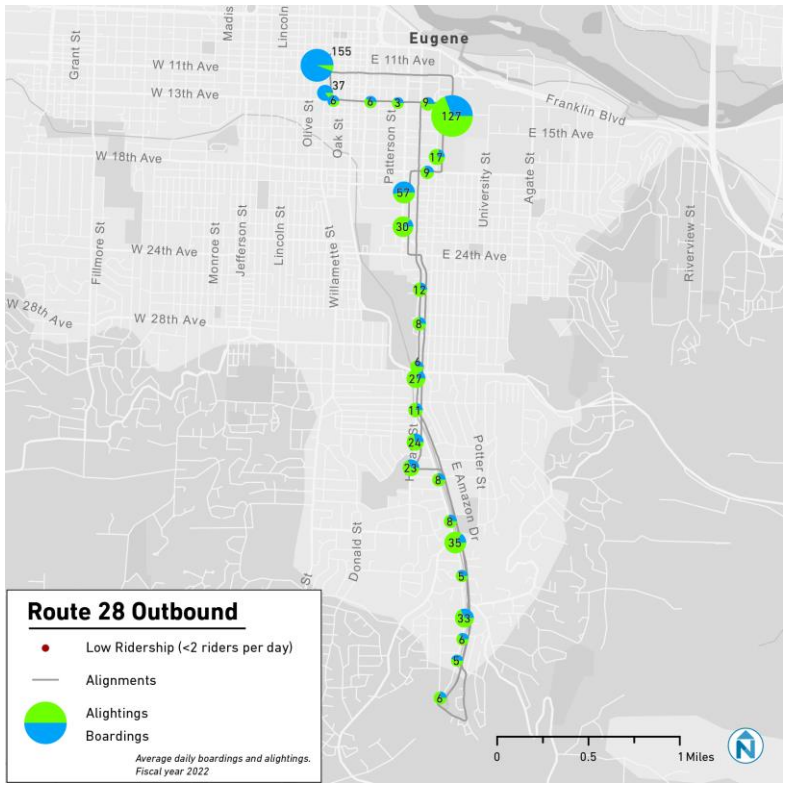
Route Strengths

- Route serves UO, with high ridership at UO Station. UO Station is the second highest ridership stop on the route.
- Route serves South Eugene High School and Roosevelt Middle School with evident ridership peaks at school arrival and dismissal times.
- Route is 4th in terms of productivity, with 28 riders per revenue hour on weekdays.

Route Opportunities

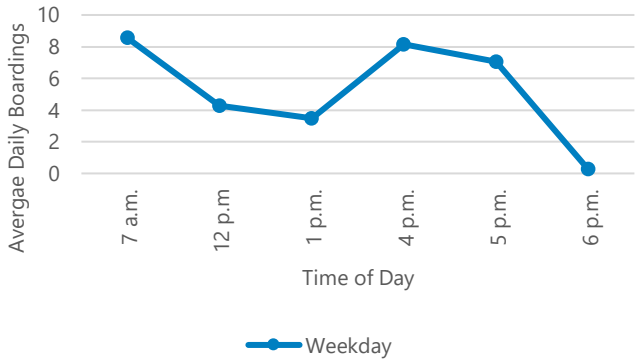
- On-time performance is significantly below average on weekdays.
- The UO Station deviation, while generating good ridership, is circuitous, especially in the southbound direction.


Eugene
E 11th Ave
W 11th Ave
W 13th Ave
W 18th Ave
W 24th Ave
W 28th Ave
E 15th Ave
E 24th Ave
Franklin Blvd
Grant St
Madison St
Lincoln St
Olive St
Oak St
Patterson St
University St
Agate St
Fillmore St
Monroe St
Jefferson St
Willamette St
Riverview St
Hilyard St
Potter St
E Amazon Dr
Donald St
158
3
103
7
6
20
38
31
16
7
9
10
31
7
5
9
6
26
6
11
7
11
6
11
Route 28 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
0
0.5
1 Miles


Eugene
E 11th Ave
W 11th Ave
W 13th Ave
W 18th Ave
W 24th Ave
W 28th Ave
E 15th Ave
E 24th Ave
Franklin Blvd
Grant St
Madison St
Lincoln St
Olive St
Oak St
Patterson St
University St
Agate St
Fillmore St
Monroe St
Jefferson St
Willamette St
Riverview St
Hilyard St
Potter St
E Amazon Dr
Donald St
155
37
6
6
3
9
127
17
9
57
30
12
6
4
27
11
24
23
8
6
35
5
33
6
5
6
Route 28 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
0
0.5
1 Miles

Route 33 Jefferson

Route 33 is a community route serving Eugene from Eugene Station to Amazon Station via Jefferson Street, W 24th Avenue, Chambers Street, and W 28th Avenue. This route operates limited weekday service with one morning trip, one midday trip, and two evening trips per day in each direction. Major destinations served include the Arts and Technology Academy, the Woodfield Station shopping center, and the Park and Ride at Amazon Station.



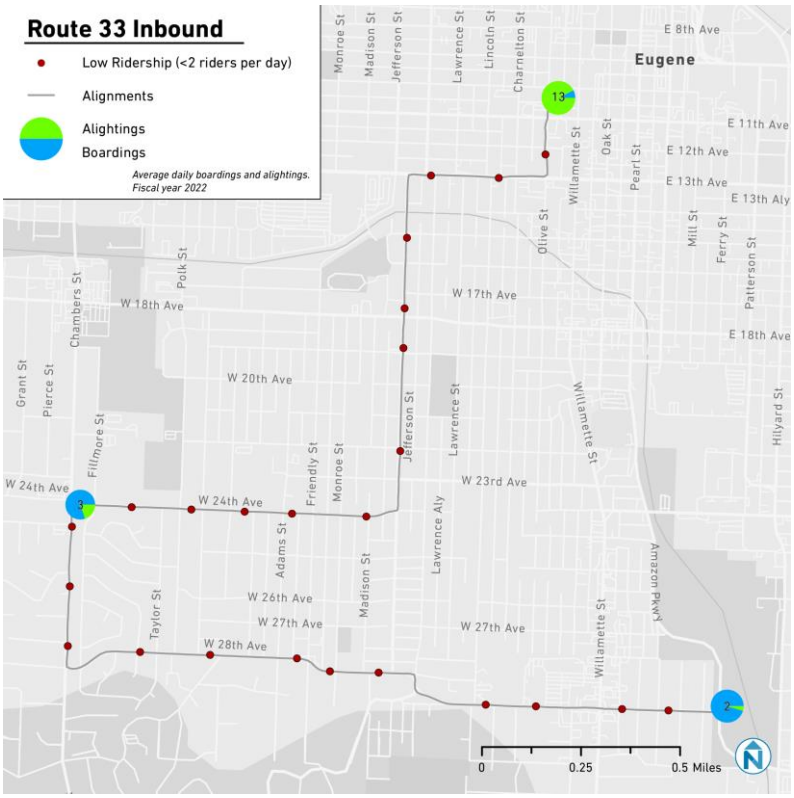
	Weekdays	Saturday	Sunday
Service Span	7:15 a.m., 12:45 p.m., 4:30 p.m. 5:30 p.m.	N/A	N/A
Headway (peak/midday/eve)	4 round trips daily	N/A	N/A
Average Daily Boardings	32	N/A	N/A
Boardings per Revenue Hour	3.9	N/A	N/A
Peak Vehicles	1	N/A	N/A

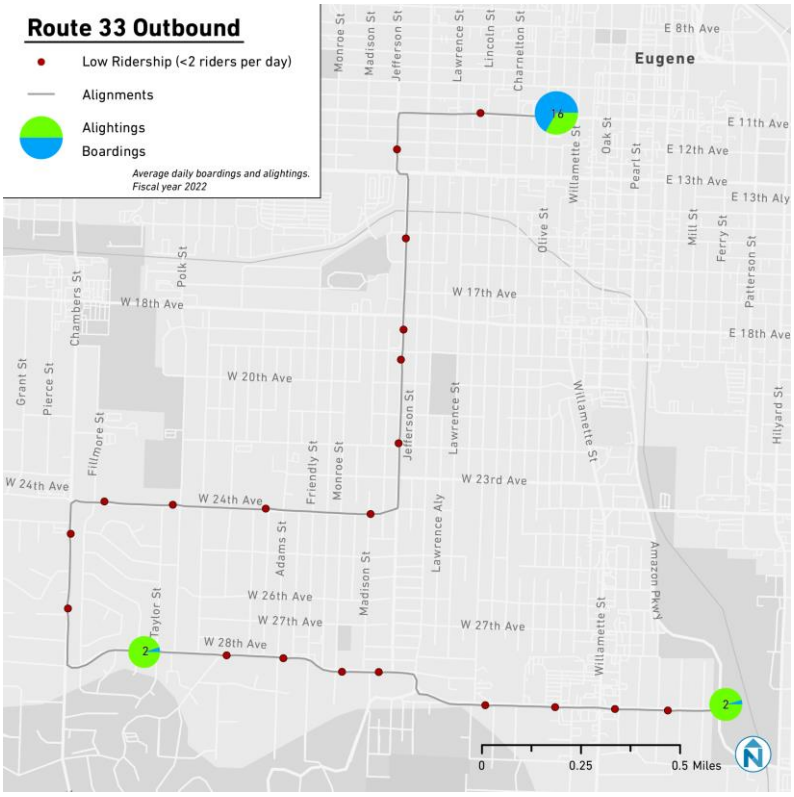
Route Strengths

- Route provides coverage to the Friendly neighborhood, which is not otherwise served by transit.

Route Opportunities

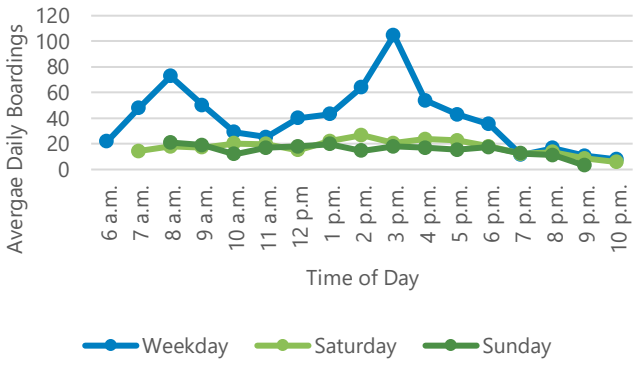
- Four round trips on weekdays is inadequate for almost any trip type other than schools.
- Ridership activity greater than 2 passengers per day only occurs at Eugene Station, Amazon Station, 28th and Almaden, and 24th and Chambers. Ridership activity is extremely low at all other stops along the route.
- The area served by Route 33 could potentially be better served with other mobility options that could offer better flexibility and coverage.


Route 33 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
E 8th Ave
E 11th Ave
E 12th Ave
E 13th Ave
E 13th Aly
W 17th Ave
E 18th Ave
W 18th Ave
W 20th Ave
W 23rd Ave
W 24th Ave
W 26th Ave
W 27th Ave
W 28th Ave
Monroe St
Madison St
Jefferson St
Lawrence St
Lincoln St
Charnelton St
Willamette St
Oak St
Pearl St
Olive St
Mill St
Ferry St
Patterson St
Hilyard St
Polk St
Chambers St
Grant St
Pierce St
Fillmore St
Friendly St
Adams St
Taylor St
Lawrence Aly
Amazon Pkwy
13
3
2
0
0.25
0.5 Miles


Route 33 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
E 8th Ave
E 11th Ave
E 12th Ave
E 13th Ave
E 13th Aly
W 17th Ave
E 18th Ave
W 18th Ave
W 20th Ave
W 23rd Ave
W 24th Ave
W 26th Ave
W 27th Ave
W 28th Ave
Monroe St
Madison St
Jefferson St
Lawrence St
Lincoln St
Charnelton St
Willamette St
Oak St
Pearl St
Olive St
Mill St
Ferry St
Patterson St
Hilyard St
Polk St
Chambers St
Grant St
Pierce St
Fillmore St
Friendly St
Adams St
Taylor St
Lawrence Aly
Amazon Pkwy
16
2
2
0
0.25
0.5 Miles

Route 36 W 18th

Route 36 is a core route connecting Eugene Station to West Eugene via W 18th Avenue and S. Bertelsen Road. This route operates 7 days a week with 30- to 60-minute headways. Major destinations served include Westmoreland City Park, Churchill High School, and the LTD Park and Ride at Willamette Christian Center and Commerce St. retail areas.



	Weekdays	Saturday	Sunday
Service Span	6:06 a.m. – 10:47 p.m.	7:06 a.m. – 10:47 p.m.	8:06 a.m. – 9:25 p.m.
Headway (peak/midday/eve)	30/30/60	60	60
Average Daily Boardings	720	292	214
Boardings per Revenue Hour	26.7	20.2	16.8
Peak Vehicles	3	1	1

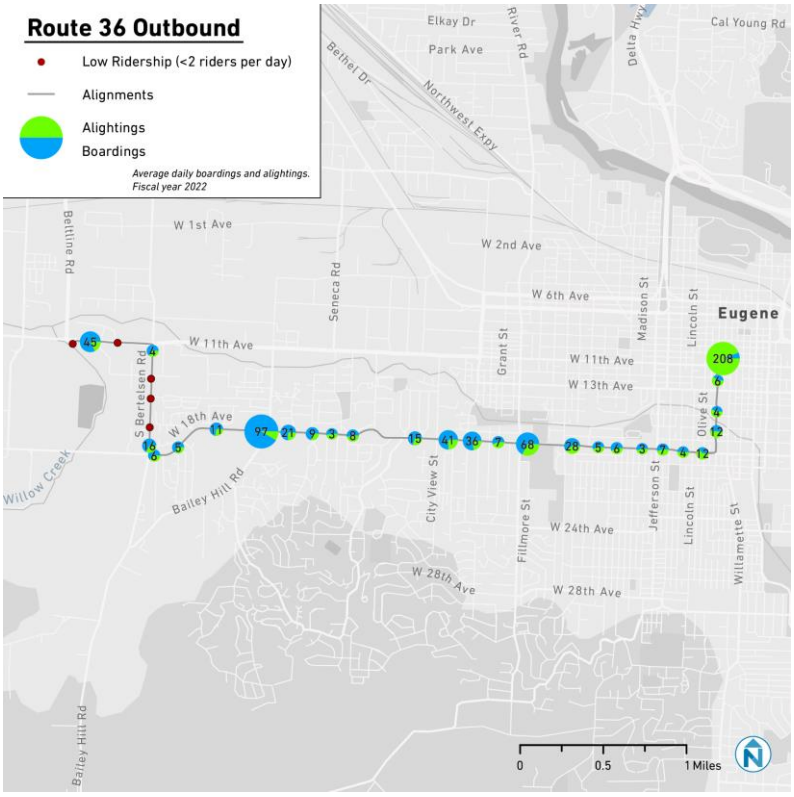
Route Strengths

- Route serves Churchill High School with evident ridership peaks at school arrival and dismissal times. 15-minute headways during afternoon trips provide more frequent service to accommodate higher passenger loads around the high school (primarily for inbound trips).
- Route 36 is ranked 6th in weekday and Saturday productivity.

Route Opportunities

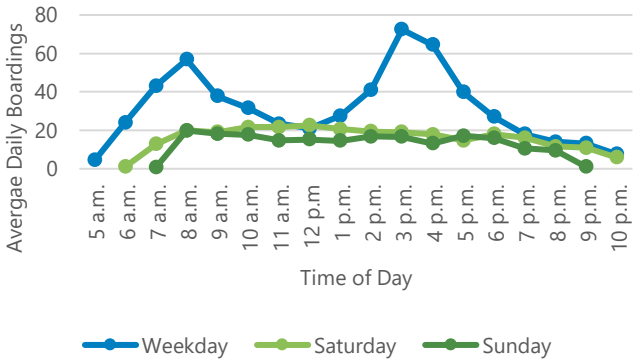
- On-time performance on outbound trips in the late morning and early afternoon could be improved.
- Headways on weekends are every 60-minutes, which provides less frequent service through downtown Eugene on weekends.
- Ridership west of Bailey Hill Road is low, with the exception of the final stops on 11th Avenue.


Route 36 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Elkay Dr
Park Ave
Cal Young Rd
Bethel Dr
Northwest Expy
River Rd
Delta Hwy
W 1st Ave
W 2nd Ave
W 6th Ave
W 11th Ave
W 13th Ave
W 18th Ave
W 24th Ave
W 28th Ave
Beltline Rd
Seneca Rd
Madison St
Lincoln St
Grant St
Olive St
Jefferson St
Fillmore St
City View St
Willamette St
Bailey Hill Rd
Willow Creek
Eugene
S Bertelsen Rd
0
0.5
1 Miles


Route 36 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Elkay Dr
Park Ave
Cal Young Rd
Bethel Dr
Northwest Expy
River Rd
Delta Hwy
W 1st Ave
W 2nd Ave
W 6th Ave
W 11th Ave
W 13th Ave
W 18th Ave
W 24th Ave
W 28th Ave
Beltline Rd
Seneca Rd
Madison St
Lincoln St
Grant St
Olive St
Jefferson St
Fillmore St
City View St
Willamette St
Bailey Hill Rd
Willow Creek
Eugene
S Bertelsen Rd
0
0.5
1 Miles

Route 40 Echo Hollow

Route 40 is a core route connecting Eugene Station to the Bethel-Danebo neighborhood in northwest Eugene via W 5th Avenue, Roosevelt Boulevard, and Echo Hollow Road. This route operates 7 days a week with 30-minute peak headways and 60-minute headways off-peak and on weekends. Major destinations served include the Market District, Amtrak Station, Whiteaker neighborhood, Cascade Middle School, Willamette High School, the LTD Park and Ride at Allison Park Christian Church, Big Lots and WinCo.



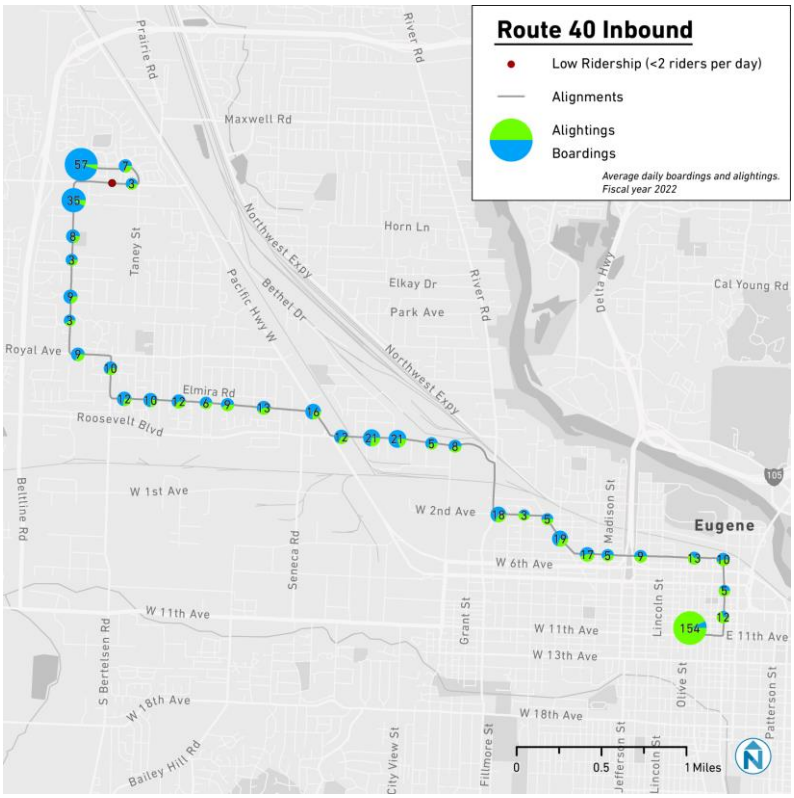
	Weekdays	Saturday	Sunday
Service Span	5:57 a.m. – 10:55 p.m.	6:53 a.m. – 10:54 p.m.	7:52 a.m. – 9:25 p.m.
Headway (peak/midday/eve)	15/30/60	60	60
Average Daily Boardings	580	286	226
Boardings per Revenue Hour	18.9	15.7	14.8
Peak Vehicles	4	2	2

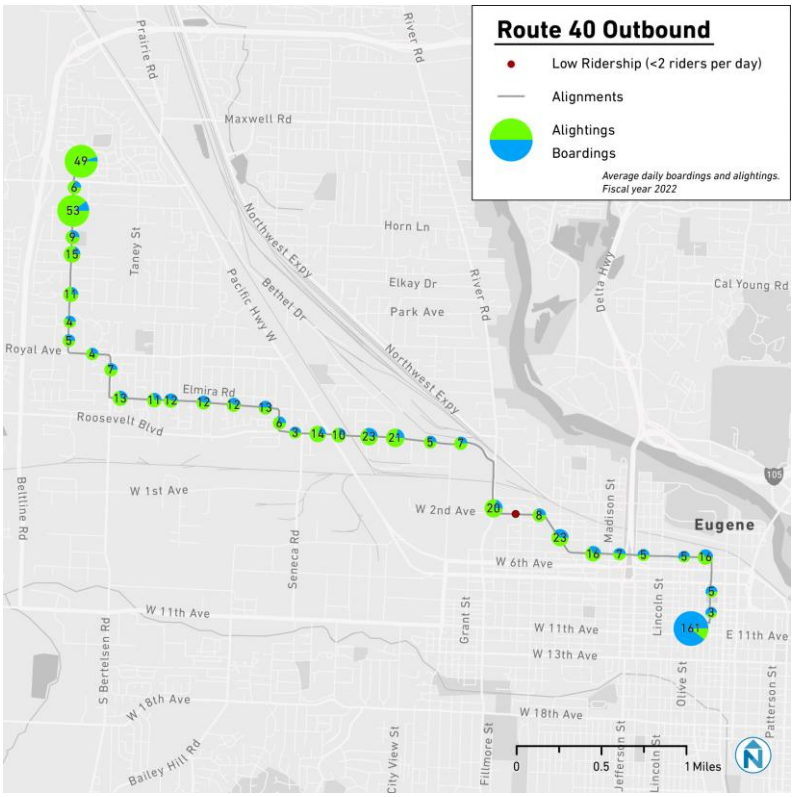
Route Strengths

- Route serves Willamette High School and Cascade Middle School (located adjacent to each other) with evident ridership peaks at school arrival and dismissal times.
- Productivity on Route 40 is average compared to all routes, rating 13th out of 20 all-day routes.
- Route has a strong destinations at the north end of the route, including medical offices, Big Lots, WinCo Foods and several large apartment complexes.

Route Opportunities

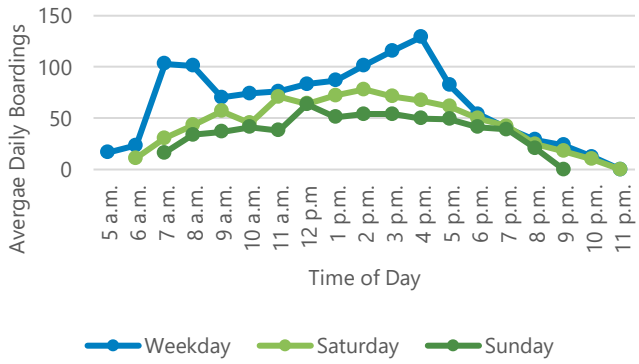
- Route 40 is circuitous, making multiple stairsteps between Echo Hollow and downtown Eugene.


Route 40 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
0
0.5
1 Miles


Route 40 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
0
0.5
1 Miles

Route 41 Barger/Commerce

Route 41 is a core route connecting Eugene Station to West Eugene via Highway 99, Barger Road, and N Terry Street. This route operates 7 days a week with 15- to 30-minute peak headways, 60-minute off-peak headways and 30- to 60-minute headways on weekends. Major destinations served include Shasta Middle School, Willamette High School, Kalapuya High School, and the LTD Park and Ride at Eugene Faith Center.



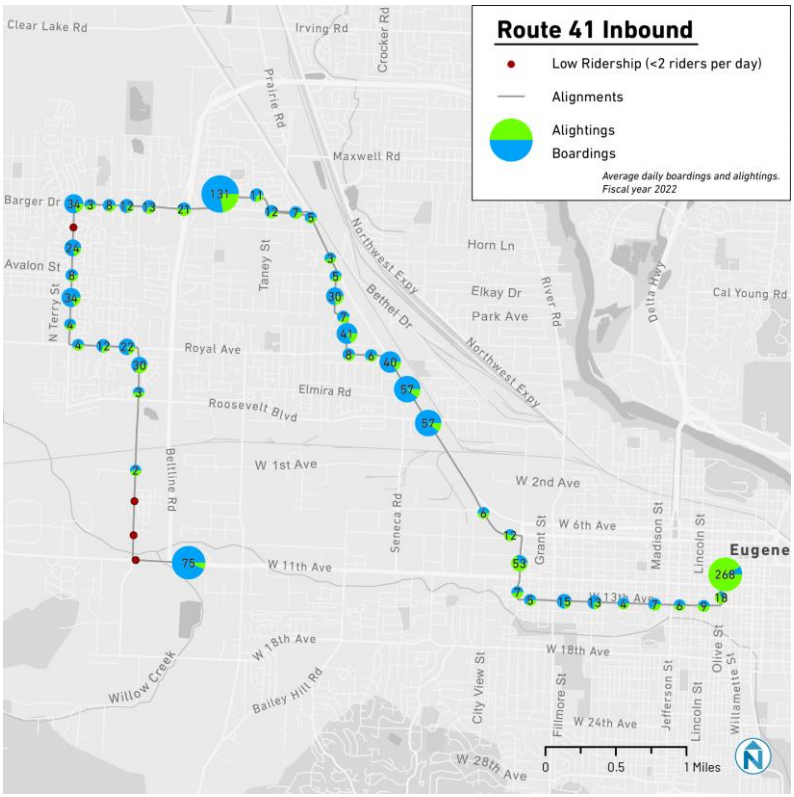
	Weekdays	Saturday	Sunday
Service Span	5:31 a.m. – 11:01 p.m.	6:30 a.m. – 11:02 p.m.	7:24 a.m. – 9:25 p.m.
Headway (peak/midday/eve)	15/30/60	30/30/60	30/30/60
Average Daily Boardings	1323	899	654
Boardings per Revenue Hour	23.3	19.5	18.8
Peak Vehicles	6	4	4

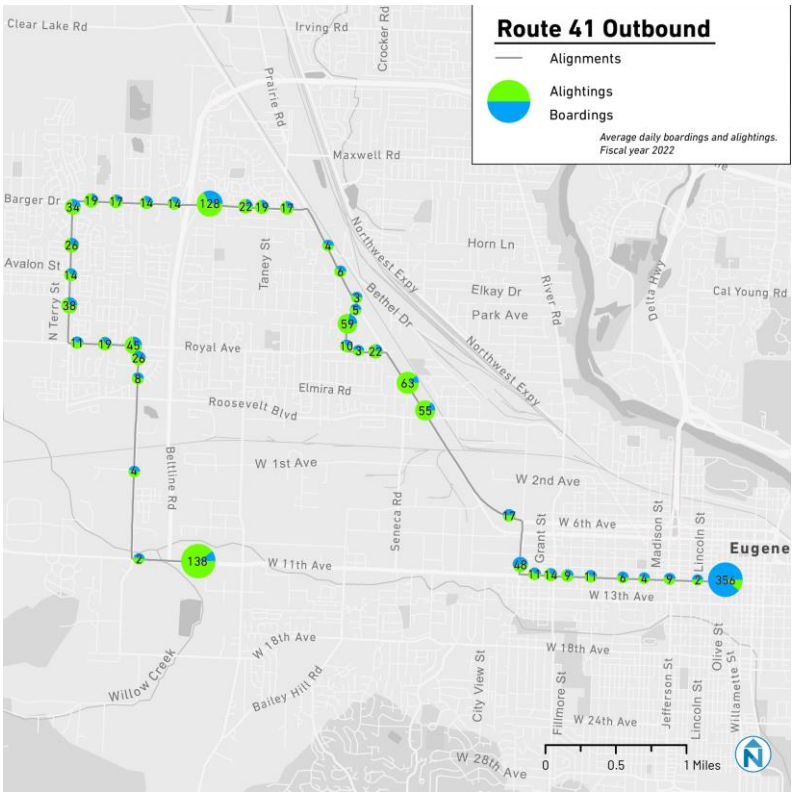
Route Strengths

- 15-minute headways during peaks provides passengers with convenient and attractive service.
- Route serves Willamette High School, Shasta Middle School, Kalapuya High School, and Prairie Mountain School with evident ridership peaks at school arrival and dismissal times.
- Route 41 is in the upper third of productivity among routes.

Route Opportunities

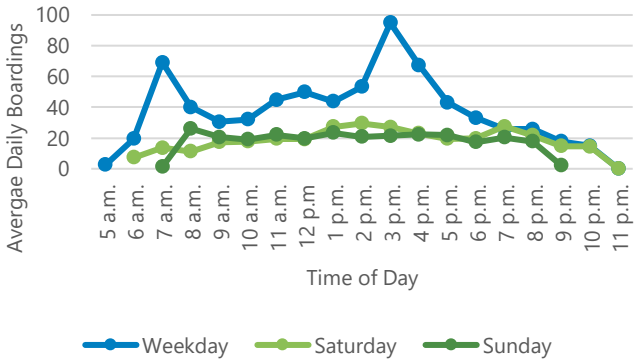
- Route 41 is one of LTD's longer routes with a 90-minute cycle time.
- While a connection to the EmX route and other retail in this area is a strong destination, the segment south of Royal Avenue (about 20% of the length of the route) has very low ridership.


Route 41 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Clear Lake Rd
Irving Rd
Crocker Rd
Prairie Rd
Maxwell Rd
Barger Dr
Avalon St
N Terry St
Taney St
Northwest Expy
Bethel Dr
Horn Ln
Elkay Dr
Park Ave
River Rd
Delta Hwy
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Beltline Rd
W 1st Ave
W 2nd Ave
Seneca Rd
Grant St
W 6th Ave
Madison St
Lincoln St
Eugene
W 11th Ave
W 13th Ave
W 18th Ave
Willow Creek
Bailey Hill Rd
City View St
Fillmore St
W 24th Ave
Jefferson St
Olive St
Willamette St
W 28th Ave
0
0.5
1 Miles


Route 41 Outbound
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Clear Lake Rd
Irving Rd
Crocker Rd
Prairie Rd
Maxwell Rd
Barger Dr
Avalon St
N Terry St
Taney St
Northwest Expy
Bethel Dr
Horn Ln
Elkay Dr
Park Ave
River Rd
Delta Hwy
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Beltline Rd
W 1st Ave
W 2nd Ave
Seneca Rd
Grant St
W 6th Ave
Madison St
Lincoln St
Eugene
W 11th Ave
W 13th Ave
W 18th Ave
Willow Creek
Bailey Hill Rd
City View St
Fillmore St
W 24th Ave
Jefferson St
Olive St
Willamette St
W 28th Ave
0
0.5
1 Miles

Route 51 Santa Clara

Route 51 is a core route connecting Eugene Station to North Eugene, mostly via River Road. This route operates 7 days a week with 30-minute peak headways, 60-minute off-peak headways and 60-minute headways on weekends. Transfers to Routes 52 and 55 are available at Santa Clara Station. Major destinations served include North Eugene High School, Fred Meyer, Albertsons, and the LTD Park and Ride at St. Matthew's Episcopal Church.



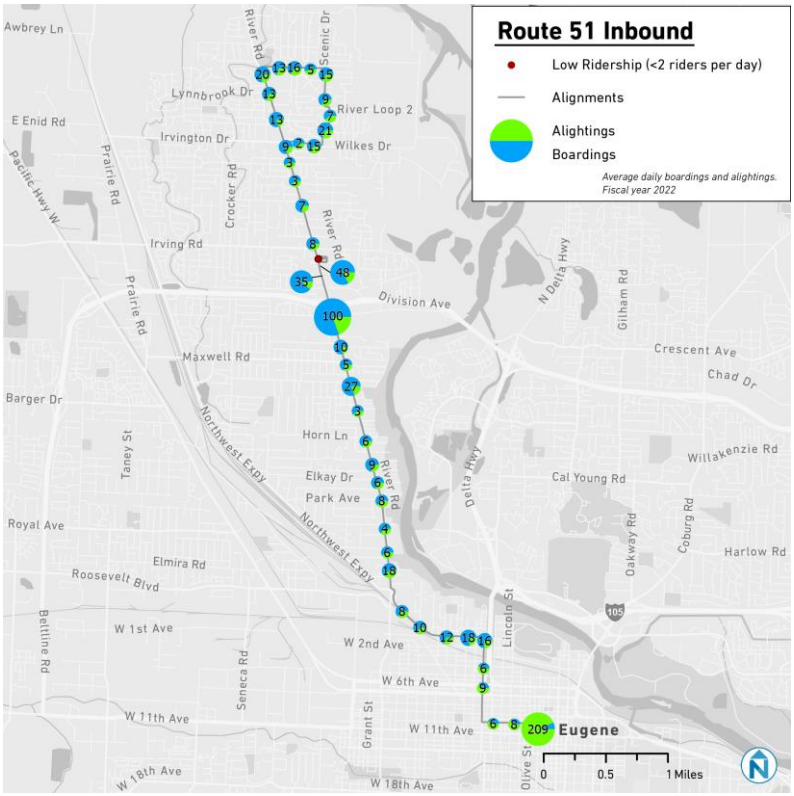
	Weekdays	Saturday	Sunday
Service Span	5:52 a.m. – 11:08 p.m.	6:45 a.m. – 11:10 p.m.	7:55 a.m. – 9:25 p.m.
Headway (peak/midday/eve)	30/30/60	60	60
Average Daily Boardings	709	340	319
Boardings per Revenue Hour	20.0	17.6	20.1
Peak Vehicles	3	2	2

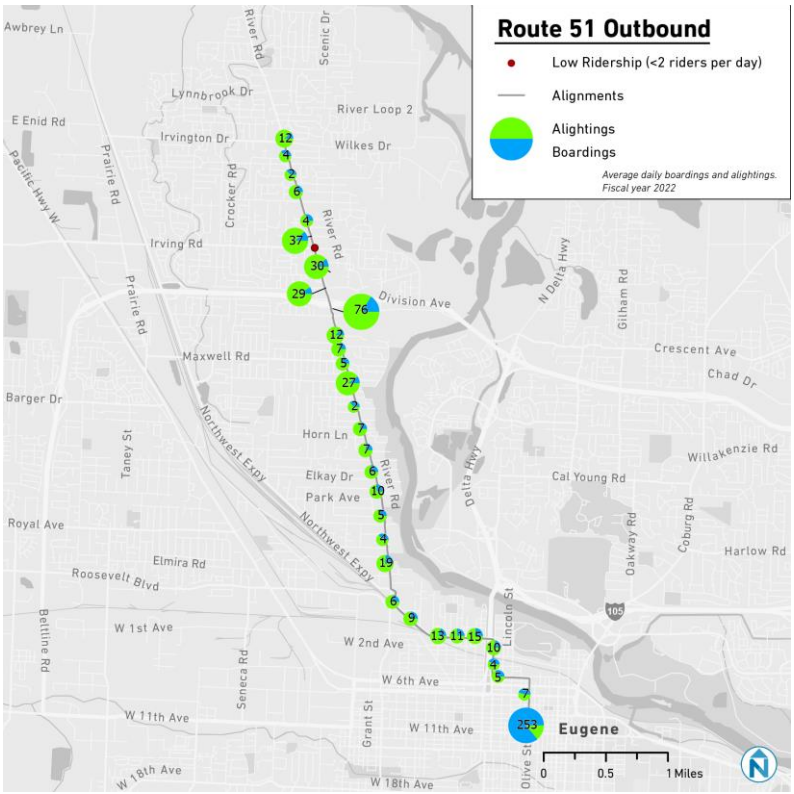
Route Strengths

- Routes 51 and 52 combined service provides almost every 15-minute service on weekdays and almost every 30-minute service on weekends between Santa Clara Station and Eugene Station.
- Route serves North Eugene High School, with evident ridership peaks at school arrival and dismissal times.

Route Opportunities

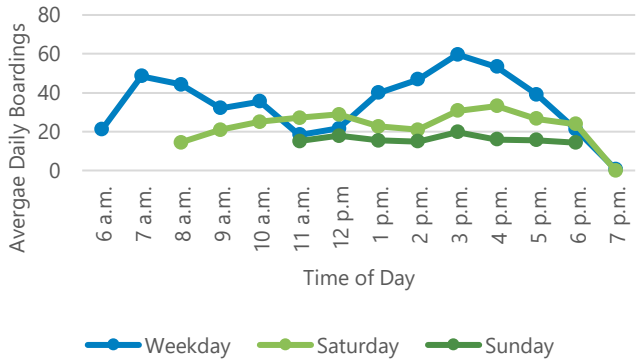
- The terminal loop at the northern termini has relatively strong ridership given the one-way alignment. The terminal loop has very close stop spacing, which may add additional running time.
- The in- and outbound alignments out of Eugene Station are a big loop.
- Outbound on-time performance is not as good as inbound
- Routes 51 and 52's schedules and alignments are not fully integrated between Santa Clara and downtown Eugene. Passengers could benefit from an identical alignment serving Eugene Station and better schedule consistency, particularly on Saturdays.


Route 51 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Awbrey Ln
Lynnbrook Dr
E Enid Rd
Irvington Dr
Wilkes Dr
River Loop 2
Scenic Dr
River Rd
Pacific Hwy W
Prairie Rd
Crocker Rd
Irving Rd
Division Ave
N Delta Hwy
Gilham Rd
Maxwell Rd
Crescent Ave
Chad Dr
Barger Dr
Northwest Expy
Horn Ln
Willakenzie Rd
Elkay Dr
Park Ave
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Oakway Rd
Coburg Rd
Harlow Rd
Beltline Rd
W 1st Ave
W 2nd Ave
Lincoln St
W 6th Ave
Seneca Rd
Grant St
W 11th Ave
W 18th Ave
Olive St
Eugene
0
0.5
1 Miles


Route 51 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Awbrey Ln
Lynnbrook Dr
E Enid Rd
Irvington Dr
Wilkes Dr
River Loop 2
Scenic Dr
River Rd
Pacific Hwy W
Prairie Rd
Crocker Rd
Irving Rd
Division Ave
N Delta Hwy
Gilham Rd
Maxwell Rd
Crescent Ave
Chad Dr
Barger Dr
Northwest Expy
Horn Ln
Willakenzie Rd
Elkay Dr
Park Ave
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Oakway Rd
Coburg Rd
Harlow Rd
Beltline Rd
W 1st Ave
W 2nd Ave
Lincoln St
W 6th Ave
Seneca Rd
Grant St
W 11th Ave
W 18th Ave
Olive St
Eugene
0
0.5
1 Miles

Route 52 Irving

Route 52 is a core route connecting Eugene Station to North Eugene, mostly via River Road. This route operates 7 days a week with 30- to 60-minute weekday headways and 60-minute headways on weekends. Transfers to Routes 51 and 55 are available at Santa Clara Station. Major destinations served include North Eugene High School, and Fred Meyer.



	Weekdays	Saturday	Sunday
Service Span	6:38 a.m. – 7:25 p.m.	8:00 a.m. – 7:05 p.m.	11:00 a.m. – 6:55 p.m.
Headway (peak/midday/eve)	30/30/30	60	60
Average Daily Boardings	472	276	130
Boardings per Revenue Hour	16.8	17.7	11.1
Peak Vehicles	3	2	2

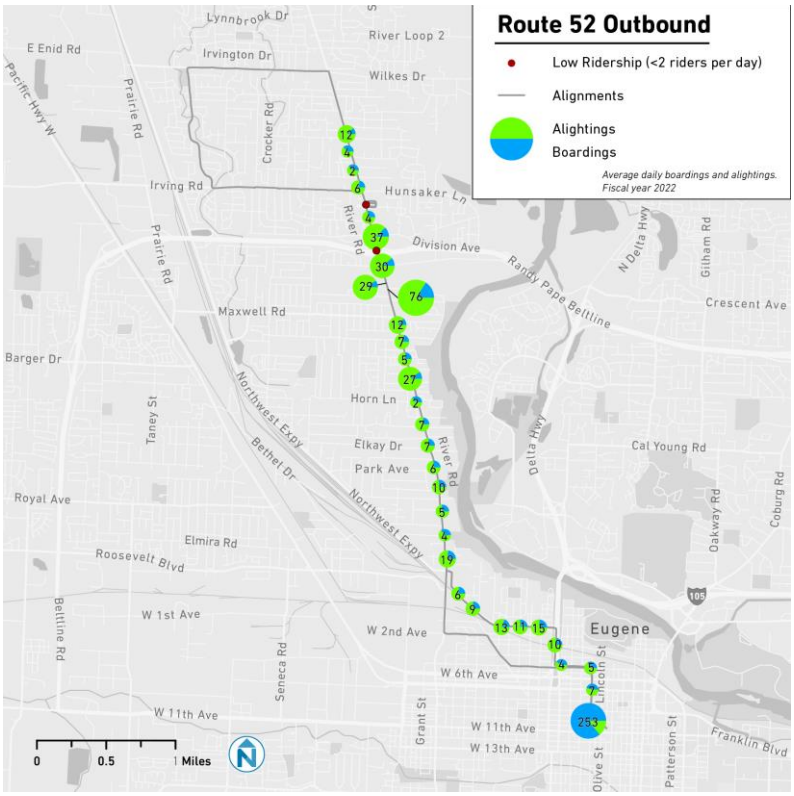
Route Strengths

- Routes 51 and 52 combined service provides almost every 15-minute service on weekdays and almost every 30-minute service on weekends between Santa Clara Station and Eugene Station.
- Route provides important service to North Eugene High School, as evidenced by large ridership peaks during school arrival and dismissal times.

Route Opportunities

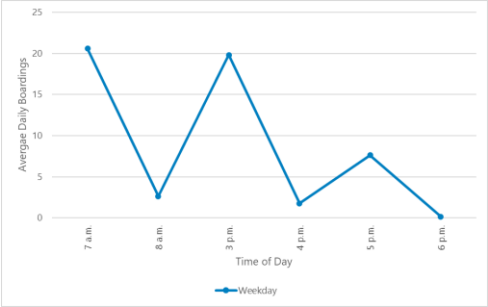
- The terminal loop at the north end of the route has very low ridership on the Irvington Drive segment.
- Weekend service span is shorter than Route 51 on both Saturdays and Sundays. Route 51 covers only part of the stops at these times.
- Routes 51 and 52's schedules and alignments are not fully integrated between Santa Clara and downtown Eugene. Passengers could benefit from an identical alignment serving Eugene Station and better schedule consistency, particularly on Saturdays.
- Fourth lowest productivity in the LTD network, lacking a large anchor near the northern terminus of the route.


Route 52 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Lynnbrook Dr
River Loop 2
E Enid Rd
Irvington Dr
Wilkes Dr
Pacific Hwy W
Prairie Rd
Crocker Rd
Irving Rd
Hunsaker Ln
River Rd
Division Ave
N Delta Hwy
Gilham Rd
Randy Pape Beltline
Crescent Ave
Maxwell Rd
Barger Dr
Tansey St
Northwest Expy
Bethel Dr
Horn Ln
Elkay Dr
Park Ave
Delta Hwy
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Oakway Rd
Coburg Rd
Beltline Rd
W 1st Ave
W 2nd Ave
Eugene
W 6th Ave
Lincoln St
Seneca Rd
Grant St
W 11th Ave
W 13th Ave
Olive St
Patterson St
Franklin Blvd
0
0.5
1 Miles


Route 52 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Lynnbrook Dr
River Loop 2
E Enid Rd
Irvington Dr
Wilkes Dr
Pacific Hwy W
Prairie Rd
Crocker Rd
Irving Rd
Hunsaker Ln
River Rd
Division Ave
N Delta Hwy
Gilham Rd
Randy Pape Beltline
Crescent Ave
Maxwell Rd
Barger Dr
Tansey St
Northwest Expy
Bethel Dr
Horn Ln
Elkay Dr
Park Ave
Delta Hwy
Cal Young Rd
Royal Ave
Elmira Rd
Roosevelt Blvd
Oakway Rd
Coburg Rd
Beltline Rd
W 1st Ave
W 2nd Ave
Eugene
W 6th Ave
Lincoln St
Seneca Rd
Grant St
W 11th Ave
W 13th Ave
Olive St
Patterson St
Franklin Blvd
0
0.5
1 Miles

Route 55 North Park

Route 55 is a limited route that connects Eugene Station to Santa Clara Station and is provided largely for high school-related trips. This peak-only route operates 1 morning and 1 afternoon trip per day. Major destinations served include Kelly Middle School and North Eugene High School.



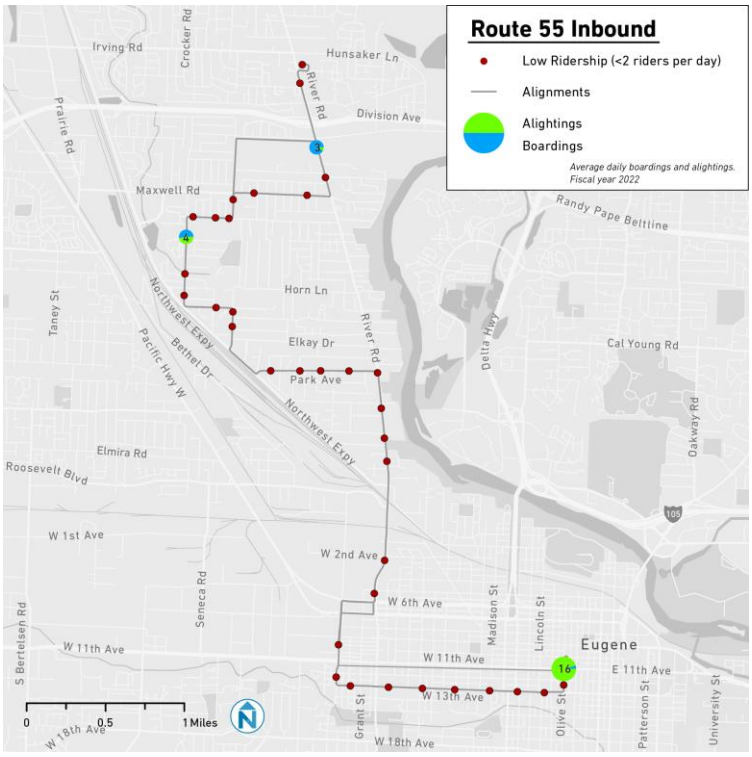
	Weekdays	Saturday	Sunday
Service Span	7:15 a.m. – 8:25 a.m. 3:15 p.m. – 4:25 p.m.	N/A	N/A
Headway (peak/midday/eve)	1 morning / 1 afternoon trip	N/A	N/A
Average Daily Boardings	48	N/A	N/A
Boardings per Revenue Hour	12.0	N/A	N/A
Peak Vehicles	1	N/A	N/A

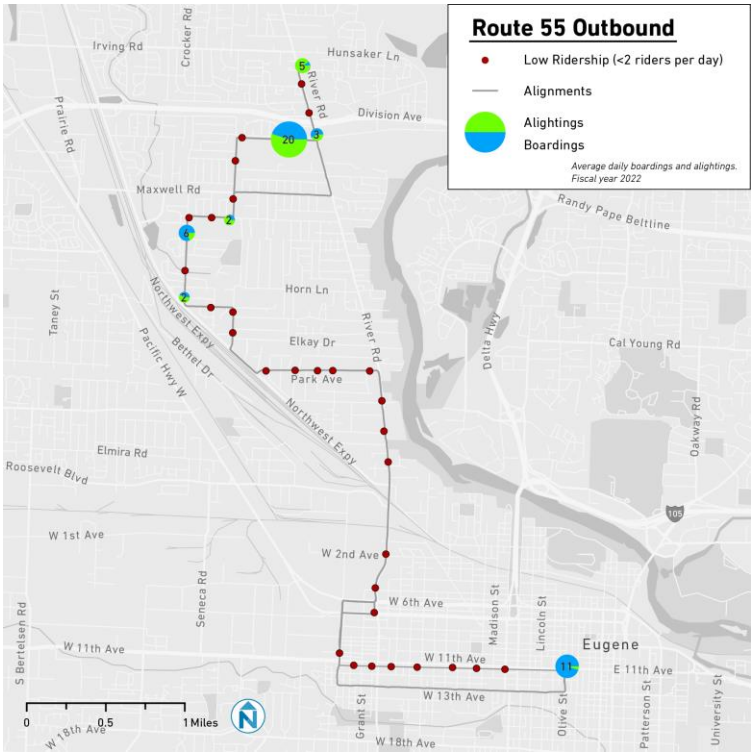
Route Strengths

- Route 55 is heavily utilized by North Eugene High School students, and to a lesser degree Kelly Middle School, as indicated by boarding activity near both schools.
- This is the most highly utilized route of the limited/rural routes.

Route Opportunities

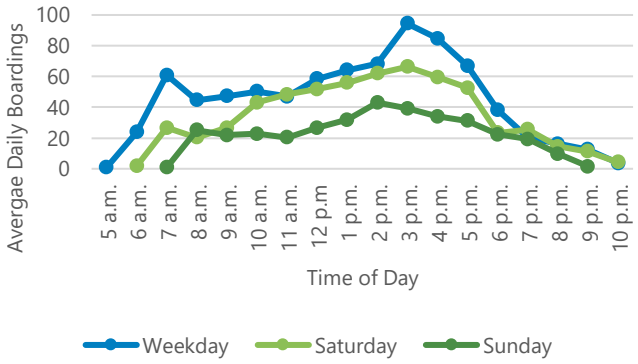
- Only operates one round trip per day, otherwise the River Road neighborhood is not served by transit.
- Most stops on the route are not generating riders.
- Route 55 has the most late trips of any other LTD route.
- Outbound ridership is significantly higher than inbound ridership.


Route 55 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Irving Rd
Crocker Rd
Hunsaker Ln
River Rd
Division Ave
Prairie Rd
Maxwell Rd
Randy Pape Beltline
Horn Ln
Taney St
Northwest Expy
Pacific Hwy W
Bethel Dr
Elkay Dr
Park Ave
Delta Hwy
Cal Young Rd
Oakway Rd
Elmira Rd
Roosevelt Blvd
W 1st Ave
W 2nd Ave
W 6th Ave
Seneca Rd
S Bertelsen Rd
W 11th Ave
Madison St
Lincoln St
Eugene
E 11th Ave
W 13th Ave
Grant St
Olive St
Patterson St
University St
W 18th Ave
0
0.5
1 Miles


Route 55 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Irving Rd
Crocker Rd
Hunsaker Ln
River Rd
Division Ave
Prairie Rd
Maxwell Rd
Randy Pape Beltline
Horn Ln
Taney St
Northwest Expy
Pacific Hwy W
Bethel Dr
Elkay Dr
Park Ave
Delta Hwy
Cal Young Rd
Oakway Rd
Elmira Rd
Roosevelt Blvd
W 1st Ave
W 2nd Ave
W 6th Ave
Seneca Rd
S Bertelsen Rd
W 11th Ave
Madison St
Lincoln St
Eugene
E 11th Ave
W 13th Ave
Grant St
Olive St
Patterson St
University St
W 18th Ave
0
0.5
1 Miles

Route 66 VRC/Coburg

Route 66 is a core route beginning and ending at Eugene Station, traveling counter-clockwise and serving Northeast Eugene via Coburg Road, Crescent Avenue, and Goodpasture Island Road. It is a complement to Route 67 that operates in the clockwise direction along a very similar alignment. The route operates 7 days a week with 20- to 30-minute peak headways, 60-minute off peak headways, 30- to 60-minute headways on Saturdays and 60-minute headways on Sunday. Major destinations served include Valley River Center, Sheldon High School, Delta Oaks Shopping Center, Cal Young Middle School, Marist Catholic High School, Crescent Village, Sheldon Plaza, and Oakway Center.



	Weekdays	Saturday	Sunday
Service Span	6:04 a.m. – 10:20 p.m.	7:04 a.m. – 10:17 p.m.	8:00 a.m. – 9:13 p.m.
Headway (peak/midday/eve)	20/30/60	30/30/60	60
Average Daily Boardings	792	635	345
Boardings per Revenue Hour	22.3	25.5	24.9
Peak Vehicles	4	2	1

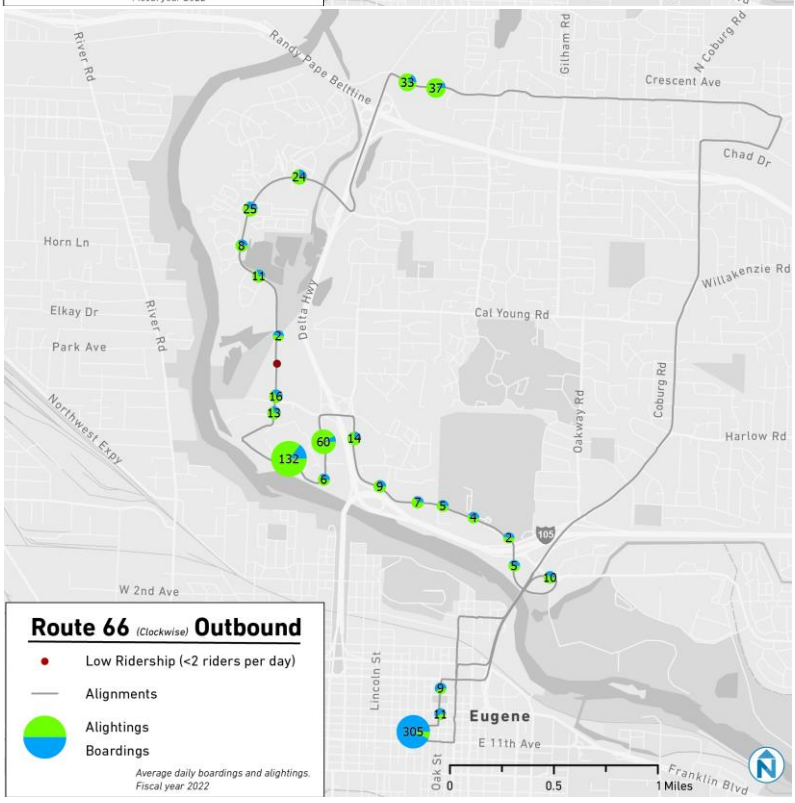
Route Strengths

- Well utilized by Sheldon High School students, indicated by ridership increases around school arrival and dismissal times.
- Route serves many shopping centers and grocery stores, including Valley River Center, Walmart, WinCo Foods, Costco, Safeway, Market of Choice, Trader Joe's and Albertsons.
- Weekend productivity is excellent.

Route Opportunities

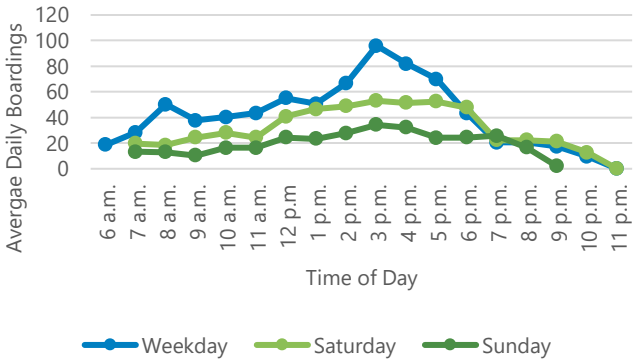
- Routes 66 and 67 leave Eugene Station at the same time, limiting opportunities for more frequent service to north Eugene. Route 12 also duplicates the Eugene Station to Harlow Road segment.
- Route 66 serves the Market District when Route 1 is not operating, which increases travel times for most riders.
- Valley River Center Station service requires a long deviation and travel through parking lots.


Route 66 (Clockwise) Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
0
0.5
1 Miles


Route 66 (Clockwise) Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
0
0.5
1 Miles

Route 67 Coburg/VRC

Route 67 is a core route beginning and ending at Eugene Station traveling clockwise and serving Northeast Eugene via Coburg Road, Crescent Avenue, and Goodpasture Island Road. It complements Route 66 and operates 7 days a week with 20- to 30-minute peak headways, 60-minute off peak headways, and 30- to 60-minute headways on weekends. Major destinations include: Oakway Center, Sheldon Plaza, Sheldon High School, Crescent Village, Cal Young Middle School, Delta Oaks Shopping Center, Marist Catholic High School, and Valley River Center.



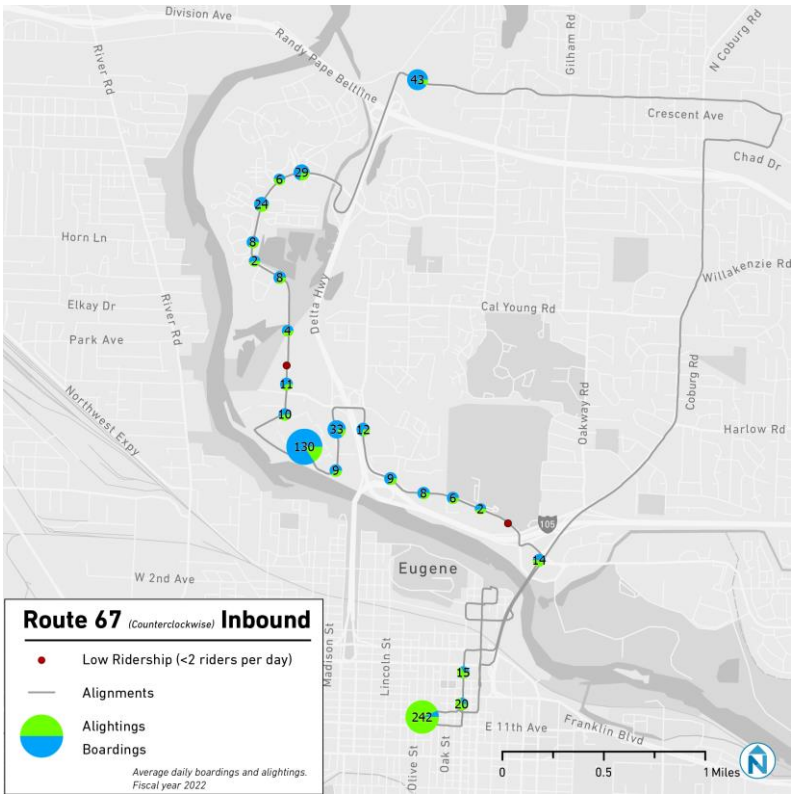
	Weekdays	Saturday	Sunday
Service Span	6:10 a.m. – 10:55 p.m.	7:10 a.m. – 10:56 p.m.	7:30 a.m. – 9:19 p.m.
Headway (peak/midday/eve)	20/30/60	30/30/60	60
Average Daily Boardings	756	598	328
Boardings per Revenue Hour	20.4	23.4	22.4
Peak Vehicles	4	2	1

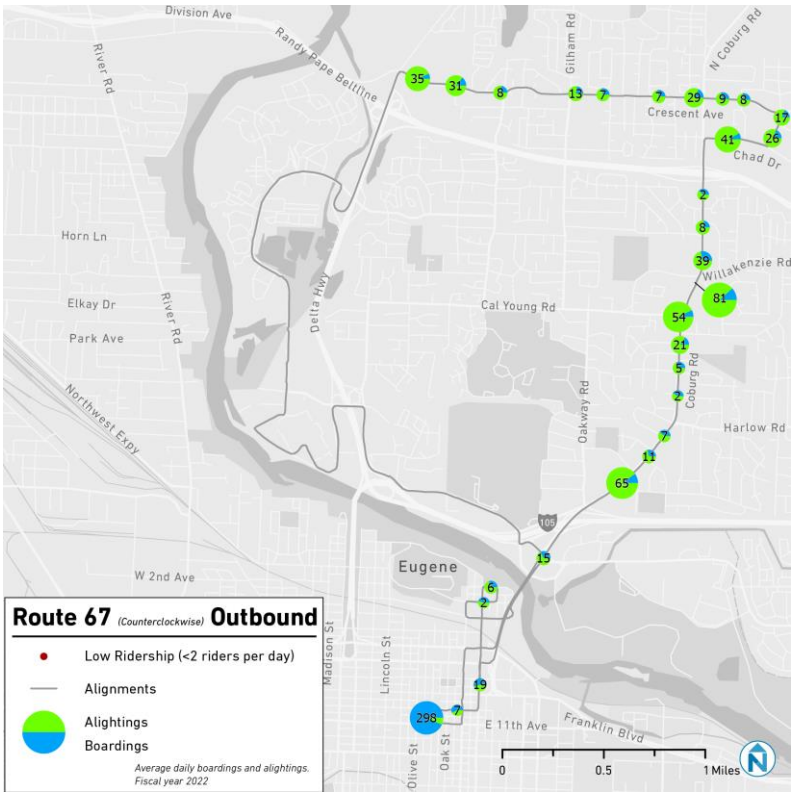
Route Strengths

- Well utilized by Sheldon High School students, indicated by ridership increases around school arrival and dismissal times.
- Route serves some shopping centers and grocery stores, including Valley River Center, Trader Joe's, Albertsons, Safeway, Market of Choice, Costco, and Walmart.

Route Opportunities

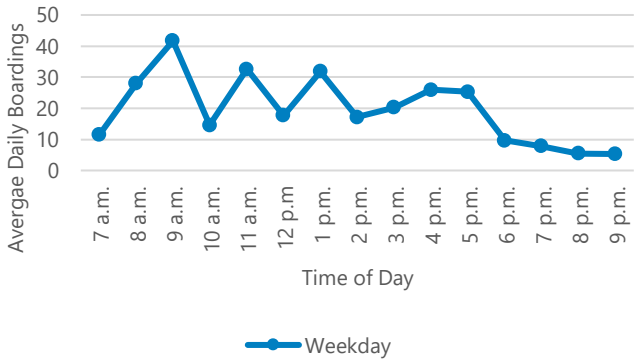
- Routes 66 and 67 leave Eugene Station at the same time, limiting opportunities for more frequent service to north Eugene. Route 12 also duplicates the Eugene Station to Harlow Road segment.
- Route 67 serves the Market District when Route 1 is not operating, which increases travel times for most riders.
- Valley River Center Station service requires a long deviation and travel through parking lots.


Route 67 (Counterclockwise) Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Division Ave
Randy Pape Beltline
River Rd
Gilham Rd
N Coburg Rd
Crescent Ave
Chad Dr
Horn Ln
Willakenzie Rd
Elkay Dr
Park Ave
Cal Young Rd
Delta Hwy
Oakway Rd
Coburg Rd
Harlow Rd
Northwest Expy
W 2nd Ave
Eugene
Madison St
Lincoln St
E 11th Ave
Franklin Blvd
Olive St
Oak St
0
0.5
1 Miles


Route 67 (Counterclockwise) Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Division Ave
Randy Pape Beltline
River Rd
Gilham Rd
N Coburg Rd
Crescent Ave
Chad Dr
Horn Ln
Willakenzie Rd
Elkay Dr
Park Ave
Cal Young Rd
Delta Hwy
Oakway Rd
Coburg Rd
Harlow Rd
Northwest Expy
W 2nd Ave
Eugene
Madison St
Lincoln St
E 11th Ave
Franklin Blvd
Olive St
Oak St
0
0.5
1 Miles

Route 79X UO/Kinsrow

Route 79X is an express route connecting apartments east of Autzen Stadium to the University of Oregon via MLK Jr Boulevard and Coburg Road. This route operates on weekdays with 30-minute peak headways and 60-minute off peak headways. This route does not operate during UO breaks.



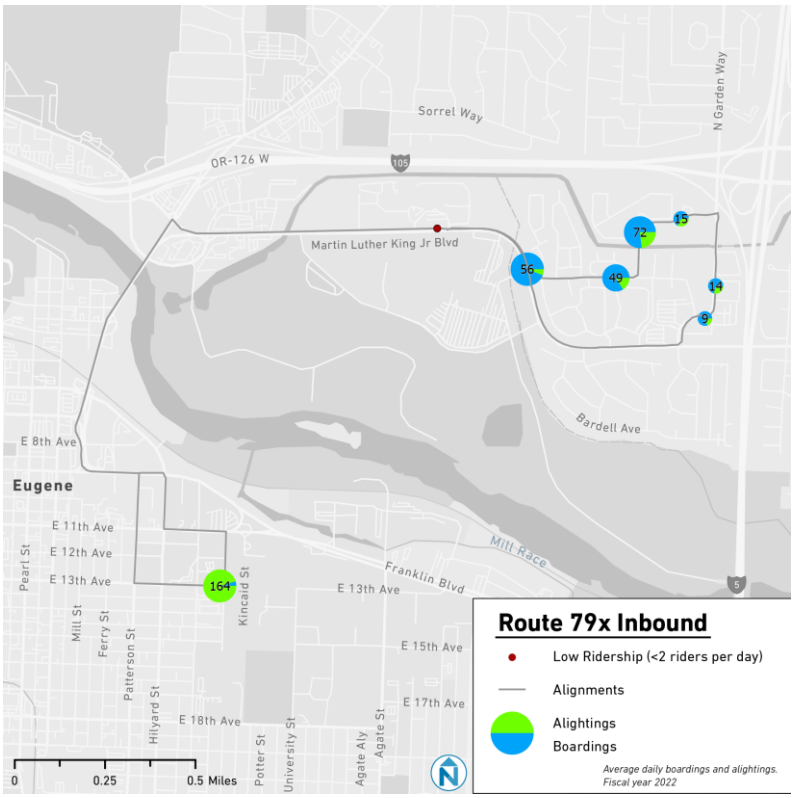
	Weekdays	Saturday	Sunday
Service Span	Inbound only from Kinsrow: 7:30 a.m. – 10:15 a.m. Round trip between UO and Kinsrow: 10:55 a.m. – 10:22 p.m.	N/A	N/A
Headway (peak/midday/eve)	30 / 60 / 60	N/A	N/A
Average Daily Boardings	418	N/A	N/A
Boardings per Revenue Hour	32.9	N/A	N/A
Peak Vehicles	2	N/A	N/A

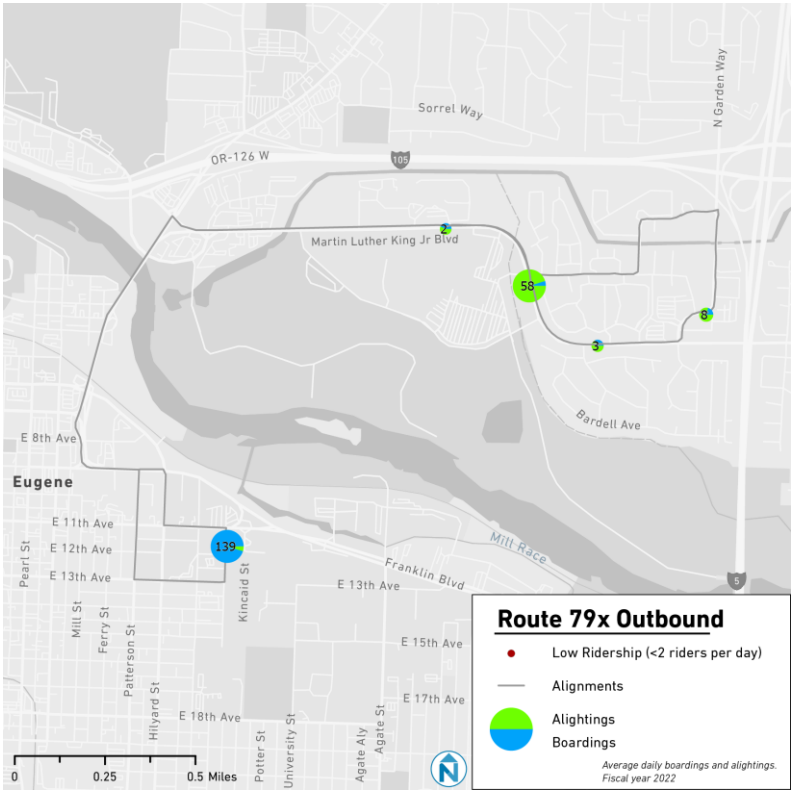
Route Strengths

- Second most productive route (after the EmX) serving a primarily UO student market, providing direct, non-stop service between apartment complexes on Kinsrow Avenue to the campus.

Route Opportunities

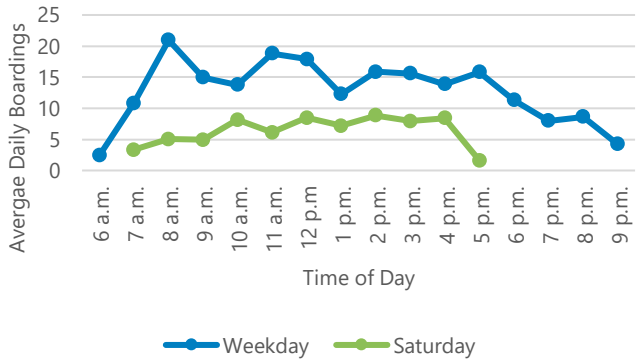
- High passenger loads may indicate the need for more frequent service, particularly in the inbound direction in the morning.
- The afternoon schedule has irregular headways.


Sorrel Way
N Garden Way
OR-126 W
105
Martin Luther King Jr Blvd
72
15
56
49
14
9
Bardell Ave
E 8th Ave
Eugene
E 11th Ave
E 12th Ave
E 13th Ave
Pearl St
164
Kincaid St
Mill St
Ferry St
Patterson St
Hilyard St
Franklin Blvd
E 13th Ave
Mill Race
E 15th Ave
E 17th Ave
E 18th Ave
Potter St
University St
Agate Aly
Agate St
5
0
0.25
0.5 Miles
Route 79x Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022


Sorrel Way
N Garden Way
OR-126 W
105
Martin Luther King Jr Blvd
2
58
8
3
Bardell Ave
E 8th Ave
Eugene
E 11th Ave
E 12th Ave
E 13th Ave
Pearl St
139
Kincaid St
Mill St
Ferry St
Patterson St
Hilyard St
Franklin Blvd
E 13th Ave
Mill Race
E 15th Ave
E 17th Ave
E 18th Ave
Potter St
University St
Agate Aly
Agate St
5
0
0.25
0.5 Miles
Route 79x Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022

Route 81 LCC/Hilyard

Route 81 is a college route connecting Eugene Station, UO Station, and LCC Station via Hilyard Road/Patterson Road and E 30th Avenue. This route operates Monday to Saturday with 60-minute headways. This route does not operate on Saturdays when school is not in session or on Sundays. Major destinations served include downtown Eugene, UO, South Eugene High School, Amazon Park, and LCC.



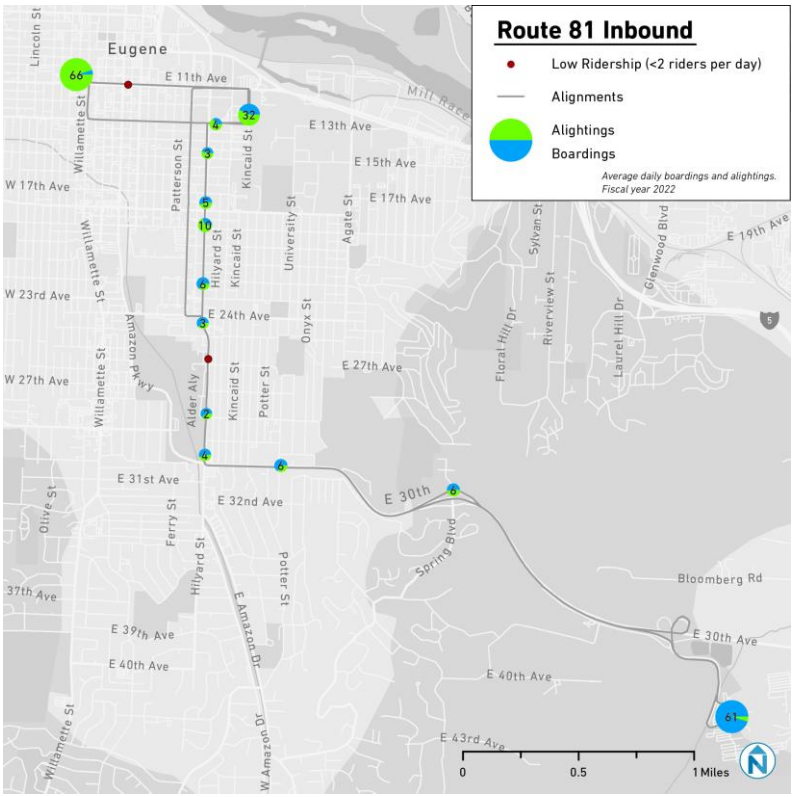
	Weekdays	Saturday	Sunday
Service Span	6:30 a.m. – 9:25 p.m.	7:30 a.m. – 5:20 p.m.	N/A
Headway (peak/midday/eve)	60	60	N/A
Average Daily Boardings	262	62	N/A
Boardings per Revenue Hour	17.0	6.5	N/A
Peak Vehicles	1	1	N/A

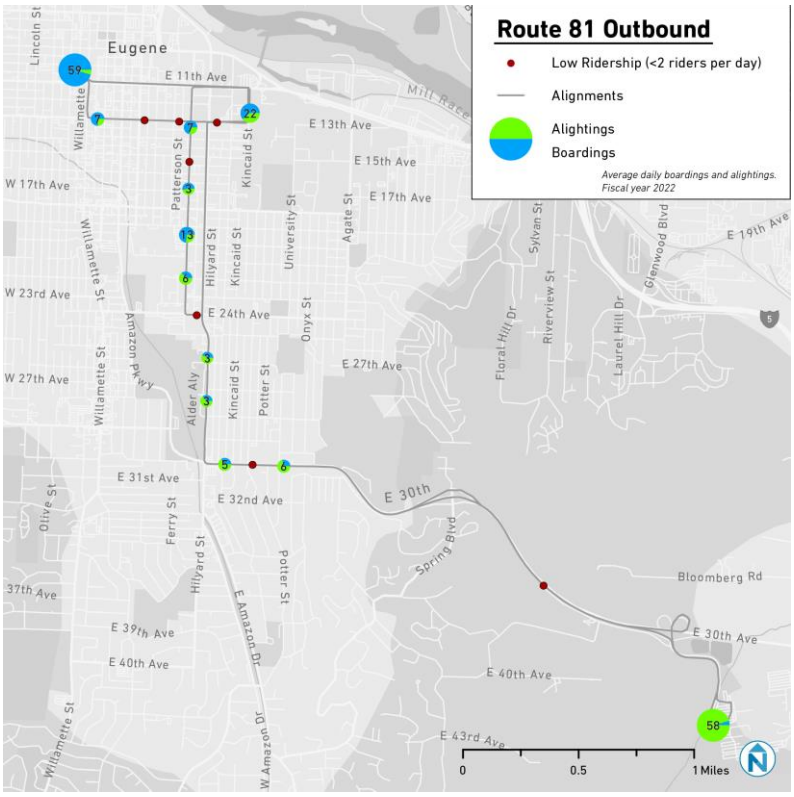
Route Strengths

- One-seat connection between LCC and UO.

Route Opportunities

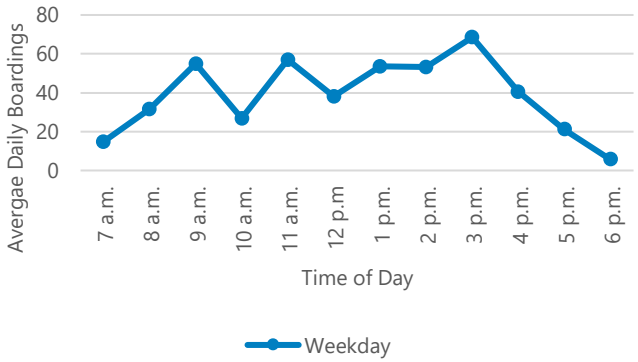
- Lower weekday productivity than many other LTD routes (6th lowest), and lowest productivity of any LTD route on Saturday.
- Route 81 duplicates the alignment and schedule of Route 28 between 30th Avenue and downtown Eugene.
- Routes 81 and 82 both connect LCC and Downtown Eugene. Route 82 is more direct and frequent, and more riders are choosing Route 82 than Route 81.
- There are less than 20 daily riders that benefit from the LCC to UO connection.


Route 81 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
E 11th Ave
E 13th Ave
E 15th Ave
E 17th Ave
E 19th Ave
E 24th Ave
E 27th Ave
E 30th
E 31st Ave
E 32nd Ave
E 39th Ave
E 40th Ave
E 43rd Ave
E 30th Ave
W 17th Ave
W 23rd Ave
W 27th Ave
37th Ave
Bloomberg Rd
Willamette St
Lincoln St
Patterson St
Kincaid St
University St
Agate St
Hilyard St
Onyx St
Potter St
Alder Aly
Ferry St
Olive St
Spring Blvd
E Amazon Dr
W Amazon Dr
Amazon Pkwy
Mill Race
Sylvan St
Riverview St
Floral Hill Dr
Laurel Hill Dr
Glenwood Blvd
66
32
4
3
5
10
6
3
2
4
6
6
61
0
0.5
1 Miles


Route 81 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
E 11th Ave
E 13th Ave
E 15th Ave
E 17th Ave
E 19th Ave
E 24th Ave
E 27th Ave
E 30th
E 31st Ave
E 32nd Ave
E 39th Ave
E 40th Ave
E 43rd Ave
E 30th Ave
W 17th Ave
W 23rd Ave
W 27th Ave
37th Ave
Bloomberg Rd
Willamette St
Lincoln St
Patterson St
Kincaid St
University St
Agate St
Hilyard St
Onyx St
Potter St
Alder Aly
Ferry St
Olive St
Spring Blvd
E Amazon Dr
W Amazon Dr
Amazon Pkwy
Mill Race
Sylvan St
Riverview St
Floral Hill Dr
Laurel Hill Dr
Glenwood Blvd
59
7
7
22
3
3
6
3
3
5
6
58
0
0.5
1 Miles

Route 82 LCC/Pearl

Route 82 is a college route connecting Eugene Station to LCC Station via Amazon Pkwy and E 30th Avenue. This route operates Monday to Friday only with 10- to 25-minute peak headways and 30-60-minute off-peak headways. During the summer when school is not in session, this route operates with 60-minute headways all day. Major destinations served include South Eugene High School, Roosevelt Middle School, the LTD Park and Ride at Amazon Station, and Lane Community College.



	Weekdays	Saturday	Sunday
Service Span	7:00 a.m. – 6:25 p.m.	N/A	N/A
Headway (peak/midday/eve)	School year: 10-25/30-60/0 Summer: 60/60	N/A	N/A
Average Daily Boardings	437	N/A	N/A
Boardings per Revenue Hour	18.9	N/A	N/A
Peak Vehicles	3	N/A	N/A

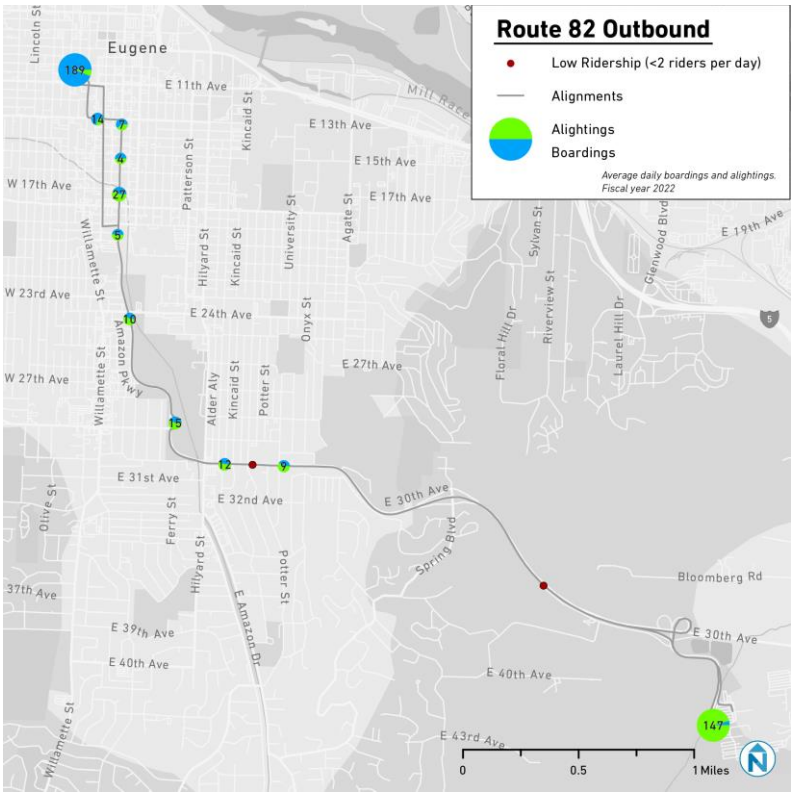
Route Strengths

- Direct, higher frequency service between LCC and downtown Eugene.

Route Opportunities

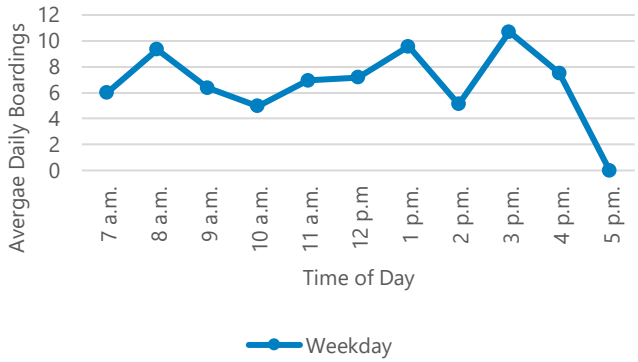
- Routes 81 and 82 both connect LCC and Downtown Eugene. Route 82 is more direct and frequent, and more riders are choosing Route 82 than Route 81.
- Route 82 provides evening and Saturday service to LCC instead of the higher ridership Route 81.
- When LCC is in session, weekday Route 82 service has irregular headways, which complicate transfers and potentially confuse passengers. Headways vary from 15 to 20 to 25 minutes.
- Summer and break service on Route 82 is limited.


Route 82 Inbound
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
204
160
E 11th Ave
E 13th Ave
E 15th Ave
E 17th Ave
E 19th Ave
E 24th Ave
E 27th Ave
E 30th Ave
E 31st Ave
E 32nd Ave
E 39th Ave
E 40th Ave
E 43rd Ave
W 17th Ave
W 23rd Ave
W 27th Ave
37th Ave
Bloomberg Rd
Lincoln St
Patterson St
Kincaid St
Willamette St
Hilyard St
University St
Agate St
Onyx St
Alder Aly
Potter St
Ferry St
Olive St
Spring Blvd
Sylvan St
Riverview St
Floral Hill Dr
Laurel Hill Dr
Glenwood Blvd
Amazon Pkwy
E Amazon Dr
Mill Race
0
0.5
1 Miles


Route 82 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Eugene
189
147
E 11th Ave
E 13th Ave
E 15th Ave
E 17th Ave
E 19th Ave
E 24th Ave
E 27th Ave
E 30th Ave
E 31st Ave
E 32nd Ave
E 39th Ave
E 40th Ave
E 43rd Ave
W 17th Ave
W 23rd Ave
W 27th Ave
37th Ave
Bloomberg Rd
Lincoln St
Patterson St
Kincaid St
Willamette St
Hilyard St
University St
Agate St
Onyx St
Alder Aly
Potter St
Ferry St
Olive St
Spring Blvd
Sylvan St
Riverview St
Floral Hill Dr
Laurel Hill Dr
Glenwood Blvd
Amazon Pkwy
E Amazon Dr
Mill Race
0
0.5
1 Miles

Route 85 LCC/Springfield

Route 85 is a college route connecting Springfield Station to LCC Station via Franklin Road and Main Street/S A Street in Springfield. This route operates Monday to Friday only with 60-minute headways. Major destinations served include Springfield Station/downtown Springfield and Lane Community College.



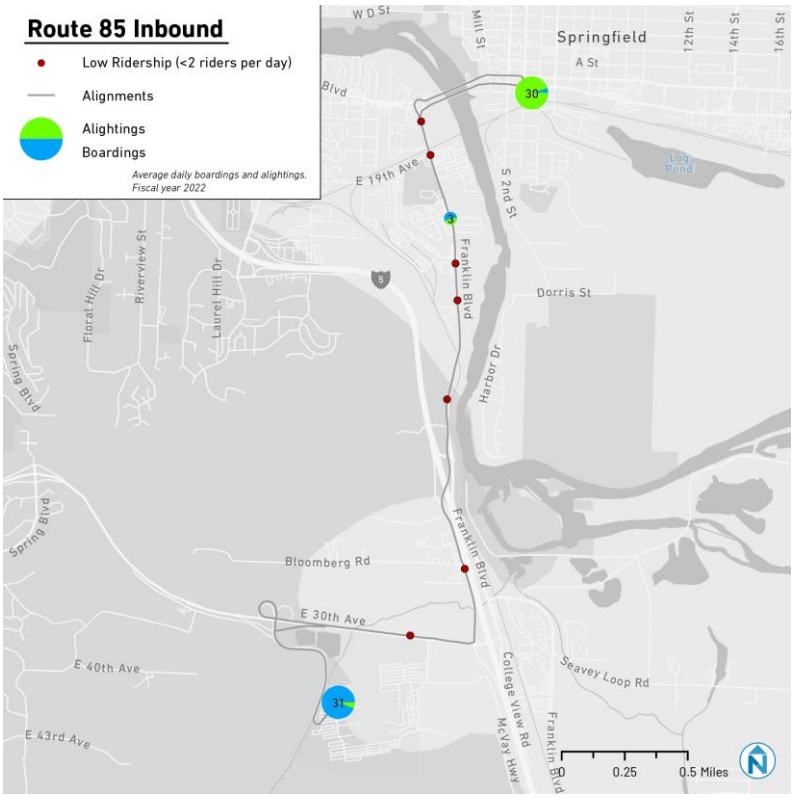
	Weekdays	Saturday	Sunday
Service Span	7:40 a.m. – 5:10 p.m.	N/A	N/A
Headway (peak/midday/eve)	60	N/A	N/A
Average Daily Boardings	79	N/A	N/A
Boardings per Revenue Hour	12.4	N/A	N/A
Peak Vehicles	1	N/A	N/A

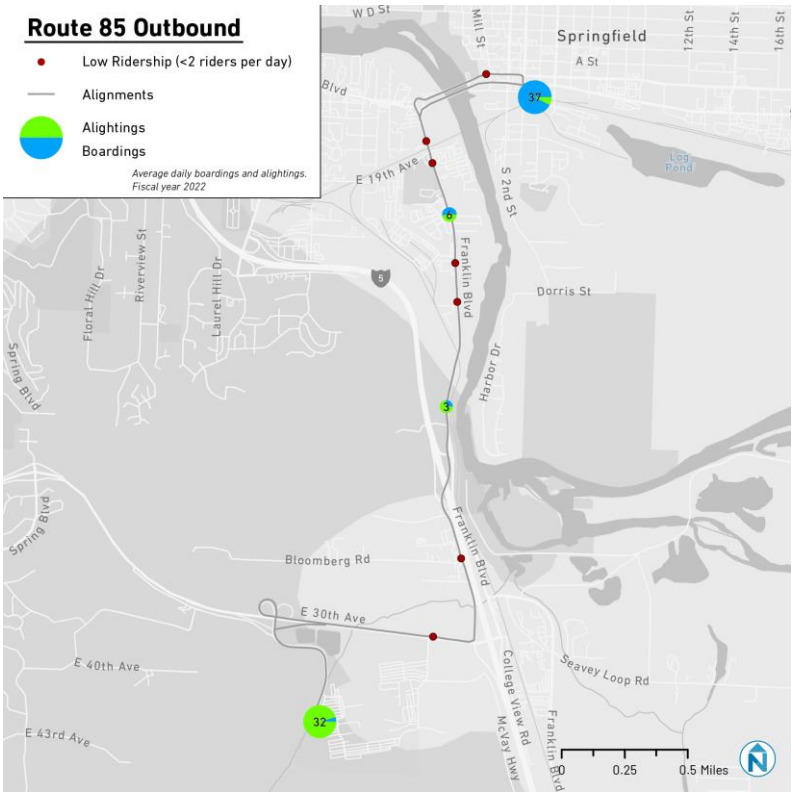
Route Strengths

- Provides important connection between LCC and downtown Springfield with transfer opportunities at Springfield Station to the EmX route as well Routes 11, 17, 18 and 91.

Route Opportunities

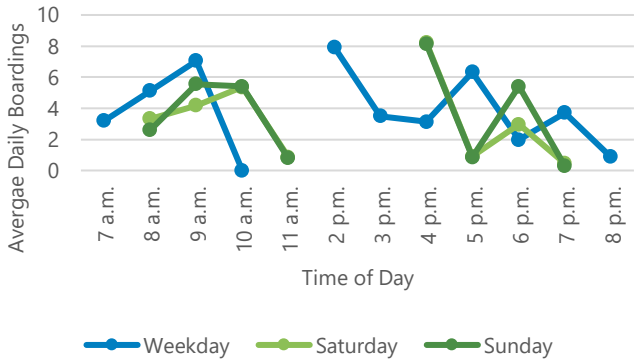
- Hourly service provides limited opportunities to travel between Springfield and the LCC campus.
- While there are no other corridors to connect these two destinations, stop activity along Franklin Boulevard very is limited.
- No weekend service.
- This route is the least productive route in the system.


Route 85 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Springfield
A St
W D St
Mill St
12th St
14th St
16th St
Bl vd
30
E 19th Ave
S 2nd St
Log Pond
3
Franklin Blvd
6
Dorris St
Harbor Dr
Floral Hill Dr
Riverview St
Laurel Hill Dr
Spring Blvd
Bloomberg Rd
E 30th Ave
E 40th Ave
E 43rd Ave
31
College View Rd
McVay Hwy
Seavey Loop Rd
0
0.25
0.5 Miles


Route 85 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Springfield
A St
W D St
Mill St
12th St
14th St
16th St
Bl vd
37
E 19th Ave
S 2nd St
Log Pond
6
Franklin Blvd
Dorris St
3
Harbor Dr
Floral Hill Dr
Riverview St
Laurel Hill Dr
Spring Blvd
Bloomberg Rd
E 30th Ave
E 40th Ave
E 43rd Ave
32
College View Rd
McVay Hwy
Seavey Loop Rd
0
0.25
0.5 Miles

Route 91 McKenzie Bridge

Route 91 is a rural route connecting Eugene Station to McKenzie River Ranger Station via I-105 and Highway 126. This route operates peak only service, with two morning and two evening trips in each direction on weekdays, and one morning and one evening trip in each direction on weekends.



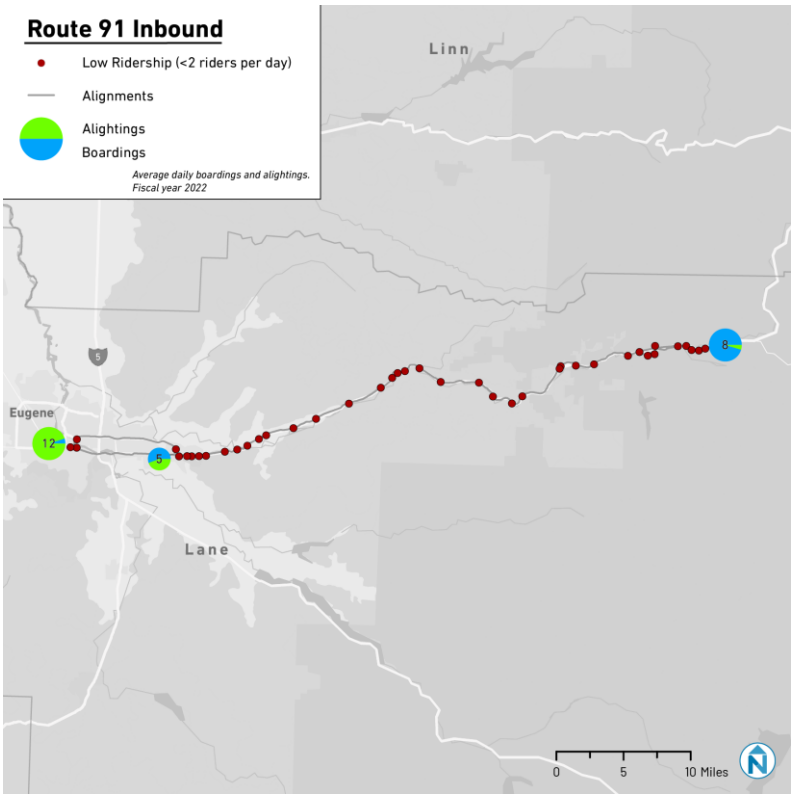
	Weekdays	Saturday	Sunday
Service Span	6:00 a.m., 11:20 a.m. 2:20 p.m., 8:40 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.
Headway (peak/midday/eve)	2 morning round trips 2 afternoon round trips	1 morning round trip 1 afternoon round trip	1 morning round trip 1 afternoon round trip
Average Daily Boardings	42	29	25
Boardings per Trip	5.3	7.25	6.25
Peak Vehicles	1	1	1

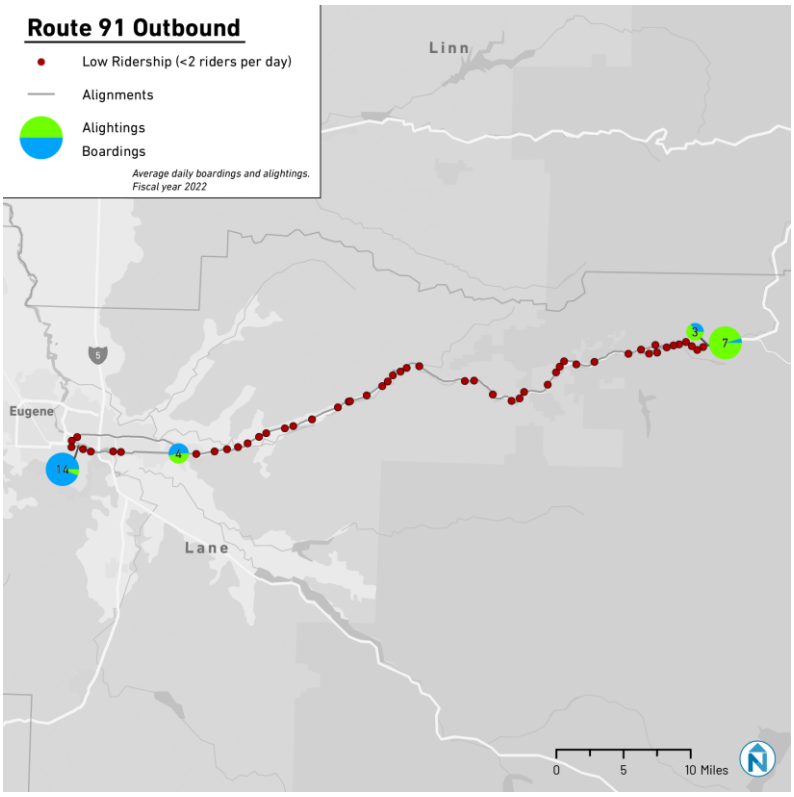
Route Strengths

- Provides essential transit service with connections to Springfield and Eugene.

Route Opportunities

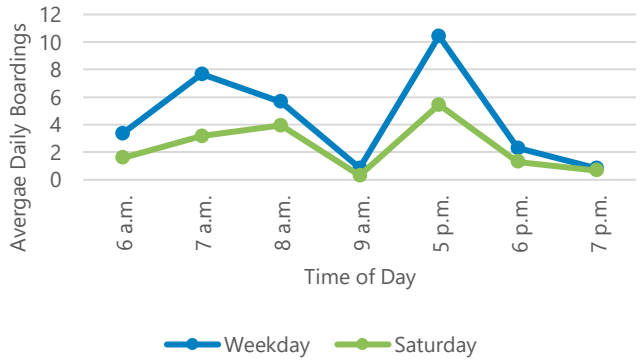
- Weekend ridership is higher per trip than weekdays.
- This is a very long route with limited ridership. Route 91 is the least productive route in the system.


Route 91 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Linn
Eugene
Lane
5
12
5
8
0
5
10 Miles


Route 91 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Linn
Eugene
Lane
5
14
4
3
7
0
5
10 Miles

Route 92 Lowell/LCC

Route 92 is a rural route connecting Eugene to Lowell via Highway 58. This route operates peak only service Monday through Saturday, with one morning and one evening trip from Eugene, and one morning trip and two evenings trips from Lowell. Transfers to other LTD routes are available at Amazon Station and LCC Station.



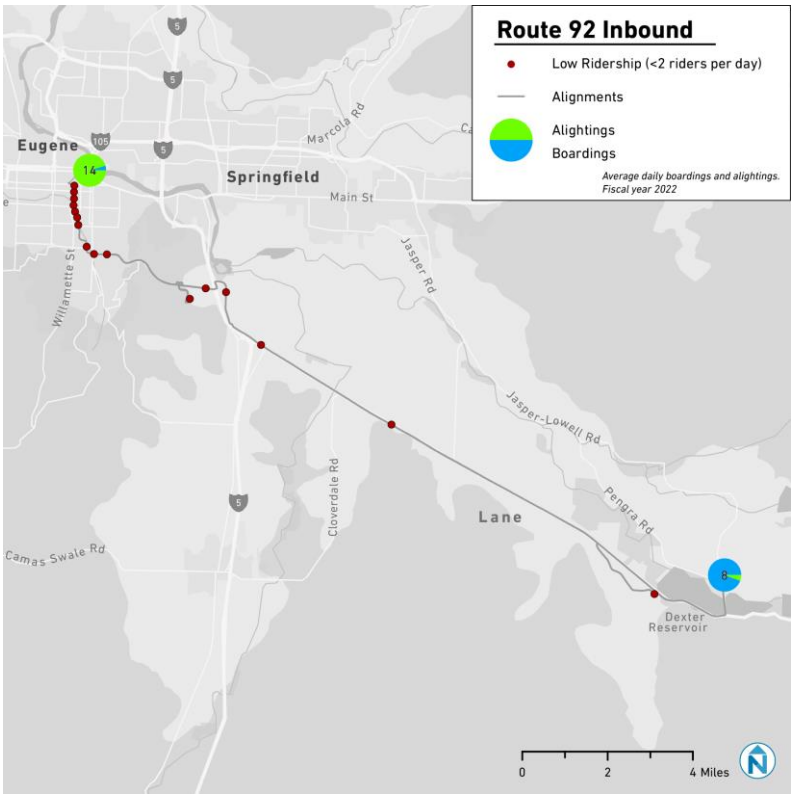
	Weekdays	Saturday	Sunday
Service Span	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	N/A
Headway (peak/midday/eve)	1.5 morning round trips 1 afternoon round trip	1.5 morning round trips 1 afternoon round trip	N/A
Average Daily Boardings	28	14	N/A
Boardings per Trip	5.6	2.8	N/A
Peak Vehicles	1	1	N/A

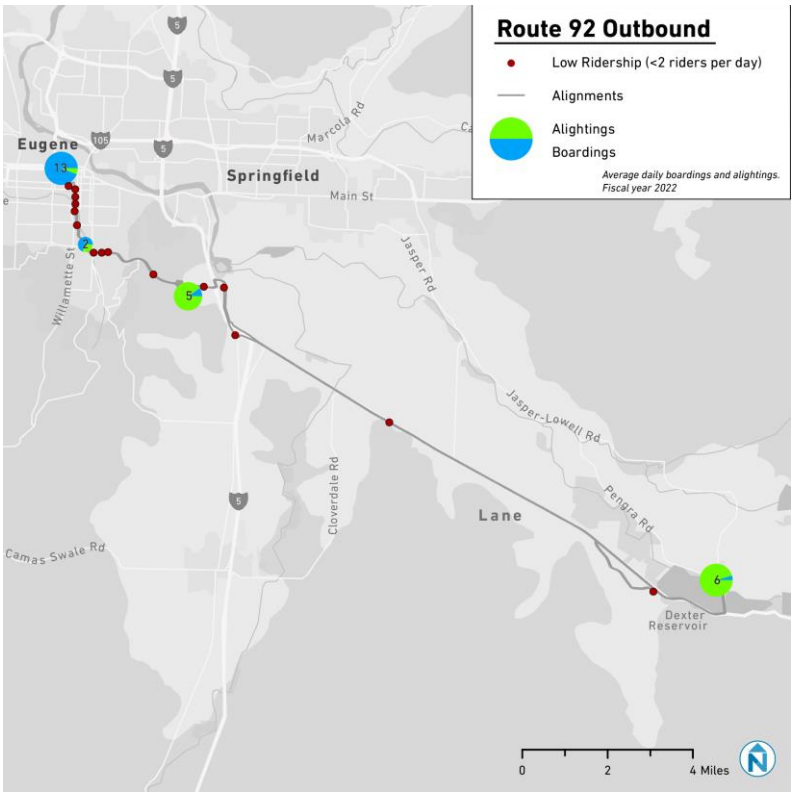
Route Strengths

- Provides essential transit service between Lowell and Eugene.

Route Opportunities

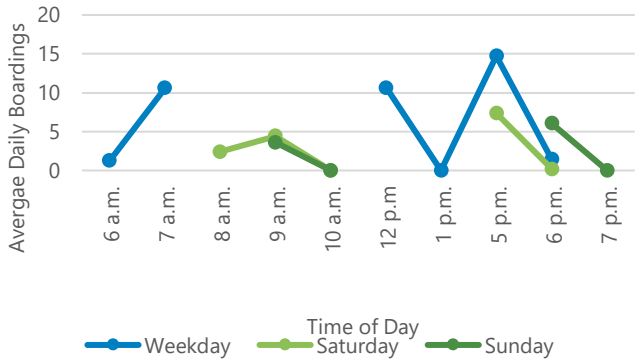
- 5.6 passengers per trip on weekdays is low compared to other express/limited routes in the LTD network.
- Saturday ridership is very low.


Route 92 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
Springfield
Lane
Marcola Rd
Main St
Jasper Rd
Willamette St
Jasper-Lowell Rd
Pengra Rd
Cloverdale Rd
Camas Swale Rd
Dexter Reservoir
14
8
0
2
4 Miles


Route 92 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene
Springfield
Lane
Marcola Rd
Main St
Jasper Rd
Willamette St
Jasper-Lowell Rd
Pengra Rd
Cloverdale Rd
Camas Swale Rd
Dexter Reservoir
13
5
6
0
2
4 Miles

Route 93 Veneta

Route 93 is a rural route connecting Veneta to the Seneca Park and Ride in Eugene via Highway 126. This route operates 7-days a week, with one morning and two afternoon trips in each direction Monday through Saturday, and one morning and one evening trip on Sundays.



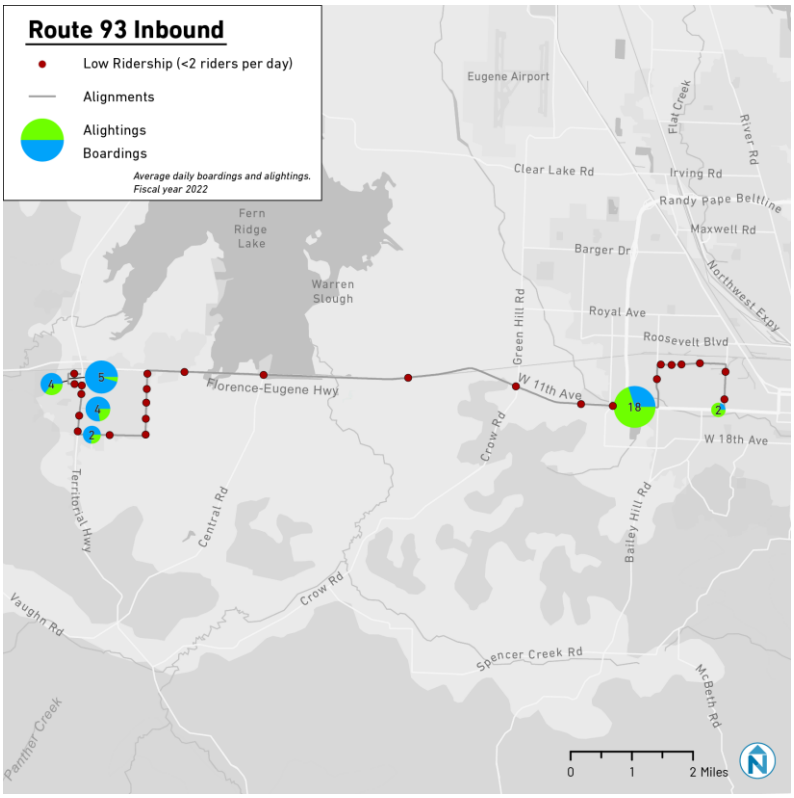
	Weekdays	Saturday	Sunday
Service Span	6:46 a.m. – 7:45 a.m. 12:05 p.m. – 1:03 p.m. 5:30 p.m. – 6:29 p.m.	8:16 a.m. – 10:08 a.m. 5:32 p.m. – 6:24 p.m.	9:16 a.m. – 10:08 a.m. 6:17 p.m. – 7:08 p.m.
Headway	1 morning round trip, 2 afternoon round trips	2 morning round trips, 1 afternoon round trip	1 morning round trip, 1 afternoon trip
Average Daily Boardings	42	18	11
Boardings per Trip	7.0	3.0	2.8
Peak Vehicles	1	1	1

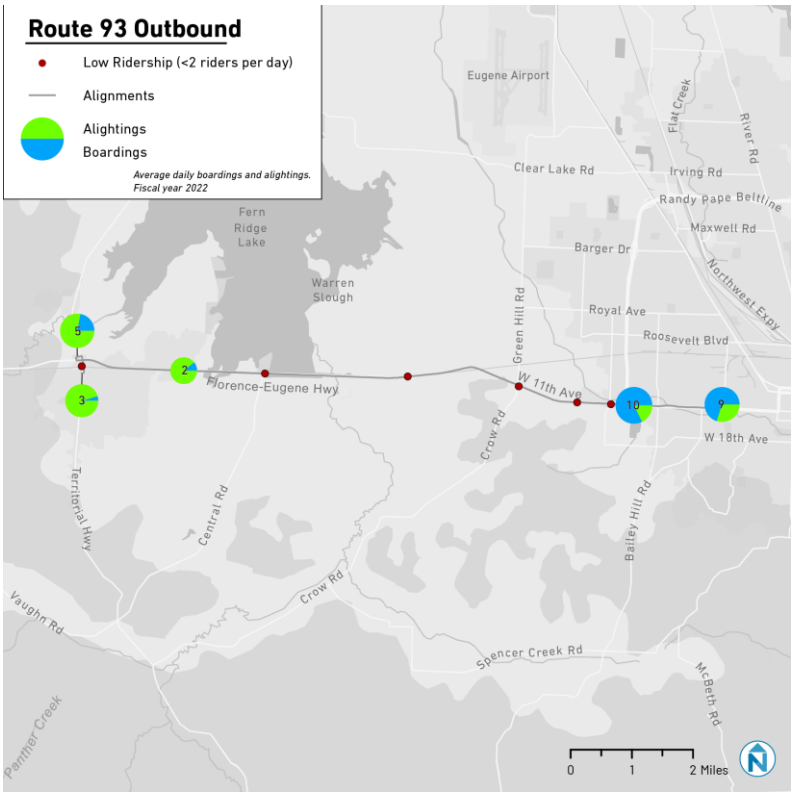
Route Strengths

- Provides essential connection from Veneta to Eugene.

Route Opportunities

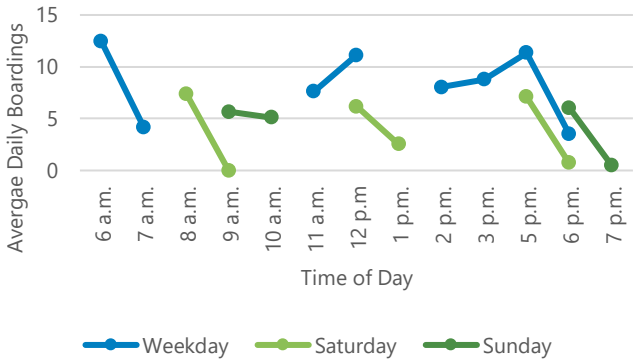
- Weekday ridership is about 7 passengers per trip, compared to about 3 passengers per trip on weekend days.
- No one uses the terminal loop service on Bertelsen and 1st Avenue.
- Ridership on the Saturday morning trips does not warrant two trips.


Route 93 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene Airport
Flat Creek
River Rd
Clear Lake Rd
Irving Rd
Randy Pape Beltline
Maxwell Rd
Barger Dr
Northwest Expy
Fern Ridge Lake
Warren Slough
Green Hill Rd
Royal Ave
Roosevelt Blvd
Florence-Eugene Hwy
W 11th Ave
W 18th Ave
Crow Rd
Territorial Hwy
Central Rd
Bailey Hill Rd
Vaughn Rd
Spencer Creek Rd
McBeth Rd
Panther Creek
0 1 2 Miles


Route 93 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Eugene Airport
Flat Creek
River Rd
Clear Lake Rd
Irving Rd
Randy Pape Beltline
Maxwell Rd
Barger Dr
Northwest Expy
Fern Ridge Lake
Warren Slough
Green Hill Rd
Royal Ave
Roosevelt Blvd
Florence-Eugene Hwy
W 11th Ave
W 18th Ave
Crow Rd
Territorial Hwy
Central Rd
Bailey Hill Rd
Vaughn Rd
Spencer Creek Rd
McBeth Rd
Panther Creek
0 1 2 Miles

Route 95 Junction City

Route 95 is a rural route connecting Eugene and Junction City via Highway 99N. This route operates peak only service 7-days a week, with two morning and two afternoon trips in each direction on weekdays, one morning and two afternoon trips on Saturdays, and one morning and one afternoon trip on Sundays. Major destinations served include Junction City High School and the LTD Park and Ride at United Methodist Church in Junction City.



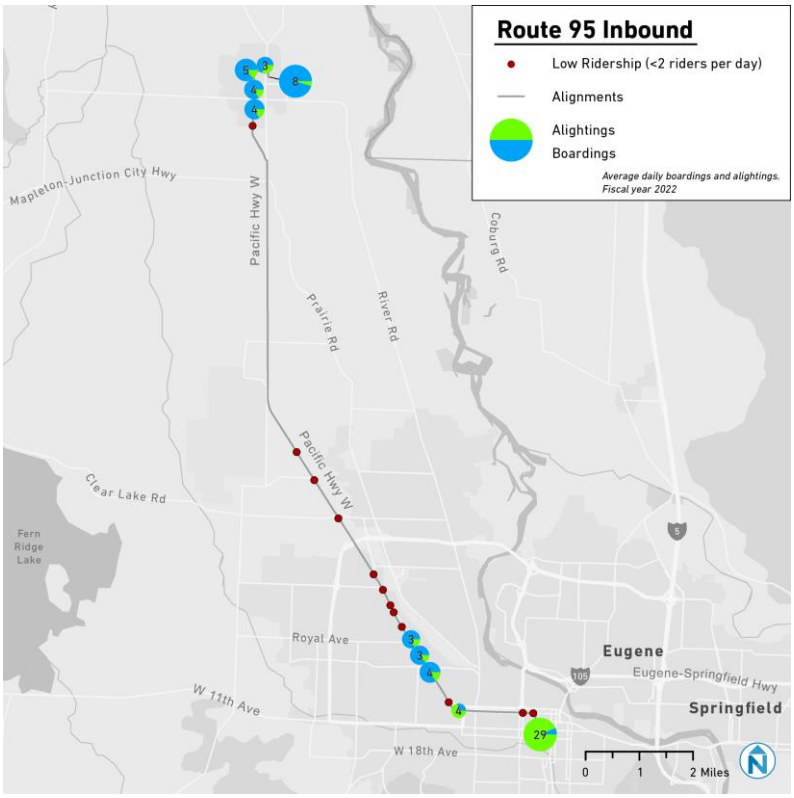
	Weekdays	Saturday	Sunday
Service Span	6:10 a.m. – 7:25 a.m. 11:30 a.m. – 12:45 p.m. 2:30 p.m. – 3:45 p.m. 5:30 p.m. – 6:55 p.m.	8:05 a.m., - 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.
Headway	2 morning round trips, 2 afternoon round trips	1 morning round trip, 2 afternoon round trips	1 morning round trip, 1 afternoon round trip
Average Daily Boardings	72	36	19
Boardings per Trip	9	6	9.5
Peak Vehicles	1	1	1

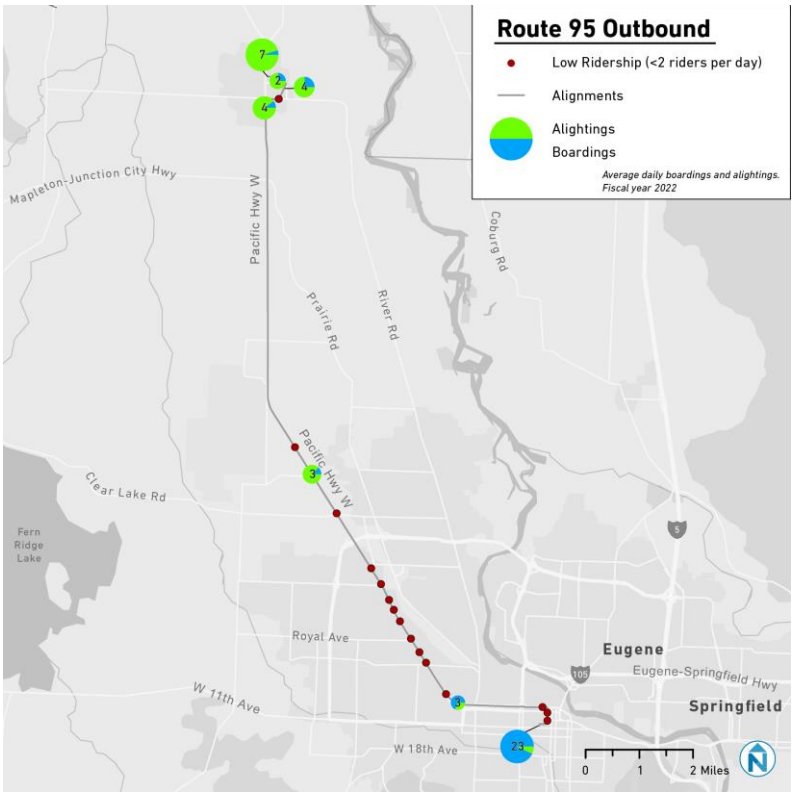
Route Strengths

- Provides lifeline service connecting Junction City to Eugene.
- Third most productive rural/limited route in the LTD network out of eight total.

Route Opportunities

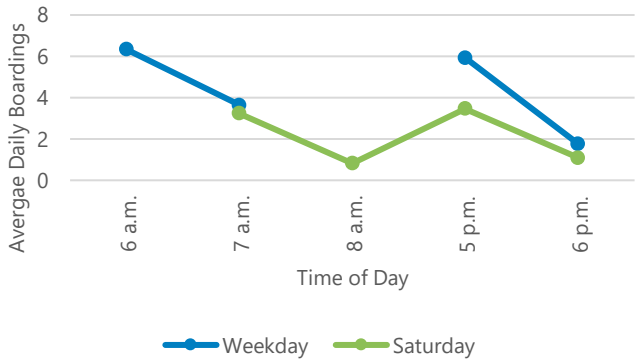
- This route comes closest to serving the Eugene Airport, which is about 2 miles from Highway 99 N.


Route 95 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Mapleton-Junction City Hwy
Pacific Hwy W
Prairie Rd
River Rd
Coburg Rd
Clear Lake Rd
Fern Ridge Lake
Royal Ave
W 11th Ave
W 18th Ave
Eugene
Eugene-Springfield Hwy
Springfield
0 1 2 Miles


Route 95 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Mapleton-Junction City Hwy
Pacific Hwy W
Prairie Rd
River Rd
Coburg Rd
Clear Lake Rd
Fern Ridge Lake
Royal Ave
W 11th Ave
W 18th Ave
Eugene
Eugene-Springfield Hwy
Springfield
0 1 2 Miles

Route 96 Coburg

Route 96 is a rural route connecting Eugene and Coburg from Eugene Station to Coburg Industrial Park via Oakway Road, Gilham Road, and Coburg Road. This route operates Monday through Saturday, with one morning and one afternoon trips in each direction.



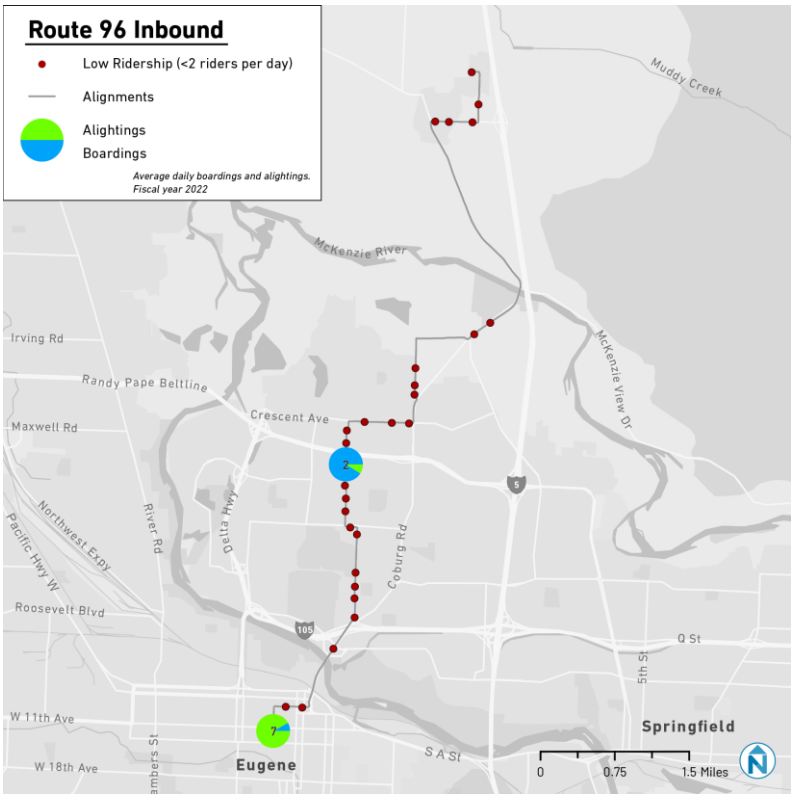
	Weekdays	Saturday	Sunday
Service Span	6:30 a.m. – 7:25 a.m. 5:35 p.m. – 6:40 p.m.	7:20 a.m. – 8:25 a.m. 5:35 p.m. – 6:40 a.m.	N/A
Headway	1 morning round trip 1 afternoon round trip	1 morning round trip 1 afternoon round trip	N/A
Average Daily Boardings	18	7	N/A
Boardings per Trip	4.5	1.8	N/A
Peak Vehicles	1	1	N/A

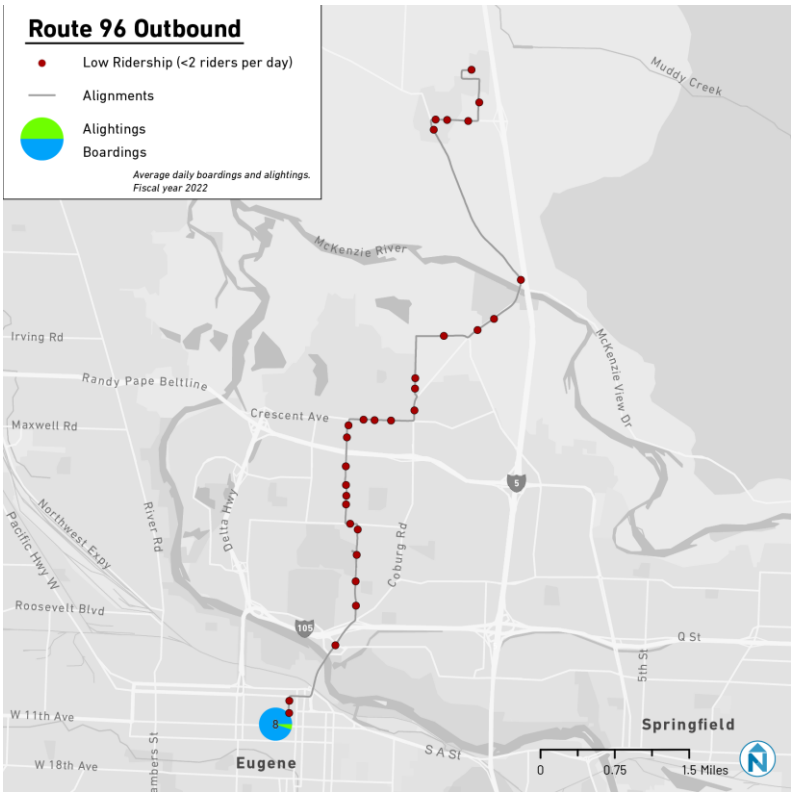
Route Strengths

- Provides lifeline service to Coburg and a connection to Eugene.
- The only transit service in the Cal Young/Gilham neighborhood.

Route Opportunities

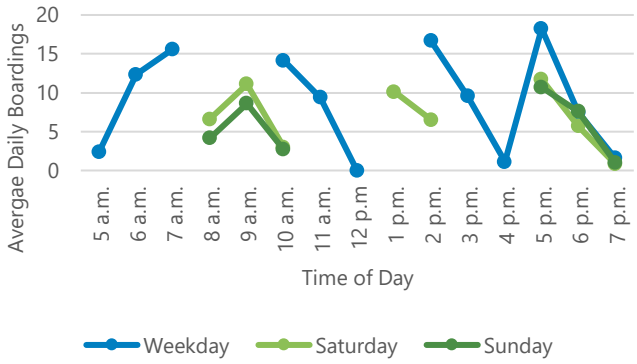
- Second lowest productivity of express and limited routes.
- Almost every stop has less than two riders.
- Route 96 does not take the most direct route between Coburg and downtown Eugene.


Route 96 Inbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Muddy Creek
McKenzie River
Irving Rd
Randy Pape Beltline
Maxwell Rd
Crescent Ave
McKenzie View Dr
Northwest Expy
Pacific Hwy W
River Rd
Delta Hwy
Coburg Rd
Roosevelt Blvd
Q St
5th St
W 11th Ave
W 18th Ave
S A St
Springfield
Eugene
0
0.75
1.5 Miles


Route 96 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings. Fiscal year 2022
Muddy Creek
McKenzie River
Irving Rd
Randy Pape Beltline
Maxwell Rd
Crescent Ave
McKenzie View Dr
Northwest Expy
Pacific Hwy W
River Rd
Delta Hwy
Coburg Rd
Roosevelt Blvd
Q St
5th St
W 11th Ave
W 18th Ave
S A St
Springfield
Eugene
0
0.75
1.5 Miles

Route 98 Cottage Grove

Route 98 is a rural route connecting Eugene to Creswell and Cottage Grove, largely via I-5. This route operates 7-days a week, with three morning and two afternoon round trips on weekdays, one morning and two afternoon round trips on Saturdays, and one morning and one afternoon round trip on Sundays. Major destinations served include UO, Sacred Heart Medical Center, LCC, Walmart (Cottage Grove), Cottage Grove High School, and LCC-Cottage Grove. It should be noted that there are two different services that complement Route 98 in this area. South Lane Wheels provides on-demand service in southern Lane County and the LTD Connector provides on-demand service within Cottage Grove city limits on weekdays only. More information about these services can be found at https://www.ltd.org/ltd-connector/ and https://southlanetransit.com/.



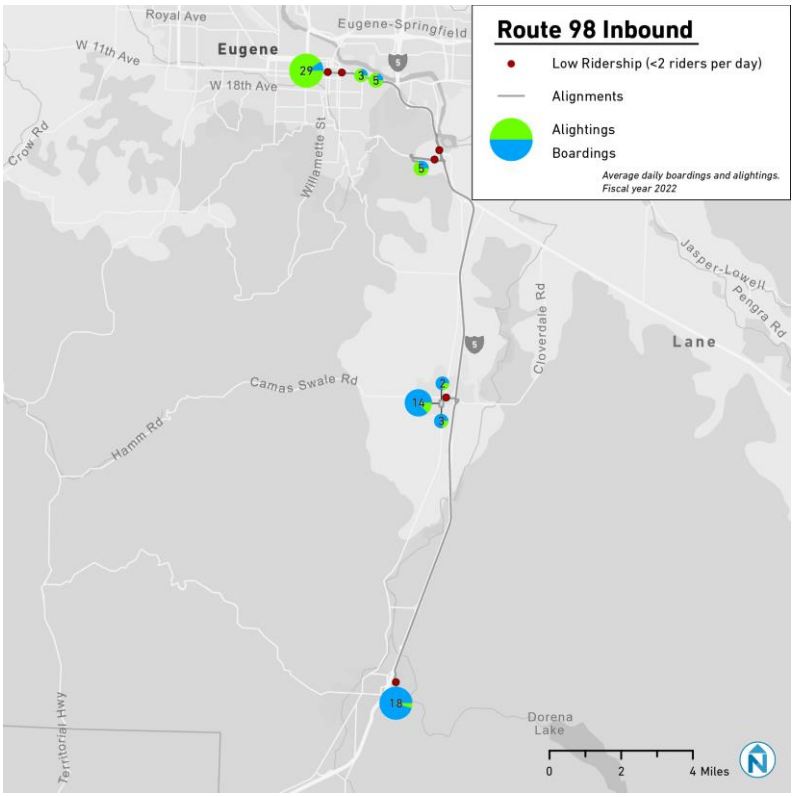
	Weekdays	Saturday	Sunday
Service Span	5:28 a.m., - 7:35 p.m.	8:35 a.m. – 10:25 a.m. 1:00 p.m. – 2:52 p.m. 5:35 p.m. – 7:25 p.m.	8:35 a.m. – 10:25 p.m. 5:35 p.m. – 7:25 p.m.
Headway	3 morning round trips, 2 afternoon round trips	1 morning round trip, 2 afternoon round trips	1 morning round trip, 1 afternoon round trip
Average Daily Boardings	111	62	40
Boardings per Trip	11.1	10.0	10.0
Peak Vehicles	2	1	1

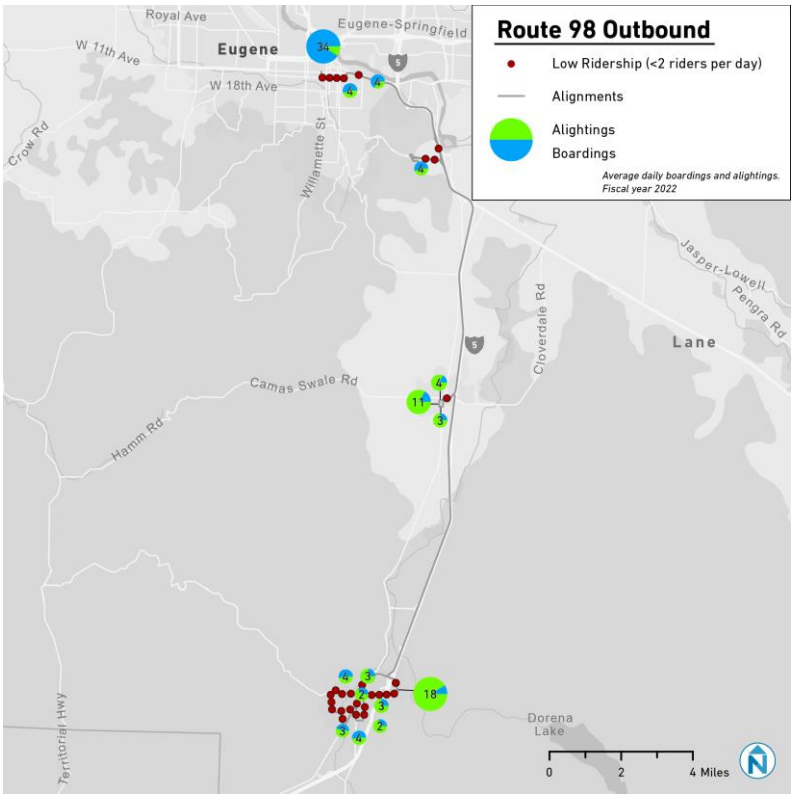
Route Strengths

- Provides a connection between Cottage Grove and Creswell into Eugene.
- Second most productive of the rural/limited routes.

Route Opportunities

- Route 98 has a circuitous figure eight alignment in Cottage Grove to provide coverage. It may be possible to modify the routing to improve local circulation within Cottage Grove.
- Passengers wishing to travel from Cottage Grove to downtown Eugene may have longer travel times due to deviations to Creswell and LCC.



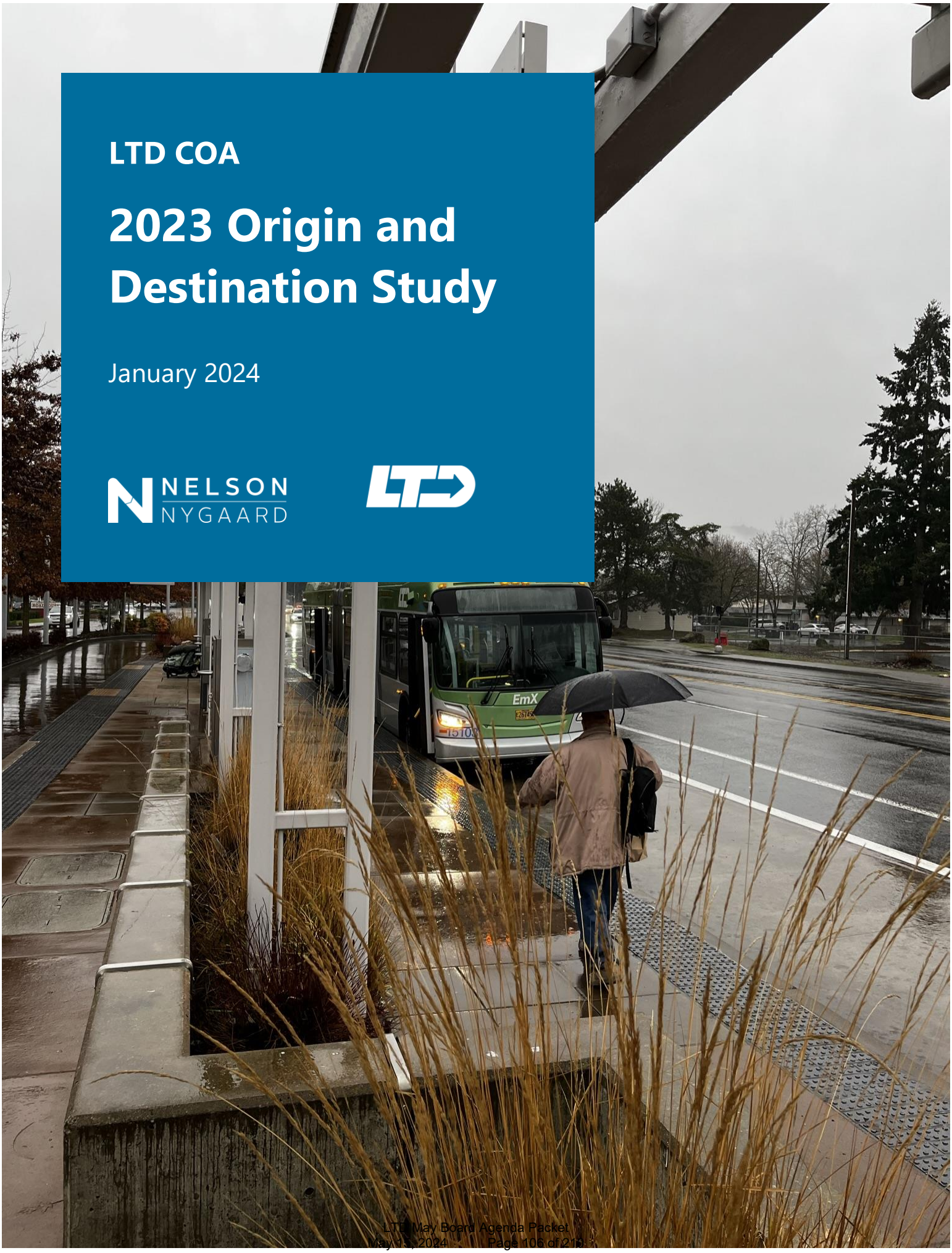

Route 98 Outbound
Low Ridership (<2 riders per day)
Alignments
Alightings
Boardings
Average daily boardings and alightings.
Fiscal year 2022
Royal Ave
Eugene-Springfield
Eugene
W 11th Ave
W 18th Ave
Crow Rd
Willamette St
Jasper-Lowell
Pengra Rd
Cloverdale Rd
Lane
Camas Swale Rd
Hamm Rd
Territorial Hwy
Dorena Lake
0
2
4 Miles

LTD COA

2023 Origin and Destination Study

January 2024

NELSON NYGAARD



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1 INTRODUCTION

A survey of passengers on LTD's fixed routes, including EmX, was conducted between October 14, 2023, and November 1, 2023. Surveyors boarded selected bus runs and provided self-administered questionnaires to riders. A total of 2,401 completed surveys were collected. The detailed data collection methodology and results are discussed in more detail below.

SURVEY METHODOLOGY

The on-board survey was administered to riders using a random sampling of LTD's fixed route and EmX runs. For the purposes of this report, a run is defined as a bus's journey from where the route begins to where the route terminates. This is not to be confused with trips, which are defined for this report as a passenger's journey from their origin to their destination. The sample of runs surveyed was selected in the following manner:

- A list of all bus runs was separated into three day-types: Weekdays, Saturday, and Sunday. The runs for each day type were grouped by time of day (before 8:30 am, 8:30 am – 4 pm, 4 pm - 6pm, and after 6 pm).
- Each run was assigned a random number using an Excel formula, then sorted according to that random number from lowest to highest. The total number of runs within each subgroup was divided by 10 to determine the number of runs to include for a 10% sample (starting from the top of the sorted list and counting down).
- This exercise was repeated for the appropriate day types to complete random samples that resulted in a plan to survey 326 weekday runs, 192 Saturday runs, and 187 Sunday runs.
- The weekday, Saturday and Sunday runs to be surveyed were then converted into daily surveyor schedules and a staffing agency was used to recruit surveyors for both weekend and weekday shifts. Due to staffing availability, more surveyors were available on weekdays than weekends.
- This process resulted in a survey plan that split weekend surveying over two weekends. Weekend surveying was conducted on October 14-15, 2023, and again on October 28-29, 2023. Surveys were not conducted on October 21-22, 2023 due to the University of Oregon football game that took place in Eugene on October 22, 2023.

- Weekday surveying took place on three days: October 30-31, 2023 and November 1, 2023.
- Final sampling was based on the method of the 2019 study, where schedules were created from LTD schedule blocks, only weekdays were stratified into AM Peak (4 am - 8:30 am), Mid-day (8:30 am – 4 pm), PM Peak (4 pm – 6 pm) and Night (after 6 pm). EmX runs were stratified separately from other runs to ensure a complete sample of EmX schedule blocks.

Questionnaire

The questionnaire was developed based on the 2019 survey, but with revisions identified in collaboration with LTD staff. Changes from the 2019 survey included asking riders about the transit improvements they would like to see most, instead of asking them to rate how their needs are met. Following the revisions, the questionnaire was then translated into Spanish. The survey questionnaires are available in the Appendix.

Survey data collection

Surveyors rode the designated buses during the time periods shown on each surveyor's daily schedule and were instructed to distribute a questionnaire to each passenger boarding the bus during the selected runs. The surveyors were allowed discretion in determining whether to administer surveys to riders appearing to be under the age of 16 or individuals that were sleeping, otherwise encumbered, or appeared to pose a threat to the safety of the surveyor or others. Pencils were provided, and a limited number of clipboards were also available to assist riders completing the survey. Surveyors wore high visibility vests provided by LTD and nametags showing that their purpose was to conduct an onboard passenger survey.

All riders were offered a questionnaire in English by default. Surveyors gave Spanish language questionnaires to riders that preferred to take the survey in Spanish. Riders were asked to complete the questionnaire and return it to the surveyor before leaving the bus. Those unable to complete the questionnaire in time were asked to give the completed survey to their next bus driver or turn it in to Customer Service at Eugene Station, where a box was placed to receive them.

Riders who had already completed the survey on a previous ride were asked to fill out only questions 1-19 to provide origin/destination information for this additional trip. As a result, there were two types of responses – complete form for those completing it for the first time, and partial forms for those completing it for the second or subsequent times.

Response rate

Survey team members were trained to record the time they administered each surveyed run. The times recorded on each survey was then used to assign that particular survey to the run that was surveyed.

A total of 705 LTD runs were surveyed. Of these, 659 (93%) were on fixed routes and 46 (7%) were on EmX.

Surveyors collected 2,401 surveys, 1887 (79%) of which were from fixed route runs and 514 (21%) were on EmX runs. Due to human error during data collection, 68 responses were unable to be associated with their corresponding fixed route or EmX run.

Of the 2,401 returned surveys, 86 (3.6%) indicated that the respondent had previously completed the questionnaire for an earlier trip.

Questionnaires completed in Spanish represented just 0.9% of those returned.

Analysis

The sampling methodology was designed to capture a purely random sample of 10 percent of LTD riders across the following four stratifications:

1. Riders of each of LTD's EmX and fixed routes
2. Saturday, Sunday, and weekday riders
3. Weekday AM, mid-day, PM, and evening riders
4. Inbound and Outbound trips

The goal was to collect data from a 10 percent sample of LTD's average daily ridership to inform this study and provide a means of comparison against LTD's earlier origin-destination studies. A 10 percent sample, based on the latest available ridership data for the study period (reflecting February 2023 ridership), required a minimum of 2,073 responses. A total of 2,401 responses were collected for this study, reflecting a data sample of 11.6 percent of LTD's anticipated ridership.

As in previous studies, expansion factors were used for each of the four stratifications to correct for any under- and over-sampling and to provide results that can be compared to previous studies. Factors were developed by LTD staff and applied to each response in a way that allowed for efficient categorical analyses reflective of LTD's full ridership. The complete datasets including the expansion factors are provided to LTD with all electronic products of this study.

Figure 1 Tally of Responses by Sample Stratification

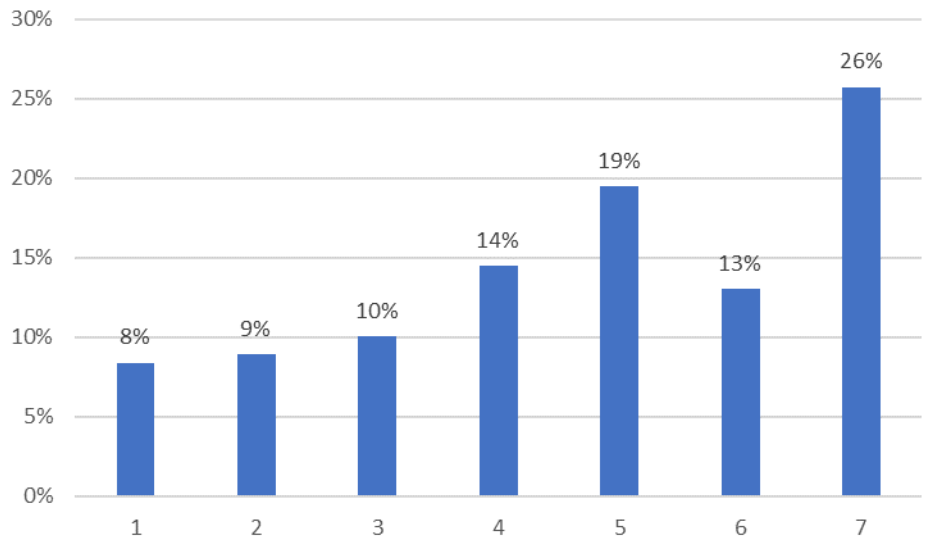
	Time of Day							
	Day/Time Unknown	Saturday	Sunday	Weekday AM	Weekday Mid-day	Weekday Night	Weekday PM	Total
Route No.								
1	0	2	8	1	5	0	0	16
11	0	85	74	5	0	3	0	167
12	0	11	36	0	36	0	0	83
13	0	69	26	19	5	28	9	156
17	0	1	11	0	25	1	0	38
18	0	10	9	0	20	2	0	41
24	0	38	42	19	24	2	0	125
28	0	47	26	12	19	6	0	110
33	0	0	0	1	4	0	0	5
36	0	24	13	11	26	5	10	89
40	0	30	18	22	47	0	0	117
41	0	47	31	4	43	5	2	132
51	0	17	37	0	6	7	0	67
52	0	6	8	1	9	0	10	34
55	0	0	0	19	4	0	2	25
66	0	49	53	16	35	9	15	177
67	0	47	23	10	23	6	17	126
79	0	0	0	0	58	14	42	114
81	0	21	0	0	7	5	0	33
82	0	0	0	0	50	0	3	53
85	0	0	0	6	11	0	0	17
91	0	4	0	0	0	1	0	5
92	0	2	0	14	1	0	0	17
93	0	3	2	0	0	0	0	5
95	0	10	0	8	4	0	0	22
96	0	3	0	10	0	0	0	13
98	0	12	11	0	0	2	7	32
103	0	132	24	57	122	43	76	454
104	0	0	0	0	39	0	21	60
.	67	0	0	0	0	1	0	68
Total	67	670	452	235	623	140	214	2,401

2 FREQUENCY OF USE

The following sections describe LTD's ridership based on the responses to the 2023 passenger survey.

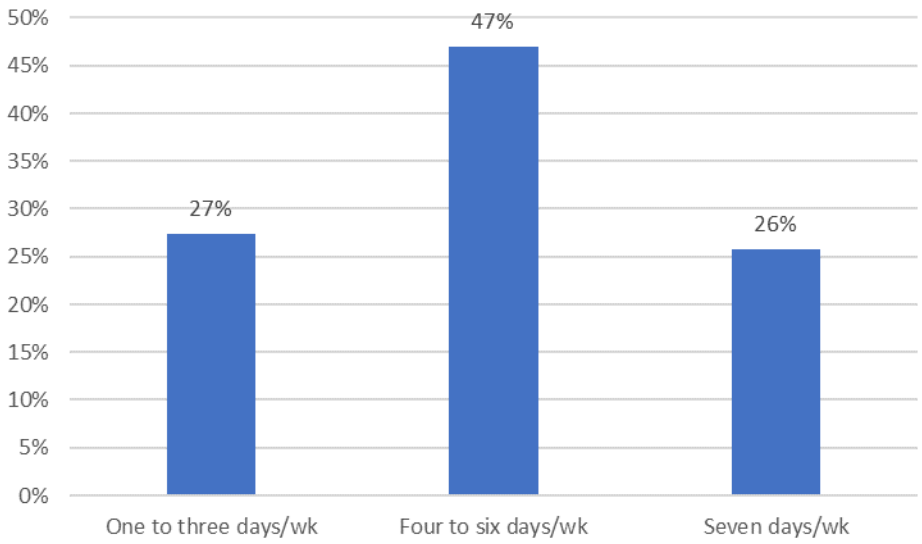
RIDER FREQUENCY SEGMENTS

Figure 2 Frequency of Using LTD (days per week)



Most riders (58%) in 2023 use LTD five or more days per week (Figure 2). Those that ride seven days per week comprise 26% of riders. Those riding LTD only once or twice per week accounted for 8% and 9% respectively.

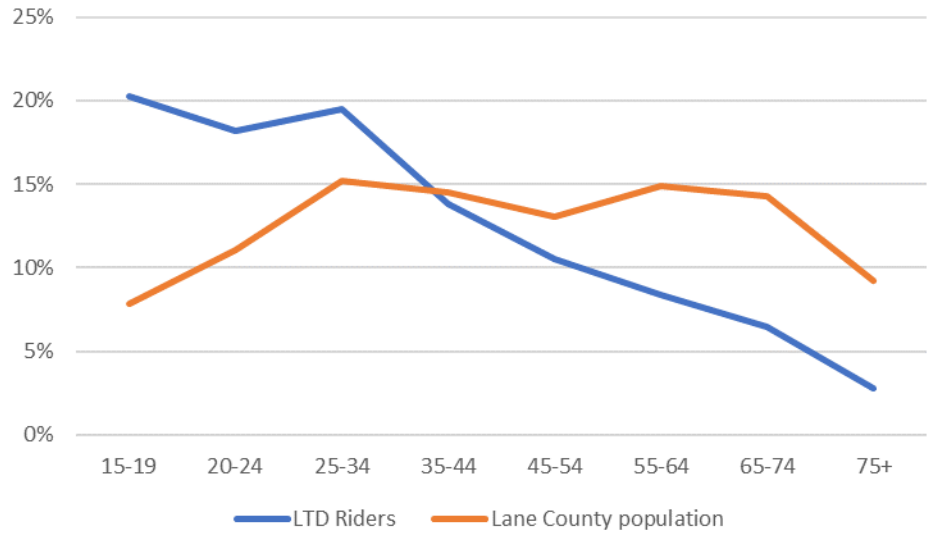
Figure 3 Defining the Rider Frequency Segments



Rider frequency segments were used throughout this report to categorize riders into three groups (Figure 3): those who ride occasionally (one to three days per week, 27%), those who ride regularly (four to six days per week, 47%), and those who ride every day (26%). Some of the figures later in this report examine how responses compare among these three rider frequency segments by riders' demographics, travel profile, and attitudes.

3 DEMOGRAPHICS

Figure 4 Age of riders and Lane County population!

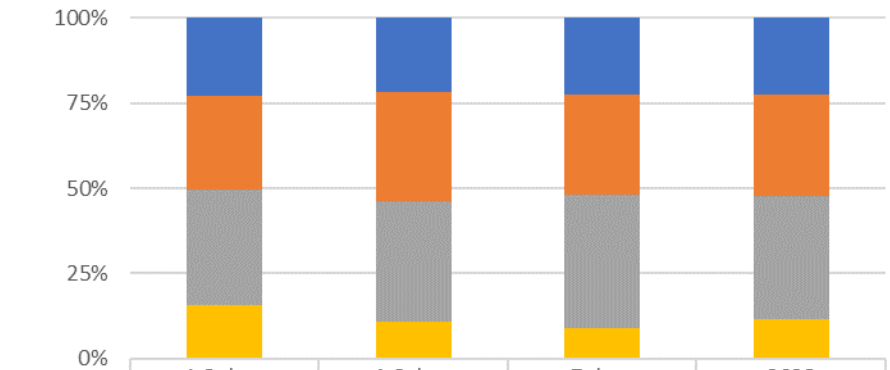


A comparison of the age distribution of the population 15 years of age and over of Lane County[1], with the age distribution of LTD riders in 2023, provides the following observations (Figure 4):

- The proportion of riders between the ages of 15 and 44 is greater than among the general population.
- The percentage of riders over the age of 44 is smaller than among the general population.

[1] American Community Survey, US Census Bureau, 2018-2022 5-Year Estimates for Lane County, Oregon.

Figure 5 Age by frequency segments!

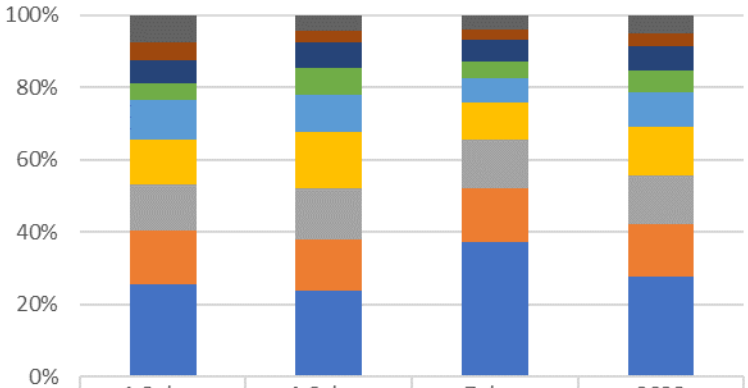


	1-3 days	4-6 days	7 days	2023
Under 20	23%	22%	23%	22%
20-30	27%	32%	29%	30%
31-60	34%	35%	39%	36%
Over 60	16%	11%	9%	12%

Like several figures in this report, data are stratified by rider frequency segments and compared to the 2023 survey data as a whole.

Riders are categorized into age groups of under 20, 20 to 30, 31 to 60, and over 60 (Figure 5). Those under 30 comprise 50% or more of riders across all three frequency segments and in 2023. Those aged 31 to 60 comprise over a third of riders across the frequency segments and in 2023.

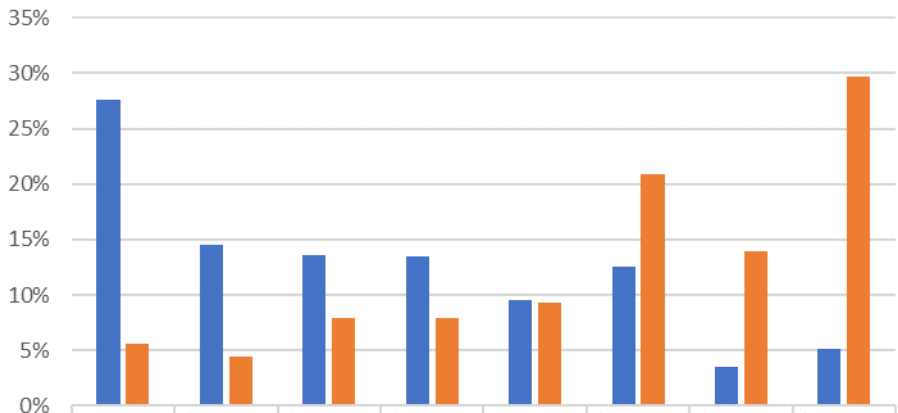
Figure 6 Household income by frequency segments!



	1-3 days	4-6 days	7 days	2023
$100,000 or more	7%	4%	4%	5%
$75,000 to $99,999	5%	3%	3%	4%
$55,000 to $74,999	6%	7%	6%	7%
$45,000 to $54,999	5%	8%	4%	6%
$35,000 to $44,999	11%	10%	7%	10%
$25,000 to $34,999	12%	16%	10%	13%
$15,000 to $24,999	13%	14%	13%	14%
$10,000 to $14,999	15%	14%	15%	14%
Less than $10,000	26%	24%	37%	28%

LTD riders with a household income less than $10,000 are the highest proportion of riders across the three frequency segments and in 2023, and they comprise over a third of riders who ride every day (Figure 6). Every ridership frequency group includes a majority with household incomes of less than $25,000.

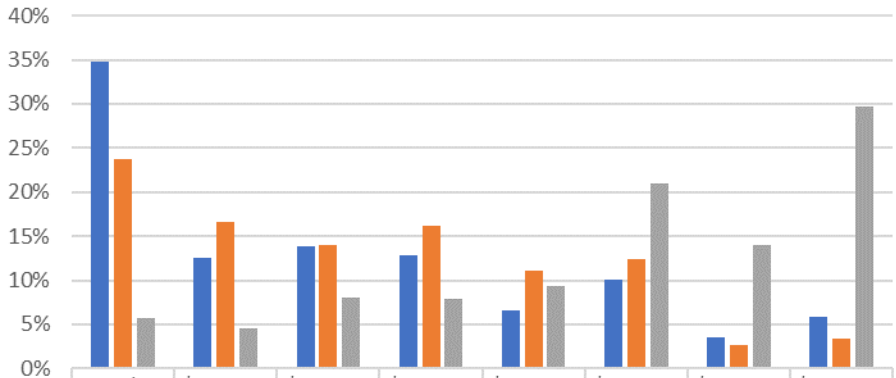
Figure 7 Household of riders and the Lane County population!



	Less than $10,000	$10,000-$14,999	$15,000-$24,999	$25,000-$34,999	$35,000-$44,999	$45,000-$74,999	$75,000-$99,999	$100,000 or more
2023	28%	14%	14%	13%	10%	13%	4%	5%
Lane County households (ACS, 2022)	6%	5%	8%	8%	9%	21%	14%	30%

The household income of riders is below the general Lane County population with more riders in the lower income categories and fewer riders in the higher income categories than the general population (Figure 7). Riders with incomes less than $10,000 comprise 28% of riders compared to 6% of the Lane County population.

Figure 8 Incomes of student and non-student households

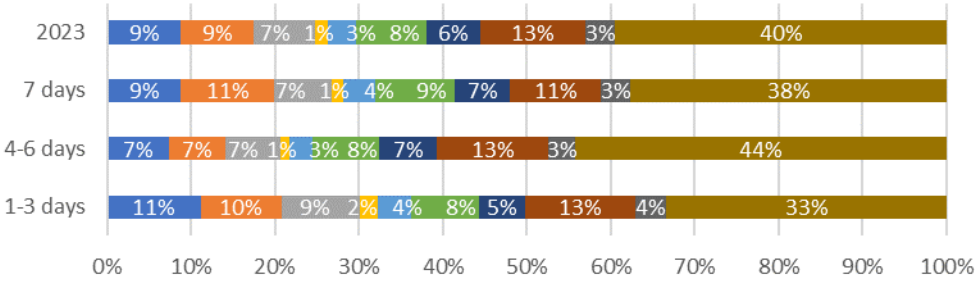


	Less than $10,000	$10,000-$14,999	$15,000-$24,999	$25,000-$34,999	$35,000-$44,999	$45,000-$74,999	$75,000-$99,999	$100,000 or more
Student riders 20 and older	35%	13%	14%	13%	7%	10%	3%	6%
Non-student riders 20 and older	24%	17%	14%	16%	11%	12%	3%	3%
Lane County households (ACS, 2022)	6%	5%	8%	8%	9%	21%	14%	30%

Student riders report lower household incomes than non-student riders (Figure 8), but the proportion of riders with an income less than $15,000 is similar in both groups (48% of students and 41% of non-students, compared to 11% in Lane County). Therefore, the low

income of the ridership cannot be attributed directly to the large number of student riders based on these data alone.

Figure 9 Employment and student trips by frequency segment



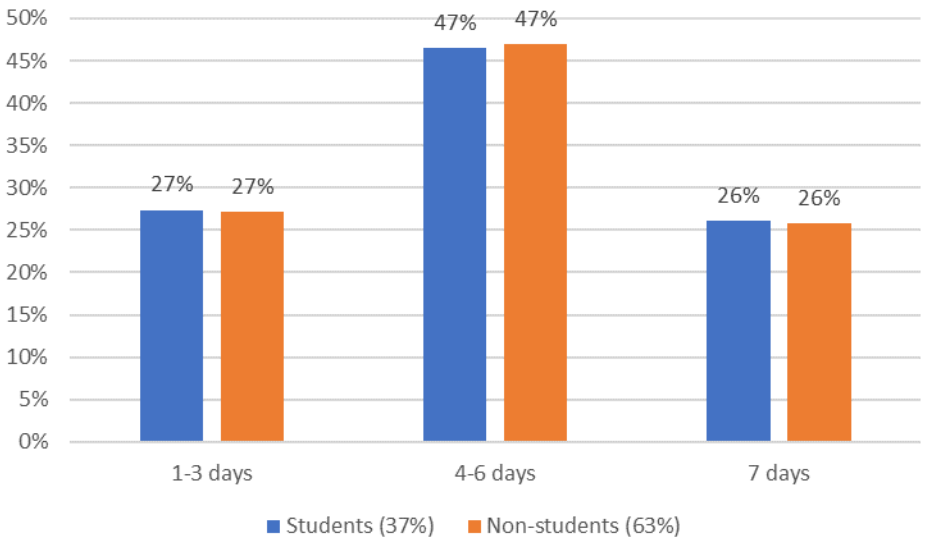
	1-3 days	4-6 days	7 days	2023
Disabled	11%	7%	9%	9%
Unemployed	10%	7%	11%	9%
Retired	9%	7%	7%	7%
Homemaker	2%	1%	1%	1%
Other student	4%	3%	4%	3%
MS/HS student	8%	8%	9%	8%
LCC student	5%	7%	7%	6%
UO student	13%	13%	11%	13%
Employed at home	4%	3%	3%	3%
Work outside home	33%	44%	38%	40%

Most riders (73%) are either employed or a student (Figure 9). Of all riders:

- 26% are neither employed nor a student.
- 30% are students.
- 43% are employed.

The 4–6-day group includes the highest proportion of riders that are employed (44%), while the 1–3-day group includes the lowest proportion (33%).

Figure 10 Student status and riding frequency



The proportion of student and non-student rides are roughly equivalent across the frequency groups (Figure 10). The 4–6-day group contains the largest proportion of student and non-student riders, 47%, respectively.

Figure 11 Student status among riders

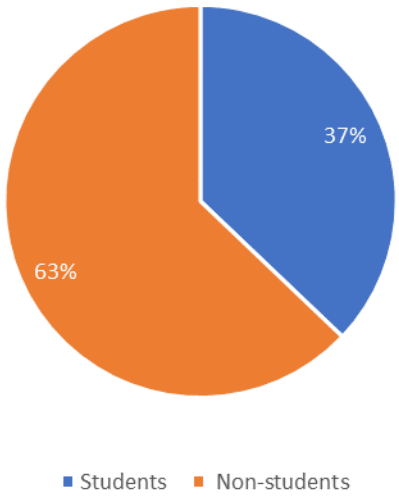
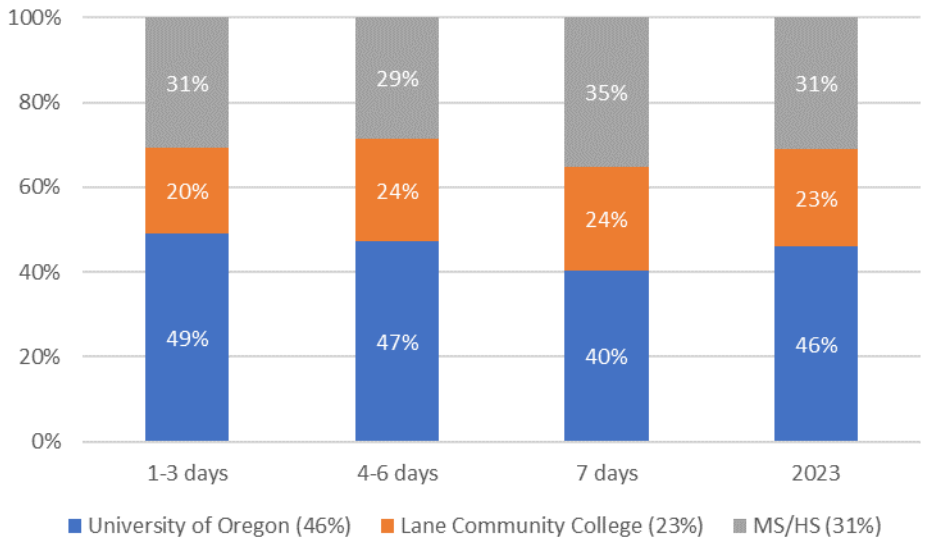
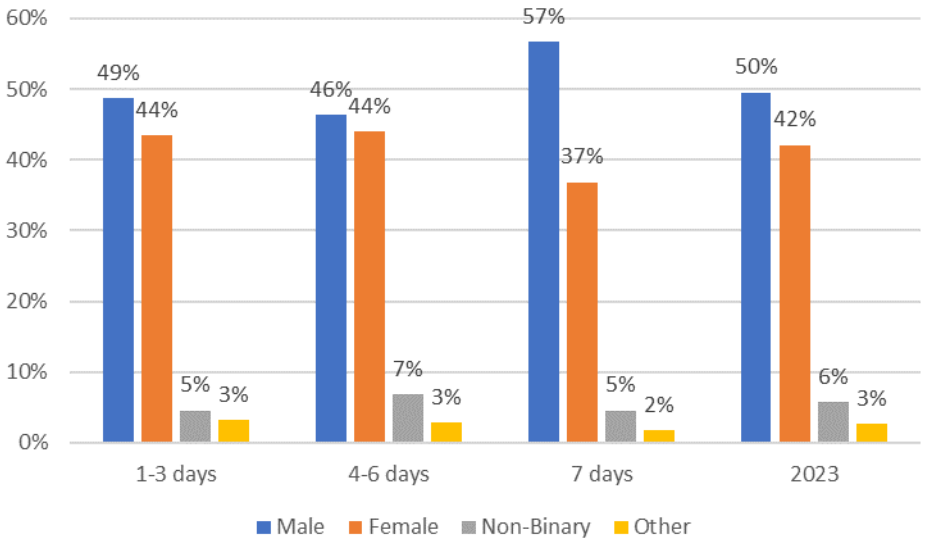


Figure 12 Student rides by school



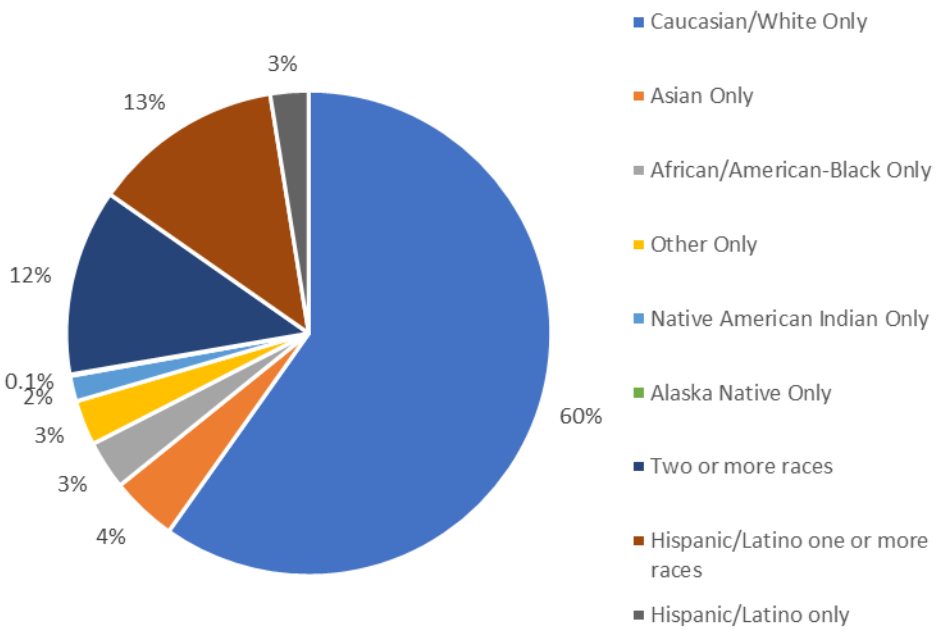
The employment/student status question allowed respondents to mark whether they are a Middle/High School student, UO student, or LCC student. Over a third of riders in 2023 are students (Figure 11). About half (46%) of student riders are University of Oregon students, who comprise the largest share of student riders for all frequency groups (Figure 12). The proportion of Middle/High School students is the highest among students who ride every day, whereas almost half of University of Oregon students ride 1-3 days. LCC students comprise the smallest share of student riders, and the largest share of these students ride 4-6 or 7 days.

Figure 13 Gender by frequency segments



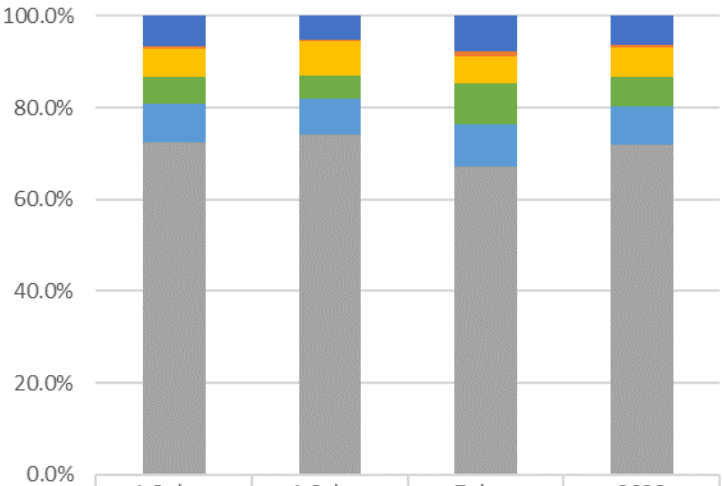
The percentages of riders that identify as male, female, non-binary, or other are presented (Figure 13). Males make up the largest proportion of riders within each frequency group as well as the largest share of riders overall. The discrepancy between the proportion of males and females is greatest (20%) among the 7-day riders and least (2%) among 4–6-day riders. The highest proportion of males are 7-day riders, whereas the lowest proportion of females are 7-day riders.

Figure 14 Race and Hispanic ethnicity



The identity of riders in terms of race and Hispanic/Latino ethnicity in 2023 is reported. (Figure 14). Most riders identify as Caucasian/White only (60%). Respondents claiming Hispanic or Latino descent represent the second largest group (16%). Those identifying as two or more races represent the third largest group (12%).

Figure 15 Race by frequency segments

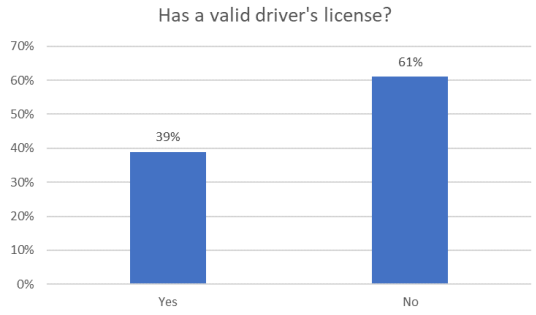


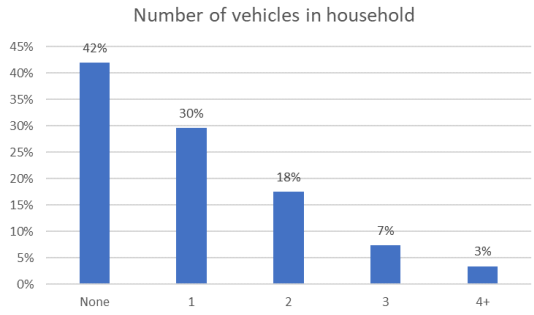
	1-3 days	4-6 days	7 days	2023
Native American Indian	6.7%	5.1%	7.8%	6.3%
Alaska Native	0.6%	0.4%	1.0%	0.6%
Asian	6.0%	7.3%	5.8%	6.6%
African American	5.8%	5.0%	9.2%	6.3%
Other	8.4%	7.9%	9.0%	8.3%
Caucasian/White	72.5%	74.2%	67.3%	71.9%

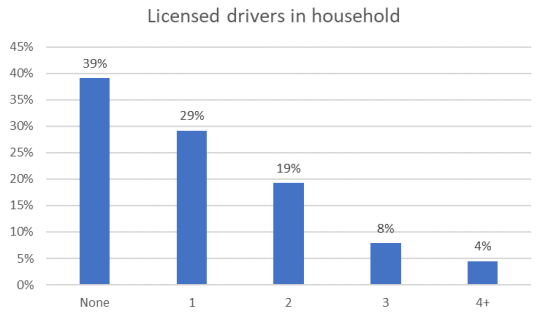
Riders' race, without distinguishing riders of Hispanic or Latino descent, is presented (Figure 15). Almost three-quarters of LTD riders identify as Caucasian/White. The remaining 28% are mostly evenly distributed among the other race categories on the questionnaire except for Alaska Native, which represents less than 1%.

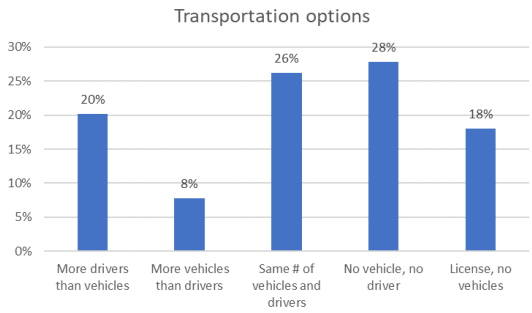
HOUSEHOLD VEHICLE OPTIONS

Figure 16 Transit Dependence at the Household Level







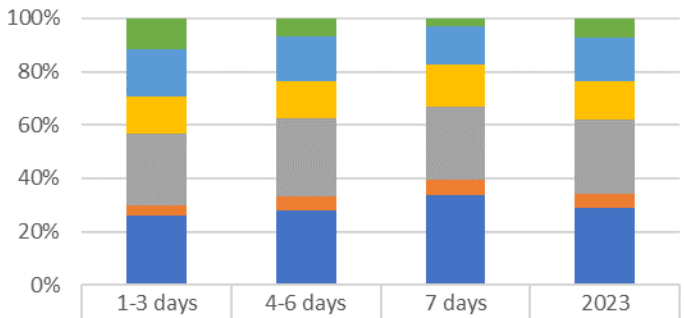


Transit dependency is often reported based on having a vehicle in the household, but actual dependency is more complex. Whether the rider has a driver's license or access to a vehicle in the household are also involved. For some, access is a matter of sharing a vehicle, not an absolute.

The survey asked about the number of vehicles and licensed drivers in the household and whether the rider responding to the survey had a valid driver's license. Two dimensions of transit dependency are examined: the household and the individual rider (Figure 16).

- 39% of riders have a valid driver's license.
- Although 61% do not have a driver's license, 61% reported that they live in a household in which at least one person has a valid driver's license.
- 58% have one or more working vehicles owned or leased by their household.
- 28% have neither a driver's license nor a vehicle in the household.
- 18% have a license but no vehicle in the household.
- 20% have more drivers in the household than vehicles.
- 26% have an equal number of vehicles (greater than zero) and licensed drivers in the household.
- 8% have more vehicles than licensed drivers in their household.

Figure 17 Personal vehicle options by frequency segments

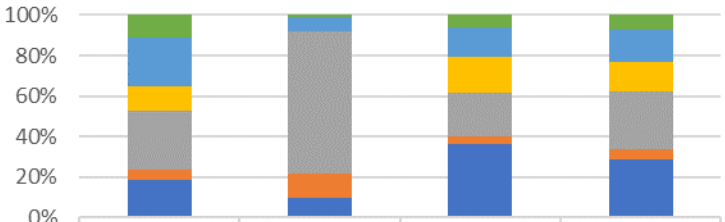


	1-3 days	4-6 days	7 days	2023
License, car	12%	7%	3%	7%
License, shared car	18%	17%	14%	16%
License, no car	14%	14%	16%	14%
No license, but car available	27%	30%	27%	28%
No license, others share car	4%	5%	6%	5%
No license, no car in household	26%	28%	34%	29%

The variation in transportation options reported by frequency segment and compared to 2023 is summarized (Figure 17). Transit dependency is an outcome of not having a license or access to a vehicle. 76% of riders have no license, no car, or neither, while 16% have shared access to a vehicle. 7% have a license and full access to a vehicle.

The 7-day riders are more transit dependent (84%) than others (71% among 1–3-day riders and 77% among 4–6-day riders).

Figure 18 Personal vehicle options among student and non-student riders



	College/other student (27%)	MS/HS (9%)	Non-Student (64%)	2023
License, car	11%	1%	6%	7%
License, shared car	24%	7%	14%	16%
License, no car	12%	0%	17%	14%
No license, but car available	29%	70%	22%	28%
No license, others share car	5%	12%	4%	5%
No license, no car in household	19%	10%	36%	29%

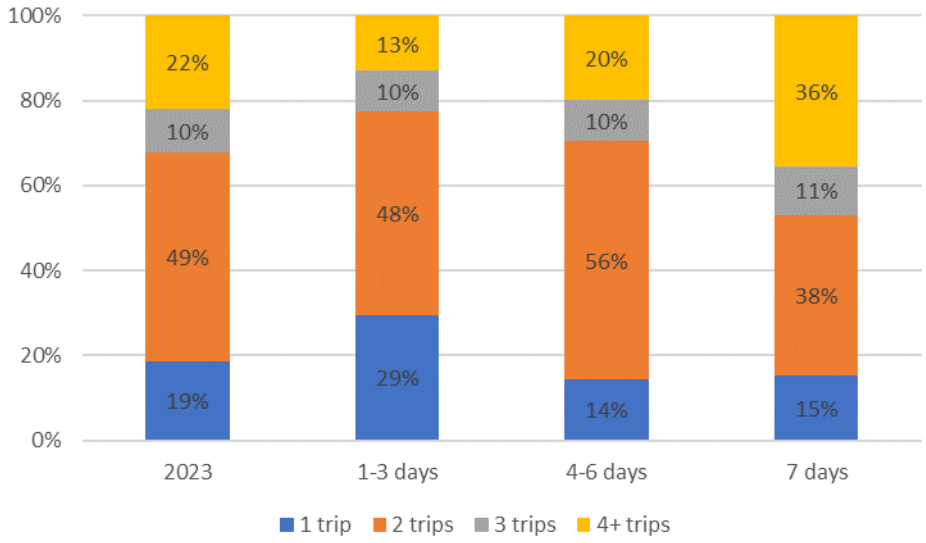
Student status has a role in the extent of transit dependency (Figure 18). Among students attending middle or high school (MS/HS), which comprise a relatively small portion (9%) of riders, 82% have some access to a vehicle if they were to get a license.

The percentage of college or other students that have neither a license nor car is less than non-students (19% compared to 40%). The percentage of students that have a license and share a car is greater than non-students (24% compared to 14%).

Among college student riders, 35% have a license and some access to a vehicle, compared to 20% of non-student riders.

4 TRAVEL PROFILE: HOW RIDERS USE LTD

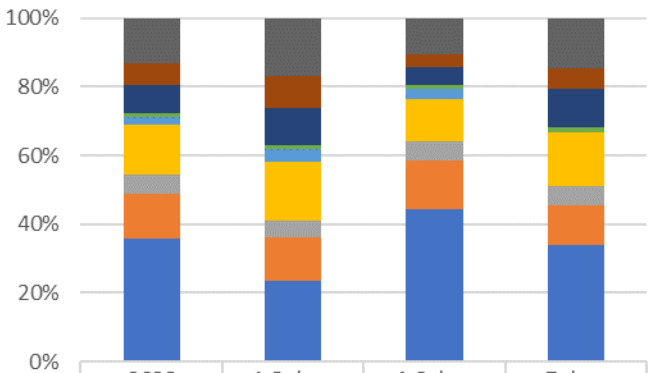
Figure 19 Trips per day by frequency segments



Riders were asked how many separate one-way trips they will make on the day they were surveyed. Responses to this question are assumed to represent the number of trips per day a rider will typically make. This data was then stratified by the frequency groups (Figure 19). Almost half of riders in 2023 (49%) make two one-way trips per day, i.e., a round trip, overall suggesting a tendency toward even-numbered trips (71%).

Fewer 7-day riders take one trip per day than the 1–3-day group (15% compared to 29%) and more of them take four or more trips per day than the 1–3-day group (36% compared to 13%).

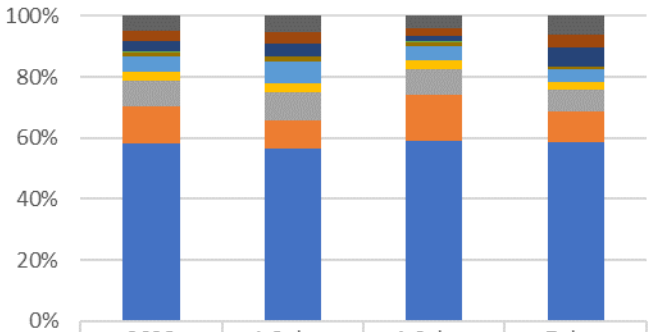
Figure 20 Trip destination (home excluded)



	2023	1-3 days	4-6 days	7 days
Other (specify)	13%	17%	10%	15%
Entertainment/Recreation	6%	9%	4%	6%
Visiting Others	8%	11%	5%	11%
Social Service Appointment	1%	1%	1%	2%
Medical/Dental Appointment	2%	4%	3%	0%
Store or Restaurant	15%	17%	12%	16%
Middle/High School	5%	5%	6%	6%
College	13%	13%	14%	11%
Work/Work-related	36%	24%	44%	34%

Excluding Home (Figure 20), Work is the most common destination (36% of non-Home trips in 2023). Store or restaurant is the second most common destination. The 4–6-day group includes the highest proportion of riders traveling to work (44%), while the 1–3-day group includes the lowest (24%).

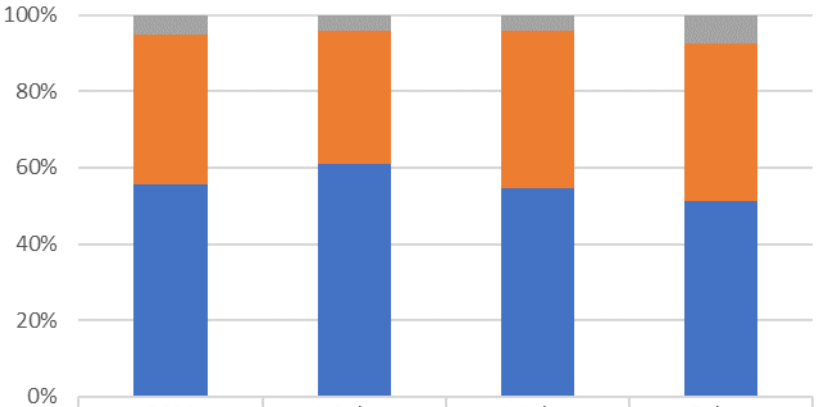
Figure 21 Where trips begin



	2023	1-3 days	4-6 days	7 days
Other (specify)	5%	5%	4%	6%
Entertainment/Recreation	3%	3%	2%	4%
Visiting Others	4%	4%	2%	6%
Social Service Appointment	0%	0%	1%	0%
Medical/Dental Appointment	1%	1%	1%	1%
Store or Restaurant	5%	7%	5%	4%
Middle/High School	3%	3%	3%	2%
College	8%	9%	8%	7%
Work/Work-related	12%	9%	15%	10%
Home	58%	57%	59%	59%

Most one-way trips in 2023 (Figure 21) begin at home (58%). This is also the most common response among each frequency group, representing a marginally larger proportion among the 4–6-day and 7-day rider groups (59%, respectively) than the 1–3-day group. However, the 4–6-day group alone includes a higher percentage than other groups of riders that start their trip from work (15%).

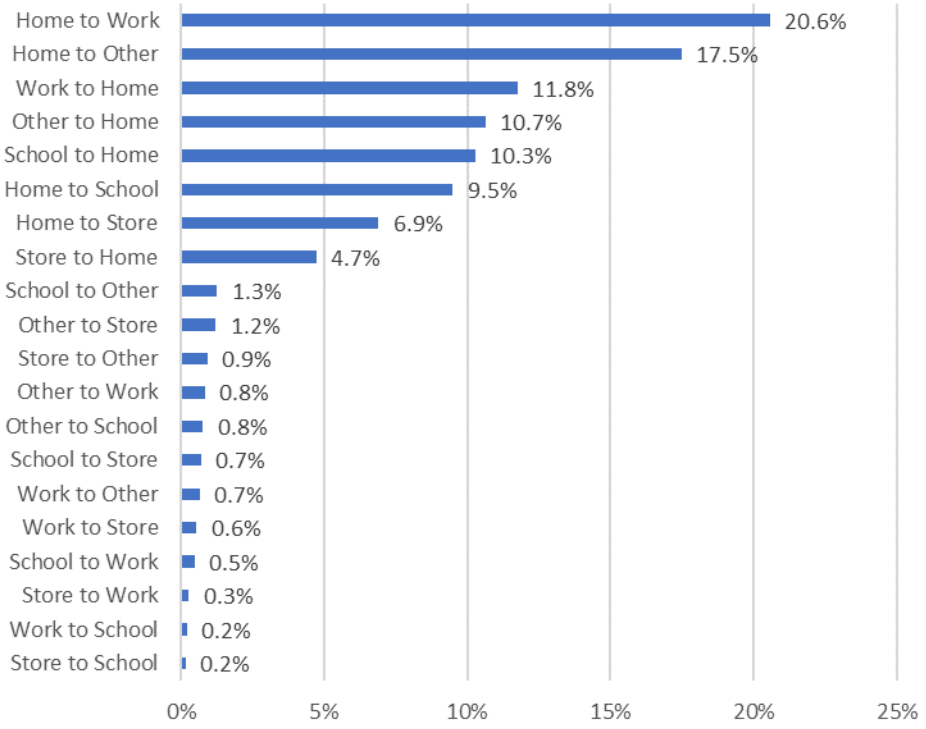
Figure 22 Number of buses used for this one-way trip



	2023	1-3 days	4-6 days	7 days
Three buses	5%	4%	4%	7%
Two buses	40%	35%	41%	42%
One bus	55%	61%	55%	51%

Most riders in 2023 (55%) do not require more than one bus (Figure 22). However, the proportion of riders not requiring a transfer decreases as the frequency in days of riding transit increases, which is indicated by the 4–6-day and 7-day groups having lower proportions of riders not requiring a transfer (55% and 51%, respectively) compared to the 1–3-day group (61%).

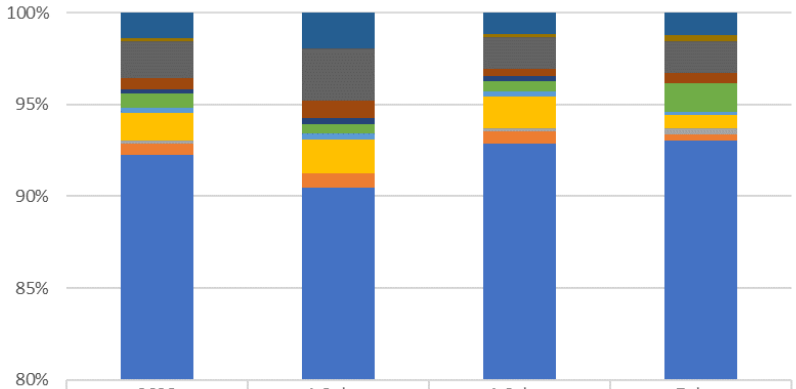
Figure 23 Origin-Destination pairs, functional



Percentages in Figure 23 are based on the total rider sample so that the sum of all percentages equals 100%. However, trips with the same type of origin and destination, such as Home to Home, Work to Work, Shop to Shop, School to School, or Other to Other trips, have been excluded from this analysis as not conforming to the definition of a one-way trip.

Most riders are traveling from Home to Work (21%). Thereafter riders are mostly traveling from Home to Other. Trips from Work to Home comprise 12%. Trips between Home and School or Work (30%) and School or Work and Home (22%) comprise the majority (52%) of origin and destination pairs.

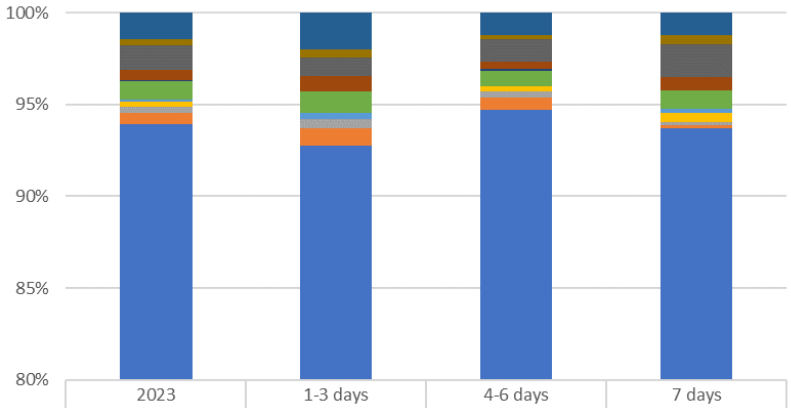
Figure 24 How riders get to their first bus stop



	2023	1-3 days	4-6 days	7 days
Other (specify)	1.4%	2.0%	1.1%	1.2%
Biked and left bike at/near bus stop/station	0.2%	0.0%	0.2%	0.3%
Biked and put bike on bus/EMX	2.0%	2.8%	1.7%	1.7%
Wheelchair/Scooter	0.6%	1.0%	0.4%	0.5%
Dropped off by Cottage Grove Connector	0.2%	0.3%	0.3%	0.0%
Bike Share or Scooter	0.8%	0.5%	0.6%	1.6%
Dropped off by a taxi, Uber or Lyft	0.3%	0.3%	0.3%	0.2%
Dropped off by someone	1.5%	1.8%	1.7%	0.7%
Drove with another rider and parked	0.2%	0.0%	0.2%	0.3%
Drove alone	0.6%	0.8%	0.7%	0.3%
Walked	92.2%	90.4%	92.8%	93.0%

Most riders in 2023 (Figure 24) walk to their first bus stop (92%). The next most common modes are bicycling, including bike share or scooter (3%), and dropped off by someone, including taxi, Uber, or Lyft (1.8%). The 7-day group includes the lowest proportion of riders that either drove to their first bus stop or were dropped off by someone (1.5%) The proportion of riders who drove or were dropped off by someone is about twice as much for the 1–3-day and 4–6-day groups (2.9%) compared to the 7-day group.

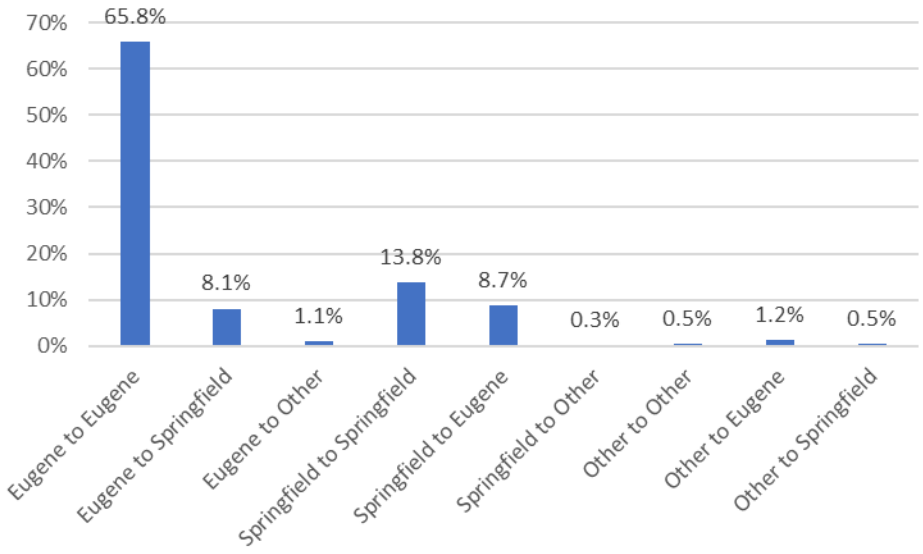
Figure 25 How riders get to their destination when they get off the last bus



	2023	1-3 days	4-6 days	7 days
Other (specify)	1.4%	2.0%	1.2%	1.2%
Bike and leave bike at/near bus stop/station	0.4%	0.5%	0.2%	0.5%
Bike and put bike on bus/EMX	1.3%	1.0%	1.2%	1.8%
Wheelchair/Scooter	0.6%	0.8%	0.4%	0.7%
Take Cottage Grove Connector	0.0%	0.0%	0.1%	0.0%
Bike Share or Scooter	1.0%	1.2%	0.9%	1.1%
Drop off by a taxi, Uber or Lyft	0.1%	0.3%	0.0%	0.2%
Drop off by someone	0.3%	0.0%	0.3%	0.5%
Drive with another rider and park	0.3%	0.5%	0.3%	0.2%
Drive alone	0.6%	1.0%	0.7%	0.2%
Walk	93.9%	92.7%	94.7%	93.7%

Walking is the most common mode in 2023 (94%) from a rider's final stop to their destination (Figure 25). The next most common modes are bicycling, including bike share or scooter (2.7%), and some other mode (1.4%). The percentage of riders who drive alone or with another rider from their final stop to their destination is greatest among those riding 1-4 days per week (1.5%), and lowest within the 7-day group (0.4%).

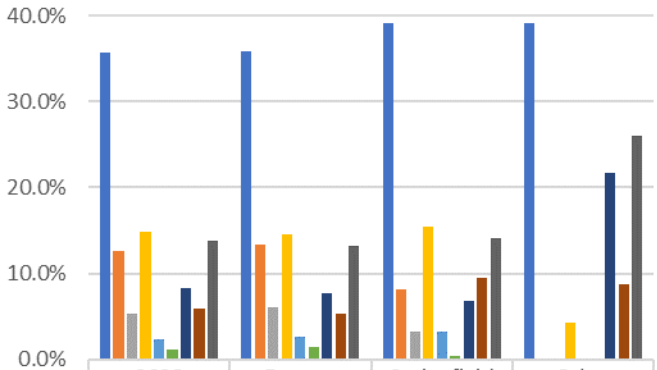
Figure 26 Origin-Destination pairs, geographic



The patterns of intercity, intracity, and other travel in 2019 is presented (Figure 26). Most trips in 2023 are within Eugene (65.8%). Trips within Springfield are the second most common (13.8%), and trips from Springfield to Eugene make up the third largest group (8.7%), with trips from Eugene to Springfield following closely behind (8.1%).

Trips between Eugene and Springfield, going in either direction, comprise 16.8% of trips. Trips that have either an origin, destination, or both outside of Eugene and Springfield account for 3.6% of responses.

Figure 27 Destination by city of origin (home excluded)

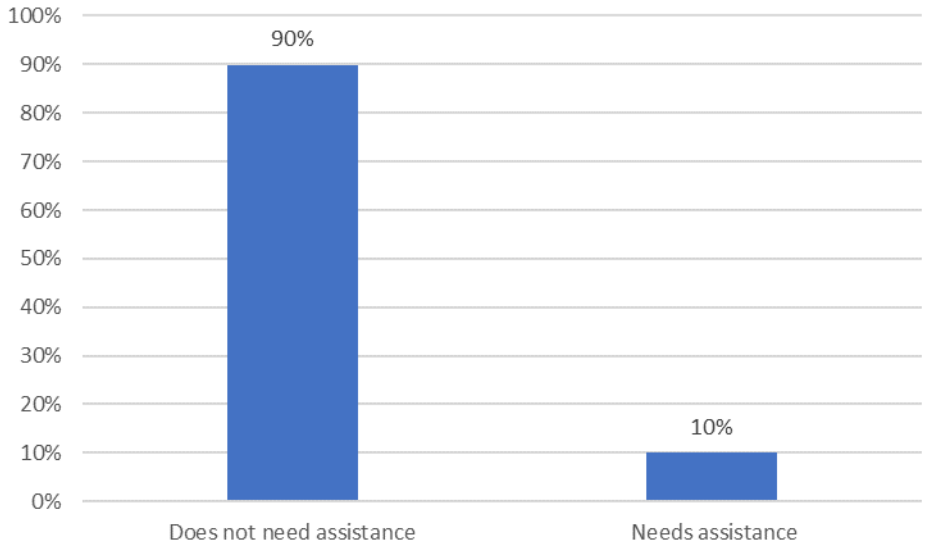


	2023	Eugene	Springfield	Other
Work/Work-related	35.7%	35.8%	39.1%	39.1%
College	12.6%	13.4%	8.2%	0.0%
Middle/High School	5.3%	6.1%	3.2%	0.0%
Store or Restaurant	14.8%	14.5%	15.5%	4.3%
Medical/Dental Appointment	2.4%	2.7%	3.2%	0.0%
Social Service Appointment	1.1%	1.4%	0.5%	0.0%
Visiting Others	8.3%	7.7%	6.8%	21.7%
Entertainment/Recreation	6.0%	5.3%	9.5%	8.7%
Other (specify)	13.8%	13.2%	14.1%	26.1%

Destination types vary by city of origin (Figure 27). Trips originating in Eugene include a greater proportion of riders traveling to school or college than trips originating elsewhere (19.5%), and a smaller proportion of riders traveling to work (35.8%). Trips originating from outside Eugene or Springfield include the largest proportion of riders using LTD to visit others (21.7%), and the lowest proportion of riders using LTD for school or appointments (0%, respectively) or shopping (4.3%).

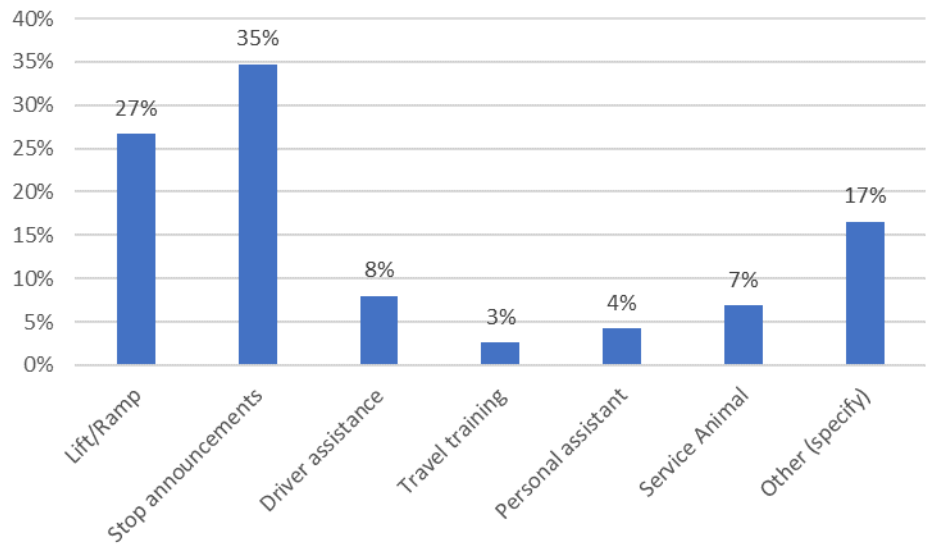
5 NEEDING ASSISTANCE TO USE LTD

Figure 28 Riders needing assistance to use LTD



Among all riders, 10% need assistance to use LTD (Figure 28). Responses that did not indicate a type of assistance needed are assumed for the purposes of this study to belong to the group that does not need assistance (90%).

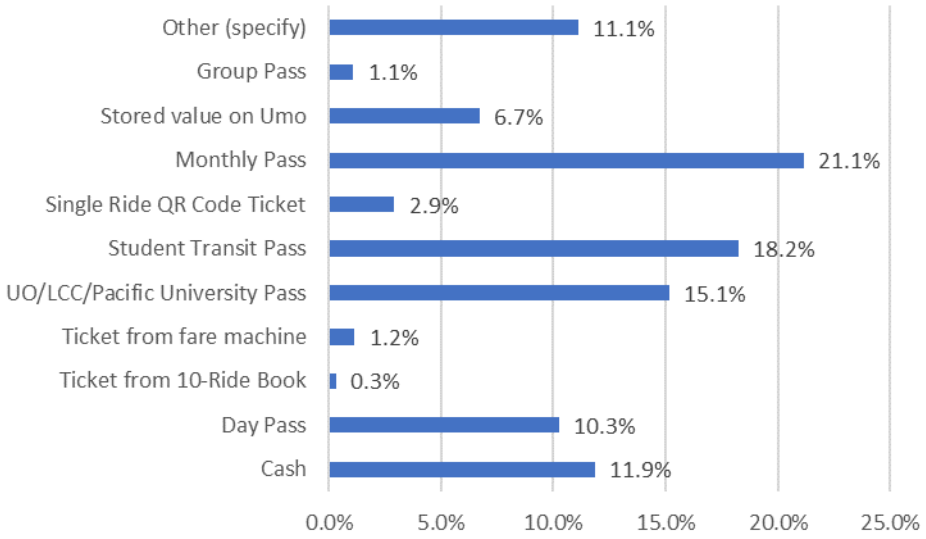
Figure 29 Type of assistance needed



The specific type of assistance needed as reported by the 10% group described previously is indicated in Figure 29. The most common type of assistance riders need are announcements for stops (35%). To use the lift or ramp (27%) is the second most common type of assistance needed.

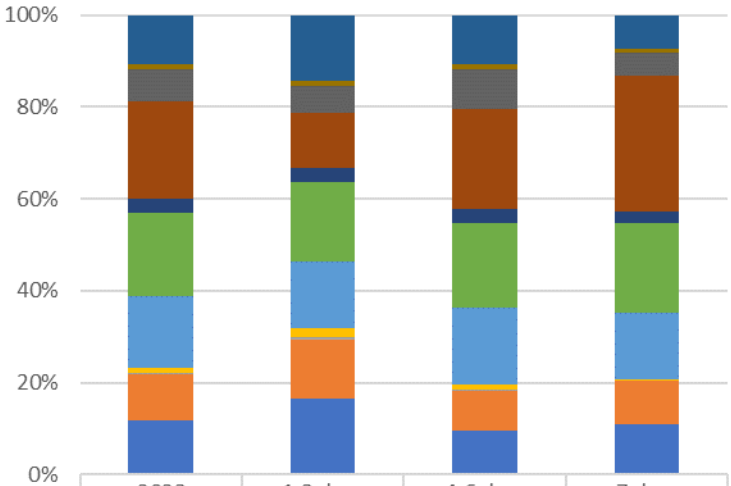
6 FARE MEDIA

Figure 30 Fare media used by riders



In Figure 30, riders that pay their fare in cash represent 11.9%. Most riders use a pass of some kind for fare payment. The largest group uses a student or university/college transit pass (33.3%). The second most common group uses a monthly pass (21.1%).

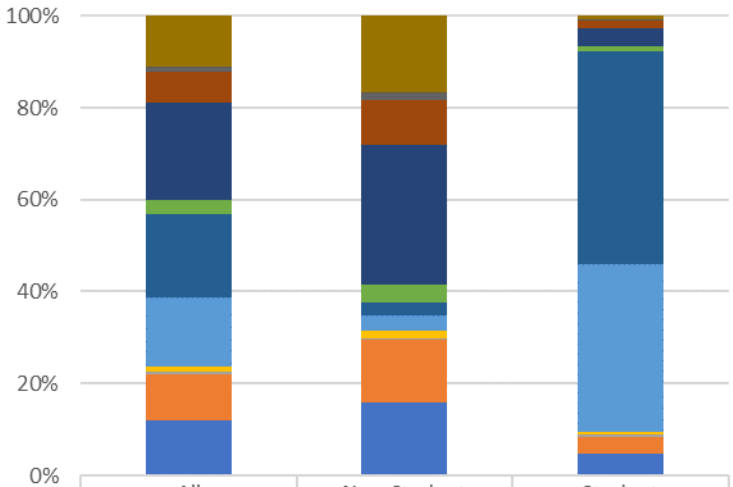
Figure 31 Fare media by frequency group



	2023	1-3 days	4-6 days	7 days
Other (specify)	10.9%	14.2%	10.8%	7.3%
Group Pass	1.1%	1.3%	1.1%	0.9%
Stored value on Umo	6.9%	5.7%	8.6%	5.0%
Monthly Pass	21.1%	12.1%	21.7%	29.5%
Single Ride QR Code Ticket	3.0%	3.0%	3.2%	2.7%
Student Transit Pass	18.3%	17.4%	18.3%	19.5%
UO/LCC/Pacific University Pass	15.5%	14.4%	16.6%	14.5%
Ticket from fare machine	1.1%	2.0%	1.2%	0.2%
Ticket from 10-Ride Book	0.3%	0.5%	0.3%	0.2%
Day Pass	10.1%	12.9%	8.8%	9.5%
Cash	11.7%	16.4%	9.5%	10.9%

The fare media used vary somewhat with riding frequency (Figure 31). The use of a school or college/university pass is proportionally lowest among 1–3-day riders (31.8%). Moreover, the use of a monthly pass is also lowest among the 1–3-day group (12.1%), while the use of cash (16.4%), a day pass (12.9%), or some other fare media (14.2%) are the highest.

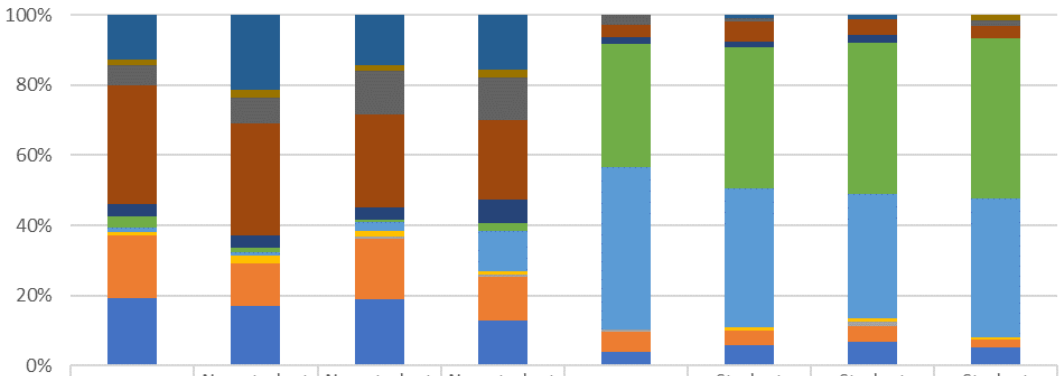
Figure 32 Fare media for student and non-student riders



	All	Non-Student	Student
Other (specify)	11%	17%	0.9%
Group Pass	1%	2%	0.2%
Stored value on Umo	7%	10%	1.5%
Monthly Pass	21%	31%	3.9%
Single Ride QR Code Ticket	3%	4%	1.1%
Student Transit Pass	18%	3%	46.4%
UO/LCC/Pacific University Pass	15%	3%	36.5%
Ticket from fare machine	1%	1%	0.6%
Ticket from 10-Ride Book	0%	0%	0.4%
Day Pass	10%	14%	3.7%
Cash	12%	16%	4.7%

Although 33% of riders use either a school or college/university pass (Figure 32), among student riders that proportion is 82.9%. Proportionally, non-students use a monthly pass (31%) or cash (16%) more than students (3.9% and 4.7%, respectively).

Figure 33 Fare medium by income comparison of student and non-student riders

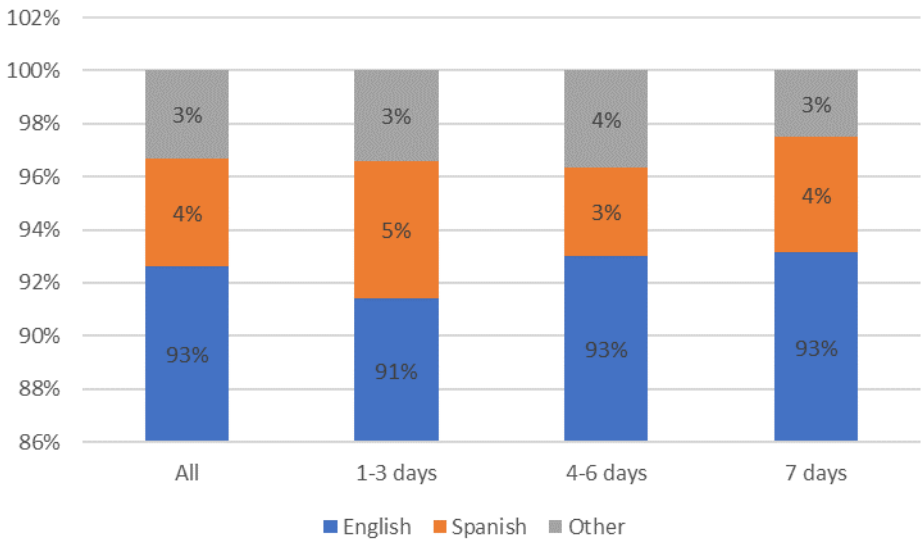


	Non-student (67%) < $10k	Non-student (67%) $10k-$25k	Non-student (67%) $25k-$45k	Non-student (67%) >= $45k	Student (33%) < $10k	Student (33%) $10k-$25k	Student (33%) $25k-$45k	Student (33%) >= $45k
Other (specify)	12.7%	21.4%	14.4%	15.4%	0.0%	0.8%	1.1%	0.0%
Group Pass	1.5%	2.2%	1.5%	2.5%	0.0%	0.0%	0.0%	1.5%
Stored value on Umo	5.8%	7.4%	12.5%	11.9%	2.9%	0.8%	0.0%	1.5%
Monthly Pass	33.8%	31.9%	26.6%	22.9%	3.5%	5.9%	4.5%	3.7%
Single Ride QR Code Ticket	3.5%	3.4%	3.3%	6.5%	1.7%	1.7%	2.3%	0.0%
Student Transit Pass	3.5%	1.5%	0.7%	2.5%	35.3%	40.3%	43.2%	45.5%
UO/LCC/Pacific University Pass	1.2%	0.9%	2.6%	11.4%	46.2%	39.5%	35.2%	39.6%
Ticket from fare machine	0.8%	2.2%	1.5%	1.0%	0.0%	0.8%	1.1%	0.7%
Ticket from 10-Ride Book	0.0%	0.0%	0.7%	0.5%	0.6%	0.0%	1.1%	0.0%
Day Pass	18.1%	12.1%	17.3%	12.4%	5.8%	4.2%	4.5%	2.2%
Cash	19.2%	17.0%	18.8%	12.9%	4.0%	5.9%	6.8%	5.2%

When we compare fare payment media in the context of student status and household income (Figure 33), we see that the group with the greatest individual proportion is students with household income greater than or equal to $45,000 that use a student or university/college pass (85.1%). The percentages of students of all income levels that use either of these passes are at least 78.4%. Among non-students the highest proportion of any group are those within an income less than $10,000 that use a monthly pass (33.8%).

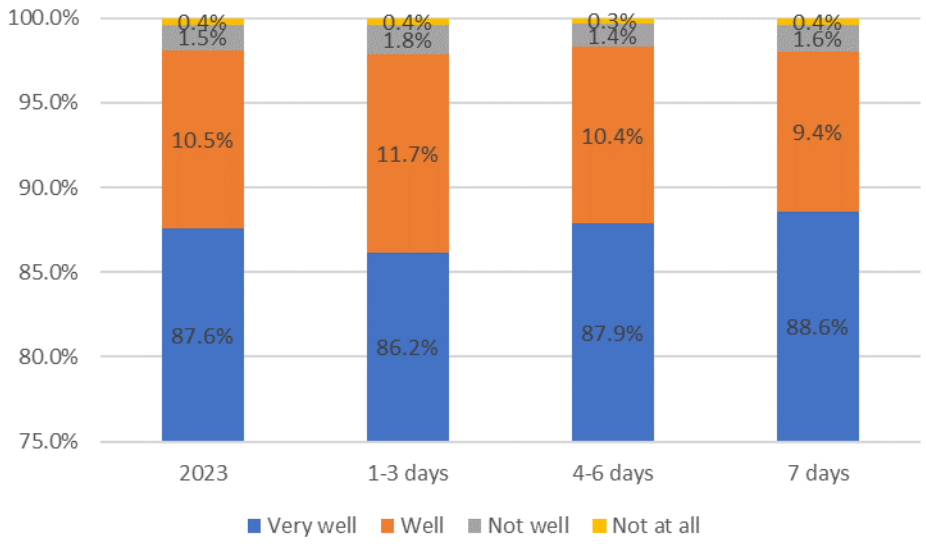
7 COMMUNICATION

Figure 34 Language riders speak most often at home



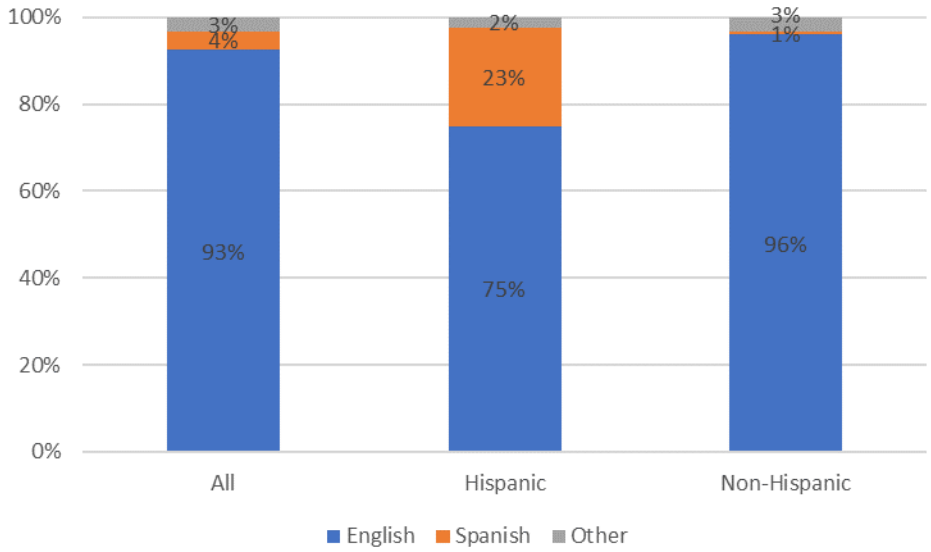
Most riders (93%) speak English most often at home (Figure 34). Riders speaking Spanish most often at home account for 4%. These results vary slightly across frequency groups.

Figure 35 English proficiency



Most riders (87.6%) speak English very well, and 10.5% speak English well (Figure 35). Less than 1% of riders speak no English at all. Among the frequency groups, those riding 1-3 days per week include lowest proportion of riders that speak English very well and the highest proportion of riders that either do not speak English well or that do not speak English at all.

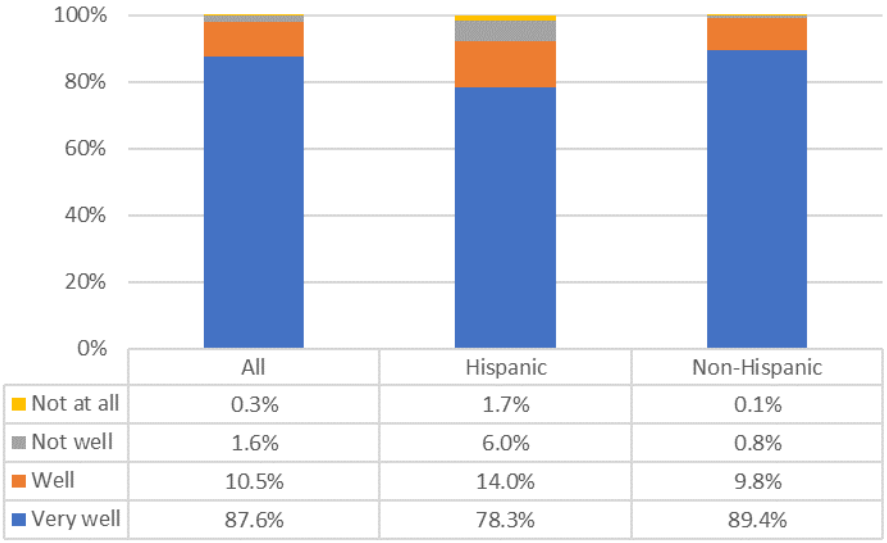
Figure 36 Language spoken most often at home by Hispanic and non-Hispanic riders



As reported earlier, approximately 16% of riders identify as Hispanic or Latino. Among this group (referred to as Hispanic in Figure 36), 75% speak English most often at home, while 23% speak Spanish most often at home.

Riders that speak a language besides English or Spanish most often at home represent 3% of the total. The proportion of riders that speak a language besides English or Spanish most often at home is smaller among Hispanic riders than among other riders (2% compared to 3%).

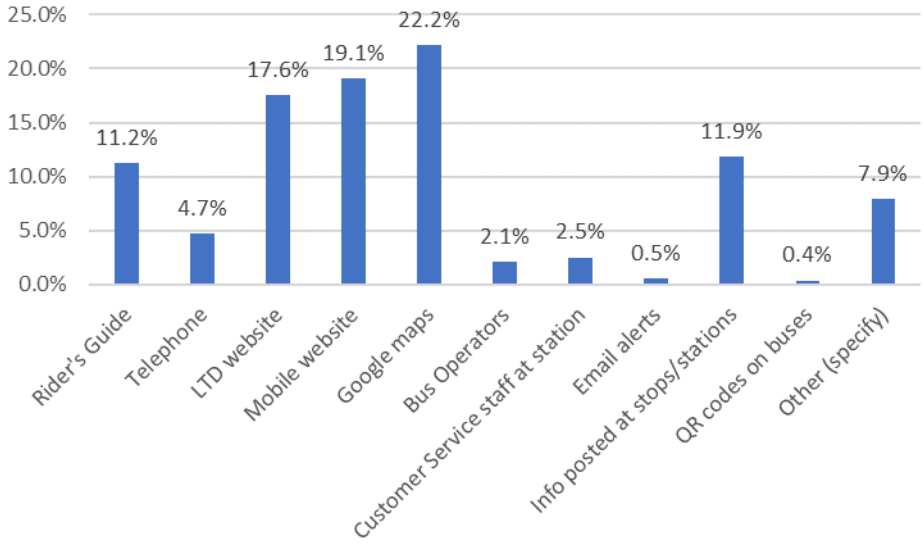
Figure 37 English proficiency among Hispanic and non-Hispanic riders



	All	Hispanic	Non-Hispanic
Not at all	0.3%	1.7%	0.1%
Not well	1.6%	6.0%	0.8%
Well	10.5%	14.0%	9.8%
Very well	87.6%	78.3%	89.4%

Although 7% of riders speak a language besides English most often at home, 1.9% speak English less than well (Figure 37). The proportion of Hispanic riders that speak English less than well is greater than that of non-Hispanic riders (7.7% compared to 1.8%).

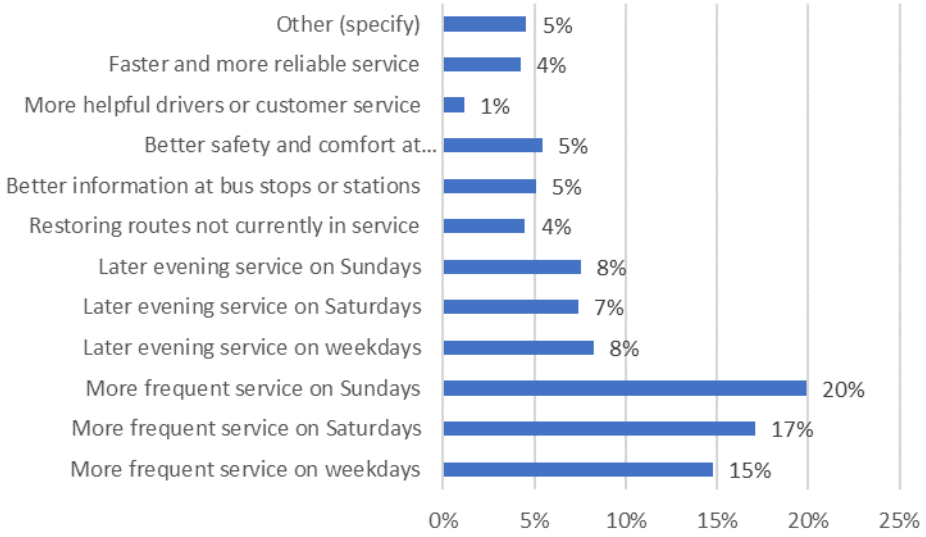
Figure 38 Source for LTD route and schedule information



More riders use Google maps for route and schedule information than any other source (Figure 38). A mobile website is the second most common source (19.1%), followed by the LTD website (17.6%).

8 SERVICE RATINGS

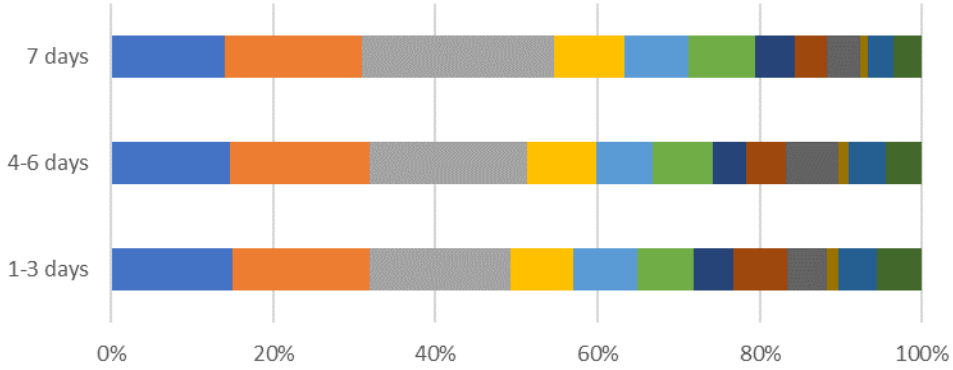
Figure 39 Which improvements would make riding LTD buses better, or encourage you to use LTD more often?



Respondents were asked about which improvements would make riding LTD buses better or encourage them to use LTD more often (Figure 39).

Most riders (52%) want frequent weekday and weekend service, followed by 23% of riders who want later evening service on these days. Very few riders (1%) want more helpful drivers or customer service, whereas 10% of riders want better, comfort, and information at stops, stations, or on the bus. Restoring routes not currently in service and making existing services faster and more reliable each comprised 4% of the total, while 5% of riders want some other improvement.

Figure 40 Comparing suggested improvements by frequency segments

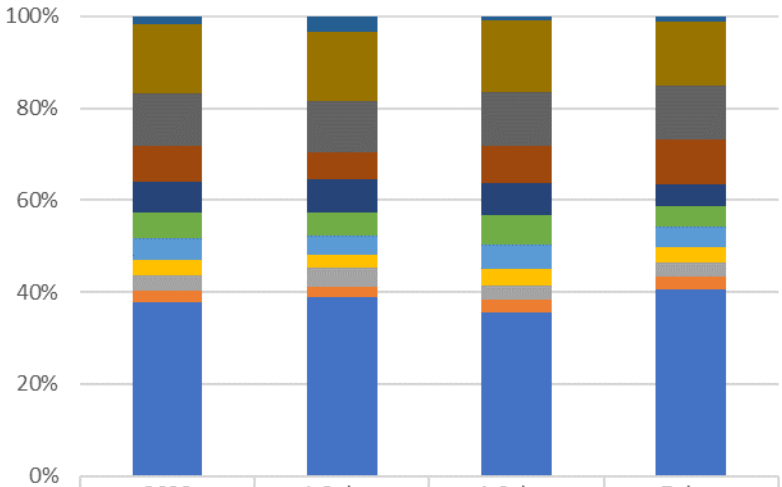


	1-3 days	4-6 days	7 days
More frequent service on weekdays	15%	15%	14%
More frequent service on Saturdays	17%	17%	17%
More frequent service on Sundays	17%	19%	24%
Later evening service on weekdays	8%	8%	9%
Later evening service on Saturdays	8%	7%	8%
Later evening service on Sundays	7%	8%	8%
Restoring routes not currently in service	5%	4%	5%
Better information at bus stops or stations	7%	5%	4%
Better safety and comfort at stops/stations or on the bus	5%	6%	4%
More helpful drivers or customer service	1%	1%	1%
Faster and more reliable service	5%	5%	3%
Other (specify)	6%	4%	3%

Figure 40 reports the percent of riders, by frequency segments, that indicate their suggested improvements. More riders in the 7-day group indicated they want more frequent weekend service than riders in any other frequency group (38% compared to 36% among the 4–6-day group and 34% among the 1–3-day group). The 7-day group also had the lowest percentages wanting better information, safety, or comfort at stops, stations, or on the bus, than any other frequency group

9 RIDER ATTRACTION AND RETENTION

Figure 41 How long riders have been using LTD



	2023	1-3 days	4-6 days	7 days
First time riding	2%	3%	1%	1%
< 1 year	15%	15%	16%	14%
1 year	11%	11%	12%	12%
2 years	8%	6%	8%	10%
3 years	6%	7%	7%	5%
4 years	6%	5%	6%	4%
5 years	5%	4%	5%	4%
6 years	3%	3%	4%	3%
7 years	3%	4%	3%	3%
8 years	3%	2%	3%	3%
9+ years	38%	39%	36%	41%

Among riders, 17% have begun using LTD in the last year (Figure 41), and another 11% in the prior year. This means that more than one-quarter (28%) of riders are new to LTD within the previous two years.

Among riders, 38% began using LTD 9 or more years ago. The 7-day riders include proportionally more long-time riders (41%) and fewer riders that began using LTD within the

previous two years (27%) than other frequency groups. The 1-3 day riders include a greater percentage of those who began using LTD for their first time (3%) than other frequency groups.

EmX

EmX is LTD's only Bus Rapid Transit (BRT) route and serves as the backbone of the transit network. Service is provided in the highest demand corridors in Eugene and Springfield, starting at the Commerce Station (Walmart) in West Eugene and ending at Gateway Station in Springfield.

Coverage (where it goes)

No changes to alignment are recommended.

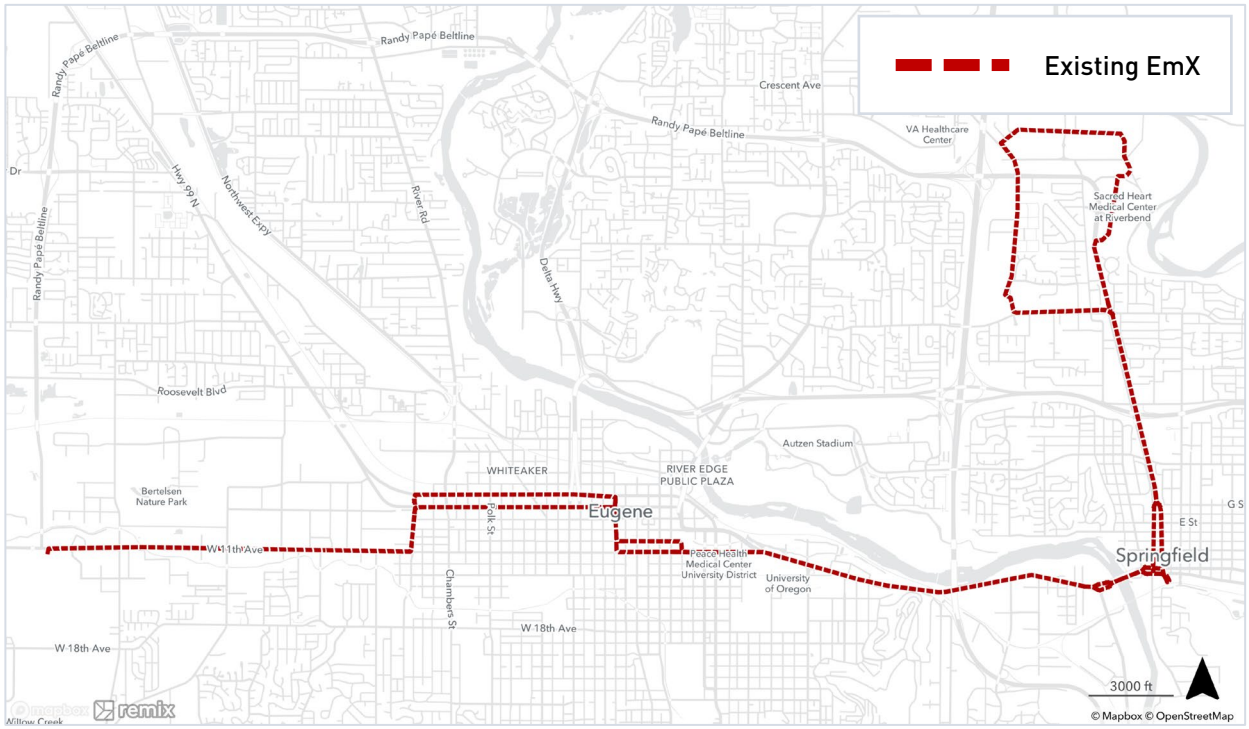
Frequency (how often it runs)

In the past three years, due to the operator shortage, EmX service weekday service has been reduced from 10 to 15-minute service during parts of the day. As operators become more available, LTD should increase the 10-minute service to improve customer convenience and connections. This addresses one of the top requests from both existing and potential customers.

Hours of service (when it runs)

No changes to how early or late EmX runs are recommended.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	10/15/30	5:37 a.m. – 11:39 p.m.
	Saturday	15/15/30	6:48 a.m. – 11:38 p.m.
	Sunday	15/15/30	7:45 a.m. – 9:18 p.m.
Short-Term	Weekday	10/10/30	No change from existing
	Saturday	15/15/30	
	Sunday	15/15/-	
Long-Term	Weekday	10/10/30	No change from existing
	Saturday	15/15/30	
	Sunday	15/15/-	



EmX

EmX es la única ruta de Bus Rapid Transit (BRT) de LTD y sirve como columna vertebral de la red de tránsito. El servicio se brinda en los corredores de mayor demanda en Eugene y Springfield, comenzando en la estación Commerce (Walmart) en West Eugene y terminando en la estación Gateway en Springfield.

	Día	Avances (pico / mediodía / noche)	Horas de servicio
Existente	Día laborable	10/15/30	5:37 a.m. – 11:39 p.m.
	Sábado	15/15/30	6:48 a.m. – 11:38 p.m.
	Domingo	15/15/30	7:45 a.m. – 9:18 p.m.
A corto plazo	Día laborable	10/10/30	No hay cambios con respecto a los existentes
	Sábado	15/15/30	
	Domingo	15/15/-	
A largo plazo	Día laborable	10/10/30	No hay cambios con respecto a los existentes
	Sábado	15/15/30	
	Domingo	15/15/-	

Cobertura (a dónde va)

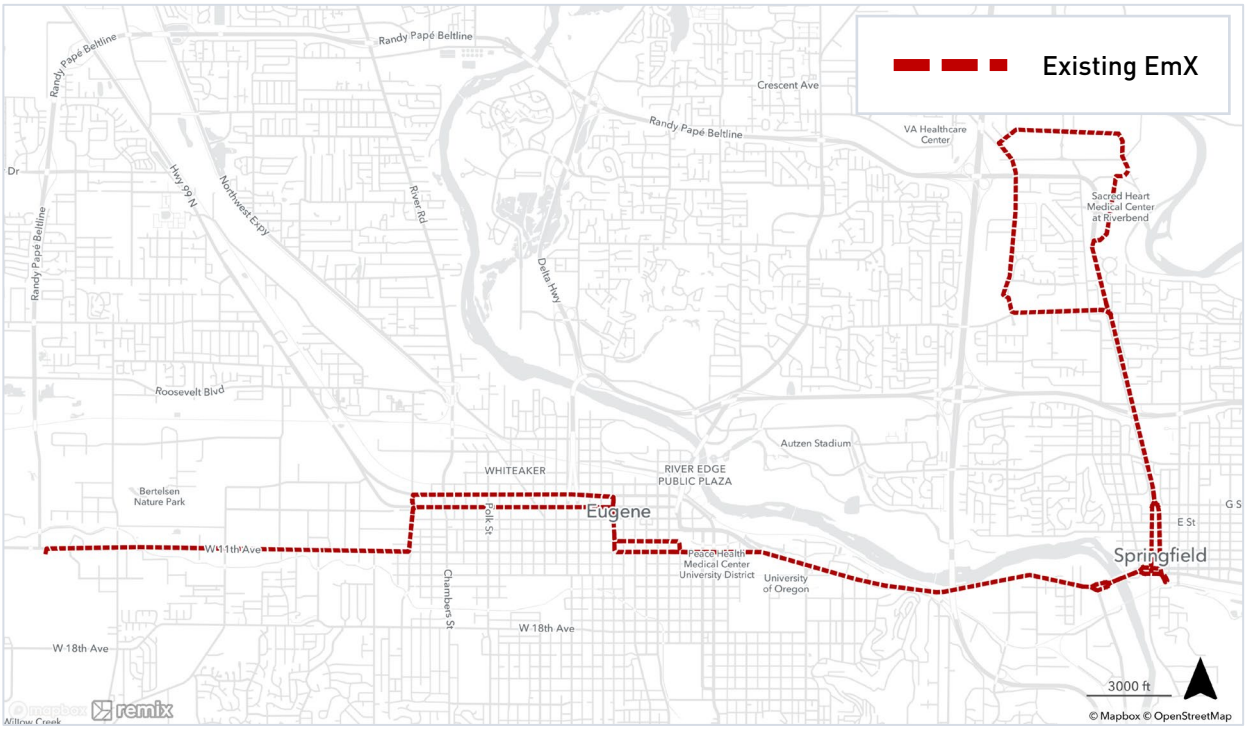
No se recomienda realizar cambios en la alineación.

Frecuencia (frecuencia con la que se ejecuta)

En los últimos tres años, debido a la escasez de operadores, el servicio EmX de lunes a viernes se ha reducido de 10 a 15 minutos durante partes del día. A medida que los operadores estén más disponibles, LTD debería aumentar el servicio de 10 minutos para mejorar la comodidad y las conexiones de los clientes. Esto aborda una de las principales solicitudes de los clientes existentes y potenciales.

Horas de servicio (cuando se ejecuta)

No se recomiendan cambios en la forma en que se recomiendan las ejecuciones tempranas o tardías de EmX.



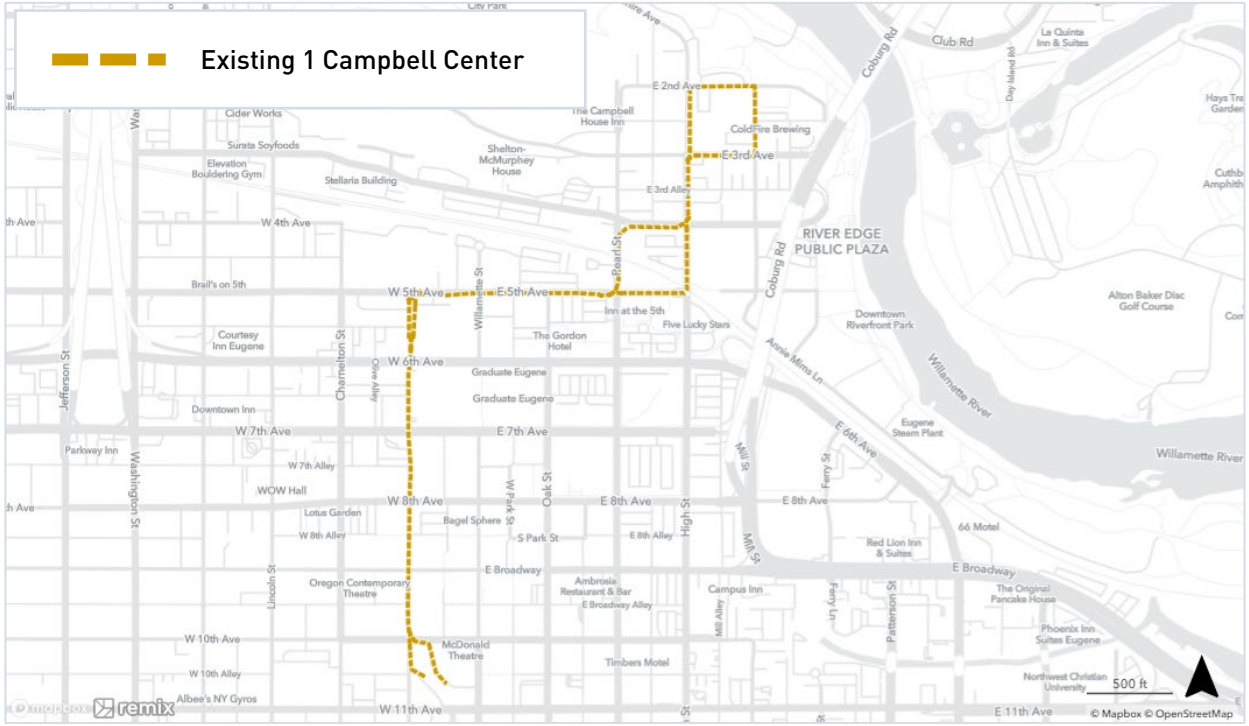
Route 1 Campbell Center

Route 1 is a community route connecting Eugene's Market District with Eugene Station primarily via Olive Street and E. 5th Avenue. This is a low-ridership route.

Recommendations

The City of Eugene has started studying how to improve transit access within downtown and the River District. Route 1, which currently functions as a downtown circulator, will be examined as a part of this effort. At this time, there are no recommendations on making changes to Route 1 – pending the Downtown Circulator Study. Potential changes to Route 40 could supplement service to the Market District.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/60/60	8:30 a.m. – 4:50 p.m.
	Saturday	30/30/60	8:30 a.m. – 4:50 p.m.
	Sunday	30/30/60	8:30 a.m. – 4:50 p.m.
Short-Term	Weekday	30/60/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	
Long-Term	Weekday	30/60/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	



Route 11 Thurston

Route 11 is a core route serving Springfield from Springfield Station to the Thurston area via Main Street.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	10/20/30	5:25 a.m. – 12:34 p.m.
	Saturday	15/15/30	6:44 a.m. – 11:46 p.m.
	Sunday	15	7:22 a.m. – 9:30 p.m.
Short-Term	Weekday	10/10/20	No change from existing
	Saturday	15/15/30	
	Sunday	15	
Long-Term	Weekday	10/10/20	No change from existing
	Saturday	15/15/30	
	Sunday	15	

Coverage (where it goes)

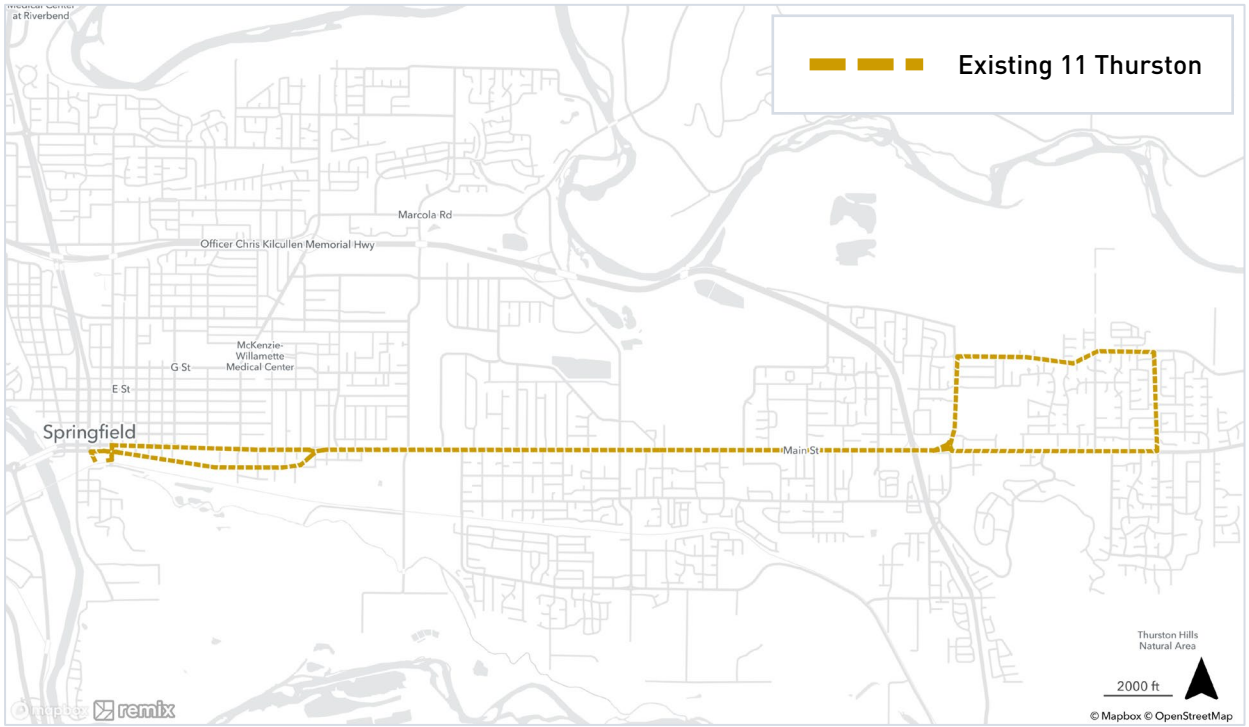
No changes to alignment are recommended.

Frequency (how often it runs)

In the past three years, due to the operator shortage, Route 11 service weekday service has been reduced from 10 to 15 to 20-minute service during parts of the day. As operators become more available, LTD should increase the 10-minute service to improve customer convenience and connections. This addresses one of the top requests from both existing and potential customers.

Hours of service (when it runs)

No changes to how early or late Route 11 runs are recommended.



Route 12 Gateway

Route 12 is a core route that connects downtown Eugene to the Gateway neighborhood in Springfield via Coburg Road, Harlow Road and Gateway Street. The route also extends into northeast Eugene via a terminal loop using Chad Drive, Shadowview, and Crescent Avenue.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/60	6:02 a.m. – 10:50 p.m.
	Saturday	60	7:08 a.m. – 10:50 p.m.
	Sunday	60	8:07 a.m. – 9:16 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	

Coverage (where it goes)

In the Short-Term, no changes to alignment are recommended.

In the Long-Term, Route 12 should be extended to Coburg Road to provide better access to WinCo and Costco. The extended Route 12 would replace Route 66/67 service on a small segment of Crescent Ave, Shadowview Dr, and Chad Dr.

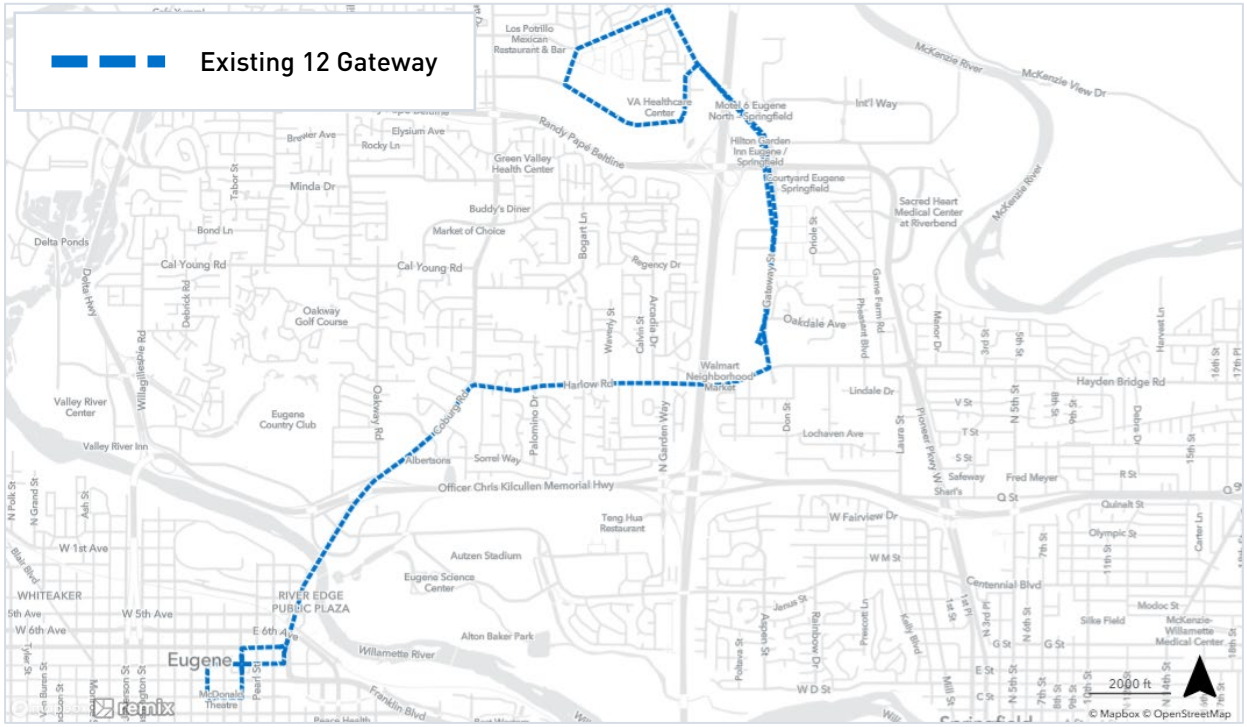
Frequency (how often it runs)

In the Short-Term, the timing and arrival at Eugene Station should be changed. During weekdays from morning to early evening, Route 12 should be timed to leave Euguene Station 0:15 and 0:45 minutes past the hour. After 6:00 p.m. Route 12 should leave on the hour. On weekends, Route 12 should leave Eugene Station on the hour.

In conjunction with Routes 66/67, changing the timing of Route 12 will improve frequencies between downtown and Oakway Center to 15-minutes on weekdays and every 30-minutes weekday evenings and weekends.

Hours of service (when it runs)

No changes to how early or late Route 12 runs are recommended.



Route 13 Centennial

Route 13 is a core route connecting Eugene and Springfield via MLK Jr Boulevard and Centennial Boulevard.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/60	6:03 a.m. – 10:53 p.m.
	Saturday	60	7:03 a.m. – 10:53 p.m.
	Sunday	60	8:04 a.m. – 9:11 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	15/15/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	

Coverage (where it goes)

No changes to alignment are recommended in the Short-Term.

In the Long-Term, Route 13 should be extended to Walmart and Marcola Road to improve access to the new housing in Marcola Meadows.

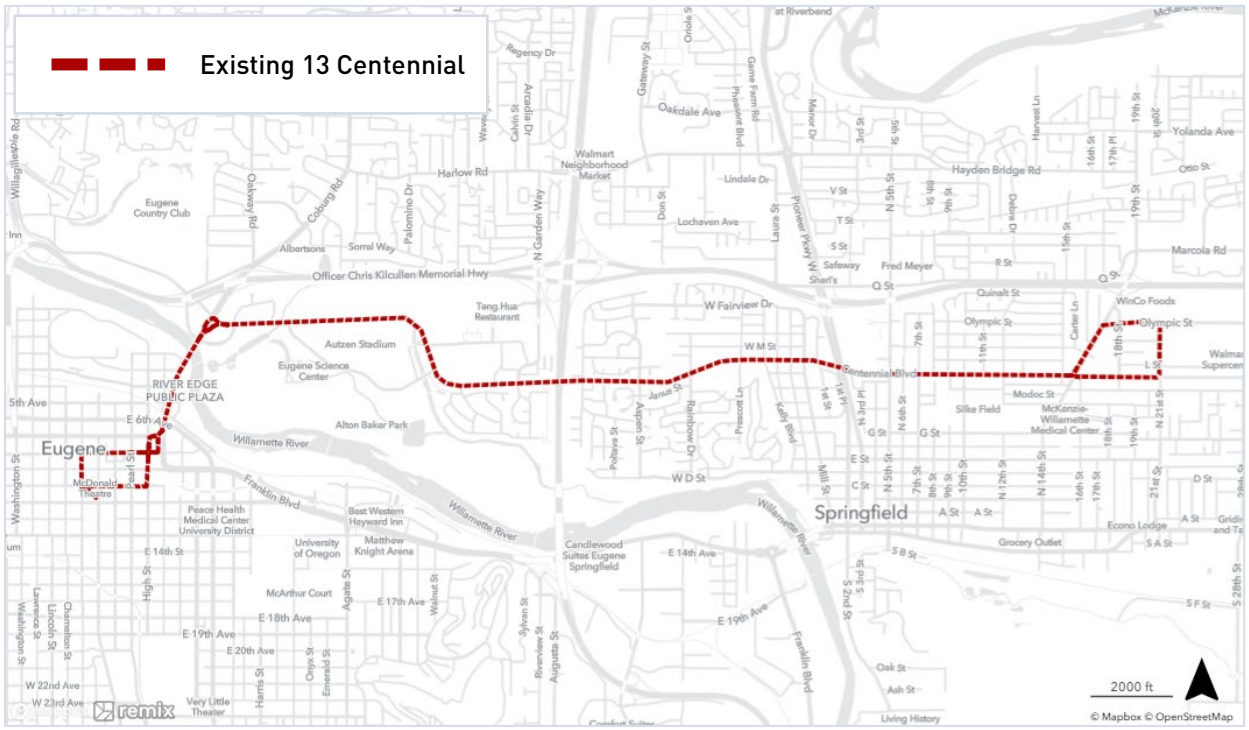
Frequency (how often it runs)

No changes to frequency are recommended in the Short-Term.

In the Long-Term, Route 13 frequency should be improved to 15-minute service on weekdays. Weekend service should be improved to 30-minute service.

Hours of service (when it runs)

No changes to how early or late Route 13 runs are recommended.



Route 17 5th/Hayden Bridge

Route 17 is a community route in Springfield that connects several neighborhoods with Springfield Station and the commercial centers on Olympic Street with a clockwise-operating loop. Route 18 provides counterclockwise service.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/60	6:03 a.m. – 10:53 p.m.
	Saturday	60	7:03 a.m. – 10:53 p.m.
	Sunday	60	8:04 a.m. – 9:11 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	15/15/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	

Coverage (where it goes)

No changes to alignment are recommended.

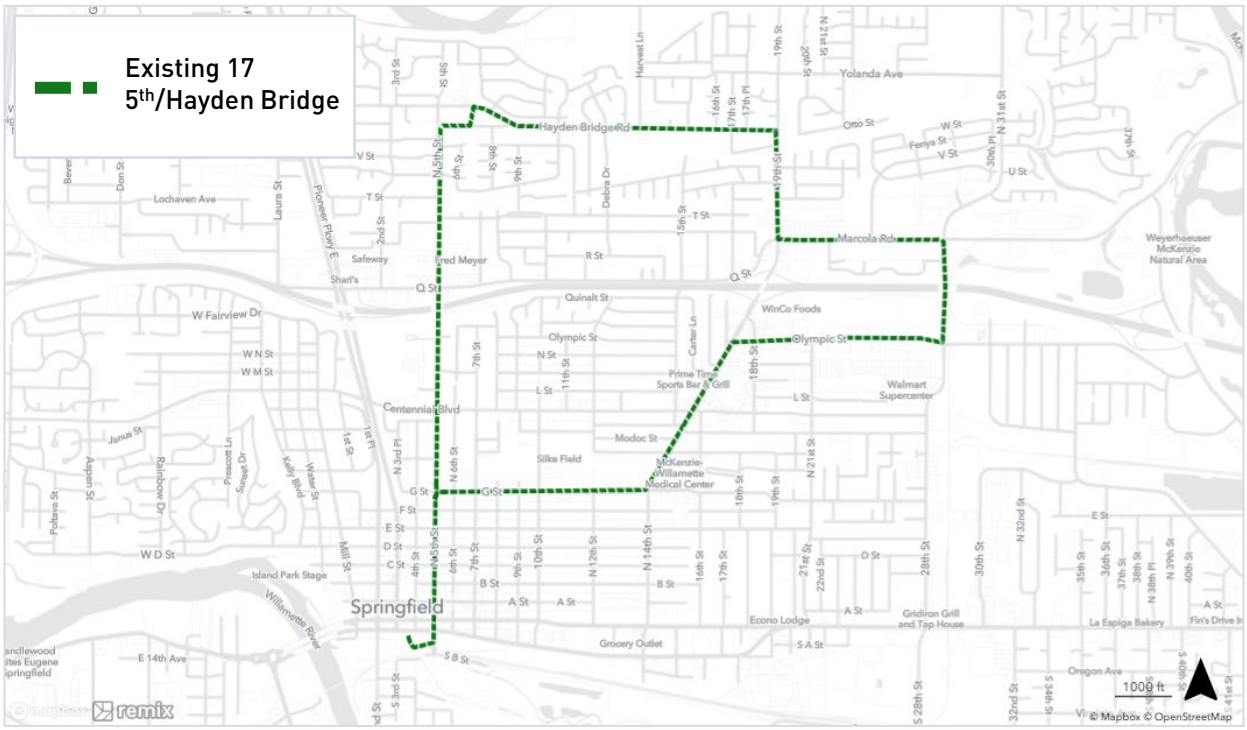
Frequency (how often it runs)

No changes to frequency are recommended in the Short-Term.

In the Long-Term, Route 17 frequency should be improved to every 30-minute service on weekdays.

Hours of service (when it runs)

No changes to how early or late Route 17 runs are recommended.



Route 18 Mohawk

Route 18 is a community route in Springfield that connects several neighborhoods with Springfield Station and the commercial centers on Olympic Street with a counterclockwise-operating loop. Route 17 provides clockwise service.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	40/40/60	6:29 a.m. – 10:14 p.m.
	Saturday	60/60	7:40 a.m. – 10:01 p.m.
	Sunday	60/60	7:41 a.m. – 7:04 p.m.
Short-Term	Weekday	40/40/60	No change from existing
	Saturday	60/60	
	Sunday	60/60	
Long-Term	Weekday	30/30/60	No change from existing
	Saturday	60/60	
	Sunday	60/60	

Coverage (where it goes)

No changes to alignment are recommended.

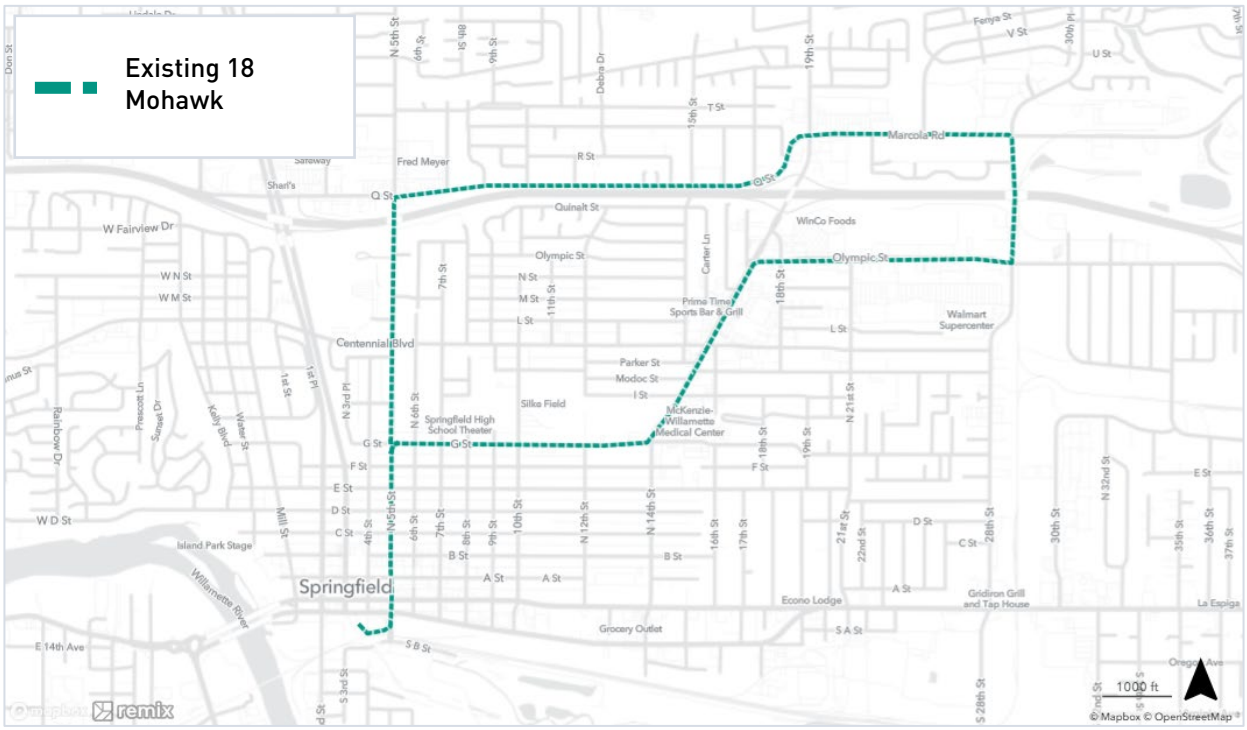
Frequency (how often it runs)

No changes to frequency are recommended in the Short-Term.

In the Long-Term, Route 18 frequency should be improved to every 30-minute service on weekdays.

Hours of service (when it runs)

No changes to how early or late Route 18 runs are recommended.



Route 24 Donald

Route 24 is a core route connecting Eugene Station to South Eugene via Willamette Street and Donald Street with a terminal loop via E. 46th Avenue and Fox Hollow Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30-60/60	6:06 a.m. – 10:54 p.m.
	Saturday	60/60	7:05 a.m. – 10:54 p.m.
	Sunday	60/60	8:05 a.m. – 9:05 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60/60	
	Sunday	60/60	
Long-Term	Weekday	15/30/60	No change from existing
	Saturday	60/60	
	Sunday	60/60	

Coverage (where it goes)

In the Short-Term improve route directness and speed of Route 24 by removing two deviations.

- The 34th/Pearl deviation adds a minute of travel time and has two stops within 100 yards of Donald Street that serves approximately 6 riders.
- Route 24 deviates to Oak Street in the inbound direction to Eugene Station at 20th Ave. Historically, this was the most direct path, but Willamette Street is no longer a southbound one-way street. Route 24 should stay on Willamette Street inbound Street between 17th Ave and 11th Ave to improve route speeds.

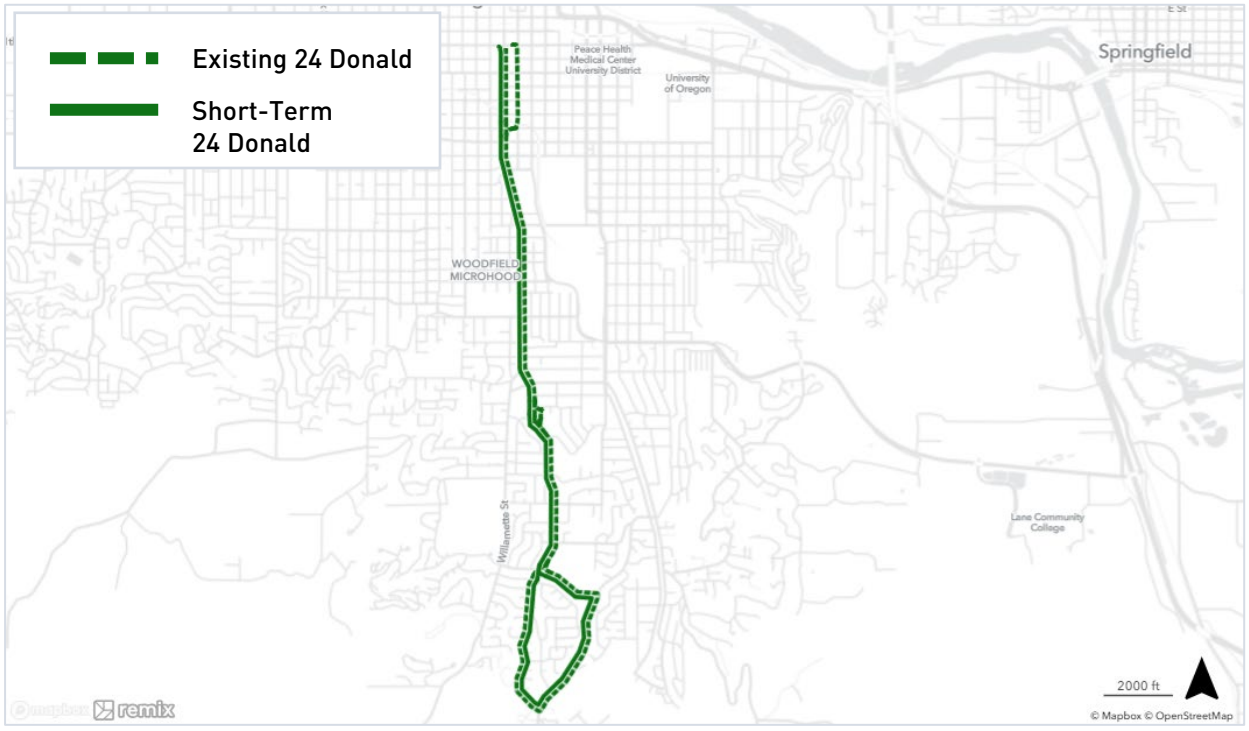
Frequency (how often it runs)

Route 24's weekday late morning frequency was reduced from 30-minutes to 60-minutes. As more operators become available, frequency should be increased to every 30-minutes.

In the Long-Term, Route 24 frequency should be improved to every 15-minute service on weekdays peaks.

Hours of service (when it runs)

No changes to how early or late Route 24 runs are recommended.



Route 27 Fairmount

Route 27 is a community route that connected Eugene Station with the Augusta, Fairmount, and Laurel Hill Valley neighborhoods. This route is currently inactive and has been for the past three years.

Recommendations

Restoring Route 27's historical routing is not recommended. Ridership historically was low. Riverview Street is narrow and lacks pedestrian infrastructure.

A big bus is not appropriate in Laurel Hill Valley. LTD is working to develop a Mobility Management Framework that outlines more flexible mobility options such as on demand service, microtransit, and expanded bike share. These are more appropriate given the potential demand, density, and street network.

Route 28 Hilyard

Route 28 is a core route connecting Eugene Station and UO to South Eugene via Hilyard Street/Patterson Street and Amazon Drive.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/60	6:52 a.m. – 10:58 p.m.
	Saturday	60	6:52 a.m. – 10:58 p.m.
	Sunday	60	7:57 a.m. – 9:15 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	

Coverage (where it goes)

Routes 28 and 81 operate virtually the same alignment between Eugene Station and 30th Ave/Hilyard St. Route 28's outbound alignment at OU's campus should be changed to be identical to Route 81's and use E 11th Ave to travel to Patterson St. Route 81's alignment is more reliable and has less conflicts with pedestrians and bicycles.

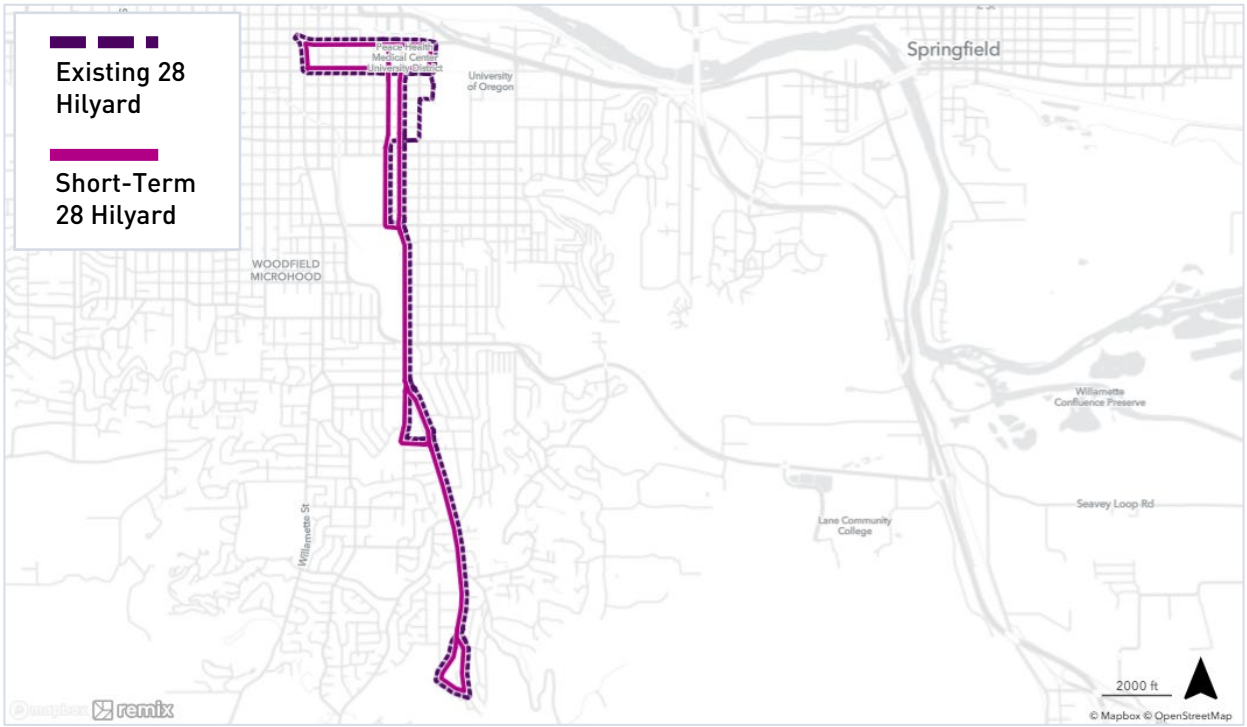
Frequency (how often it runs)

Route 28's weekday late morning frequency was reduced from 30-minutes to 60-minutes. As more operators become available, frequency should be increased to every 30-minutes.

In conjunction with Route 81 scheduling changes, Route 28 and 81's schedules will be offset by 15 or 30 minutes. Frequencies between Eugene Station and 30th Ave/Hilyard St will improve to 15-minutes on weekdays and every 30-minutes weekday evenings and weekends.

Hours of service (when it runs)

No changes to how early or late Route 28 runs are recommended.



Route 33 Jefferson

Route 33 is a community route serving South Eugene from Eugene Station to Amazon Station via Jefferson Street, W 24th Avenue, Chambers Street, and W 28th Avenue.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	4 round trips daily	7:15 a.m., 12:45 p.m., 4:30 p.m., 5:30 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	4 round trips daily	No change from existing
	Saturday	-	
	Sunday	-	
Long-Term	Weekday	4 round trips daily	No change from existing
	Saturday	-	
	Sunday	-	

Recommendations

Route 33 has traditionally been a low-ridership route, even when there were more trips. LTD is developing a Mobility Management Framework, which will quantify mobility options in lower demand areas such as the Jefferson neighborhood. Options could include on-demand service, microtransit, or other active transportation elements.

No recommendations for Route 33 are made until the Mobility Management Framework has been completed.

Coverage (where it goes)

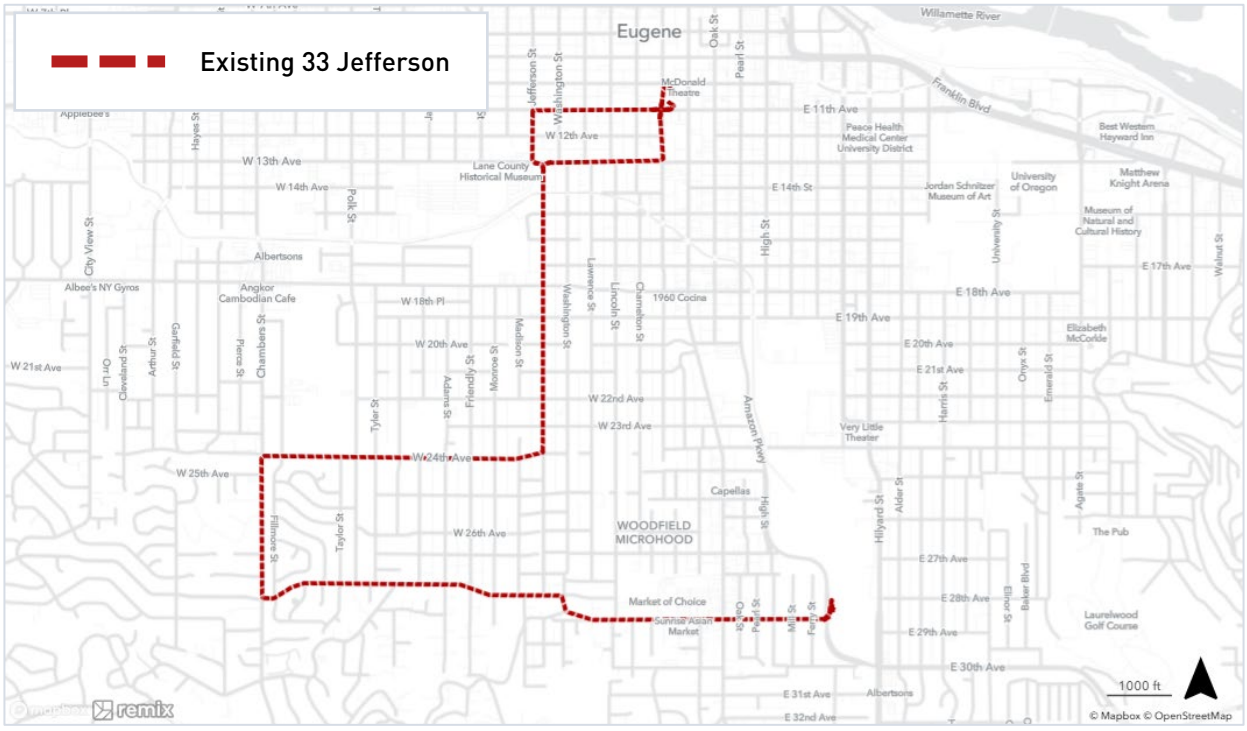
No changes are recommended.

Frequency (how often it runs)

No changes are recommended.

Hours of service (when it runs)

No changes to how early or late Route 33 runs are recommended.



Route 36 W 18th

Route 36 is a core route connecting Eugene Station to West Eugene via W 18th Avenue and S. Bertelsen Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30 – 60/60	6:06 a.m. – 10:47 p.m.
	Saturday	60/60/60	7:06 a.m. – 10:47 p.m.
	Sunday	60/60/60	8:06 a.m. – 9:25 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60/60/60	
	Sunday	60/60/60	
Long-Term	Weekday	30/30/60	No change from existing
	Saturday	60/60/60	
	Sunday	60/60/60	

Coverage (where it goes)

In the Short-Term, extend Route 36 to Willow Creek Road with a one-way loop using W 18th Ave, Willow Creek Rd, W 11th Ave, and Bertelsen Rd. This will serve the new multi-family housing and employment opportunities on Willow Creek Rd.

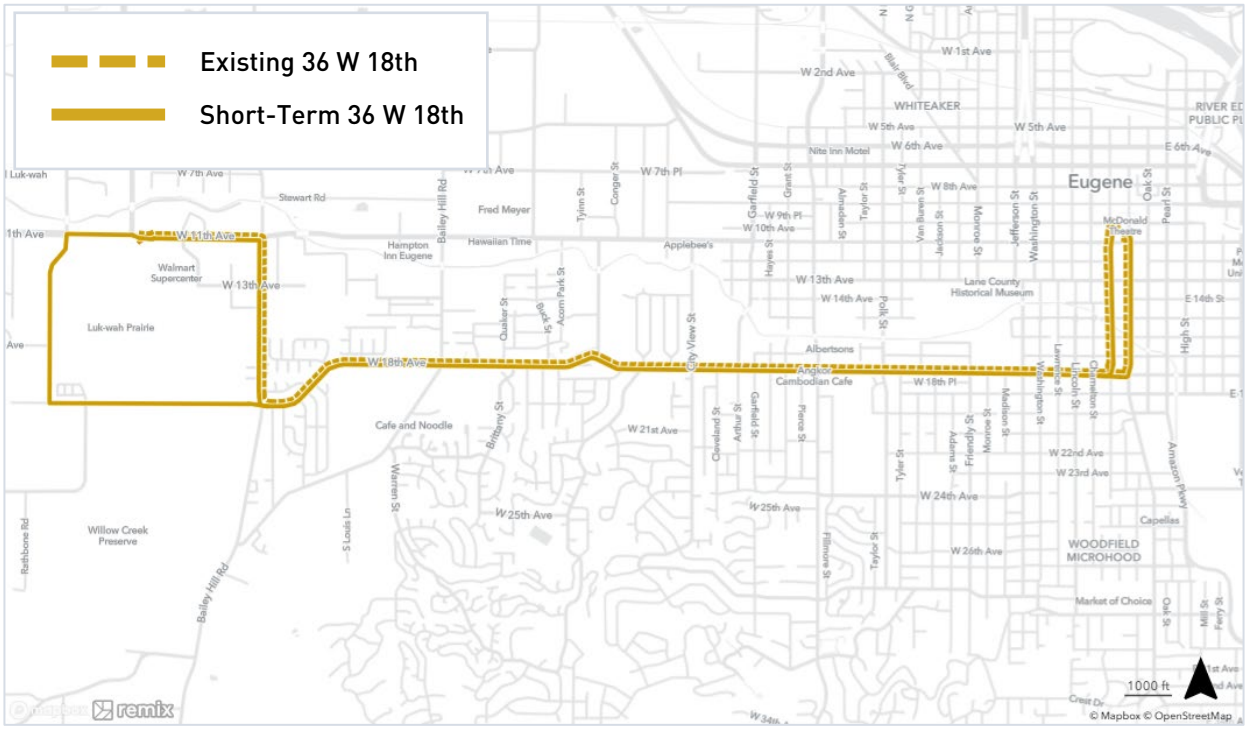
Frequency (how often it runs)

Route 36's weekday late morning frequency is currently every 60-minutes. As more operators become available, weekday late morning frequency should be improved to every 30-minutes.

In the Long-Term, when more operators are available, improve weekday frequency from 30-minute service to 15-minute service. In addition, improve weekday evening and weekend service from 60-minute frequency to 30-minute service.

Hours of service (when it runs)

No changes to how early or late Route 36 runs are recommended.



Route 40 Echo Hollow

Route 40 is a core route connecting Eugene Station to the Bethel-Danebo neighborhood in northwest Eugene via W 5th Avenue, Roosevelt Boulevard, and Echo Hollow Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	15-30/30-60/60	5:57 a.m. – 10:55 p.m.
	Saturday	60/60/60	6:53 a.m. – 10:54 p.m.
	Sunday	60/60/60	7:52 a.m. – 9:25 p.m.
Short-Term	Weekday	15-30/30-60/60	No change from existing
	Saturday	60/60/60	
	Sunday	60/60/60	
Long-Term	Weekday	15-30/30-60/60	No change from existing
	Saturday	60/60/60	
	Sunday	60/60/60	

Frequency (how often it runs)

Route 40's weekday late morning frequency was reduced from 30-minutes to 60-minutes. As more operators become available, frequency should be increased to every 30-minutes.

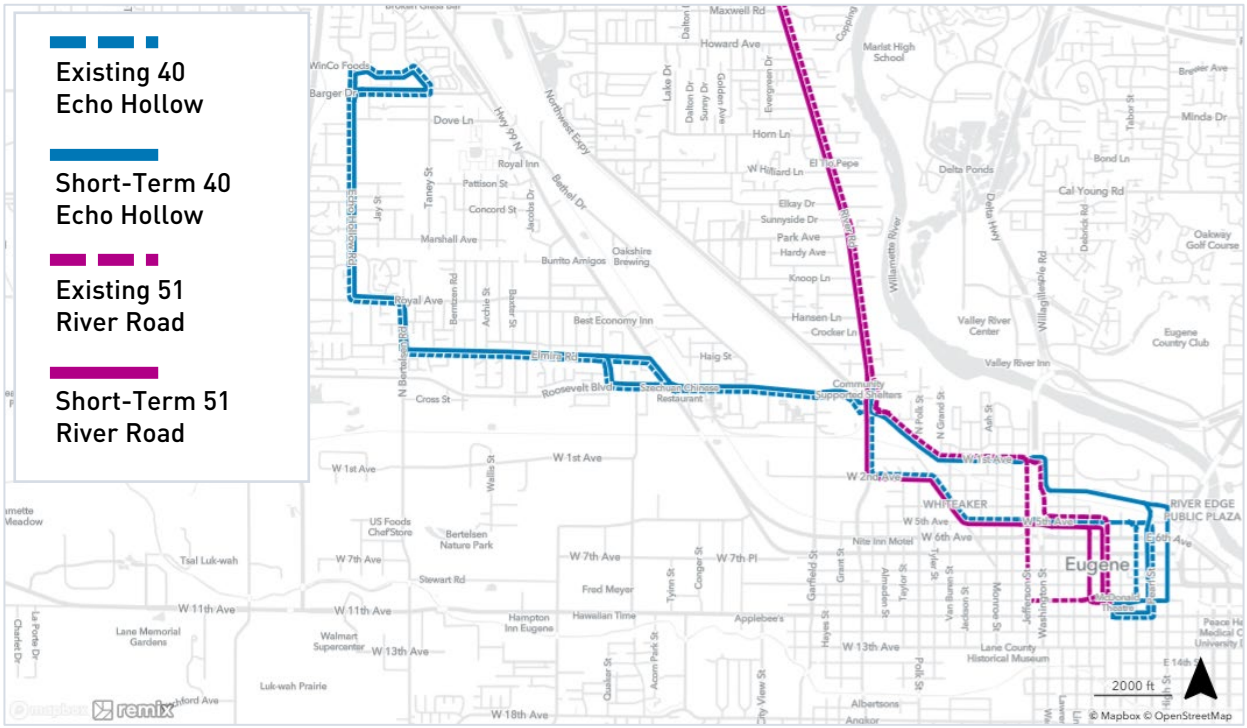
Coverage (where it goes)

In the short-term, Route 40's alignment between Chambers and downtown Eugene should be changed, in conjunction with changes to Route 51. Route 51 and 52 should operate on the same alignment between Chambers and downtown Eugene to create a frequent, convenient, and consistent service. Route 40 should replace Route 51 on W 1st Ave, and extend to downtown Eugene via Washington Street, W 3rd Ave, Shelton McMurphey Blvd, E 4th Ave, and Pearl/High St. Route 40 would serve the edge of the Market District and be within walking distance of the newly developing Riverfront District. Market District residents would have a service option that comes more frequently on weekdays.

In the long-term with additional operators, Route 40 should be extended to Santa Clara Station via Maxwell Road. This will provide a key connection between two northwest Eugene areas, and provide better access to high density housing, North Eugene and Willamette High Schools, and Kelly and Cascade Middle Schools.

Hours of service (when it runs)

No changes to how early or late Route 40 runs are recommended.



Route 41 Barger/Commerce

Route 41 is a core route connecting Eugene Station to West Eugene via Highway 99, Barger Road, and N Terry Street.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	15-30/30/60	5:31 a.m. – 11:01 p.m.
	Saturday	30/30/60	6:30 a.m. – 11:02 p.m.
	Sunday	30/30/60	7:24 a.m. – 9:25 p.m.
Short-Term	Weekday	15-30/30/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	
Long-Term	Weekday	15/30/60	No change from existing
	Saturday	30/30/60	
	Sunday	30/30/60	

Coverage (where it goes)

Route 41's western alignment along Danebo Ave serves few passengers. Route 41's alignment should be changed to use Bertelsen and 1st Ave to serve more residents and jobs between Royal Ave and W 11th Ave. The limited trip Green Hill deviation should not be restored due to low ridership and out of direction travel.

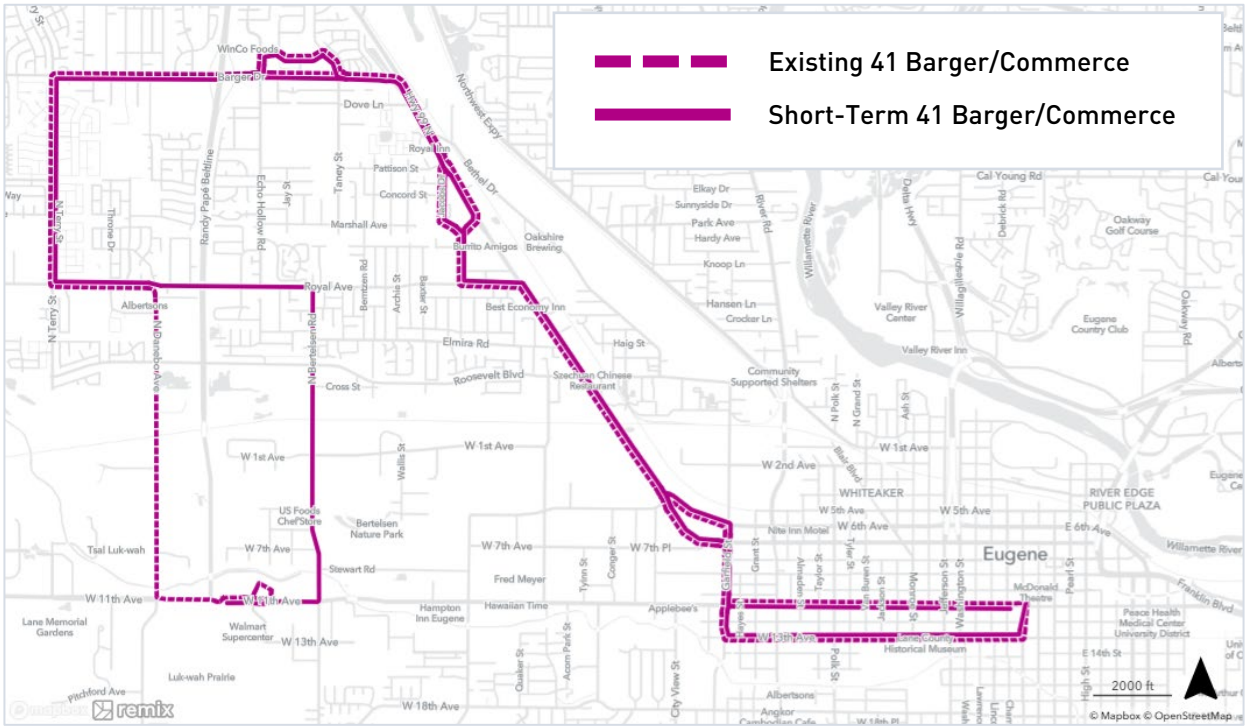
Frequency (how often it runs)

In the Short-Term, no changes to frequency are recommended.

In the Long-Term, as more operators become available, Route 41 should operate every 15-minutes between the WinCo on Barger and Eugene Station.

Hours of service (when it runs)

No changes to how early or late Route 41 runs are recommended.



Route 51 Santa Clara

Route 51 is a core route connecting Eugene Station to North Eugene, mostly via River Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/60	5:52 a.m. – 11:08 p.m.
	Saturday	60	6:45 a.m. – 11:10 p.m.
	Sunday	60	7:55 a.m. – 9:25 p.m.
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	60	

Coverage (where it goes)

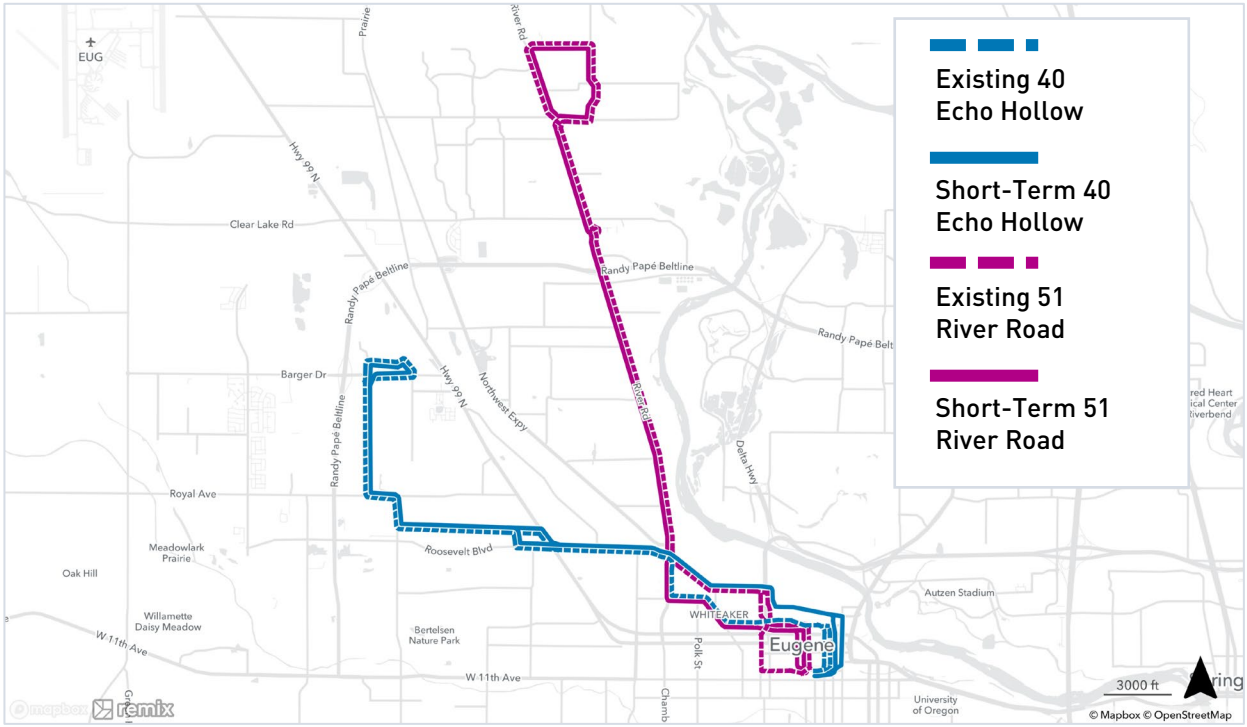
Route 51's alignment between Chambers and downtown Eugene should be changed, in conjunction with changes to Route 40. Route 51 and 52 should operate on the same alignment between Chambers and downtown Eugene via W 2nd Ave, Blair Blvd, and W 5th Ave to create a frequent, convenient, and consistent service. Route 40 should replace Route 51 on W 1st Ave, and extend to downtown Eugene via Washington Street, W 3rd Ave, Shelton McMurphey Blvd, E 4th Ave, and Pearl/High St. Route 40 would serve the edge of the Market District and be within walking distance of the newly developing Riverfront District. Market District residents would have a service option that comes more frequently on weekdays.

Frequency (how often it runs)

Route 51 would continue to operate at existing frequencies. Route 51 and Route 52 arrivals and departures at Eugene Station would be offset by 15-minute during weekdays and by 30-minutes on weekday evenings and weekends.

Hours of service (when it runs)

No changes to how early or late Route 51 runs are recommended.



Route 52 Irving

Route 52 is a core route connecting Eugene Station to North Eugene, mostly via River Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/30/30	6:38 a.m. – 7:25 p.m.
	Saturday	60	8:00 a.m. – 7:05 p.m.
	Sunday	60	11:00 a.m. – 6:55 p.m.
Short-Term	Weekday	30/30/30	No change from existing
	Saturday	60	
	Sunday	60	
Long-Term	Weekday	30/30/30	6:38 a.m. – 11:00 p.m.
	Saturday	60	8:00 a.m. – 11:00 p.m.
	Sunday	60	11:00 a.m. – 9:00 p.m.

Coverage (where it goes)

Route 52's alignment between Chambers and downtown Eugene should be changed, in conjunction with changes to Route 40. Route 51 and 52 should operate on the same alignment between Chambers and downtown Eugene via W 2nd Ave, Blair Blvd, and W 5th Ave to create a frequent, convenient, and consistent service.

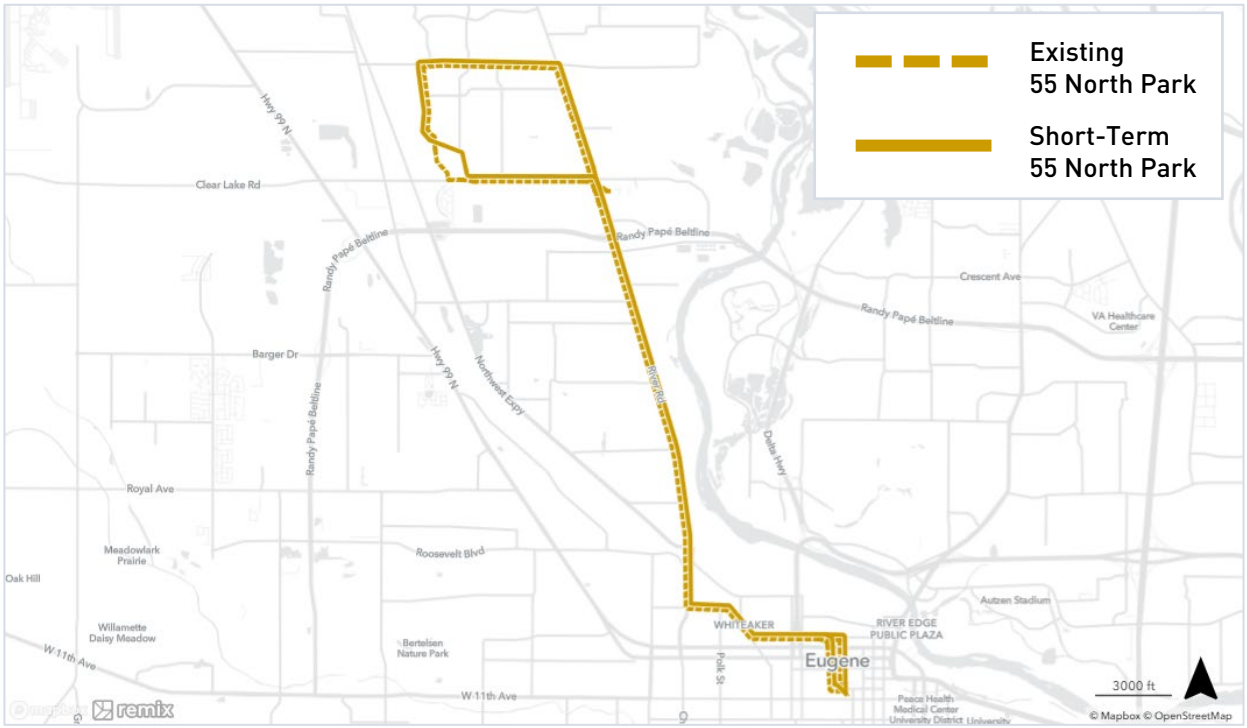
During peak times, the southbound left turn at the unsignalized intersection of Irving Rd / Arrowhead St causes delay. Consideration should be given to realign Route 52 to use Calla St and Kalmia St to Irving Rd, so that buses could use a signal to safely make the left turn.

Frequency (how often it runs)

Route 52 would continue to operate at existing frequencies. Route 51 and Route 52 arrivals and departures at Eugene Station would be offset by 15-minute during weekdays and by 30-minutes on weekday evenings and weekends.

Hours of service (when it runs)

When additional operators become available, Route 52 should be extended to 11:00 p.m. weekdays and Saturdays and until 9 p.m. on Sundays.



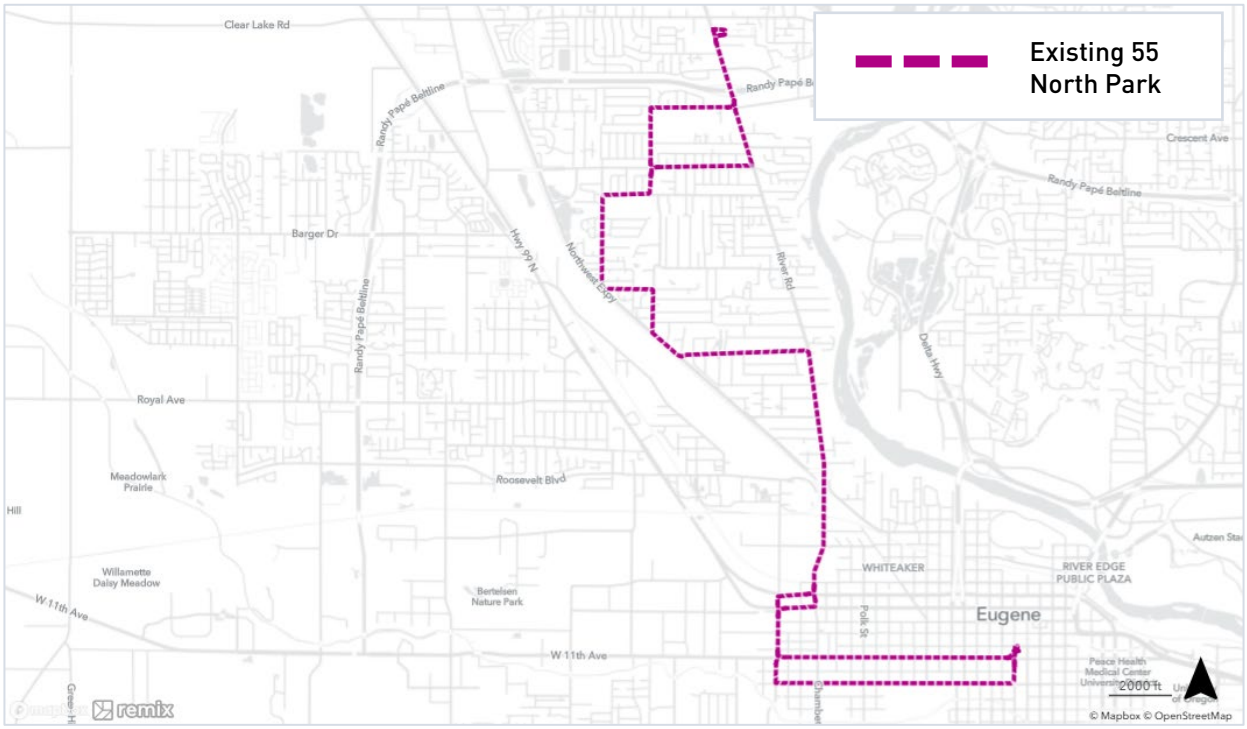
Route 55 North Park

Route 55 is a limited route that connects Eugene Station to Santa Clara Station and is provided largely for high school-related trips.

Recommendations

No recommendations are made for this route in the Short- or Long-Term.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	1 morning / 1 afternoon	7:15 a.m. – 8:25 a.m. 3:15 p.m. – 4:25 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	1 morning / 1 afternoon	No change from existing
	Saturday	-	
	Sunday	-	
Long-Term	Weekday	1 morning / 1 afternoon	6:38 a.m. – 11:00 p.m.
	Saturday	-	8:00 a.m. – 11:00 p.m.
	Sunday	-	11:00 a.m. – 9:00 p.m.



Routes 66 & 67 VRC/Coburg

Routes 66 and 67 are cores route beginning and ending at Eugene Station, serving Northeast Eugene via Coburg Road, Crescent Avenue, and Goodpasture Island Road. Route 66 travels the alignment in the counterclockwise direction while Route 67 operates in the clockwise direction.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	20/30/60	6:00 a.m. – 10:55 p.m.
	Saturday	30/30/60	7:00 a.m. – 10:55 p.m.
	Sunday	60	7:30 a.m. – 9:15 p.m.
Short-Term	Weekday	20/30/60	No change from existing
	Saturday	30/30/60	
	Sunday	60	
Long-Term	Weekday	20/20-30/60	6:38 a.m. – 11:00 p.m.
	Saturday	30/30/60	8:00 a.m. – 11:00 p.m.
	Sunday	60	11:00 a.m. – 9:00 p.m.

Frequency (how often it runs)

Short-Term

No changes in frequency are recommended.

Long-Term

Route 66/67 weekday afternoon frequency is every 20 minutes between 3:00 and 6:00 p.m. As more operators become available, 20-minute service should start earlier, at noon.

Hours of service (when it runs)

When additional operators become available, Route 52 should be extended to 11:00 p.m. weekdays and Saturdays and until 9 p.m. on Sundays.

Coverage (where it goes)

Short-Term

During evenings, seven days a week, Route 66/67 deviates from Coburg Road to serve the Market District. This adds five minutes of travel time to almost all current evening Route 66/67 riders. If Route 40 is adjusted to serve the Market District, then Route 66/67 should be streamlined to stay on Coburg Road. This will allow Route 66/67 patrons to transfer quickly to other routes at Eugene Station.

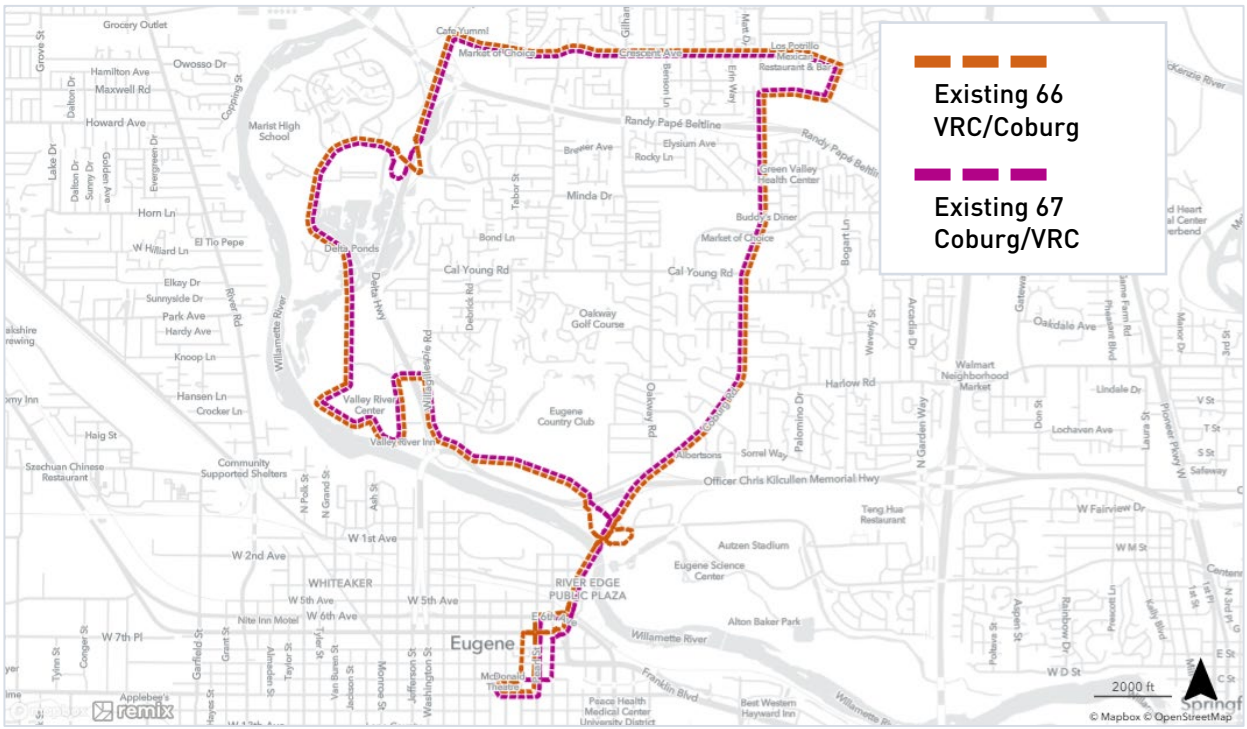
Long-Term

Route 66/67 currently offers a timed transfer to most routes early weekdays, Saturdays, and Sundays when the running time is 55 minutes or less. During weekdays, due to traffic conditions, running times often exceed 55 minutes, so transfers are less convenient. Route 66/67's alignment should be streamlined to improve transfers.

- The Valley River Center stop is on the back side of the mall and requires out-of-direction travel through parking lots to access. It has high ridership. Route 66/67 could access the Valley River Center more effectively on Valley River Drive, by the Texas Roadhouse, or by Round 1 Bowling. Any one of these options will require passenger waiting areas, bus stops, and pedestrian improvements. Moving the Valley River Center stop can save up to 4 minutes of travel time.
- Route 66/67 deviates ¾ of a mile from Coburg Road to serve Shadowview Drive. In conjunction with an extension of Route 12 to Coburg Road, Route 66/67 should be realigned to directly travel between Crescent Avenue and Coburg Road.

See Routes 66 & 67 map on reverse side

Routes 66 & 67 VRC/Coburg



Route 73 UO/Willamette

Route 73 was a limited route that connected UO with southeast Eugene. This route has been inactive for the past three years.

Recommendations

Operating Route 73 is not recommended. Ridership historically was low. Route 73 duplicated Route 28 on Hilyard/Patterson and Route 24 on Willamette.

Schedule adjustments on Routes 28 and 81 can improve frequency between Hilyard St / 30th Ave to every 15-minutes on weekdays, providing better service to UO's campus in this segment.

In addition, LTD is working to develop a Mobility Management Framework that outlines more flexible mobility options such as on demand service, microtransit, and expanded bike share. These could be applicable to improving mobility in the Donald neighborhood.

Route 78 UO/Seneca/Warren

Route 78 was a limited route that connected UO with west Eugene. This route has been inactive for the past three years.

Recommendations

Operating Route 78 is not recommended. Ridership historically was low and Route 78 duplicated Route 36 on W 18th Ave.

Given travel patterns in west Eugene, upgrading Route 36 to 15-minute service on weekdays would serve more people than restoring Route 78.

LTD is working to develop a Mobility Management Framework that outlines more flexible mobility options such as on demand service, microtransit, and expanded bike share. These could be applicable to improving mobility in the Churchill neighborhood.

Route 79X UO/Kinsrow

Route 79X is an express route connecting apartments east of Autzen Stadium to the University of Oregon via MLK Jr Boulevard and Coburg Road.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/60/60	Inbound only from Kinsrow: 7:30 a.m. – 10:15 a.m. Round trip between UO and Kinsrow: 10:55 a.m. – 10:22 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	30/60/60	No change from existing
	Saturday	-	
	Sunday	-	
Long-Term	Weekday	30/60/60	No change from existing
	Saturday	-	
	Sunday	-	

Coverage (where it goes)

Short-Term

In order to improve reliability and safety, Route 79X should remove service on Kinsrow. Currently, pedestrian and vehicular conflicts are common on this narrow street. The apartments will still be served by stops on Garden Way and MLK.

Long-Term

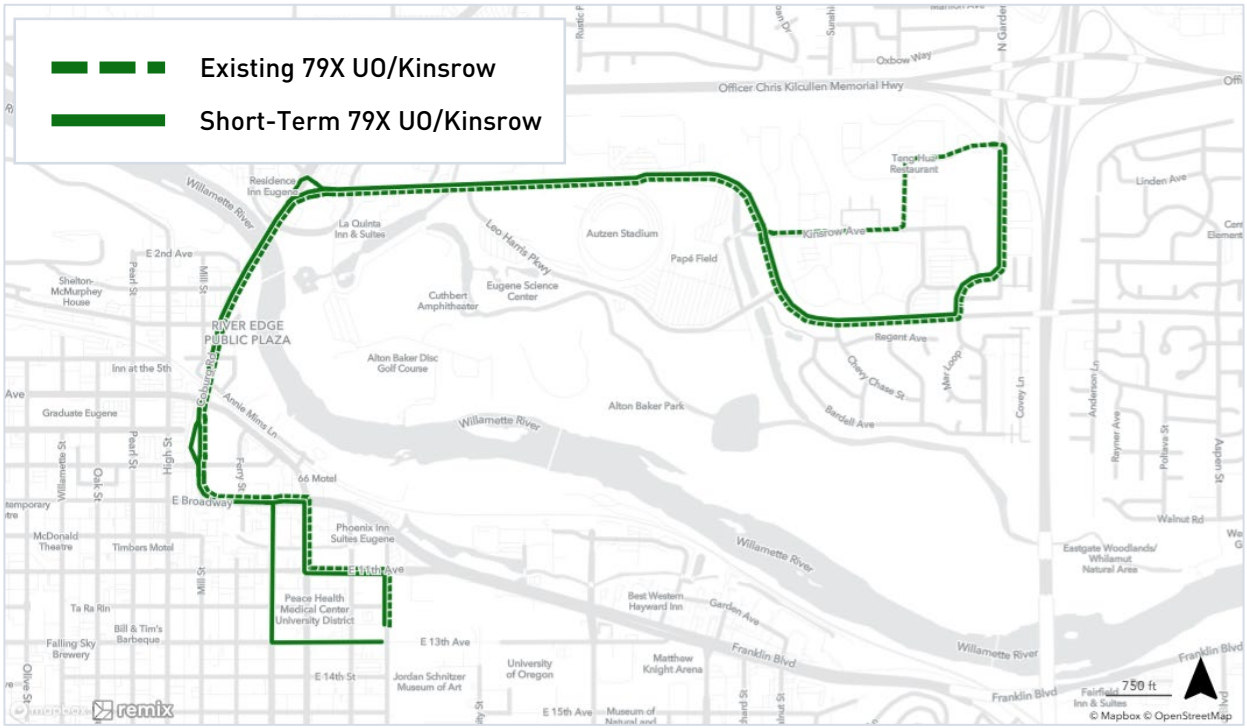
Ridership on Route 79X is still strong now. However, in the past four years, the number of UO students in the Stadium Park and surrounding apartments has declined significantly. If student population continues to decline, consider reallocating Route 79X resources to operate Route 13 on MLK more often.

Frequency (how often it runs)

No changes in frequency are recommended.

Hours of service (when it runs)

No changes to how late or early Route 79X runs are recommended.



Route 81 LCC/Hilyard

Route 81 is a college route connecting Eugene Station, UO Station, and LCC Station via Hilyard Road/Patterson Road and E 30th Avenue.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	60	6:30 a.m. – 9:25 p.m.
	Saturday	60	7:30 a.m. – 5:20 p.m.
	Sunday	-	-
Short-Term	Weekday	30/30/60	No change from existing
	Saturday	60	
	Sunday	-	
Long-Term	Weekday	30/30/60	6:30 a.m. – 9:25 p.m.
	Saturday	60	7:30 a.m. – 8:20 p.m.
	Sunday	60	7:30 a.m. – 7:20 p.m.

Coverage (where it goes)

No changes are recommended.

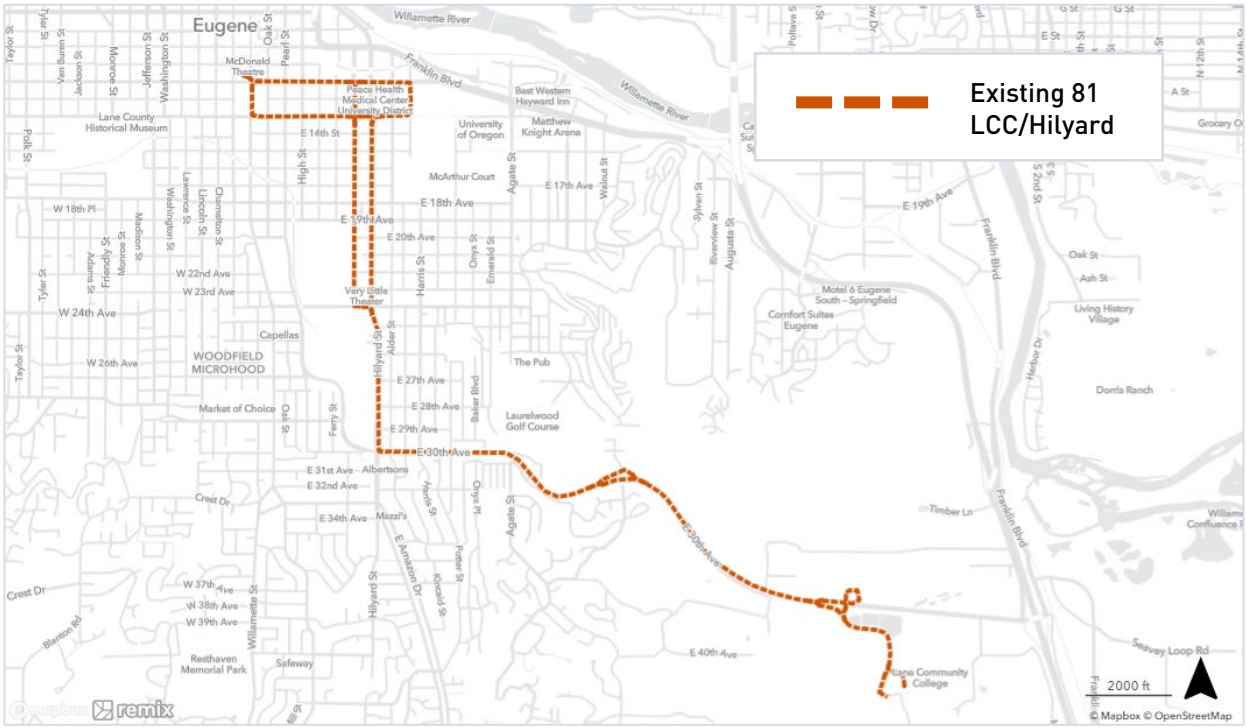
Frequency (how often it runs)

Routes 81 and 82 connect Eugene with LCC. Resources currently spent to operate Route 82 more frequently should be reallocated to Route 81 to provide a consistent 30-minute schedule between Eugene Station and LCC leaving 0:15 and 0:45 past the hour. On Saturday and weekdays after 6:00 p.m. Route 81 should leave Eugene Station on the hour.

In conjunction with the Route 28 schedule, which will offset arrivals and departures from Route 81 at Eugene Station, frequencies between Eugene Station and 30th Ave/Hilyard St will be every 15-minutes on weekdays and every 30-minutes weekday evenings and Saturdays.

Hours of service (when it runs)

In the long-term, as operators become available, Route 81 should operate on Sundays. Also, Route 81 should operate later on Saturdays.



Route 82 LCC/Pearl

Route 82 is a college route connecting Eugene Station to LCC Station via Amazon Pkwy and E 30th Avenue.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	School year: 10-25/30-60/0 Summer: 60/60	7:00 a.m. – 6:25 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	School year only: 30/0/0	8:30 a.m. – 11:00 a.m. 2:00 p.m. – 5:00 p.m.
	Saturday	-	-
	Sunday	-	-
Long-Term	Weekday	School year only: 30/0/0	8:30 a.m. – 11:00 a.m. 2:00 p.m. – 5:00 p.m.
	Saturday	-	-
	Sunday	-	-

Coverage (where it goes)

No changes are recommended.

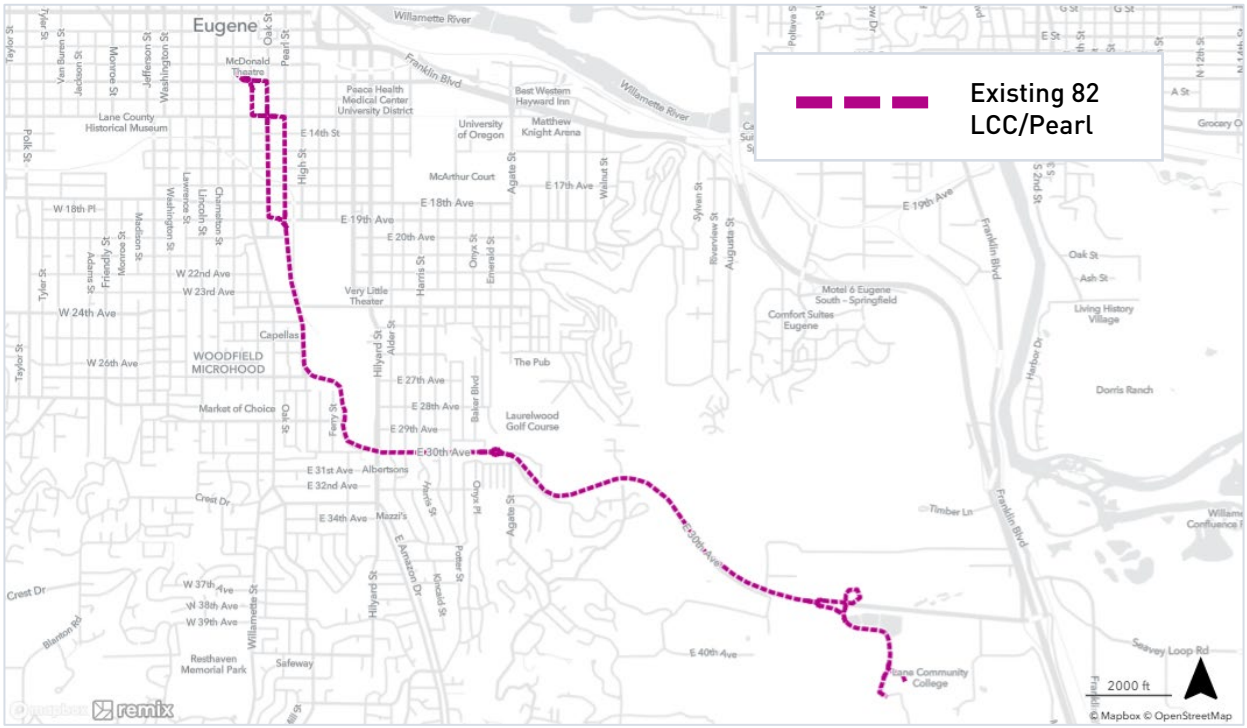
Frequency (how often it runs)

Routes 81 and 82 connect Eugene with LCC. Resources currently spent to operate Route 82 more frequently should be reallocated to Route 81. Route 82 service should be rescheduled to supplement Route 81 service.

When LCC is in session, Route 82 should operate weekdays every 30-minutes between 8:30 a.m. and 11:00 a.m. and 2:00 p.m. and 5 p.m. Route 82 should be scheduled to arrive and depart Eugene Station on the hour and 30 minutes past the hour, creating effective 15-minute service with Route 81 between LCC and Eugene Station during peak LCC ridership times.

Hours of service (when it runs)

With the improvement in Route 81 frequency, Route 82's span of service should be reduced to high ridership times only. Route 82 should operate weekdays every 30-minutes between 8:30 a.m. and 11:00 a.m. and 2:00 p.m. and 5 p.m.



Route 85 LCC/Springfield

Route 85 is a college route connecting Springfield Station to LCC Station via Franklin Road and Main Street/S A Street in Springfield.

Coverage (where it goes)

No changes are recommended.

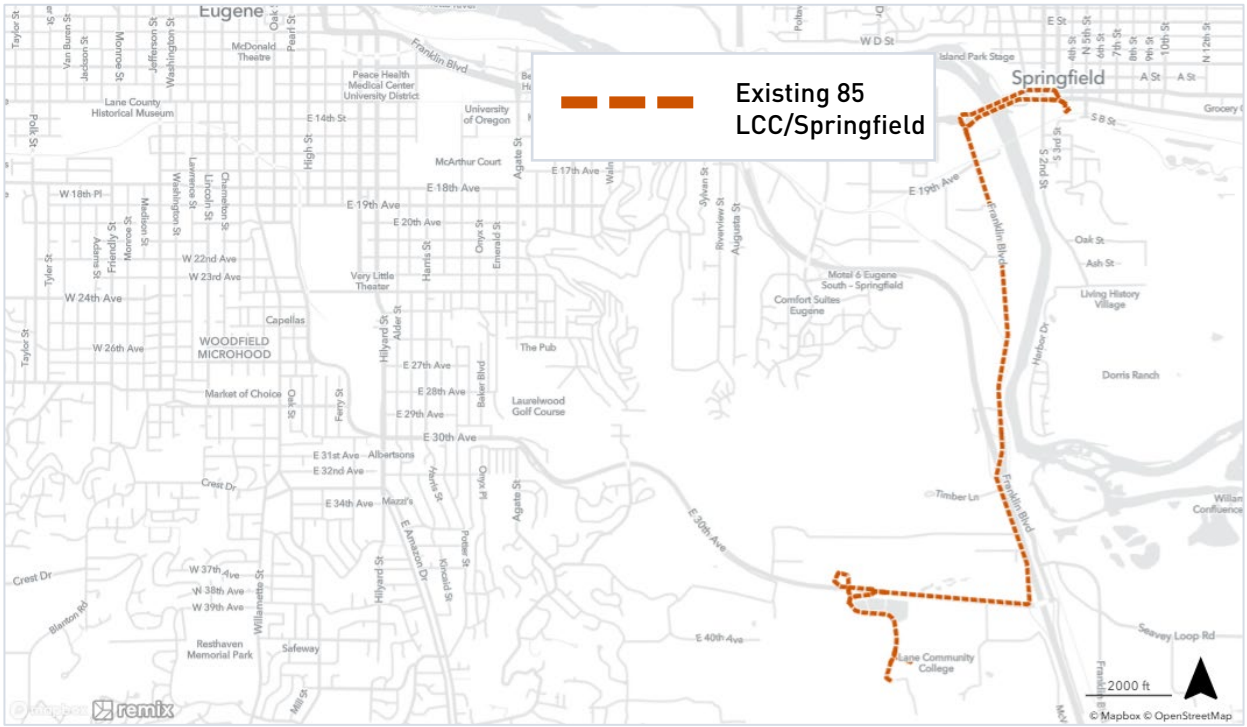
Frequency (how often it runs)

No changes are recommended.

Hours of service (when it runs)

No changes are recommended.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	60	7:40 a.m. – 5:10 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	60	No change from existing
	Saturday	-	
	Sunday	-	
Long-Term	Weekday	60	No change from existing
	Saturday	-	
	Sunday	-	



Route 91 McKenzie Bridge

Route 91 is a rural route connecting Eugene Station to McKenzie River Ranger Station via I-105 and Highway 126.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	2 a.m. round trips 2 p.m. round trips	6:00 a.m. - 11:20 a.m. 2:20 p.m. - 8:40 p.m.
	Saturday	1 a.m. round trip 1 p.m. round trip	8:30 a.m. – 11:25 a.m. 4:30 p.m. – 7:20 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	8:30 a.m. - 11:25 a.m. 4:30 p.m. - 7:20 p.m.
Short-Term	Weekday	2 a.m. round trips 2 p.m. round trips	No change from existing
	Saturday	1 a.m. round trip 1 p.m. round trip	
	Sunday	1 a.m. round trip 1 p.m. round trip	
Long-Term	Weekday	3 a.m. round trips 3 p.m. round trips	6:00 a.m. - 8:40 p.m.
	Saturday	1 a.m. round trip 1 p.m. round trip	8:30 a.m. – 11:25 a.m. 4:30 p.m. – 7:20 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	8:30 a.m. - 11:25 a.m. 4:30 p.m. - 7:20 p.m.

Recommendations

Regional bus service between Bend to Eugene operates along Highway 126. Consideration should be given to partnering with this service to add a stop at McKenzie River Ranger Station, the highest ridership stop outside of Eugene.

Coverage (where it goes)

The 5:35 p.m. outbound trip to McKenzie Bridge stops at Springfield Station. This deviation, for one passenger, adds more than 15 minutes trip time. Route 91 should operate in a consistent alignment, skipping Springfield Station.

Frequency (how often it runs)

In the long-term, as more operators are available, additional trips should be added to Route 91 to improve customer convenience.

Hours of service (when it runs)

In the long-term, one additional late morning trip and one additional afternoon trip should be added.

Route 92 Lowell/LCC

Route 92 is a rural route connecting Eugene and LCC to Lowell via Highway 58.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	1.5 a.m. round trips 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.
	Saturday	1.5 a.m. round trips 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.
	Sunday	-	-
Short-Term	Weekday	1.5 a.m. round trips 1 p.m. round trip	No change from existing
	Saturday	1.5 a.m. round trips 1 p.m. round trip	
	Sunday	-	
Long-Term	Weekday	2.5 a.m. round trips 2 p.m. round trip	6:31 a.m. - 11:15 a.m. 3:35 p.m. - 7:10 p.m.
	Saturday	1.5 a.m. round trips 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.
	Sunday	1.5 a.m. round trips 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.

Coverage (where it goes)

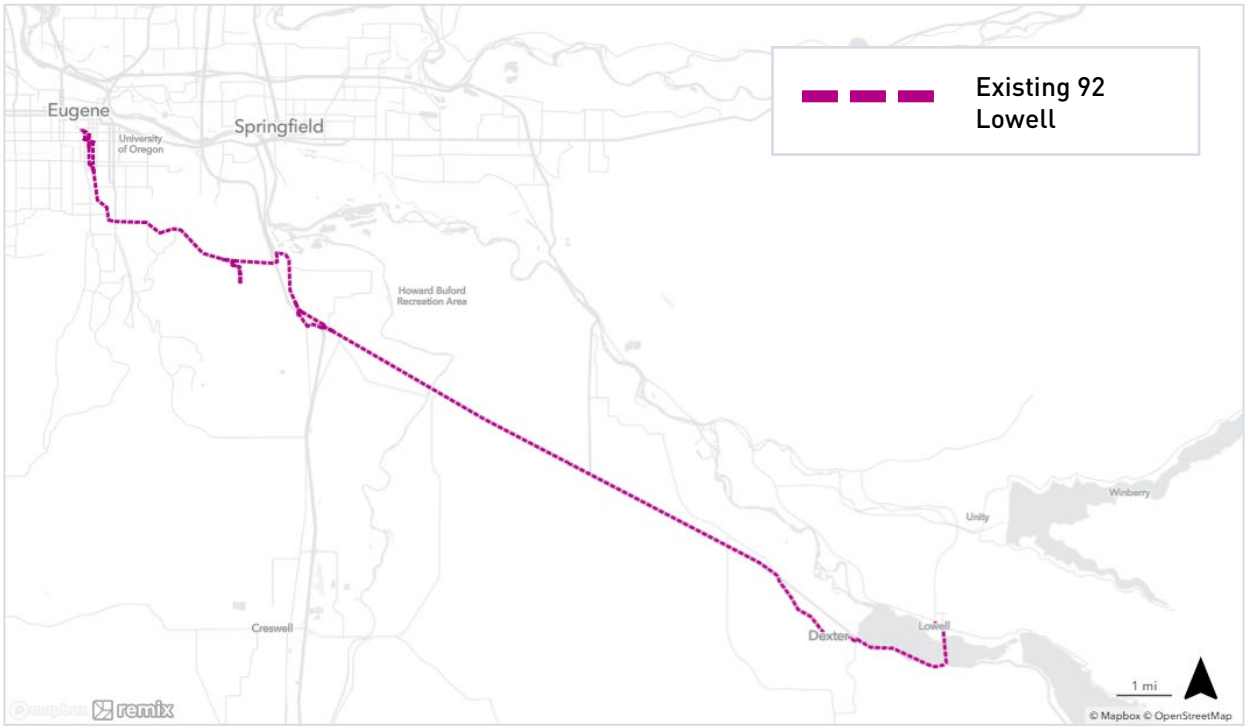
Diamond Express, a regional bus service between Oakridge and Eugene/Springfield operates along Highway 58, overlapping with Route 92. Consideration should be given to partnering with this service to add a stop at Lowell so that these trips complement one another.

Frequency (how often it runs)

In the long-term, as more operators are available, additional trips should be added to Route 92 to improve customer convenience.

Hours of service (when it runs)

In the long-term, when additional operators are available, an additional late morning trip and an early afternoon trip should be added. Additionally, Sunday service should be implemented at Saturday service levels.



Route 93 Veneta

Route 93 is a rural route connecting Veneta to the Seneca Park and Ride in Eugene via Highway 126.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	1 a.m. round trip 2 p.m. round trips	6:46 a.m. – 7:45 a.m. 12:05 p.m. – 1:03 p.m. 5:30 p.m. – 6:29 p.m.
	Saturday	2 a.m. round trips 1 p.m. round trip	8:16 a.m. – 10:08 a.m. 5:32 p.m. – 6:24 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	9:16 a.m. – 10:08 a.m. 6:17 p.m. – 7:08 p.m.
Short-Term	Weekday	1 a.m. round trip 2 p.m. round trips	No change from existing
	Saturday	2 a.m. round trips 1 p.m. round trip	
	Sunday	1 a.m. round trip 1 p.m. round trip	
Long-Term	Weekday	2 a.m. round trips 3 p.m. round trips	6:31 a.m. - 11:15 a.m. 3:35 p.m. - 7:10 p.m.
	Saturday	2 a.m. round trips 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	6:31 a.m. – 9:15 a.m. 5:35 p.m. - 7:10 p.m.

Coverage (where it goes)

Ridership on Route 93 dropped dramatically after it was shortened and no longer served Eugene Station. Restoring direct Veneta to Eugene Station service is recommended. Route 93 should no longer serve the Bertelsen / 1st Ave / Seneca loop and instead directly travel to downtown Eugene via W 11th Ave. Between Bertelsen and downtown Eugene, Route 93 should operate in limited stop mode, with pickups only in the westbound direction and drop offs only in the eastbound direction.

Frequency (how often it runs)

In the long-term, as more operators are available, additional trips should be added to Route 93 to improve customer convenience.

Hours of service (when it runs)

In the long-term, when additional operators are available, an additional morning trip and an early afternoon trip should be added.

Route 95 Junction City

Route 95 is a rural route connecting Eugene and Junction City via Highway 99N.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	2 a.m. round trips 2 p.m. round trips	6:10 a.m. – 7:25 a.m. 11:30 a.m. – 12:45 p.m. 2:30 p.m. – 3:45 p.m. 5:30 p.m. – 6:55 p.m.
	Saturday	1 a.m. round trip 2 p.m. round trips	8:05 a.m., - 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.
Short-Term	Weekday	2 a.m. round trips 2 p.m. round trips	No change from existing
	Saturday	1 a.m. round trip 2 p.m. round trips	
	Sunday	1 a.m. round trip 1 p.m. round trip	
Long-Term	Weekday	3 a.m. round trips 2 p.m. round trips	6:10 a.m. – 12:45 p.m. 2:30 p.m. – 3:45 p.m. 5:30 p.m. – 6:55 p.m.
	Saturday	1 a.m. round trip 2 p.m. round trips	8:05 a.m., - 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.

Coverage (where it goes)

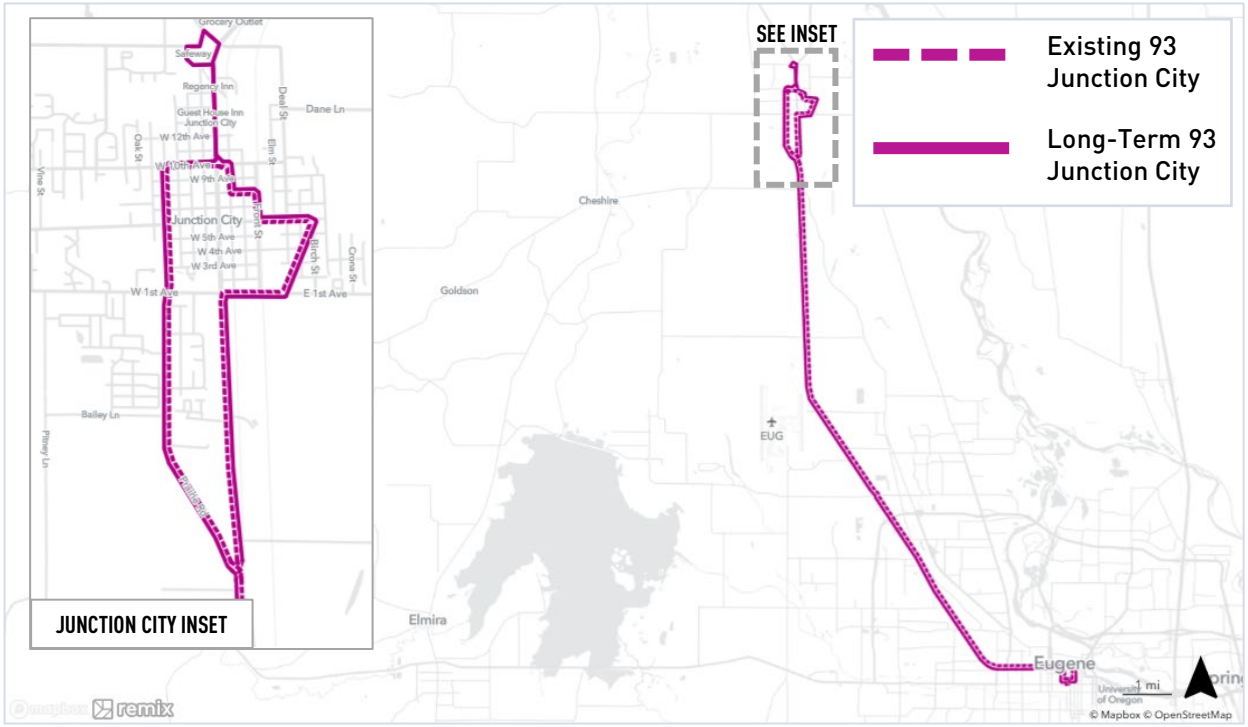
Junction City has grown since Route 95 was designed. In the Short-Term, Route 95 should be extended to serve the Safeway at W 18th Ave in Junction City.

Frequency (how often it runs)

In the long-term, as more operators are available, additional trips should be added to Route 95 to improve customer convenience.

Hours of service (when it runs)

In the long-term, when additional operators are available, an additional morning trip should be added.



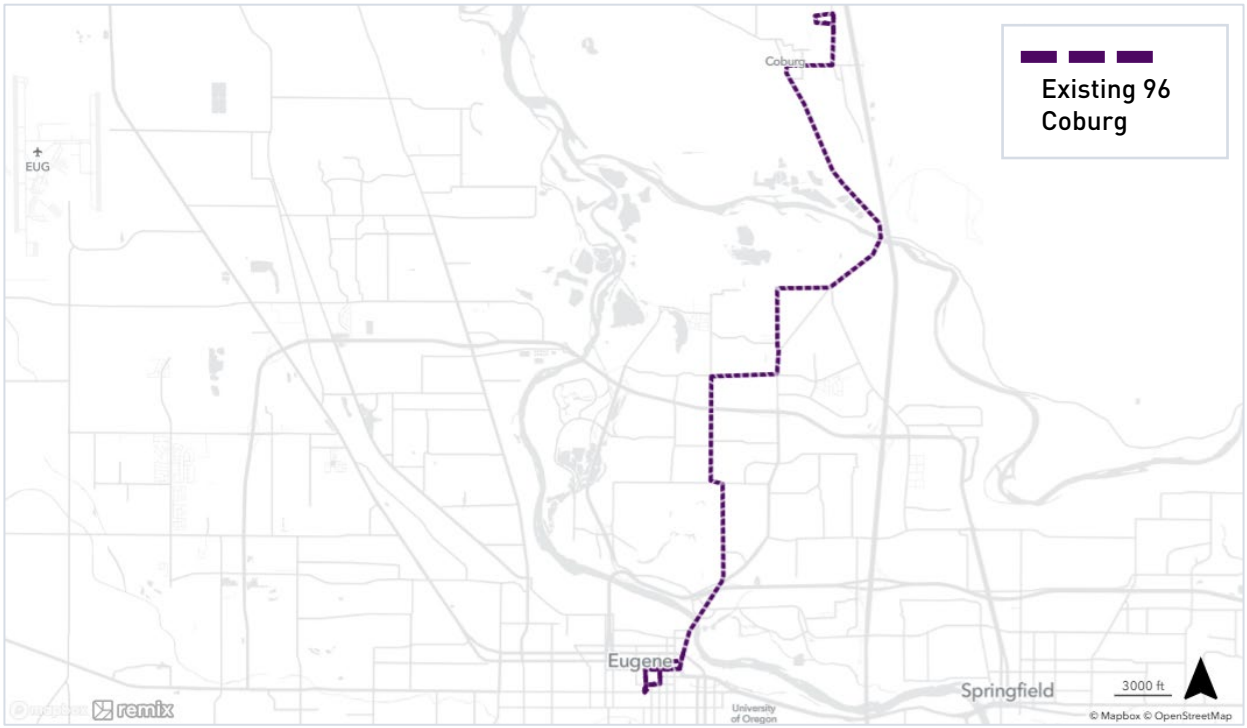
Route 96 Coburg

Route 96 is a rural route connecting Eugene and Coburg from Eugene Station to Coburg Industrial Park

Recommendations

No changes are recommended for Route 96.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	1 a.m. round trip 1 p.m. round trip	6:30 a.m. – 7:25 a.m. 5:35 p.m. – 6:40 p.m.
	Saturday	1 a.m. round trip 1 p.m. round trip	7:20 a.m. – 8:25 a.m. 5:35 p.m. – 6:40 a.m.
	Sunday	-	-
Short-Term	Weekday	1 a.m. round trip 1 p.m. round trip	No change from existing
	Saturday	1 a.m. round trip 1 p.m. round trip	
	Sunday	-	
Long-Term	Weekday	1 a.m. round trip 1 p.m. round trip	No change from existing
	Saturday	1 a.m. round trip 1 p.m. round trip	
	Sunday	-	



Route 98 Cottage Grove

Route 98 is a rural route connecting Eugene to Creswell and Cottage Grove, largely via I-5.

	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	3 a.m. round trips 2 p.m. round trips	5:28 a.m. - 7:35 p.m.
	Saturday	1 a.m. round trip 2 p.m. round trips	8:35 a.m. – 10:25 a.m. 1:00 p.m. – 2:52 p.m. 5:35 p.m. – 7:25 p.m.
	Sunday	1 a.m. round trip 1 p.m. round trip	8:35 a.m. – 10:25 p.m. 5:35 p.m. – 7:25 p.m.
Short-Term	Weekday	3 a.m. round trips 2 p.m. round trips	No change from existing
	Saturday	1 a.m. round trip 2 p.m. round trips	
	Sunday	1 a.m. round trip 1 p.m. round trip	
Long-Term	Weekday	3 a.m. round trips 3 p.m. round trips	No change from existing
	Saturday	1 a.m. round trip 2 p.m. round trips	
	Sunday	1 a.m. round trip 1 p.m. round trip	

Coverage (where it goes)

Short-Term

Operate all Route 98 trips via LCC. This will improve access and reduce potential customer confusion.

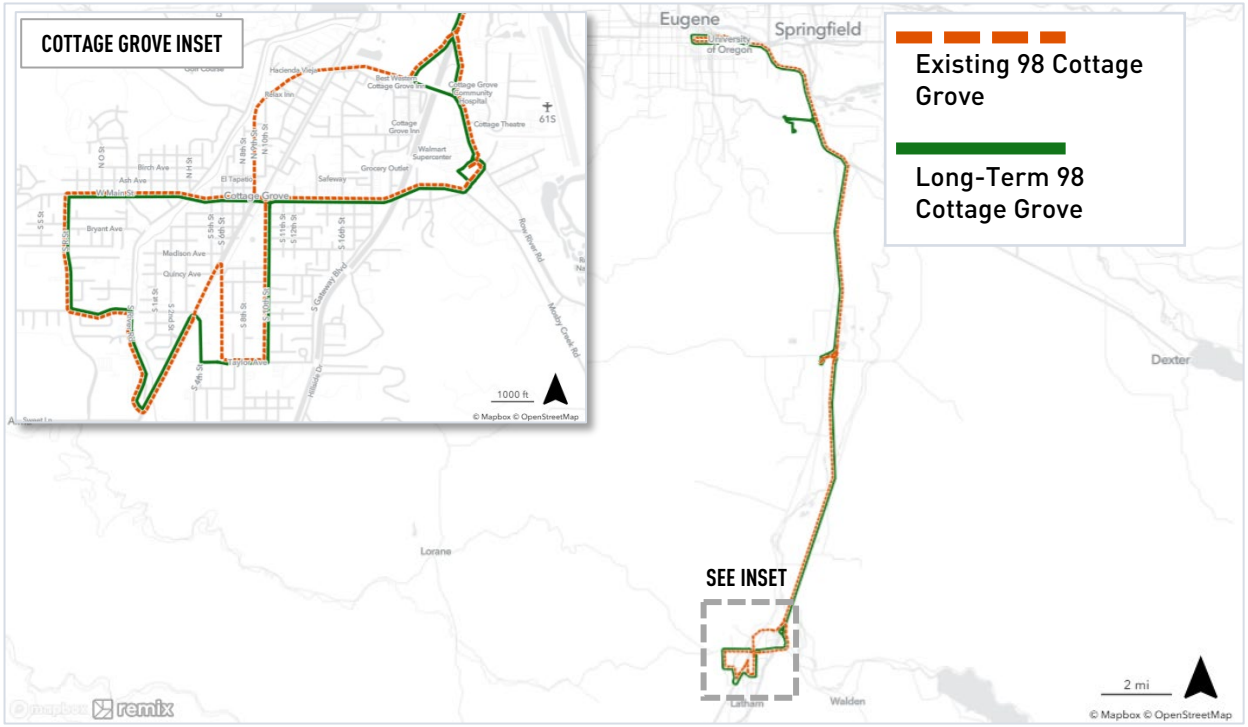
In Cottage Grove, the Walmart is the top destination, yet it is only accessible in one direction for Cottage Grove residents. Route 98 should be modified to provide bi-directional service to the Walmart. In addition, Route 98 should use 4th St S between Goshen Divide Hwy and Taylor Ave. This provides a slightly faster trip for most riders.

Frequency (how often it runs)

In the long-term, as more operators are available, additional trips should be added to Route 98 to improve customer convenience.

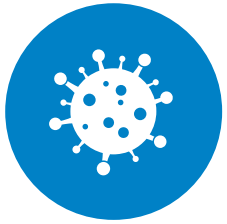
Hours of service (when it runs)

In the long-term, when additional operators are available, an additional afternoon trip should be added.



Board Meeting
May 15, 2024

Why are we doing a System Review?



COVID-19

The pandemic changed when and how people travel

Staffing Shortages

Though pandemic-related mandates have been lifted, LTD has been unable to add back service due to lack of bus drivers and maintenance staff

Service Levels

Quality and quantity of content LTD is operating at about 90% pre-pandemic service levels

A System Review provides the roadmap on how to build back service that was reduced after 2020 and matching LTD service levels to a changed travel market

What data did we look at?

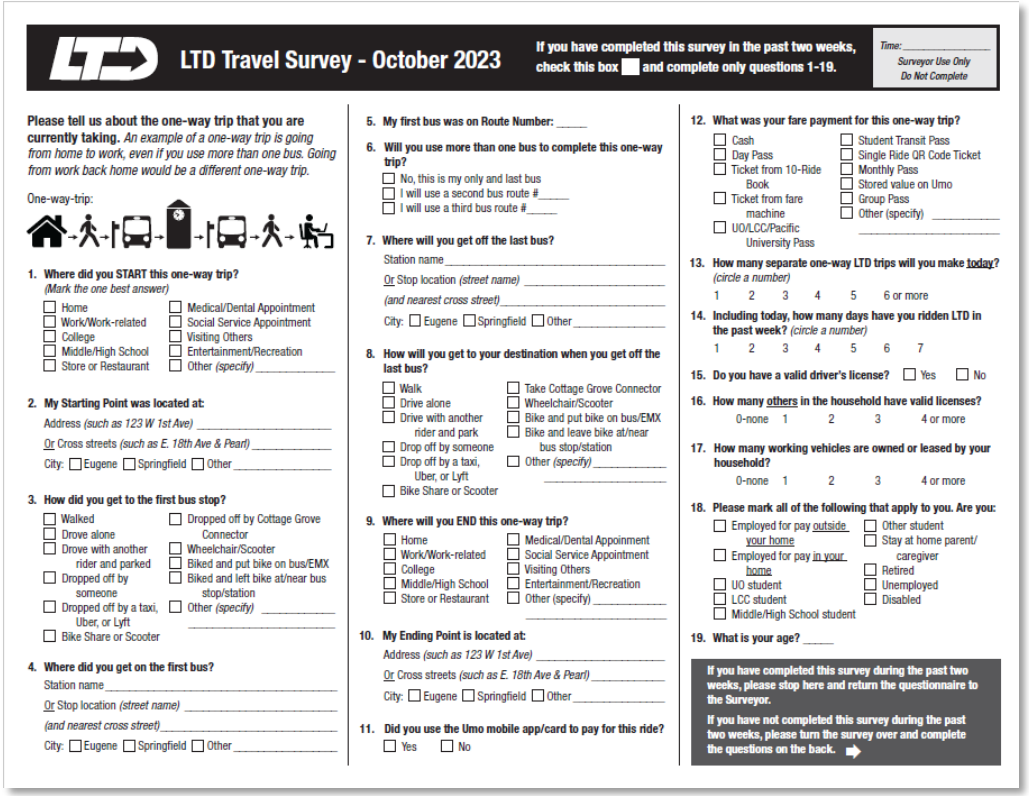
- Ridership and connections for every route
- Fall 2022 travel patterns – using cell phone data
- Population and employment data
- Socioeconomic data
- Future growth projections and plans
- Public Input

Initial Community Engagement

NELSON NYGAARD

Outreach Efforts So Far

- **Multi-phase process to understand and respond to community needs**
- **User and non-user input**
  - On board survey
  - Operators
  - Intercept surveys
  - Virtual and in-person meetings and popups
  - Neighborhood group feedback
  - Local and regional agency feedback
  - Targeted low-income and non-English speaking efforts



LTD Travel Survey - October 2023

If you have completed this survey in the past two weeks, check this box ☐ and complete only questions 1-19.

Time: _____ Surveyor Use Only Do Not Complete

Please tell us about the one-way trip that you are currently taking. *An example of a one-way trip is going from home to work, even if you use more than one bus. Going from work back home would be a different one-way trip.*

One-way-trip:

1. **Where did you START this one-way trip?** *(Mark the one best answer)*
   ☐ Home ☐ Work/Work-related ☐ College ☐ Middle/High School ☐ Store or Restaurant ☐ Medical/Dental Appointment ☐ Social Service Appointment ☐ Visiting Others ☐ Entertainment/Recreation ☐ Other *(specify)* _____
2. **My Starting Point was located at:**
   Address *(such as 123 W 1st Ave)* _____
   Or Cross streets *(such as E. 18th Ave & Pearl)* _____
   City: ☐ Eugene ☐ Springfield ☐ Other _____
3. **How did you get to the first bus stop?**
   ☐ Walked ☐ Drove alone ☐ Drove with another rider and parked ☐ Dropped off by someone ☐ Dropped off by a taxi, Uber, or Lyft ☐ Bike Share or Scooter ☐ Dropped off by Cottage Grove Connector ☐ Wheelchair/Scooter ☐ Biked and put bike on bus/EMX ☐ Biked and left bike at/near bus stop/station ☐ Other *(specify)* _____
4. **Where did you get on the first bus?**
   Station name _____
   Or Stop location *(street name)* _____
   (and nearest cross street) _____
   City: ☐ Eugene ☐ Springfield ☐ Other _____
5. **My first bus was on Route Number:** _____
6. **Will you use more than one bus to complete this one-way trip?**
   ☐ No, this is my only and last bus ☐ I will use a second bus route # _____ ☐ I will use a third bus route # _____
7. **Where will you get off the last bus?**
   Station name _____
   Or Stop location *(street name)* _____
   (and nearest cross street) _____
   City: ☐ Eugene ☐ Springfield ☐ Other _____
8. **How will you get to your destination when you get off the last bus?**
   ☐ Walk ☐ Drive alone ☐ Drive with another rider and park ☐ Drop off by someone ☐ Drop off by a taxi, Uber, or Lyft ☐ Bike Share or Scooter ☐ Take Cottage Grove Connector ☐ Wheelchair/Scooter ☐ Bike and put bike on bus/EMX ☐ Bike and leave bike at/near bus stop/station ☐ Other *(specify)* _____
9. **Where will you END this one-way trip?**
   ☐ Home ☐ Work/Work-related ☐ College ☐ Middle/High School ☐ Store or Restaurant ☐ Medical/Dental Appointment ☐ Social Service Appointment ☐ Visiting Others ☐ Entertainment/Recreation ☐ Other (specify) _____
10. **My Ending Point is located at:**
    Address *(such as 123 W 1st Ave)* _____
    Or Cross streets *(such as E. 18th Ave & Pearl)* _____
    City: ☐ Eugene ☐ Springfield ☐ Other _____
11. **Did you use the Umo mobile app/card to pay for this ride?**
    ☐ Yes ☐ No
12. **What was your fare payment for this one-way trip?**
    ☐ Cash ☐ Day Pass ☐ Ticket from 10-Ride Book ☐ Ticket from fare machine ☐ UO/LCC/Pacific University Pass ☐ Student Transit Pass ☐ Single Ride QR Code Ticket ☐ Monthly Pass ☐ Stored value on Umo ☐ Group Pass ☐ Other (specify) _____
13. **How many separate one-way LTD trips will you make today?** *(circle a number)*
    1 2 3 4 5 6 or more
14. **Including today, how many days have you ridden LTD in the past week?** *(circle a number)*
    1 2 3 4 5 6 7
15. **Do you have a valid driver's license?** ☐ Yes ☐ No
16. **How many others in the household have valid licenses?**
    0-none 1 2 3 4 or more
17. **How many working vehicles are owned or leased by your household?**
    0-none 1 2 3 4 or more
18. **Please mark all of the following that apply to you. Are you:**
    ☐ Employed for pay outside your home ☐ Employed for pay in your home ☐ UO student ☐ LCC student ☐ Middle/High School student ☐ Other student ☐ Stay at home parent/caregiver ☐ Retired ☐ Unemployed ☐ Disabled
19. **What is your age?** _____

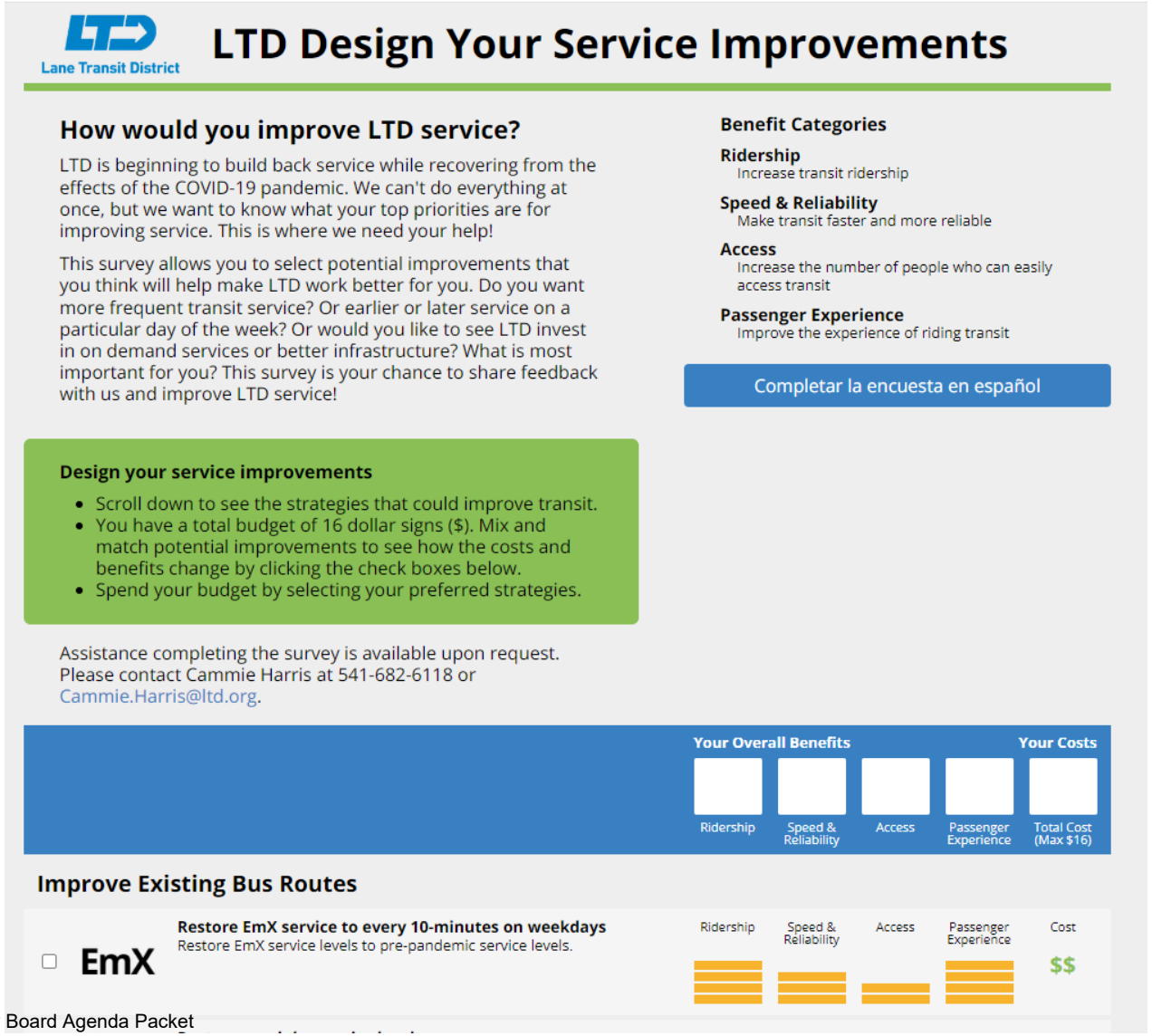
If you have completed this survey during the past two weeks, please stop here and return the questionnaire to the Surveyor.

If you have not completed this survey during the past two weeks, please turn the survey over and complete the questions on the back. ➡

www.ltdsystemreview.org/

Community Survey Regarding Service Priorities

- **Cost-constrained improvement priorities**
- **1,000+ surveys received**
- **Open through March 1st**
- **Top Priorities**
  - Bus stop improvements*
  - **Frequency**
  - **Restoring EmX service**
  - **Restoring weekday service levels**
  - **Intersection level transit priority treatments**

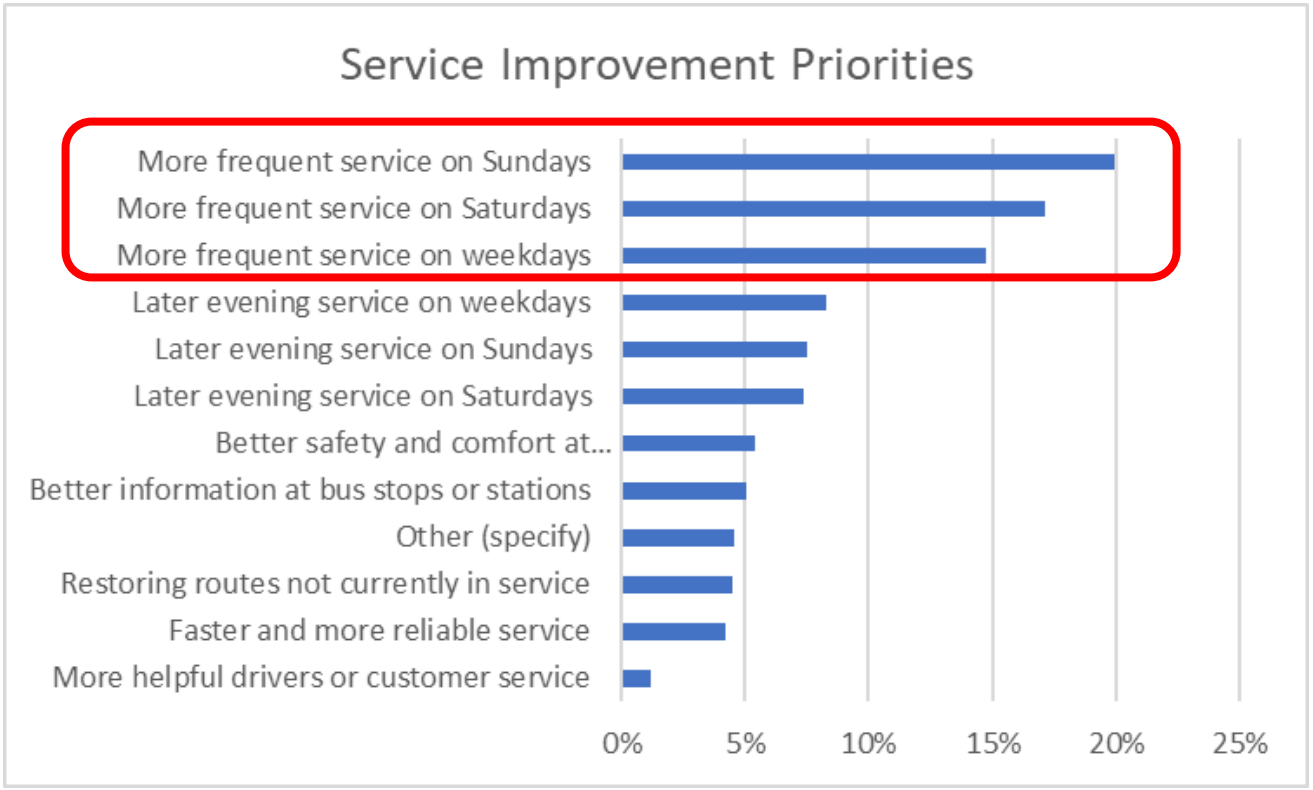


** While still a priority, this is likely <u>not</u> the highest priority because respondents wanted to spend all of the survey "budget"*

Current Rider Service Priorities – Key Findings

- **2,401 On-Board Surveys completed in October 2023** (~12% of LTD riders were surveyed)

- **Key findings**
  - **Additional frequency is the most desired improvement**
  - **Almost half of riders transfer**



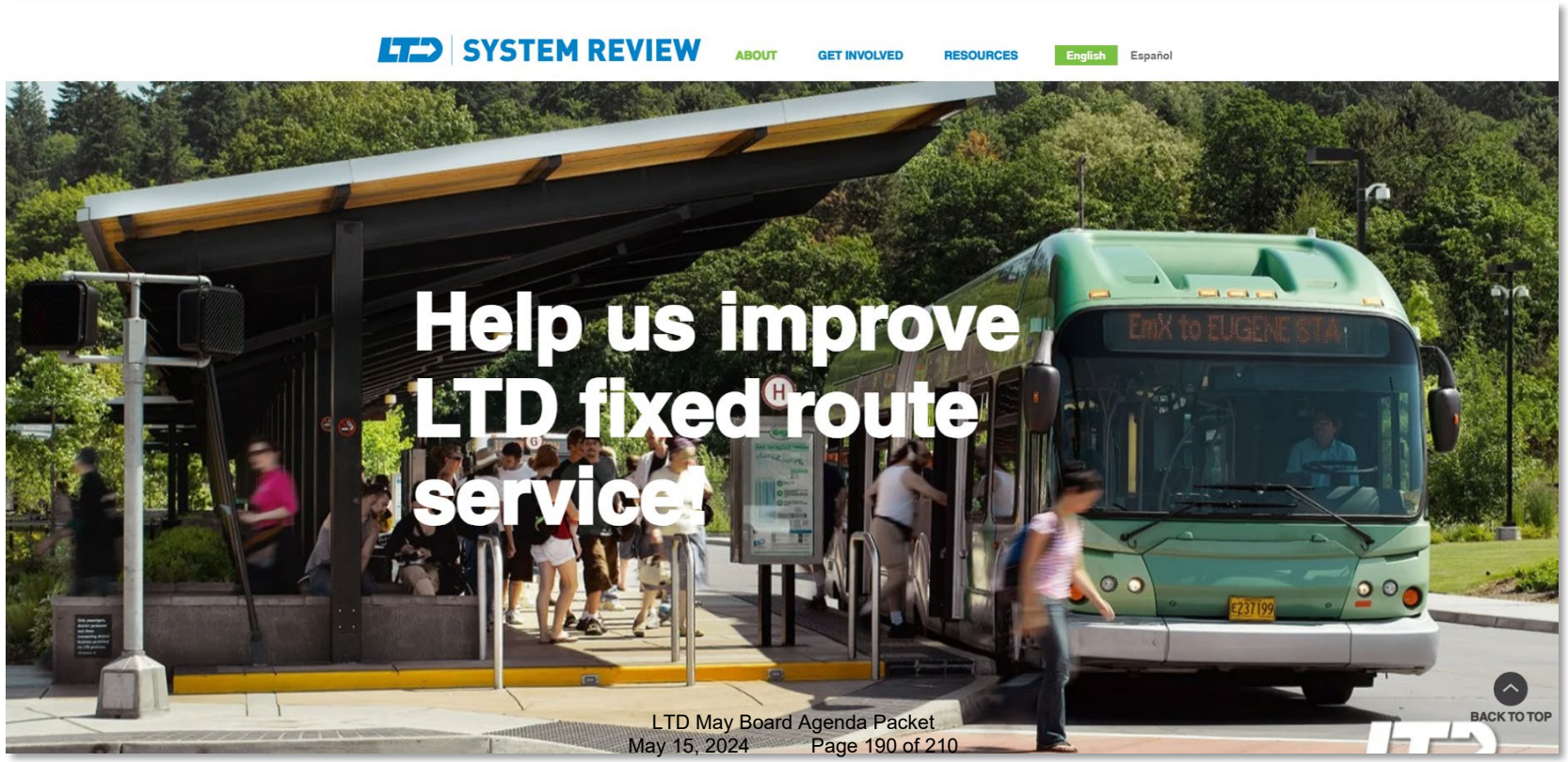
Outreach to the Latino Community

- **Attended Latino Professionals Connect networking event**
- **Conducted focus group in Spanish**
  - **20-25 people in attendance**
  - **Existing transit riders**
- **Preliminary feedback**
  - Overall positive
  - Better service on the rural routes
  - Better connections to LCC
  - Passenger amenities and information
  - Continued outreach is important

Project Website

- **Information**
- **Links to surveys / outreach events**
- **Project documents**

www.ltdsystemreview.org



Service Scenarios

NELSON NYGAARD

Service Scenario Key Improvements

- **Improve Route Frequency**
- **Reduce route duplication**
- **Add weekday/weekend service**
- **Extend service to new high-density growth areas**

The System Review is not intended to be a System Redesign, but LTD anticipates changes to the fixed-route network to better align with changes in our community.

Short-Term Recommendations (up to one year)

Assumptions

- Focus on improvements that do not require additional buses, operating hours, or operators
- Upcoming graduating operator classes may allow for earlier implementation
- Lack of operators may delay implementation beyond a year

Short-Term Recommendation Priorities

- **Adding frequency to highest ridership routes when additional operators become available**
  - The top priority is EmX and Route 11 weekday service
- **Creating high-frequency corridors with 15-minute weekday service**
  - Between Eugene Station and Santa Clara Station on River Road by adjusting schedules and alignments of Routes 40, 51, and 52
  - On Coburg Road by adjusting schedules of Routes 12, 66, and 67
  - Between Eugene Station, UO, and 30th/Hilyard by adjusting schedules and alignments of Routes 28, 81, and 82

Long-Term Recommendations

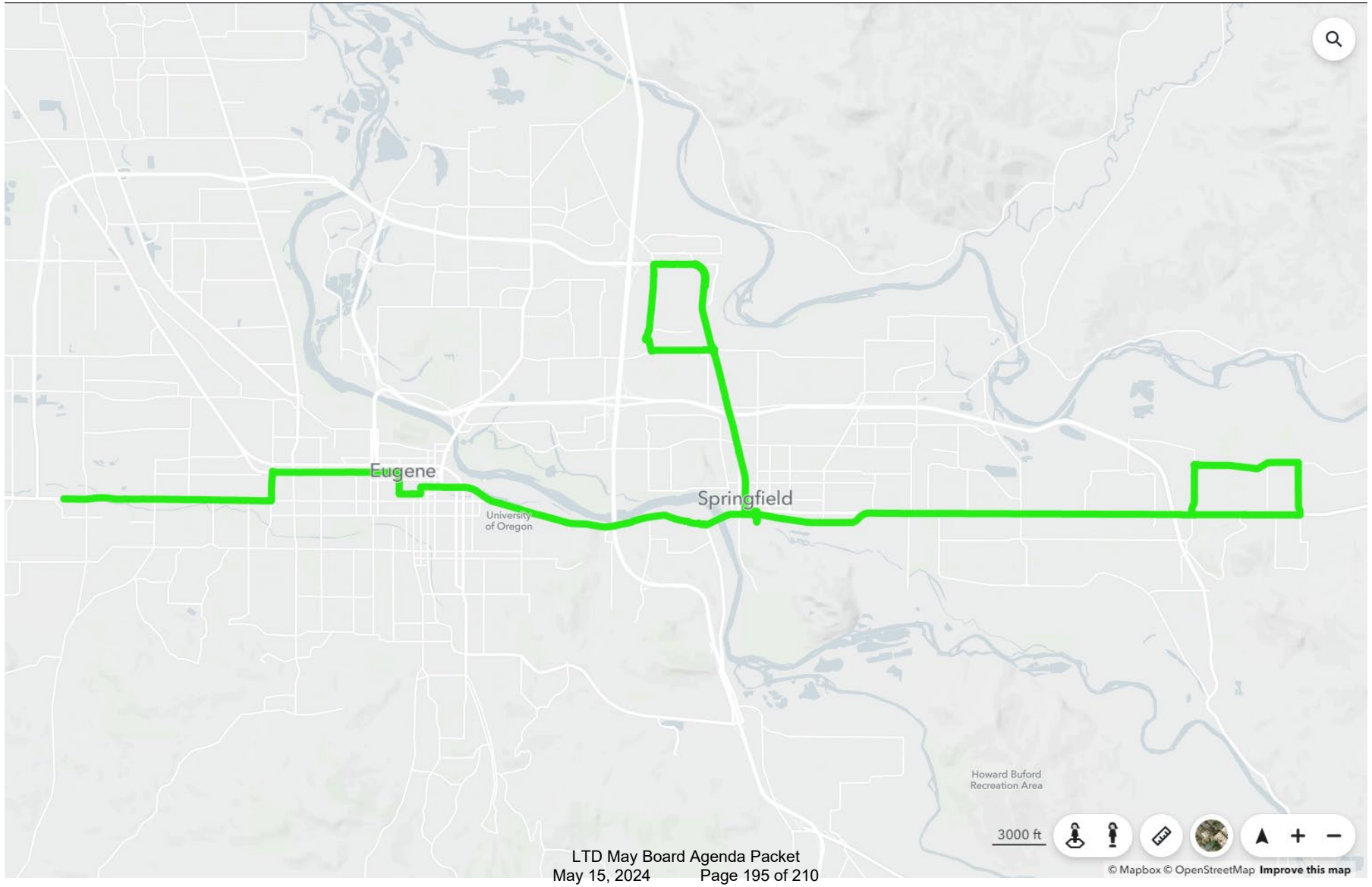
Assumptions

- Goal is to reach pre-pandemic service levels
- Requires additional buses, operating hours, or operators
- Phased implementation as operators are added – they cannot happen all at once

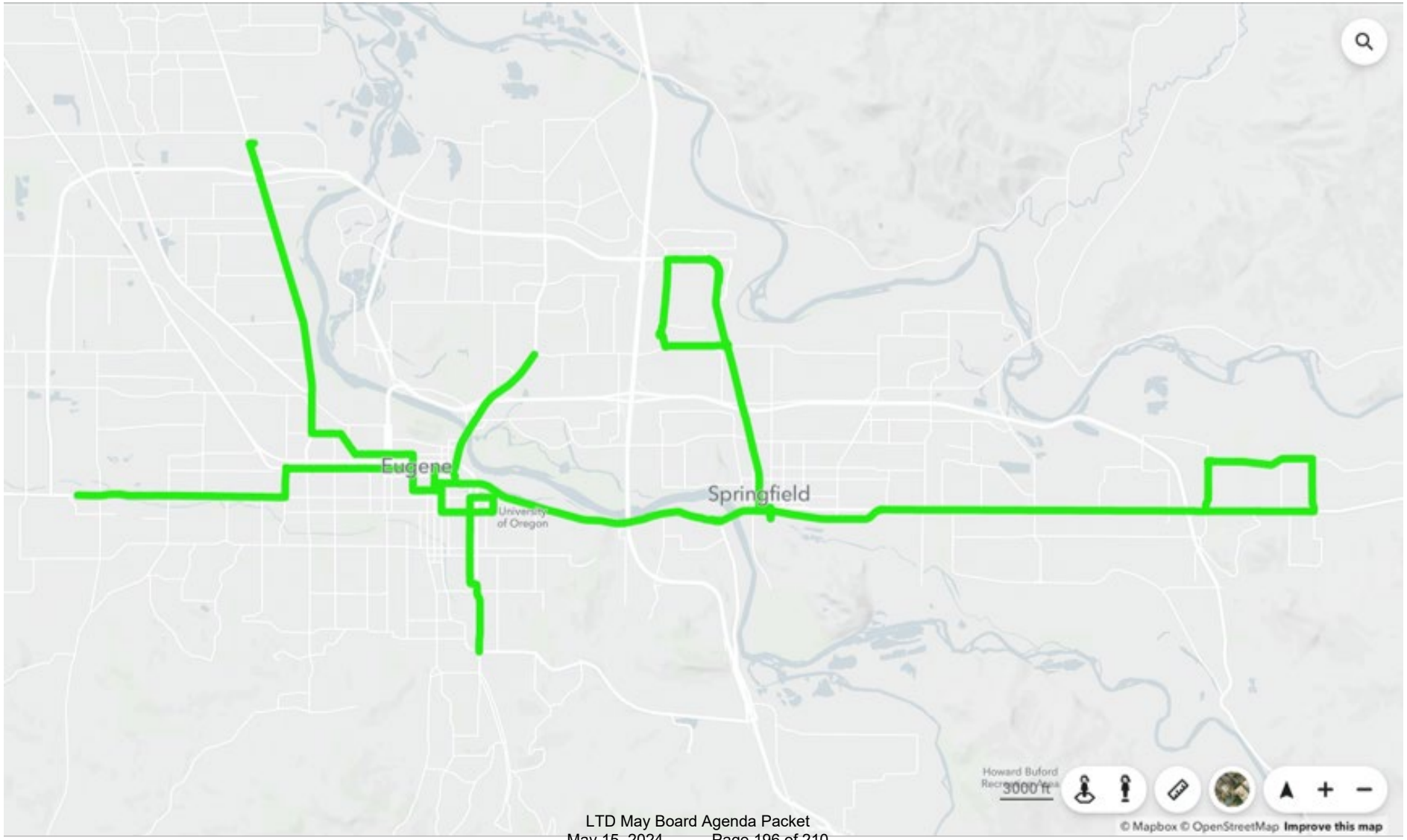
Long-Term Recommendation Priorities

- **Improve frequency when additional operators become available**
  - A primary focus is on weekday morning service and weekend service
- **Expand number of high-frequency corridors (W 18th, MLK/Centennial, and Hwy 99)**
- **Improve transit circulation in downtown Eugene**
- **Improve service to rural routes**
  - The top priority is providing additional weekday trips to provide additional travel options
- **Work together with local partners to provide a strong transportation network**
  - LTD is developing a Mobility Management Framework that will consider different programs and services and how LTD services can help meet local and regional mobility needs
- **Explore capital improvements that help buses operate faster and more reliably**
  - Some routes may operate faster and more reliably if bus stops are relocated or consolidated
  - The system will be more reliable if operations at transit centers are as efficient as possible

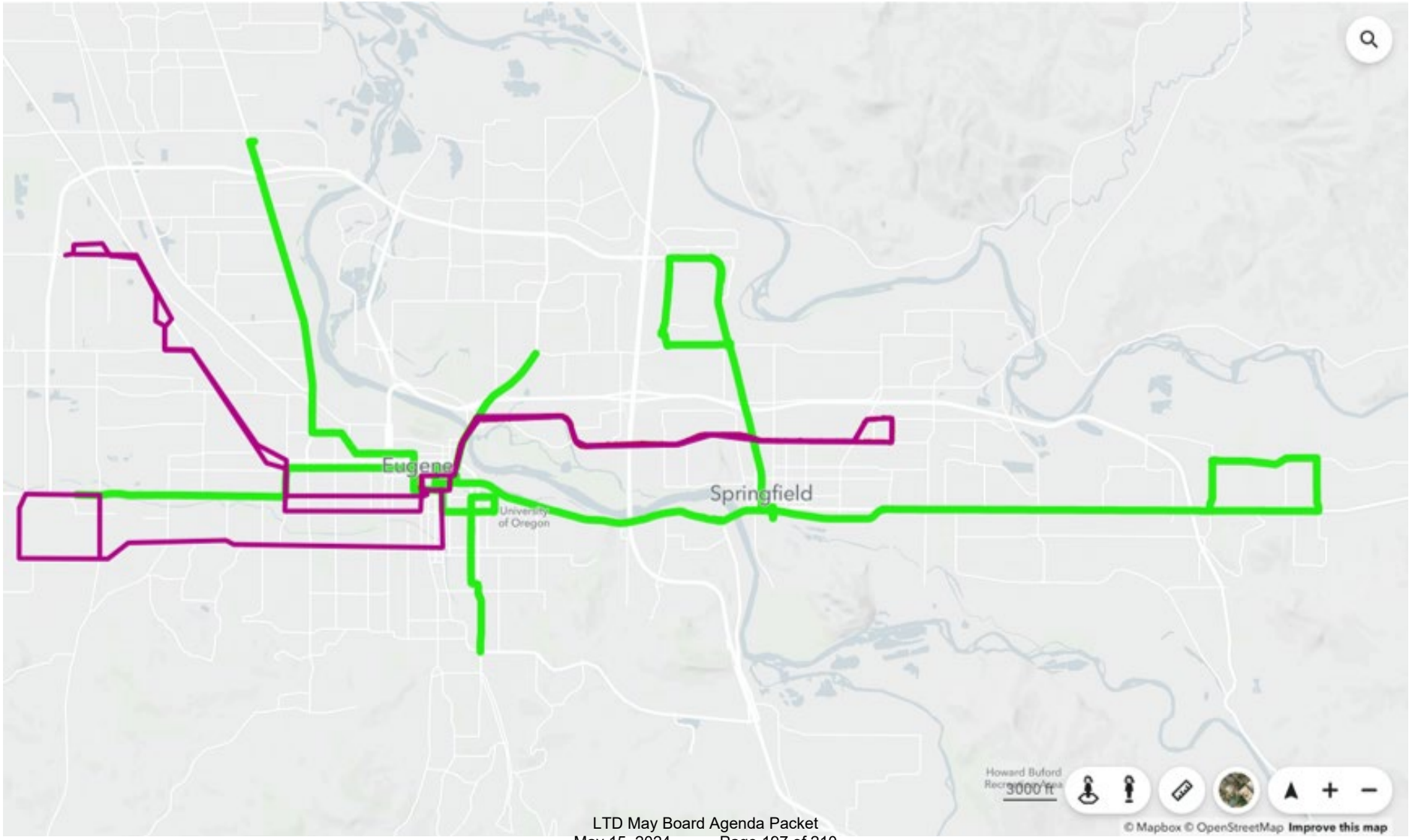
Today's 15-Minute Weekday Network



Short-Term: Expand 15-Minute Weekday Network



Long-Term: Add More 15-Minute Weekday Service



Phase 2 Outreach

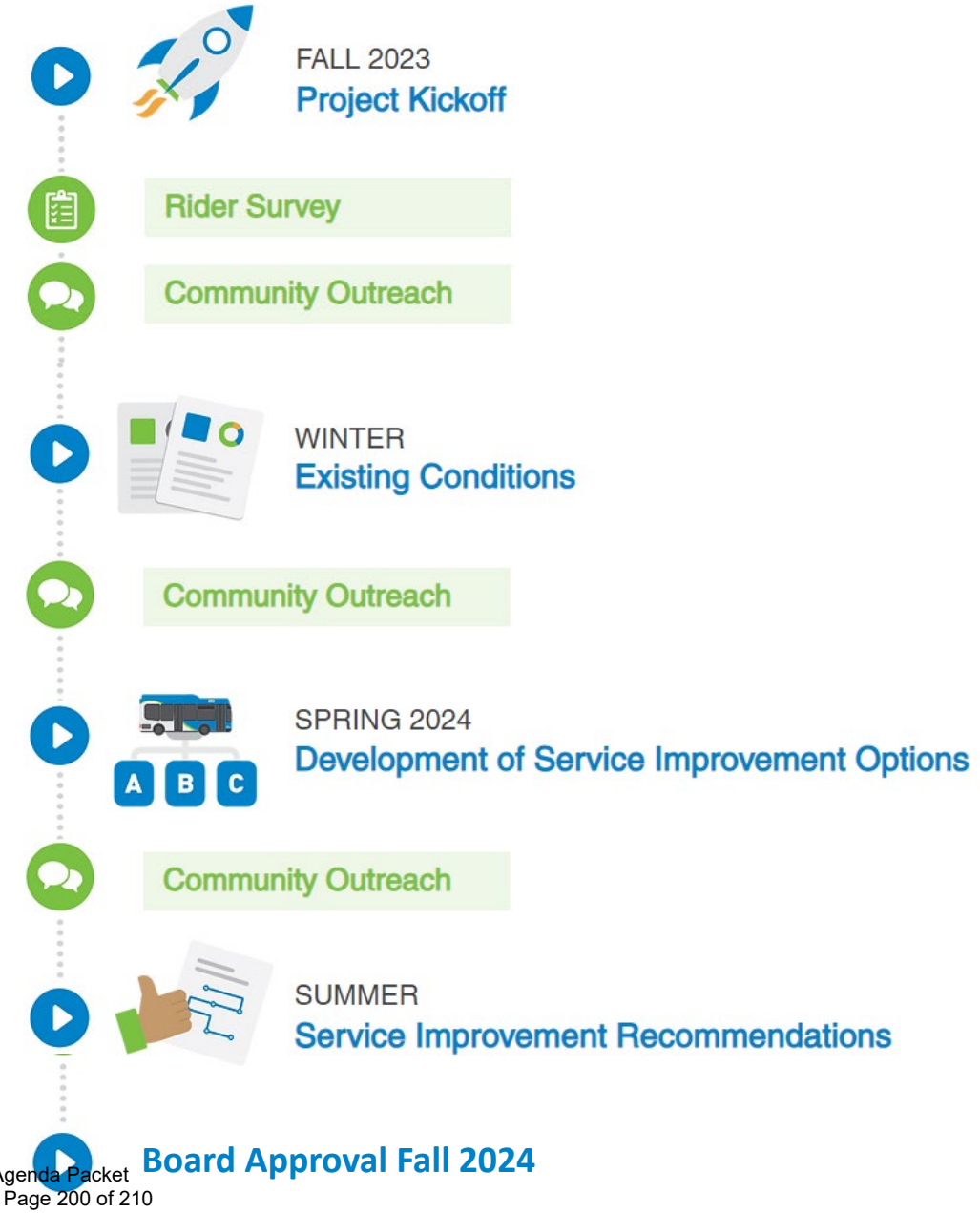
NELSON
NYGAARD

Phase 2 Outreach to Begin in April 2024

Activity	Timeline
Notification of community and organization of potential changes	April
Online Survey	April through May
Community Meetings, such as: • Neighborhood Associations • Rural Communities • University of Oregon • Spanish-speaking Communities	April and May
Virtual Open House	May 20th
Tabling (Going to where People are), such as • Saturday Market • Art Walk • Street Faire • Better Transportation Fair • First Fridays Communities of Color & Allies Network (CCAN)	April - May

Next steps

We are here!



Lane Transit District
Modification of MovingAhead Recommended Investment on River Road Corridor

PRESENTED BY: Dave Roth, Director of Mobility Planning and Policy

ACTION REQUESTED: Adoption of Resolution No. 2024-05-15-012 Adopting modification to the MovingAhead Build Alternative for the River Road Corridor from the EmX Option to the Enhanced Corridor Option.

In the time since the MovingAhead Locally Preferred Alternative (LPA) was adopted, significant change has occurred requiring reconsideration of the recommended option for the River Road corridor.

Factors influencing this decision include the following:

- **Cost**: Over the past several years, capital project costs have increased significantly due to inflation. The initial estimated River Road EmX build costs were $78 million. To build the same project in 2025, it would cost $103 million; a 32% increase. Further, any grant opportunity that would fund a new EmX corridor would require a matching contribution, typically transferred from LTD's operating fund. Limited operating dollars would be better utilized to support transit frequency, reliability, and speed throughout the fixed route system.

- **Benefit**: Ridership projections utilized in the MovingAhead analysis were calculated prior to the pandemic and suggested an increase in boarding's along the River Road corridor to be less than 2,000. Although increasing, current fixed route ridership is still 30% lower than when the MovingAhead study was conducted. Targeted Enhanced Corridor improvements such as transit signal priority provide similar benefit with much lower capital investment requirements.

- **Community Expectations:** In the time since the MovingAhead project was conducted, community expectations and sentiment have evolved, not just regarding River Road but for public services throughout the community. Given these changes, it is an appropriate time to focus on fixed route improvements that can make an impact on outcomes that are important for the region right now.

MovingAhead began in 2015 as a partnership between the City of Eugene, Lane Transit District, regional agencies, and the Eugene-Springfield community. The project studied a range of potential transit investments and conducted an alternatives analysis on five major corridors in Eugene – Highway 99, River Road, Downtown to LCC via 30th Avenue, Coburg Road, and Martin Luther King Jr. Boulevard. Results of community engagement and technical analysis resulted in an LPA build alternative recommendation for future investments on the corridors being studied:

Lane Transit District
Modification of MovingAhead Recommended Investment on River Road Corridor

- Highway 99 Corridor: Enhanced Corridor
- River Road Corridor: EmX
- 30th Avenue Corridor (Downtown to LCC): No-Build
- Coburg Road Corridor: Enhanced Corridor
- Martin Luther King Jr. Corridor: Enhanced Corridor

The final MovingAhead LPA was adopted by the Eugene City Council on March 14, 2022; the LTD Board on March 16, 2022; and the Metropolitan Policy Committee (MPC) on May 5, 2022.

While a decision to modify the MovingAhead LPA build alternative for River Road does not require formal or technical action, a resolution to do so clarifies with the community and project partners LTD's intention to not pursue EmX on River Road. Upon adoption of this resolution, LTD staff would notify the Federal Transit Administration (FTA), the City of Eugene, Metropolitan Policy Committee (MPC), project stakeholders, and the broader community of the decision.

MOTION: I move to adopt Resolution no. 2024-05-15-012 adopting modification to the MovingAhead build alternative for the River Road corridor from the EmX option to the Enhanced Corridor option.

RESOLUTION NO. 2024-05-15-012

CHANGING THE MOVING AHEAD ACTION FOR EMX ON RIVER

WHEREAS, LTD has engaged in a partnership with the City of Eugene to conduct a study of key transit corridors within Eugene,

WHEREAS, The Eugene City Council and the Lane Transit District Board of Directors took actions on March 16, 2022 and March 18, 2022, respectively to adopt a Locally Preferred Alternative (LPA) for each of those corridors,

WHEREAS, The LPA build alternative for the River Road Corridor was to construct EmX infrastructure along that corridors,

WHEREAS, The construction costs for EmX infrastructure along that corridor have significantly escalated,

WHEREAS, The ridership estimates for EmX along the River Road corridor were moderate relative to existing EmX corridor ridership,

WHEREAS, The Enhanced Corridor Alternative identified for River Road provides similar benefit with lower capital cost requirements, and

NOW, THEREFORE, BE IT RESOLVED, that the LTD Board of Directors, passes a resolution modifying the EmX Build Alternative from the EmX option to the Enhanced Corridor option for River Road.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 15 **DAY OF** MAY, **2024**.

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Board President, Gino Grimaldi

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 REPRESENTATTIVE	TOPICS COVERED
LCOG Board of Directors Meeting	Pete Knox	April 25, 2024 • FY23 Financial Statements • Metropolitan Organization (MPO) Annual Report • Appoint Audit Committee Members • Appoint Budget Committee Members • Appoint Cascades West Economic Development District (CWEDD) Board Members • Annual Awards • Roundtable
Metropolitan Policy Committee	Kelly Sutherland Susan Cox Jameson T. Auten	May 2, 2024 • Project Proposals for MPO Redistribution Funding • Draft FY25 Unified Planning Work Program (UPWP) Addendum • Draft Central Lane MPO Public Participation Plan (PPP) • Regional Transportation Plan (RTP) Update • Climate Friendly Equitable Communities (CFEC) Update

Lane Transit District
Board Member Reports

LTD: Budget Committee Meeting	Pete Knox Heather Murphy Michelle Webber	May 7, 2024 • Proposed FY 2024-2025 Budget • Departments Overview
Lane Area Commission on Transportation	Heather Murphy Jameson T. Auten	May 8, 2024 • ODOT Region 2 Manager • LaneACT Steering Committee Expansion • LaneACT transportation funding priorities • Connect Oregon application review process

LANE TRANSIT DISTRICT
DELEGATED AUTHORITY REPORT
April 2024

Contracts								
DATE EXECUTED	**CONTRACTOR**	**DESCRIPTION**	**CONTRACT TYPE**	**CONTRACT TERM**	**CONTRACT VALUE**	**NEW CONTRACT VALUE**	**SIGNER**	**NOTES**
4/3/2024	Pivot Architecture	Fleet Lead Counter Replacement	Task Order	Apr 26, 2021 - Apr 25, 2028	$2,000,000.00	TO NTE: $15,928.63	M. Imlach	TO 2020-165-2024-016 to Contract #2020-165
4/12/2024	Lane Council of Governments	Cablecasting Services	IGA	Jun 22, 2021 - Jun 30, 2025	$154,654.00	no change	J. Auten	Amendment to extend services for another year.
4/13/2024	TK Elevators	Downtown Eugene Station Elevator Upgrade	Cooperative	Jul 1, 2023 - Jun 30, 2024	$134,270.00		M. Imlach	New Service Agreement
4/15/2024	Carahsoft	M365 Assessment & Planning	Professional Services	Apr 15, 2024 - Jul 31, 2024	$152,250.00		S. Sorensen	New Service Agreement
4/15/2024	Oregon Powder Coating	Powder Coat Refinishing Services	Professional Services	Jul 1, 2022 - Jun 30, 2025	$200,000.00	no change	M. Imlach	Amendment to extend services for another year.
4/26/2024	Personal Data Systems, Inc.	Specialized Payroll Software Consulting Services	Personal Services	Jul 1, 2024 - Dec 31, 2024	$9,750.00	no change	M. Peterson	Amendment to extend services for 6 additional months.
Group Pass/Non-Profit Program - Revenue Agreements								
DATE EXECUTED	**CONTRACTOR**	**DESCRIPTION**	**CONTRACT TYPE**	**CONTRACT TERM**	**ANNUAL CONTRACT VALUE**	**NUMBER of PARTICIPANTS**	**SIGNER**	**NOTES**
4/1/2024	Eugene Public Library Foundation	Non-Profit Pass	Agreement	Apr 1, 2024 - ongoing	varies	varies	J. Ahlen	New Agreement
4/12/2024	HSFoods LLC	Group Pass Program	Agreement	Apr 19, 2022 - ongoing	$650.40	10	P. Walsh	Amendment to clarify Definitions, Payment to LTD and Termination.
4/29/2024	St. Vincent de Paul	Non-Profit Pass	Agreement	Oct 1, 2022 - ongoing	varies	varies	J. Ahlen	Amendment to update Key Personnel for St. Vincent de Paul.
4/29/2024	St. Vincent de Paul	Non-Profit Pass	Agreement	Oct 1, 2022 - ongoing	varies	varies	J. Ahlen	Amendment to update Key Personnel for St. Vincent de Paul.

Lane Transit District
Monthly Department Reports

Performance

Aimee Reichert, Chief Performance Officer

BUSINESS INTELLIGENCE

Single Source of Truth (SSOT) Documentation: Data exists in various systems across LTD. When these systems exist in silos it poses a challenge for businesses looking to make data-driven decisions. A Single Source of Truth (SSOT) is the practice of aggregating data from many systems within an organization to a single point of reference with a documented source plan. The BI Team has officially kicked off work to establish SSOT and document LTD's extensive data lineage.

INFORMATION TECHNOLOGY

In addition to maintaining LTD's critical day to day technology infrastructure – the IT group are scheduled out on major system upgrades that impact our transportation technology framework. These improvements will have major effects on operations efficiency, operations command control, and operator experience.

Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) – Major system upgrade underway with targeted completion for Winter 2025

Operations Scheduling Software – Major system replacement just starting with an 18-month timeline.

Integration Planning - Key system integrations in progress or planning across Finance, Materials Management, Service Planning, and Operations

Lane Transit District
Monthly Department Reports

Marketing & Communications

Pat Walsh, Chief Customer Marketing Officer

MARKETING HIGHLIGHTS

Targeting April External Outreach Events:

- Downtown and Springfield Station, multiple days promoting the ABBG Survey
- Huerta Chavez Celebration
- Springfield library Spring Title Reading Night
- Dia Del Nino
- Jaguar Basketball Game
- Centro Latino Food Pantry
- The text message service launched publicly on March 1. Total users as of 5/1/24: Total Subscriber Profiles: 2,712 (up 104) + Total Subscriptions: 8,314 (up 1,398).
- Staff has been working with the schools to seek opportunities for the objective is to get passes to the low-income students before summer.

EMPLOYER PROGRAMS

- Continued development of UO Transit Landmark Map
- Continued development of Group Pass Program reimagination plan which includes: a new name, look at materials for internal and external audiences.
- Expanding Vanpool outreach and targeted marketing including new vanpool info session.
- Targeting local business, government, and nonprofit partners that are potential Employer Program participants including:
    - AbCam Inc.
    - Equitable Social Solutions – PROGRAM SOLD
    - Nurturely

WEBSITE & SOCIAL MEDIA

Digital Communications Date range March 23 - April 30

- 304,000 website pageviews
- 23 new Facebook page followers; 6,954 total Facebook page followers
- 298,400 Facebook accounts reached
- -9 new Twitter followers; 3,702 total Twitter followers
- 45 new LinkedIn followers; 1,307 total LinkedIn followers
- 38 new Instagram followers; 1,237 total Instagram followers
- 199,700 Instagram accounts reached

Lane Transit District
Monthly Department Reports

Planning & Development

Joe McCormack, Chief Development Officer

PROJECTS

Glenwood Fuel System Upgrades: Construction is currently underway to replace the original single-walled generator diesel tank with a double walled storage tank. This replacement will align us with EPA's secondary containment requirement that wasn't required when originally installed in the late 1980s.

2024 Spring Painting: Facilities throughout Springfield and Eugene are receiving a fresh coat of paint including Springfield Station, RideSource, Route 11 Fixed Route Shelters and Glenwood and Lexington EmX Stations.

Lane Transit District
Items for Information at a Future Meeting

June 12

Business Updates, Discussions and Presentations

a. Strategic Performance Results……Aimee Reichert, Chief Performance Officer

Business Action Items

a. Budget Approval……Pamela Strutz, Director of Finance
b. Website Renovations……Jameson Auten, Chief Executive Officer & Pat Walsh, Chief Marketing Officer
c. Procurement Policy……Wendi Frisbie, Chief Administrative Officer
d. River Road Property Disposal and Delegation of Sales Authority……Matt Imlach, Director of Facilities
e. Long Range Financial Plan 2025-2034……Pamela Strutz, Director of Finance
f. Community Investment Plan 2025-2034……Pamela Strutz, Director of Finance
g. Supplemental Budget/Budget Resolution Transfer (pending)
h. Florence and Oakridge Services……John Ahlen, Mobility Services Manager
i. Behavioral Health and Transit Host……John Ahlen, Mobility Services Manager
j. Cottage Grove Connector……John Ahlen, Mobility Services Manager