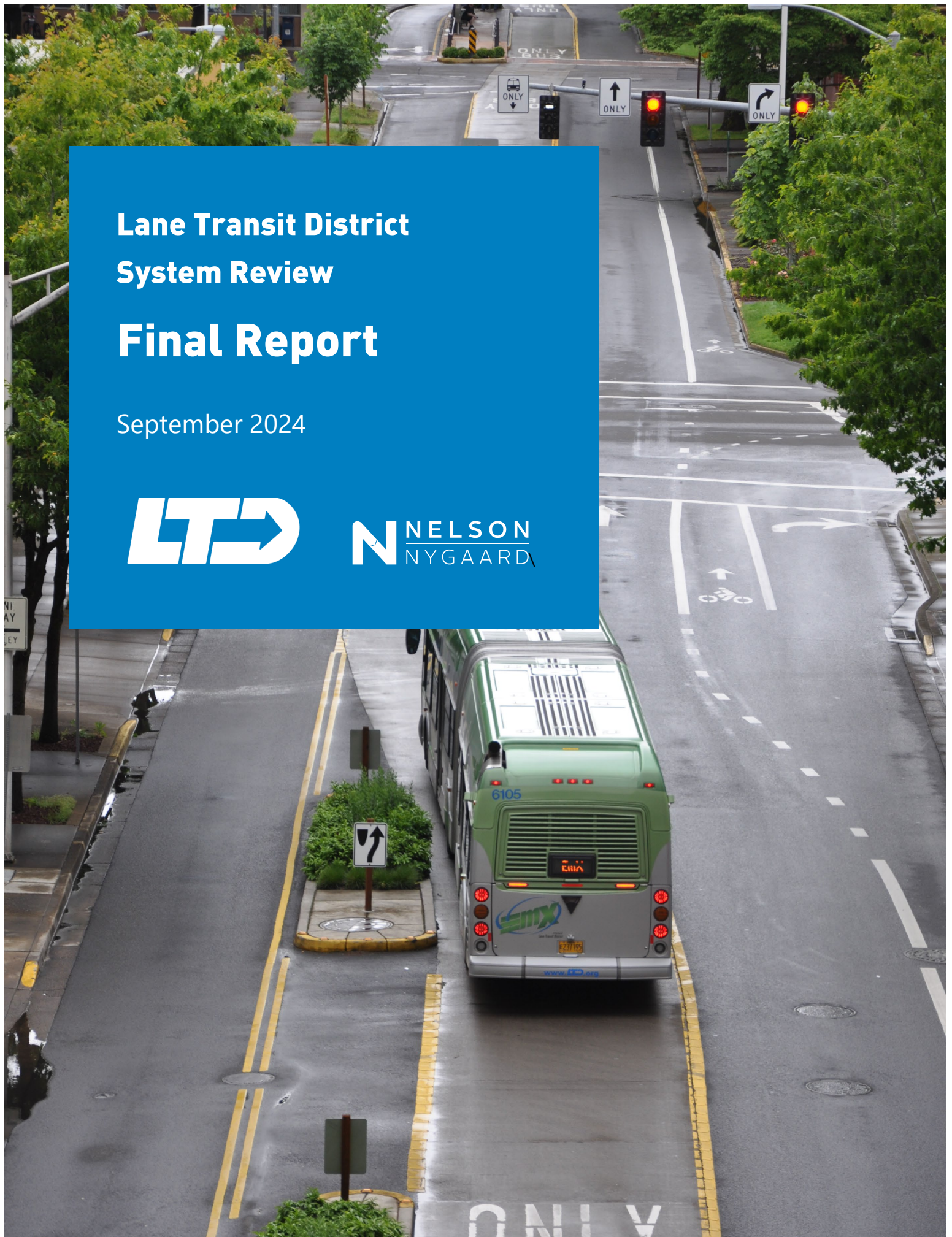


# Lane Transit District System Review

## Final Report

September 2024







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# 1 INTRODUCTION

The **LTD System Review** assesses the effectiveness of existing LTD fixed route services, identifies the strengths and opportunities of each route and the existing network, and develops a series of Short- and Long-Term recommendations for improving the system. The community was engaged throughout this process and input was incorporated into the recommendations. Topics by chapter are as follows:

Chapter	Title	What questions does the chapter answer?
1	Introduction	<ul style="list-style-type: none"> <li>What is the purpose of this report?</li> </ul>
2	LTD Document Review	<ul style="list-style-type: none"> <li>What research compliments current efforts?</li> <li>How is the region planning for future mobility goals?</li> <li>What are LTD's long term goals?</li> </ul>
3	Transit Demand Analysis	<ul style="list-style-type: none"> <li>What conditions create demand for transit?</li> <li>Where is transit demand located?</li> </ul>
4	System Overview	<ul style="list-style-type: none"> <li>When, where, and how frequently does the system currently run?</li> <li>How has systemwide ridership changed since the onset of COVID-19?</li> <li>How well does the system operate on-time?</li> </ul>
5	Route Profiles	<ul style="list-style-type: none"> <li>When, where, and how frequently does each route run?</li> <li>How productive is each route?</li> <li>When is ridership highest on each route?</li> <li>What are each route's strengths and opportunities?</li> </ul>
6	Service Recommendations	<ul style="list-style-type: none"> <li>What are the Short- and Long-Term recommendations for improving LTD fixed route service?</li> <li>What are the recommended changes for each individual route?</li> </ul>
7	Outreach and Engagement Summary	<ul style="list-style-type: none"> <li>How was the community engaged throughout this study?</li> <li>What were the key themes of the input received?</li> <li>How was the community input incorporated into the Short- and Long-Term Service Recommendations?</li> </ul>
Appendices		<ul style="list-style-type: none"> <li>What are the detailed comments and input received from the community?</li> <li>What are the travel patterns and needs of existing fixed route passengers?</li> </ul>

## 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.

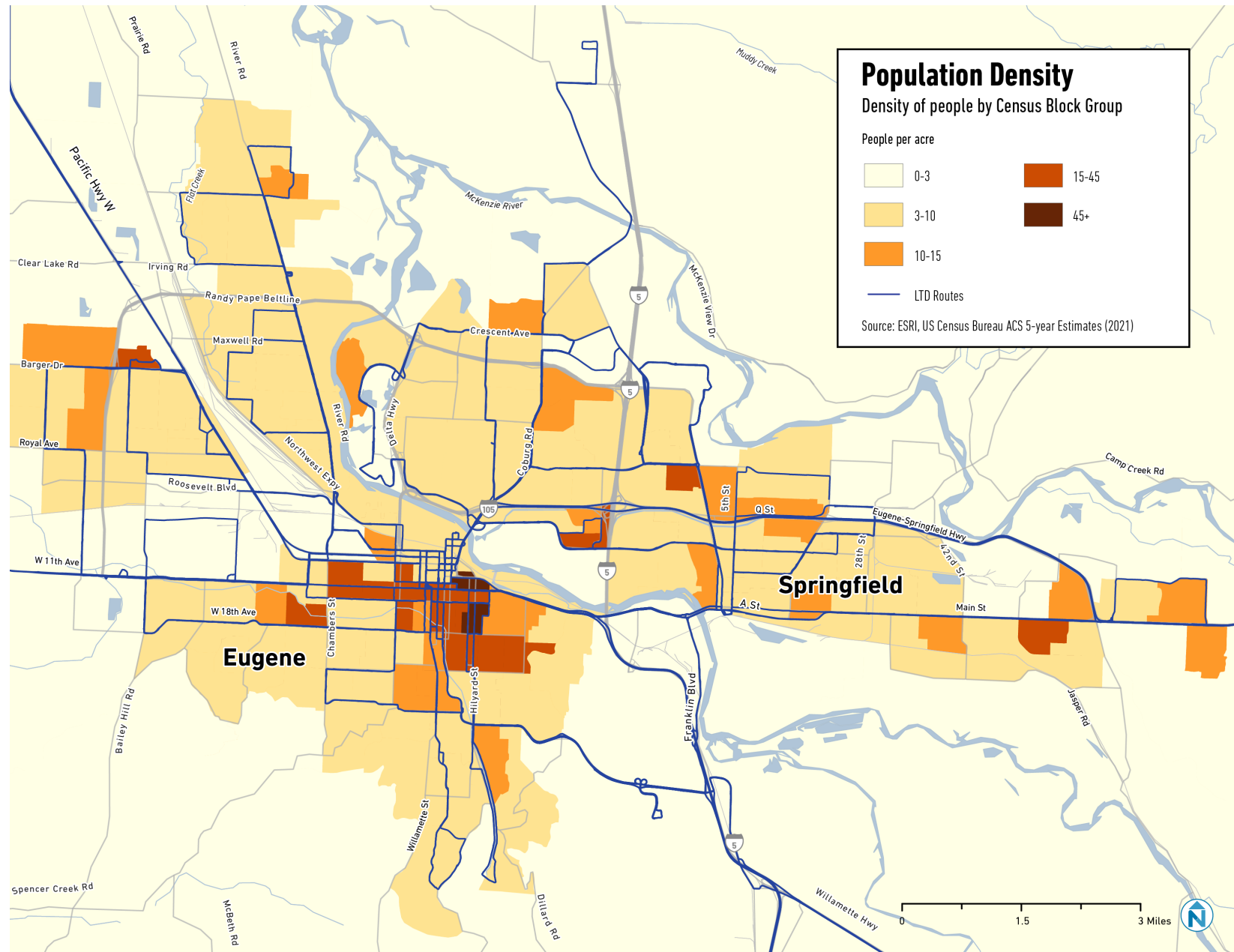
### POPULATION

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 older adults to be mobile even if they no longer drive. While older adults typically are not a significant market for fixed route service, they can represent potential riders for paratransit service. Older adults 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** (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

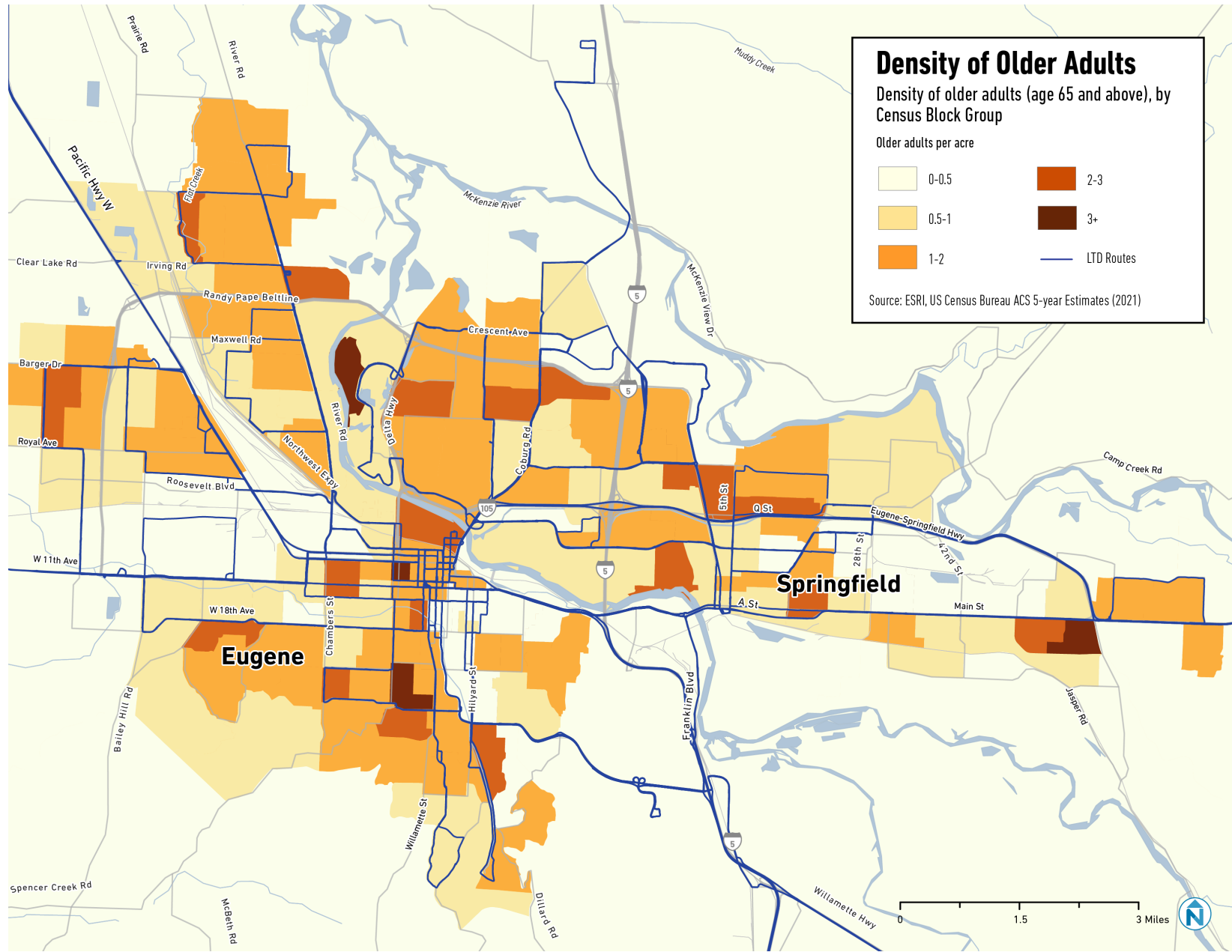


Figure 3-3 Young Adult Density

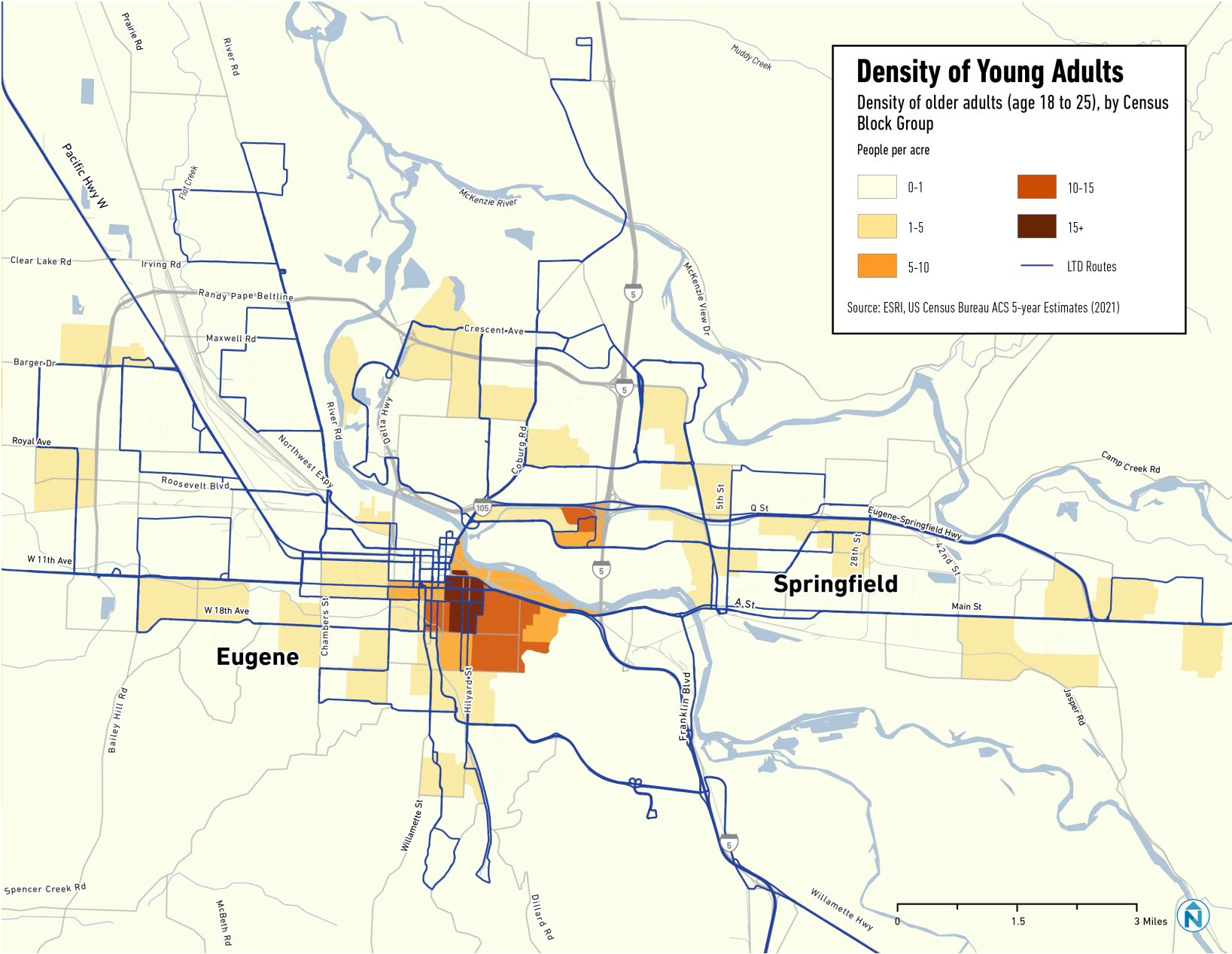


Figure 3-4 People with Disabilities

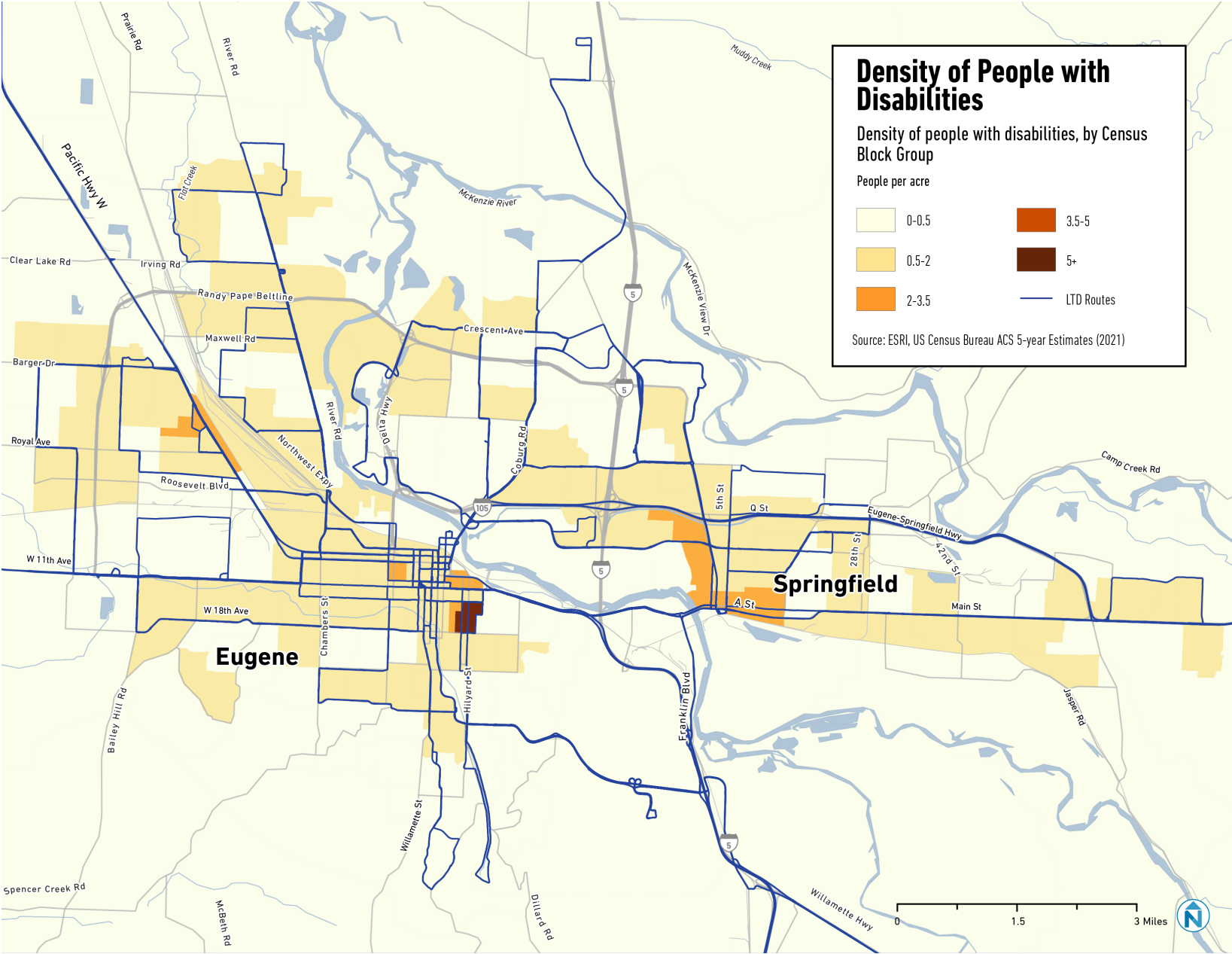


Figure 3-5 Low-Income Household Density

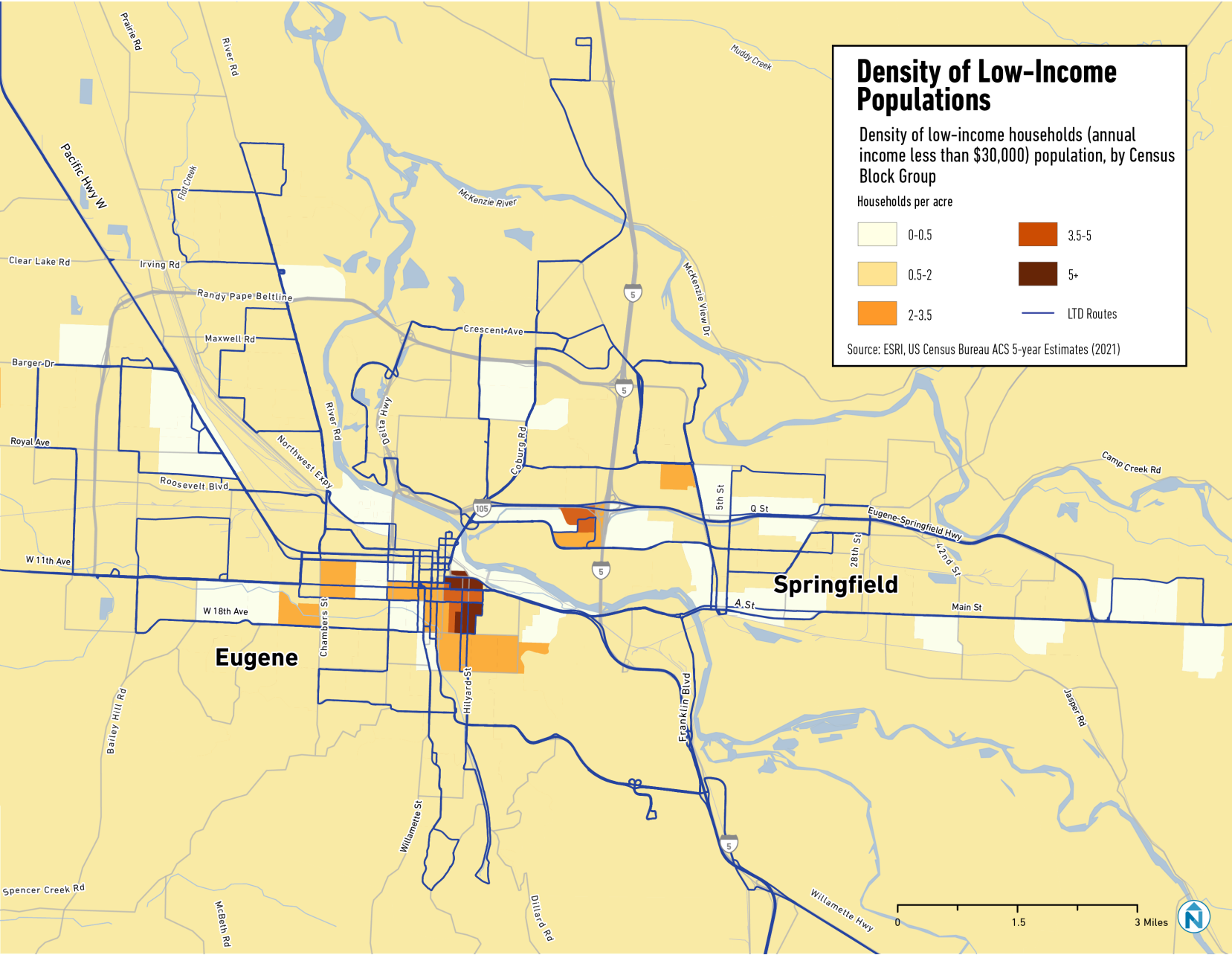




Figure 3-6 Zero-Vehicle Household Density

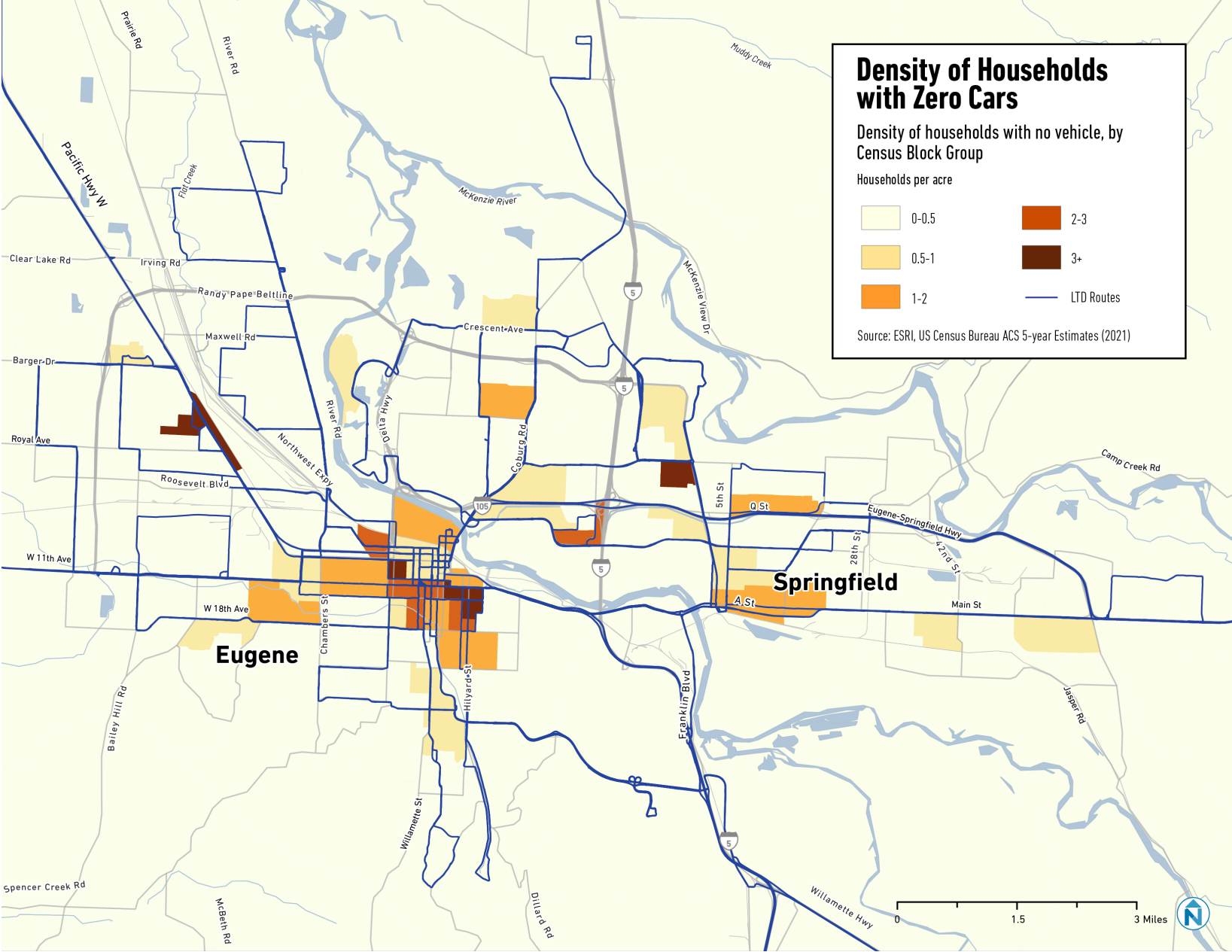
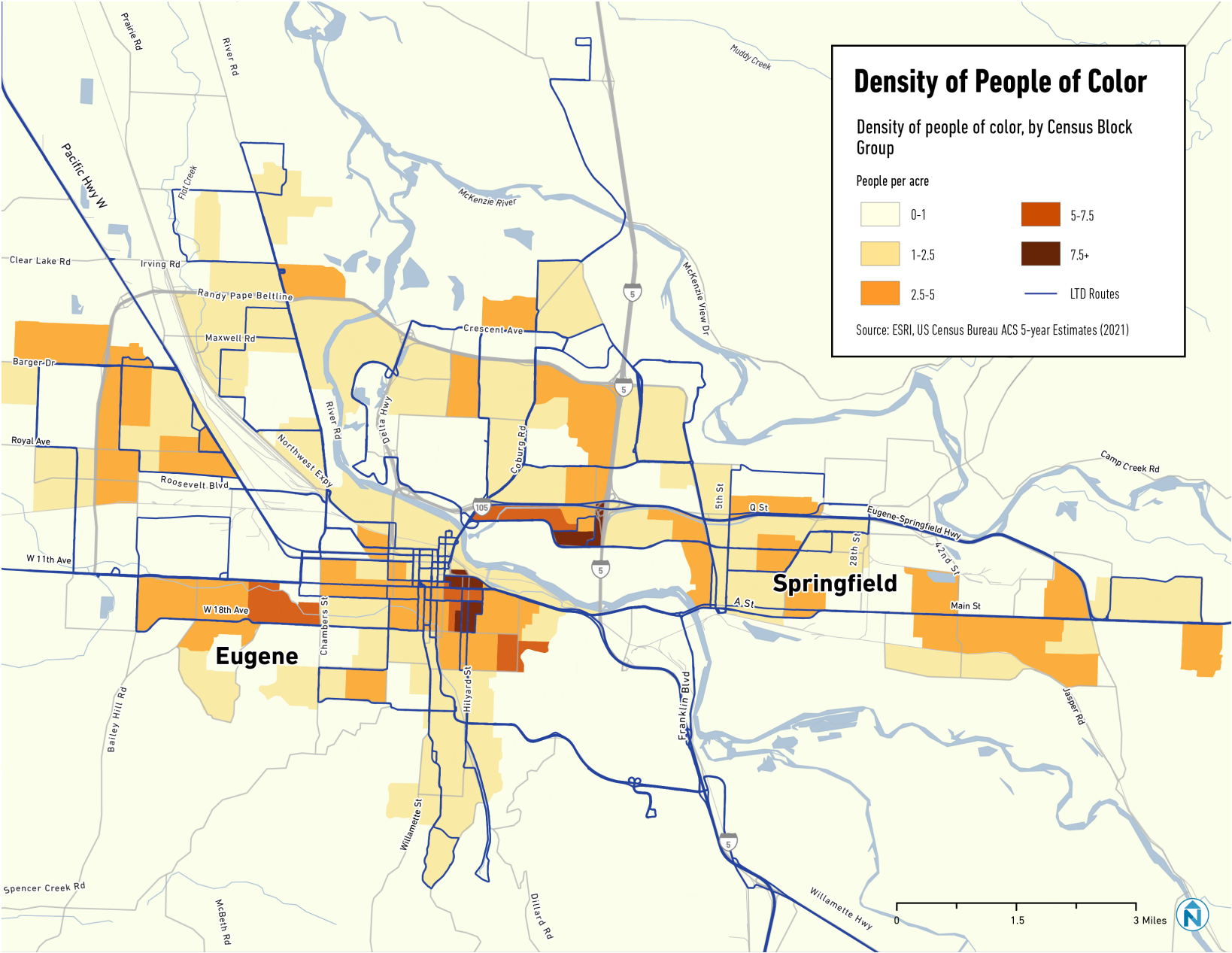


Figure 3-7 People of Color Density



## 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

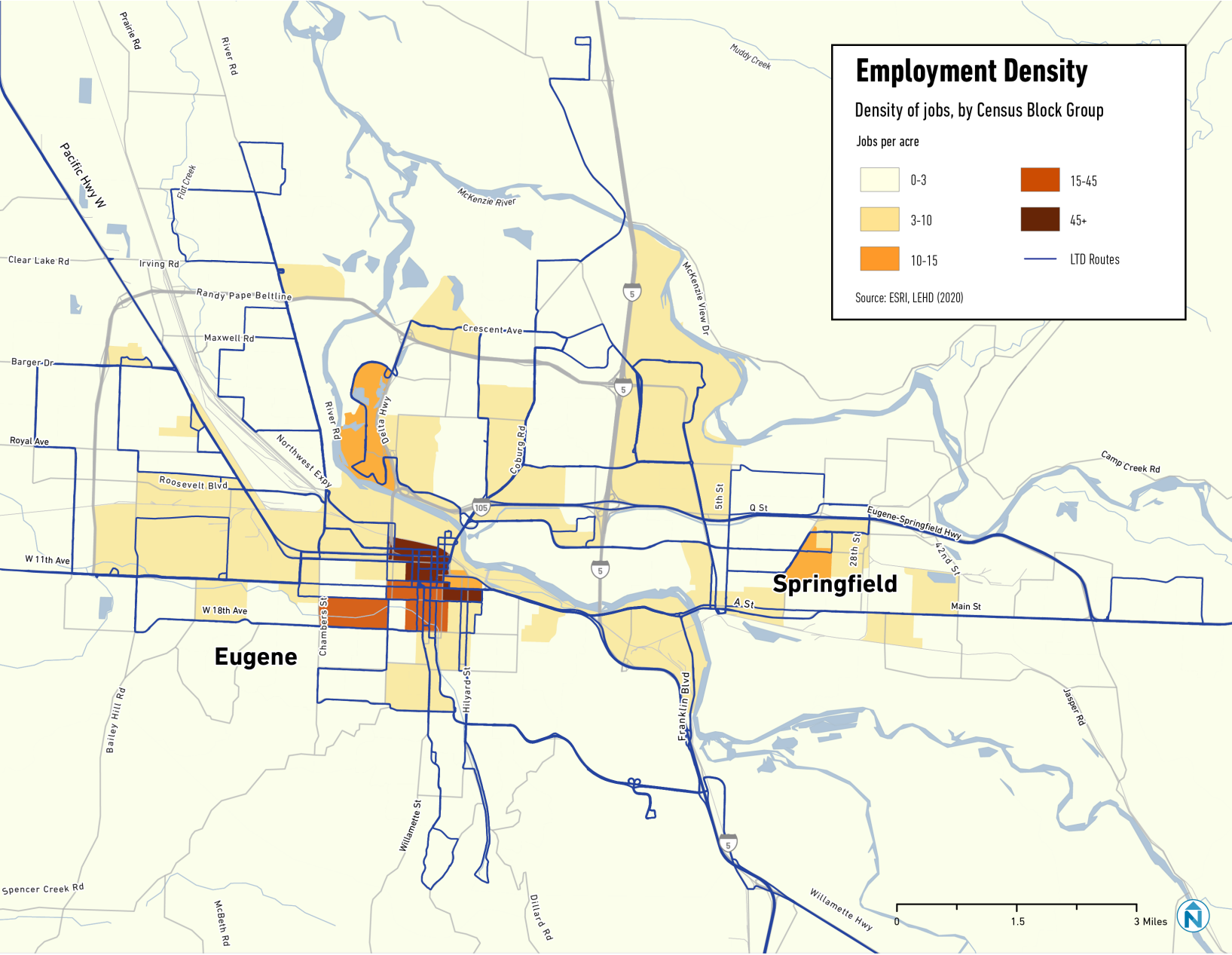
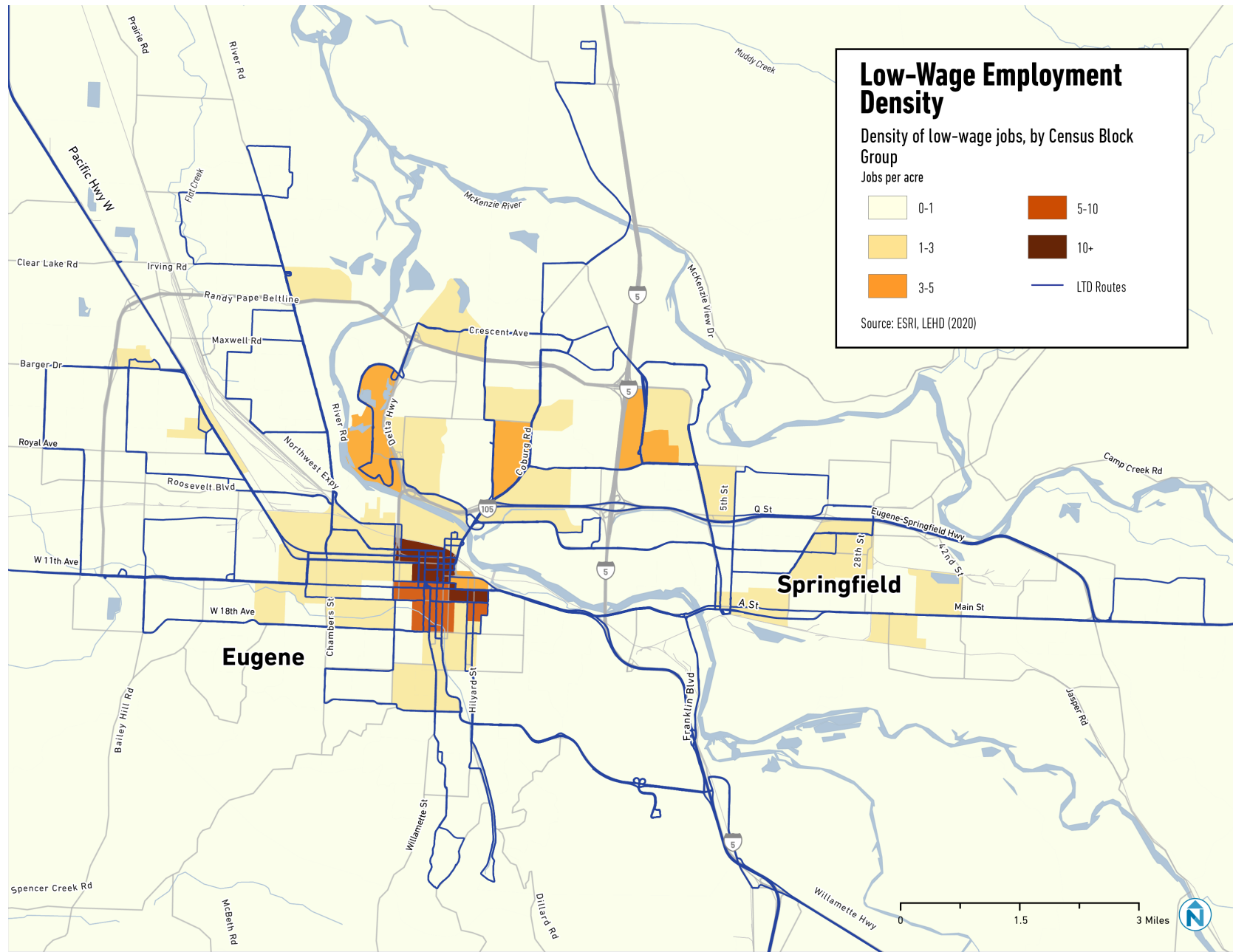


Figure 3-9 Low-Wage Job Density



## TRANSIT DEMAND AND PROPENSITY

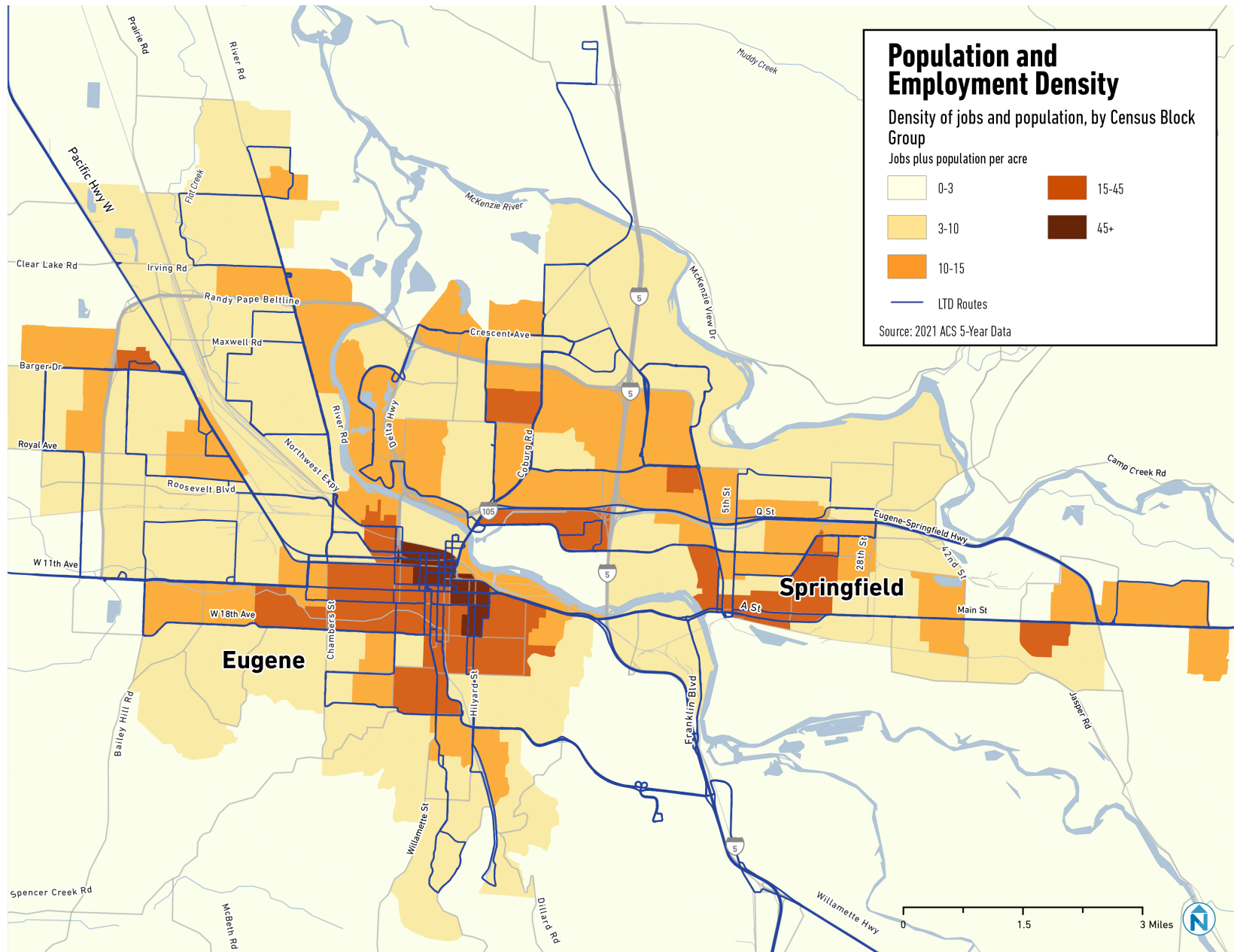
Transit works best in areas where there is both a high density of people and a mix of residents and workers. Higher densities of people generate demand to fill buses, while having a mix of people ensures transit service is productive all day long, seven days a week. As shown in Figure 3-10, areas with a high transit demand, based on both high population and employment density, are located near the University of Oregon in Eugene and along W 11<sup>th</sup> 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. 11<sup>th</sup> Avenue corridor in Eugene
- Coburg Road between downtown Eugene and Crescent Avenue
- Centennial Boulevard and MLK Jr. Boulevard 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**



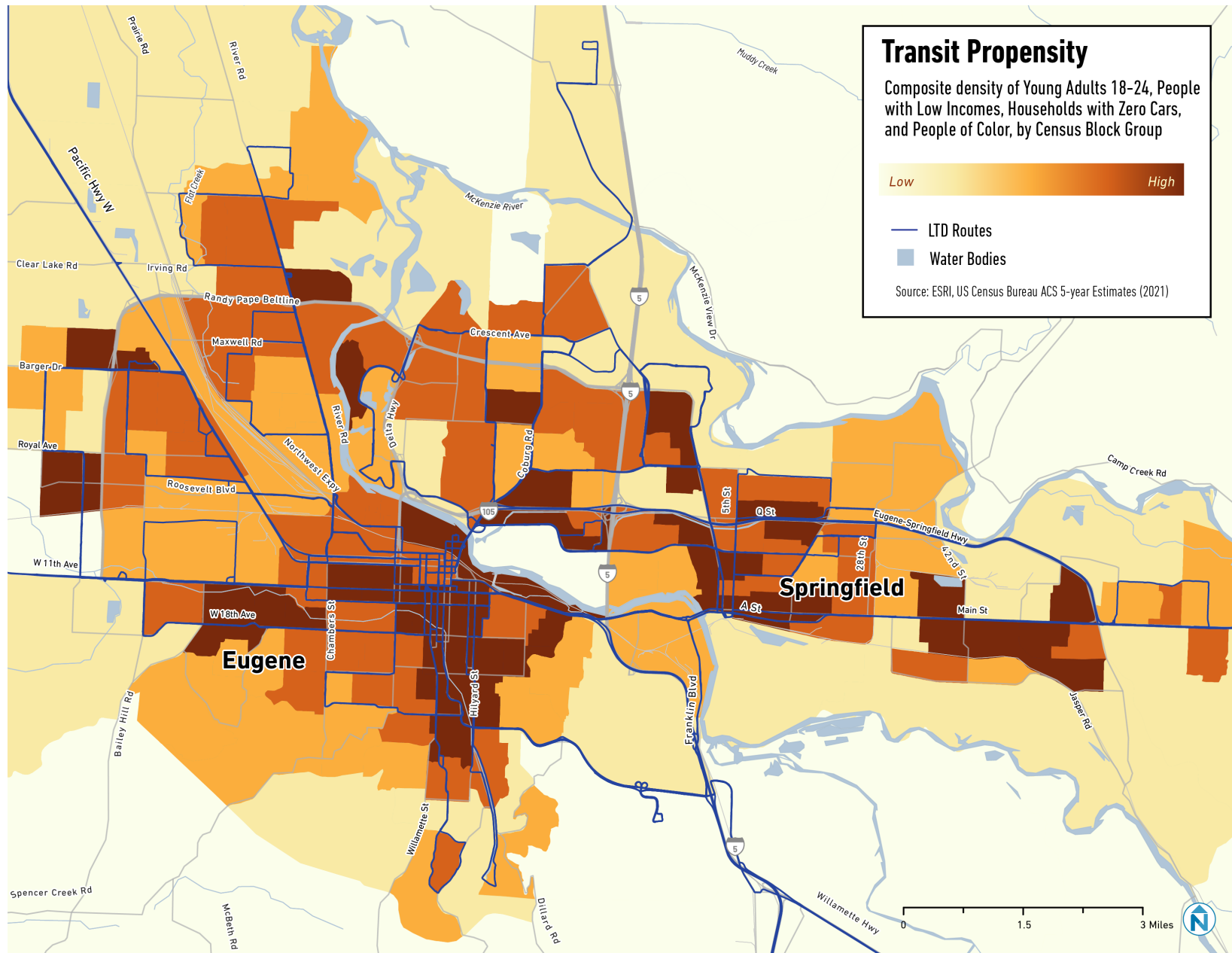
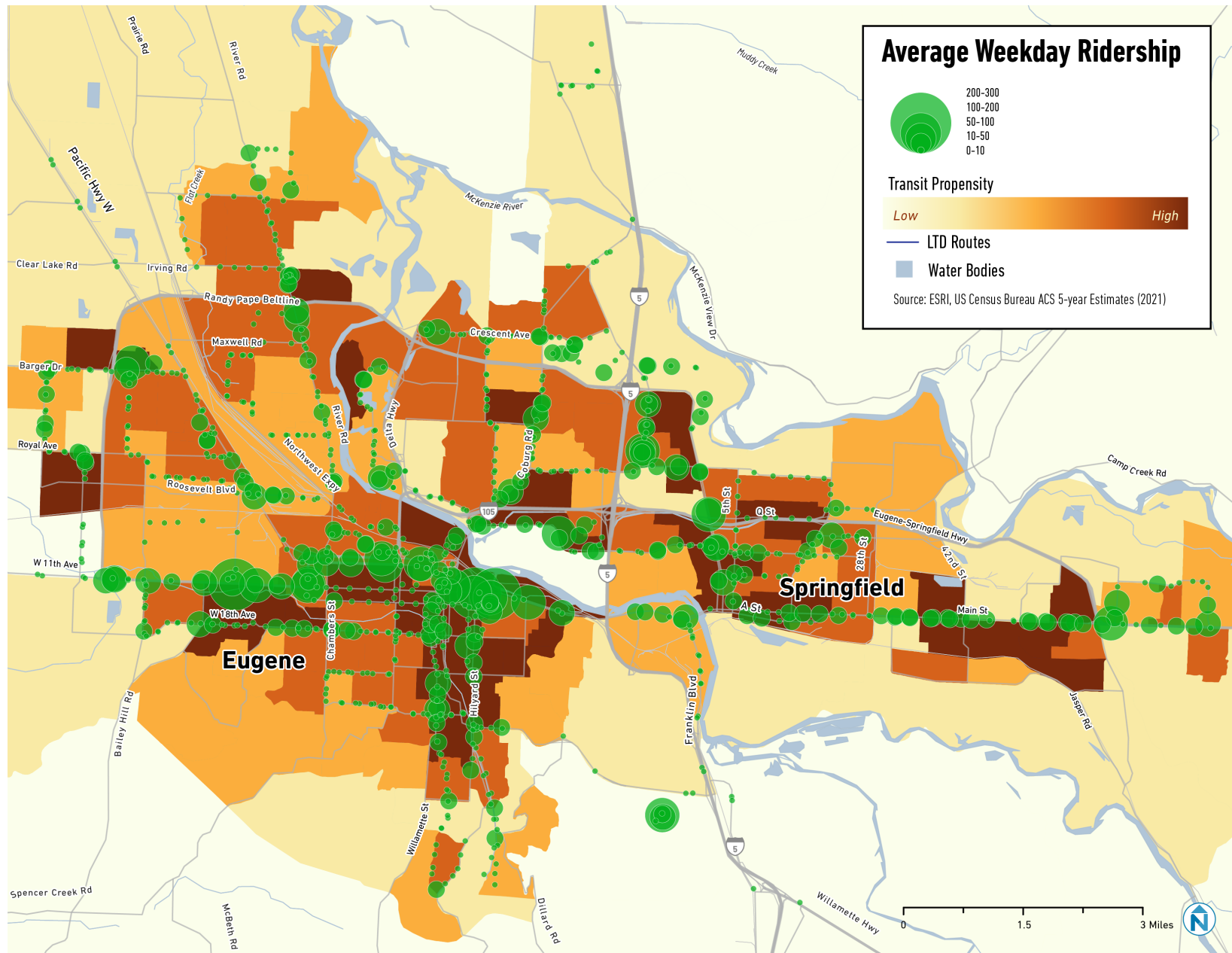
**Figure 3-11 Transit Propensity**

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 Route 11, 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 and rollable 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
<b>EmX</b>	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.
<b>Express</b>	Weekday	7:00 a.m. – 10:00 p.m.
<b>Core</b>	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.
<b>College</b>	Weekday	7:00 a.m. – 7:00 p.m.
	Saturday	Limited
<b>Community</b>	Weekday	6:30 a.m. – 8:30 p.m.
	Saturday	7:30 a.m. – 8:30 p.m.
	Sunday	Limited
<b>Limited</b>	Weekday	Variable
<b>Rural</b>	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
<b>BRT/EmX</b>	10/15	10/15	10/15	15/30	15/30	15/30
<b>Express</b>	5/25	30	20/30	60		
<b>Core</b>	15/30	15/30	15/30	30/60	30/60	30/60
<b>Community</b>	30	30/60	30/60	60	60	60
<b>College</b>	10/30	30/60	30/60	60	60	
<b>Limited</b>	≥60	≥60	≥60			
<b>Rural</b>	Variable – determined by commute demand					

LTD published four measurable standards for its routes, which were updated in 2022 and summarized in Figure 4-3. 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 5 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. The span and frequency tables do not show Routes 27, 73, and 78, which are currently suspended.

### 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 4-5 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 4-6 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 4-4 Systemwide Span and Frequency**

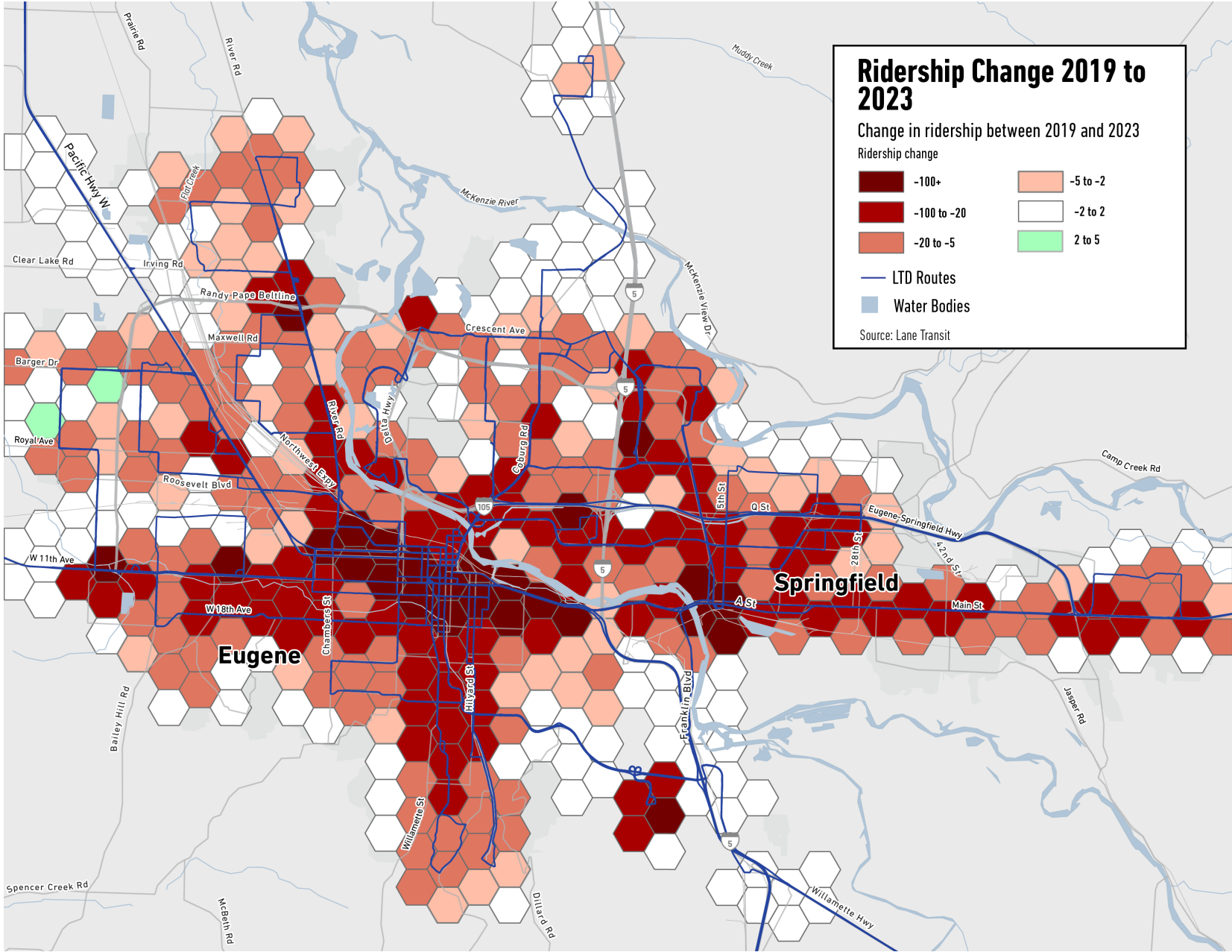
Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		<i>Frequency (minutes)</i>			<i>Span of Service</i>		
EmX/BRT	BRT	10/15/30	15/30	15/30	5:37 a.m. – 11:39 p.m.	6:48 a.m. – 11:38 p.m.	7:45 a.m. – 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.
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

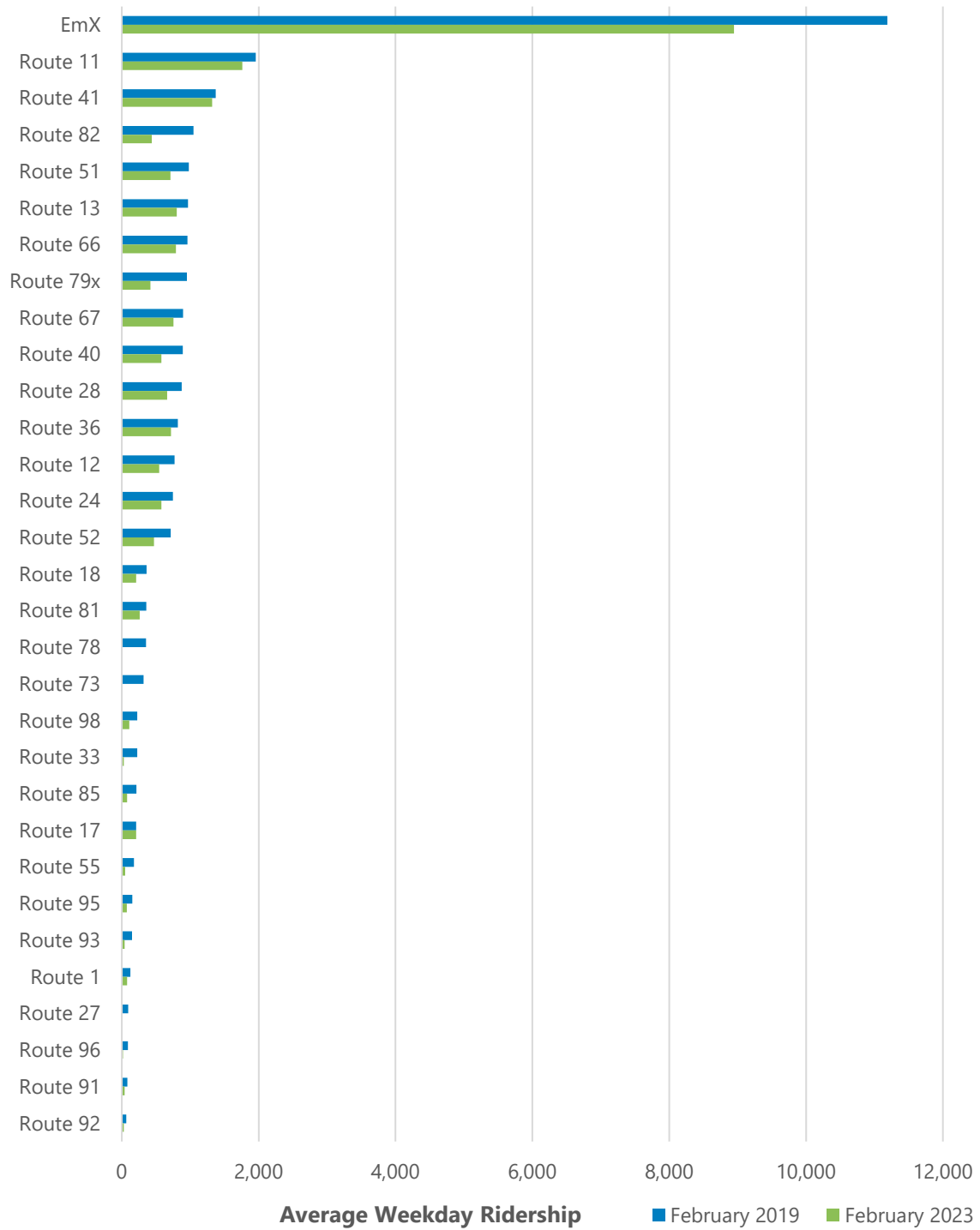
Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		<i>Frequency (minutes)</i>			<i>Span of Service</i>		
Route 81*	College	60/60/60	60/60	No Service	6:30 a.m. – 9:25 p.m.	7:30 a.m. – 5:20 p.m.	No Service
Route 82*	College	15/20/30	No Service	No Service	7:06 a.m. – 6:25 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.
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

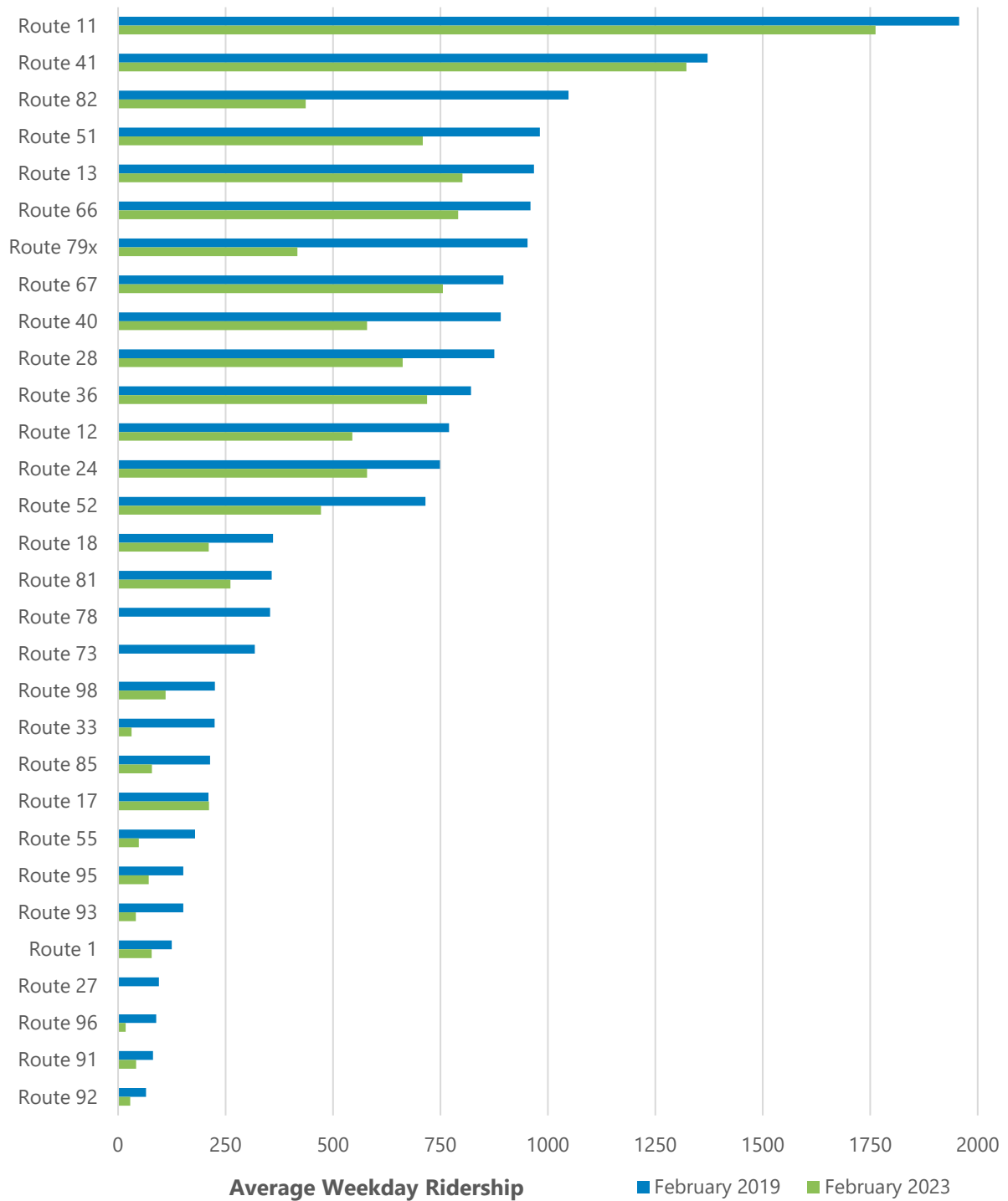
Source: LTD Fall 2023 Schedules

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

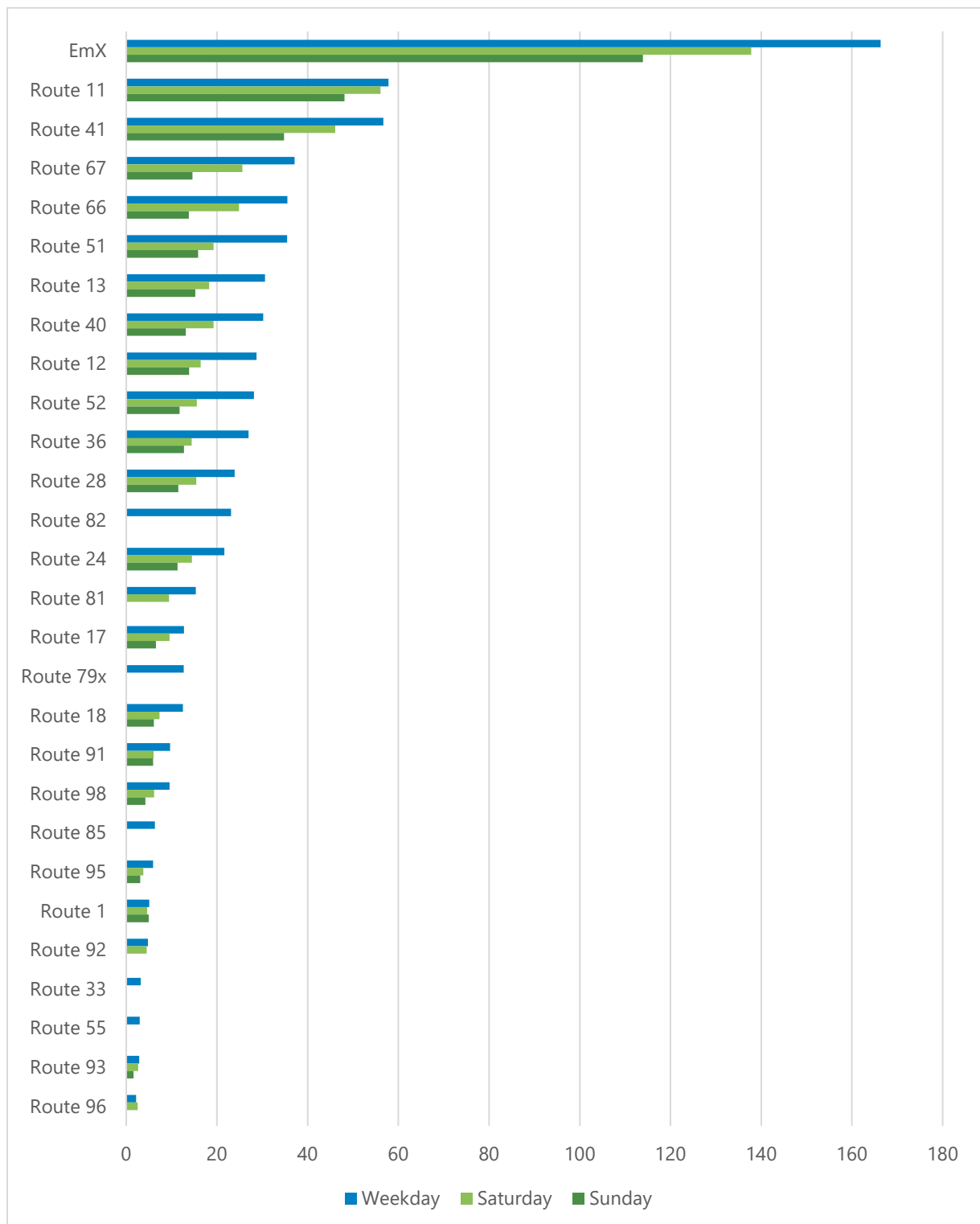
Revenue hours measure the amount of in-service time and any associated layover time. Analysis of revenue hours per route allows understanding of where service resources are allocated.

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.

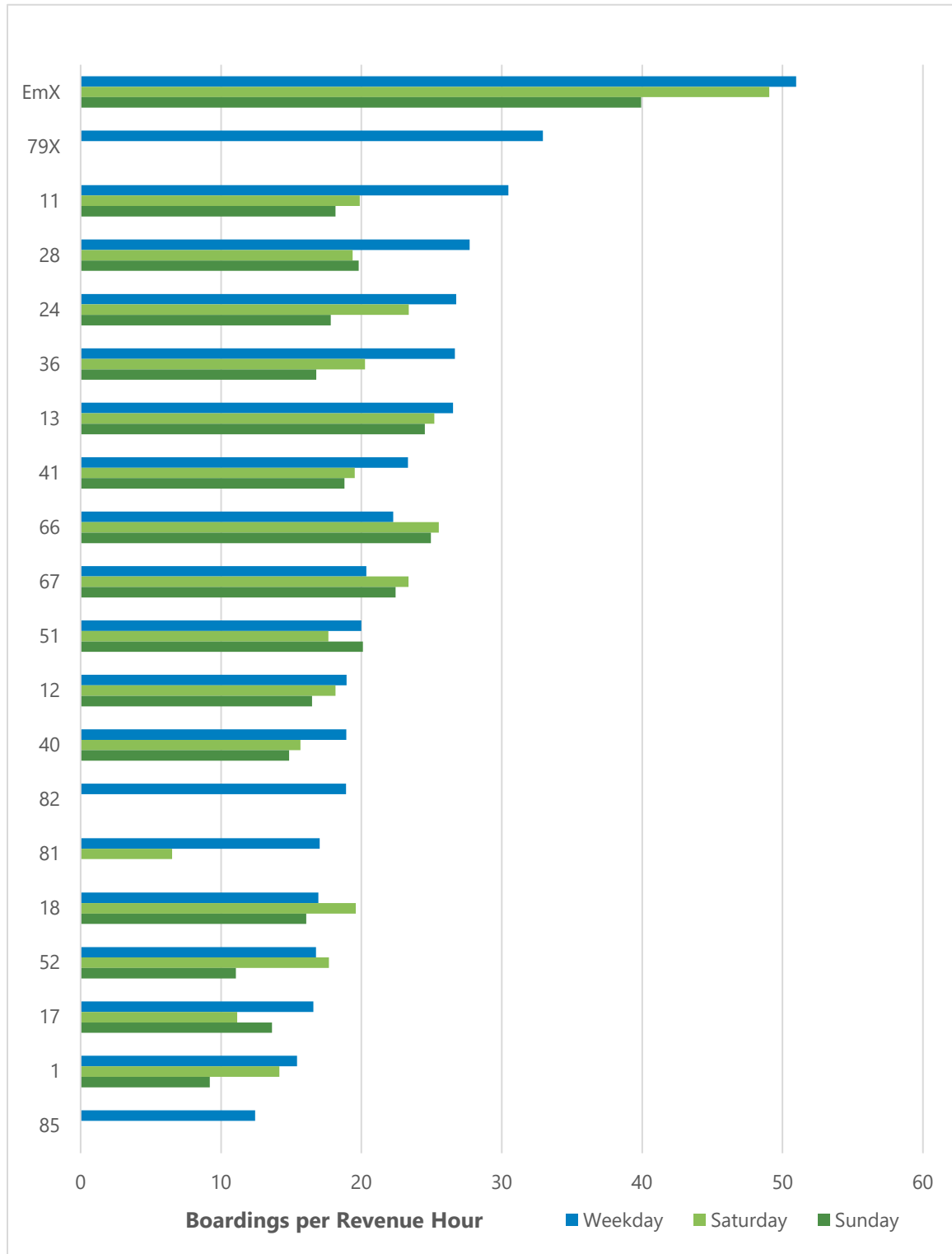
## Route Productivity

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. Figure 4-9 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

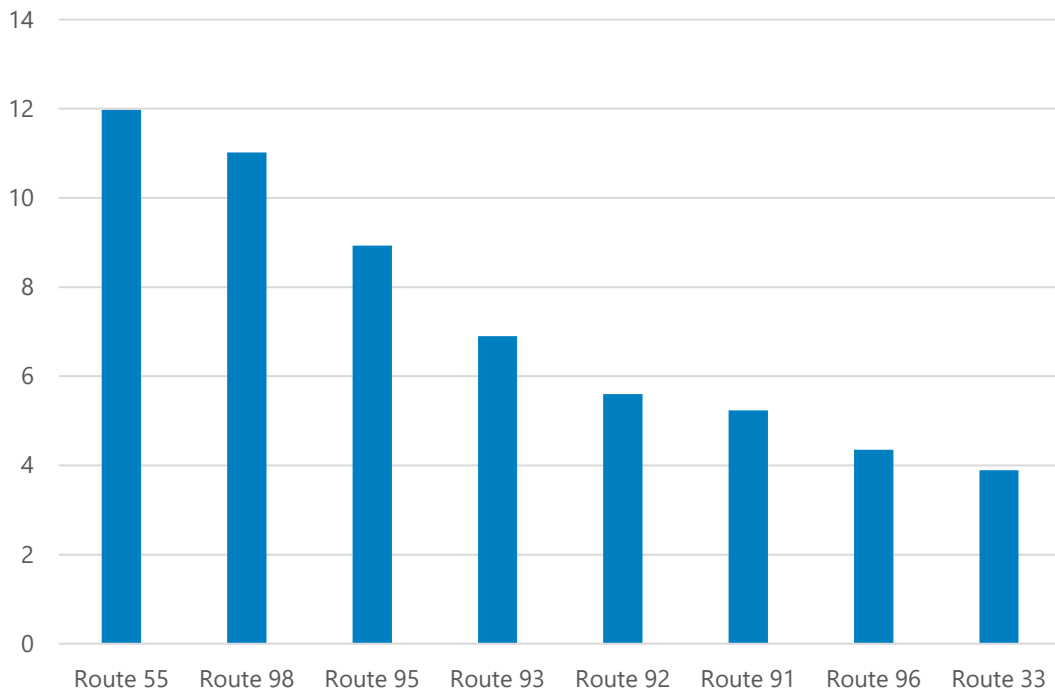
## Limited and Rural Routes

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).

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

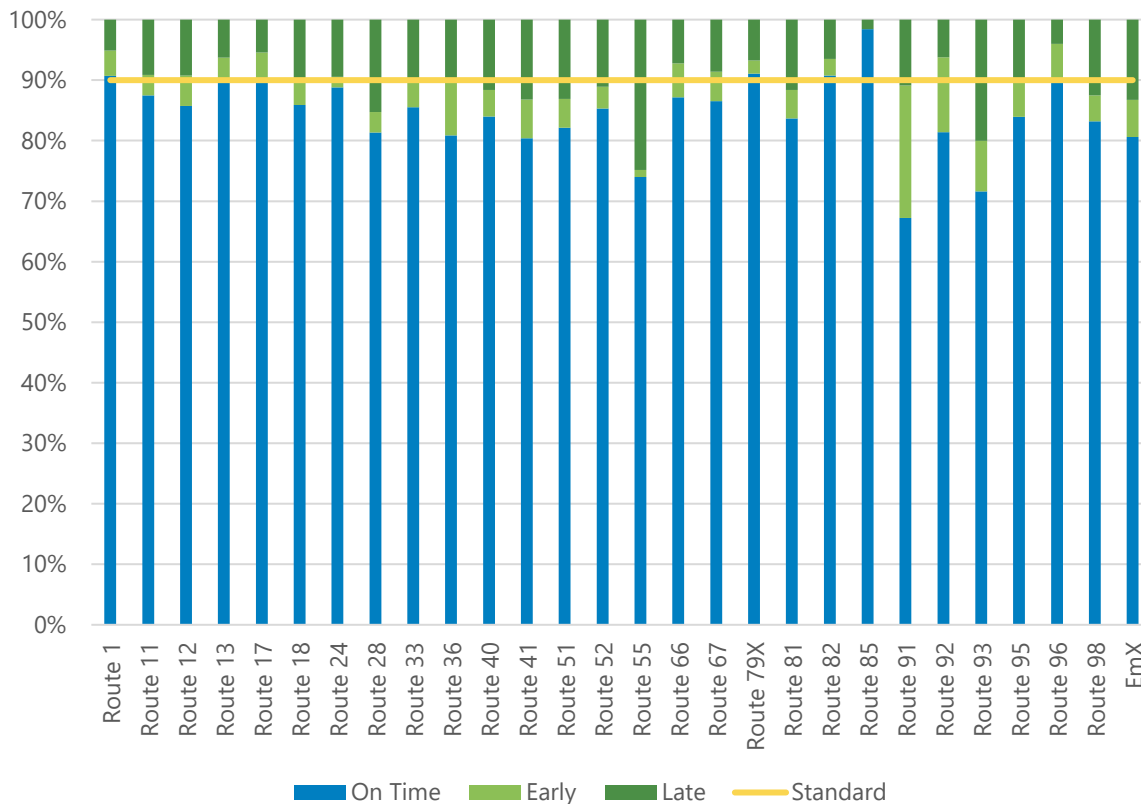


## On-Time Performance (OTP)

On-time performance measures schedule adherence at timepoints along each route. Figure 4-11 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 Early arrivals may be overstated due to Automatic Vehicle Locator variability.

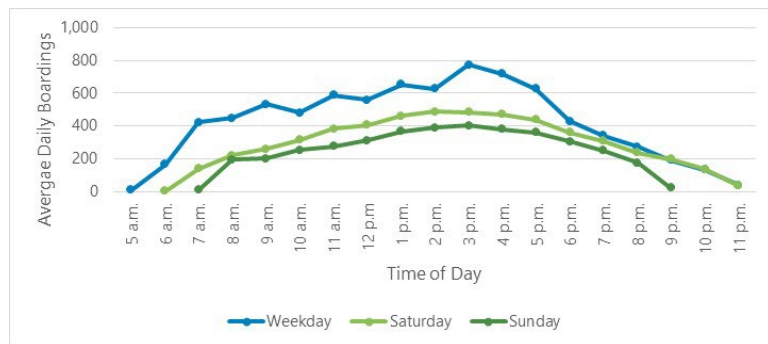


## 5 ROUTE PROFILES

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.

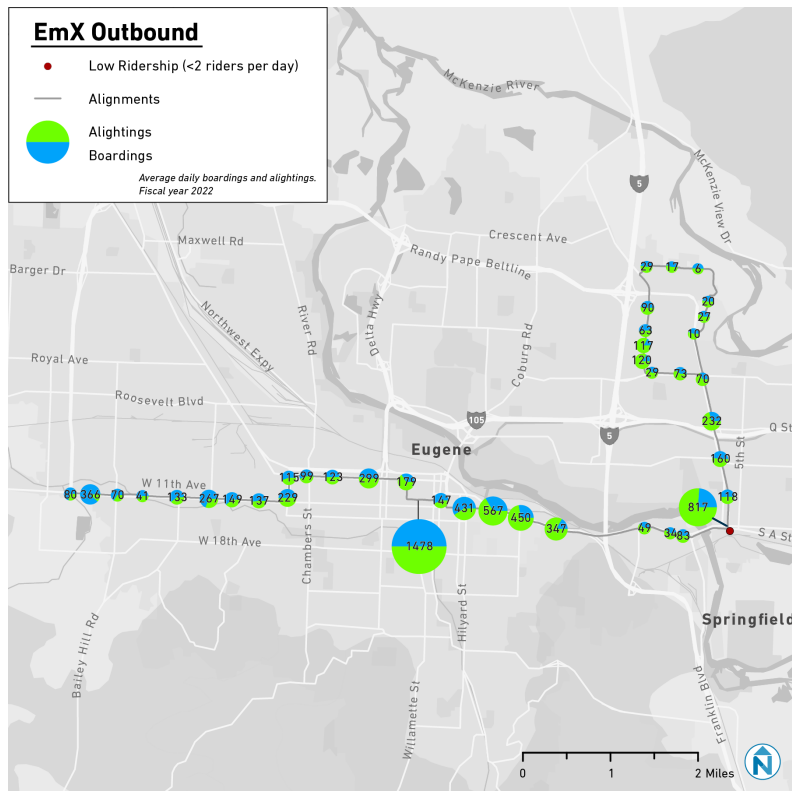
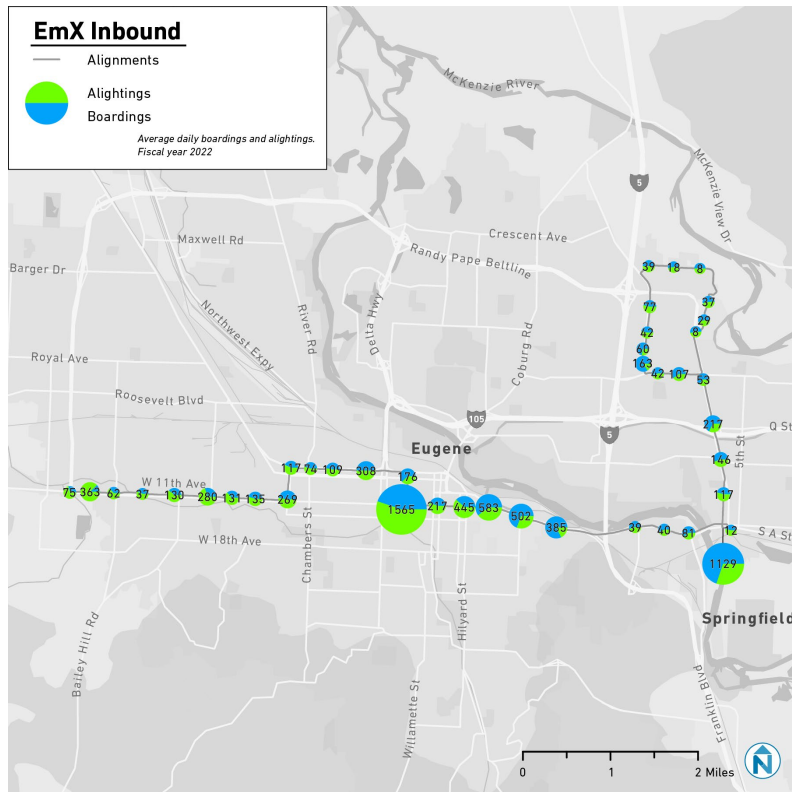
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:37 a.m. – 11:39 p.m.	6:48 a.m. – 11:38 p.m.	7:45 a.m. – 9:18 p.m.
<b>Headway (peak/midday/eve)</b>	10/15/30	15/15/30	15
<b>Average Daily Boardings</b>	8,949	6,758	4,548
<b>Boardings per Revenue Hour</b>	51.0	49.0	39.9
<b>Peak Vehicles</b>	13	9	9

### 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.

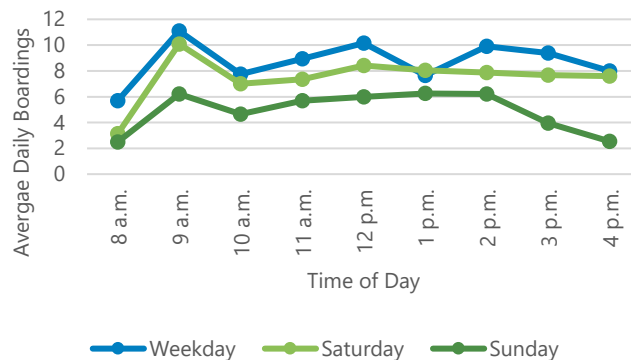
### Route Opportunities

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



## 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.



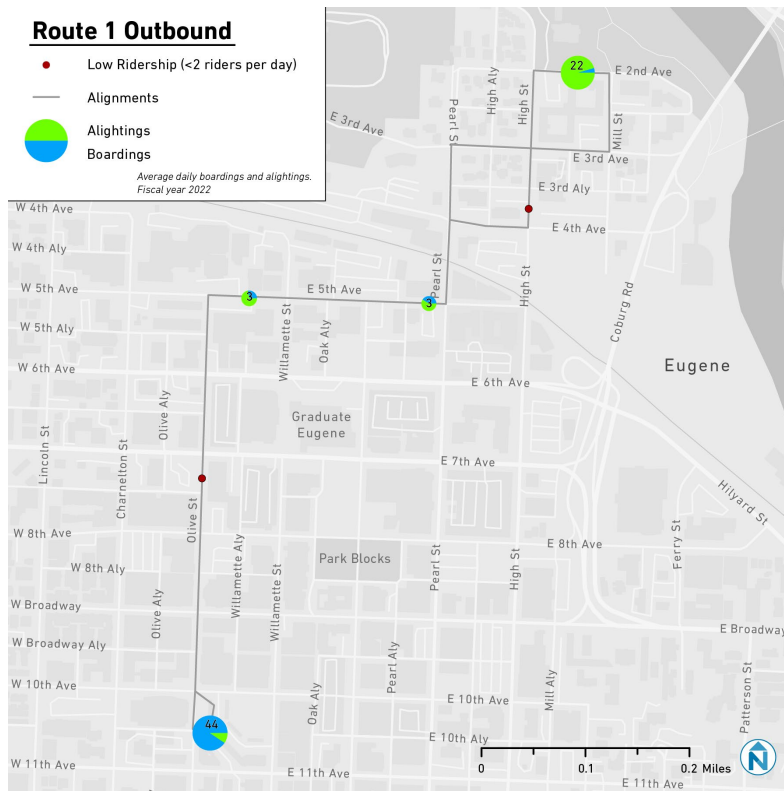
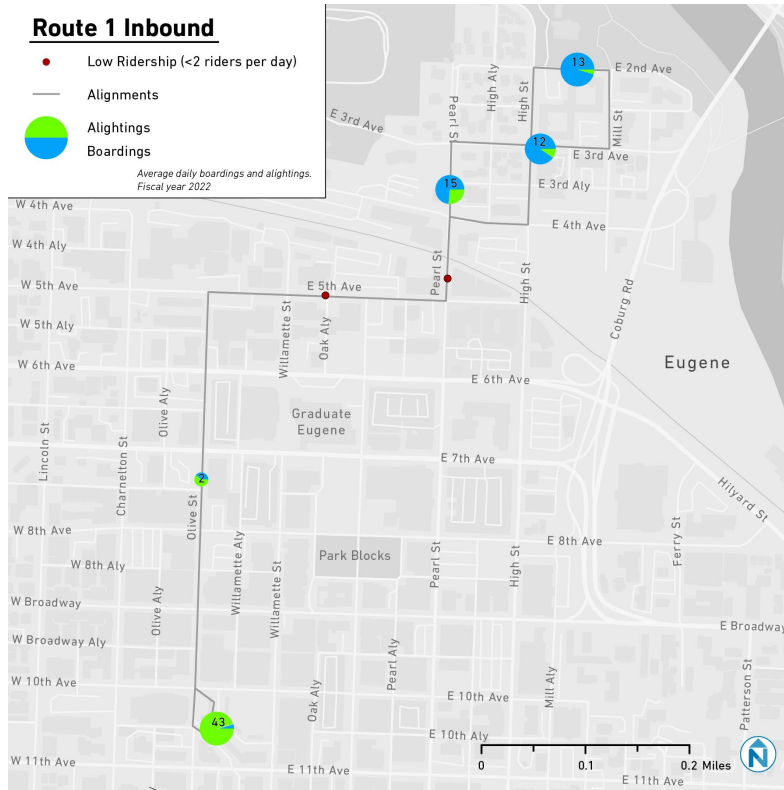
	Weekdays	Saturday	Sunday
<b>Service Span</b>	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.
<b>Headway (peak/midday/eve)</b>	30/60/60	30/30/60	30/30/60
<b>Average Daily Boardings</b>	78	65	46
<b>Boardings per Revenue Hour</b>	15.4	14.2	9.2
<b>Peak Vehicles</b>	1	1	1

### 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.

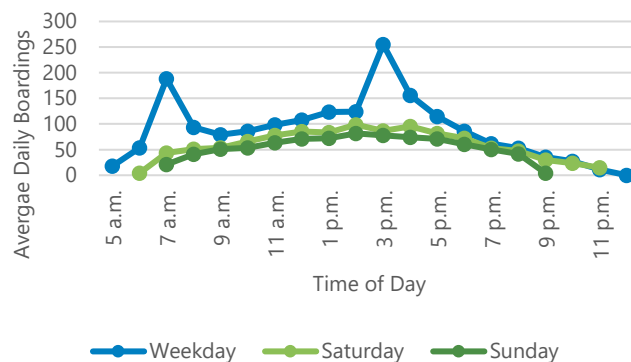
### Route Opportunities

- Service is designed for older adults 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 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
<b>Service Span</b>	5:25 a.m. – 12:34 a.m.	6:44 a.m. – 11:46 p.m.	7:22 a.m. – 9:30 p.m.
<b>Headway (peak/midday/eve)</b>	10/20/30	15/15/30	15
<b>Average Daily Boardings</b>	1,763	1,114	874
<b>Boardings per Revenue Hour</b>	30.5	19.9	18.2
<b>Peak Vehicles</b>	5	4	4

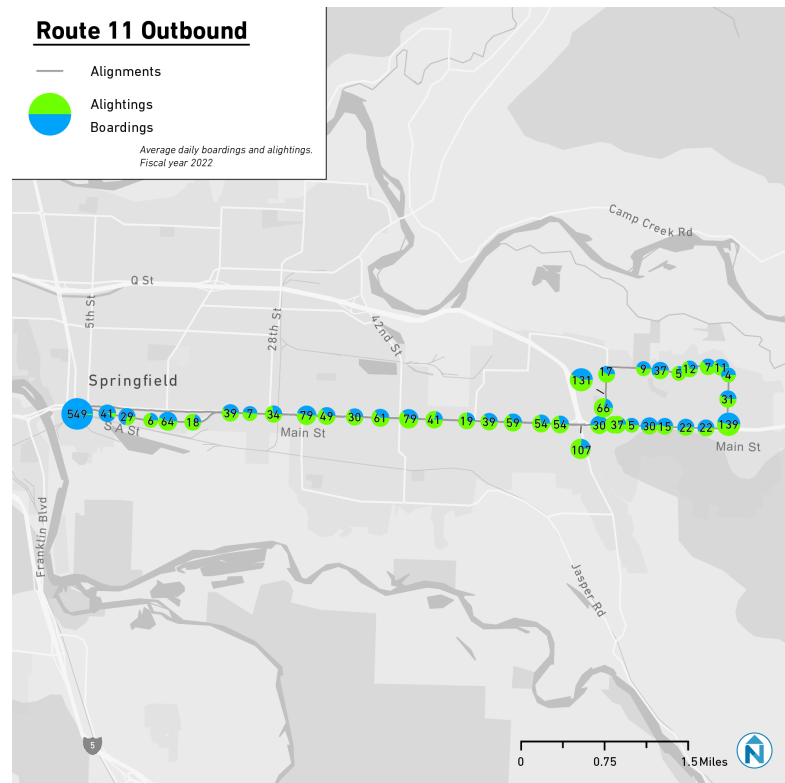
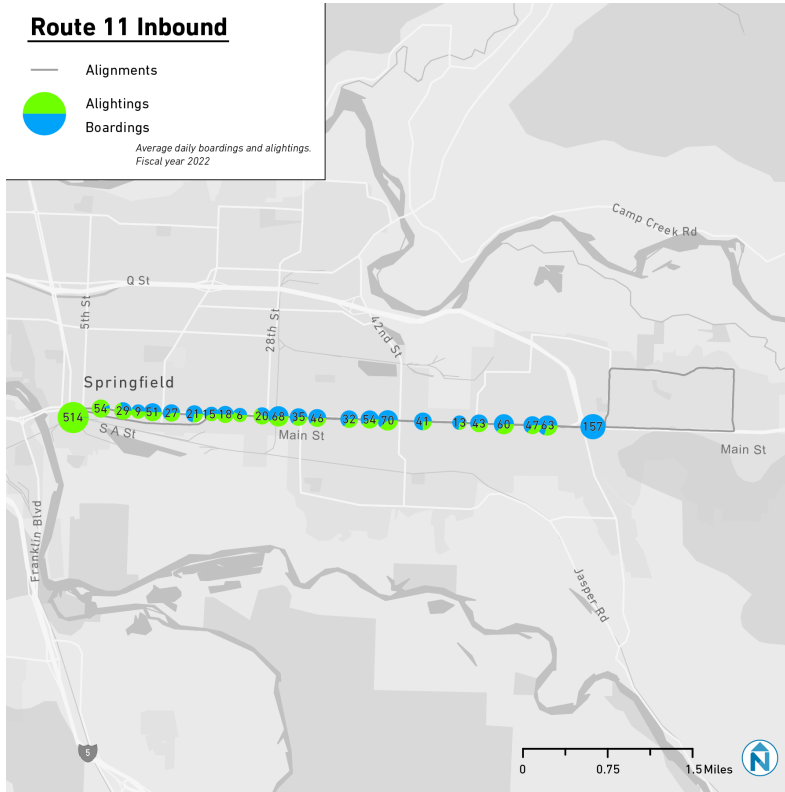
### Route Strengths

- 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

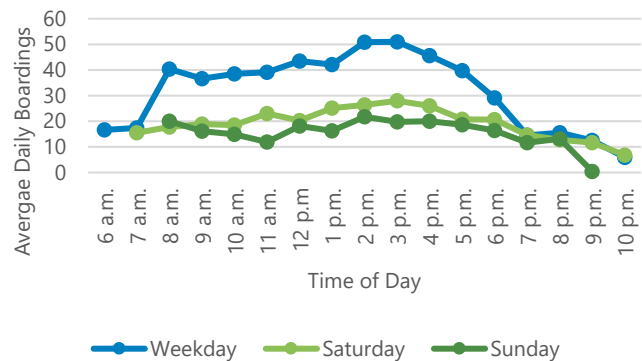
- The eastern terminal loop increases travel times for customers, but the need to serve the two schools leaves few other routing options.
- The high ridership at 69<sup>th</sup> Street and Main Street indicates that demand for service may extend beyond 69<sup>th</sup> Street.





## 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.



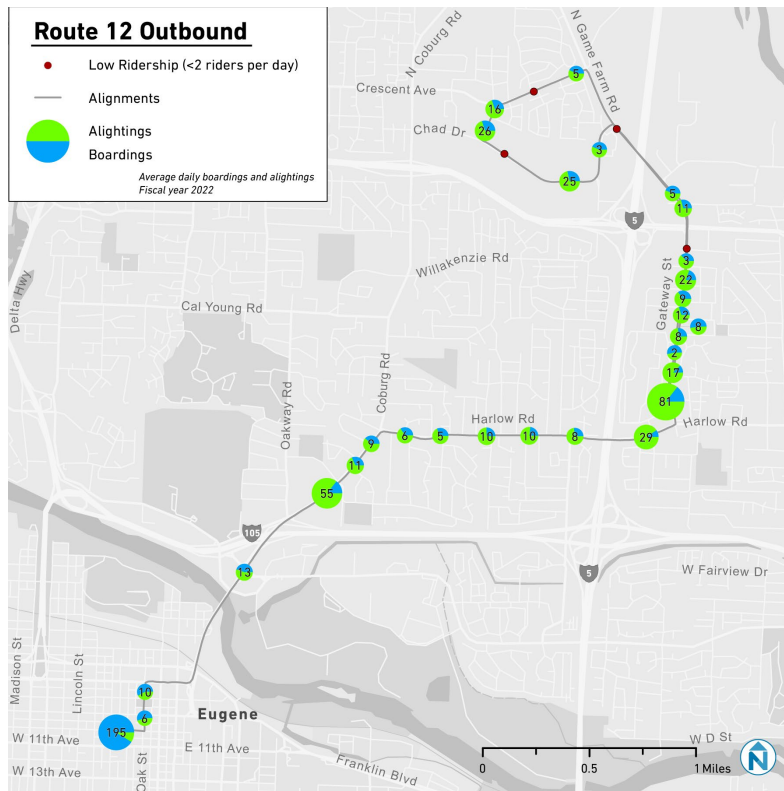
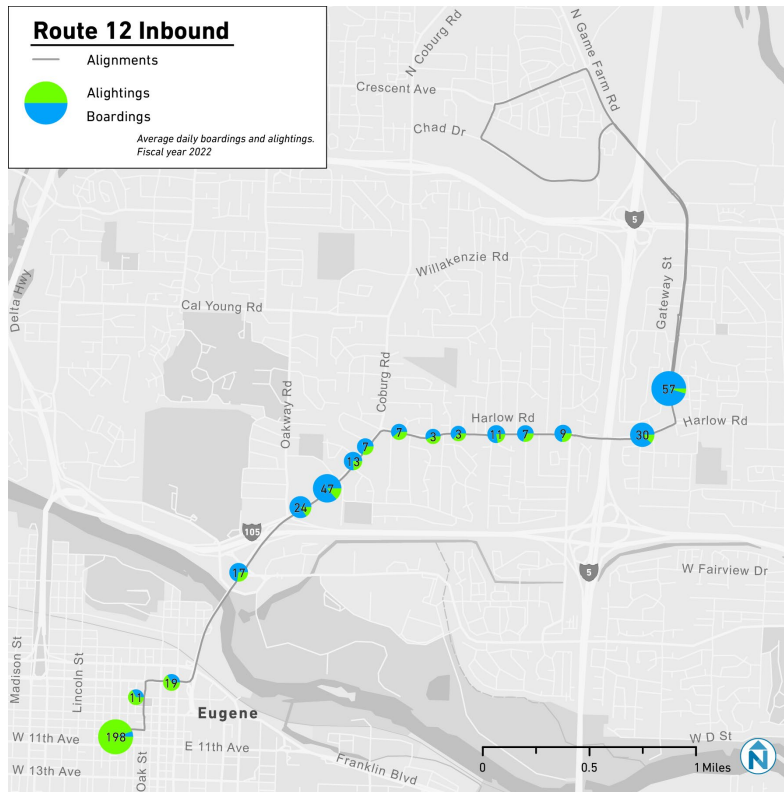
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:02 a.m. – 10:50 p.m.	7:08 a.m. – 10:50 p.m.	8:07 a.m. – 9:16 p.m.
<b>Headway (peak/midday/eve)</b>	30/60/60	60	60
<b>Average Daily Boardings</b>	545	298	229
<b>Boardings per Revenue Hour</b>	19.0	18.2	16.5
<b>Peak Vehicles</b>	2	1	1

### 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.

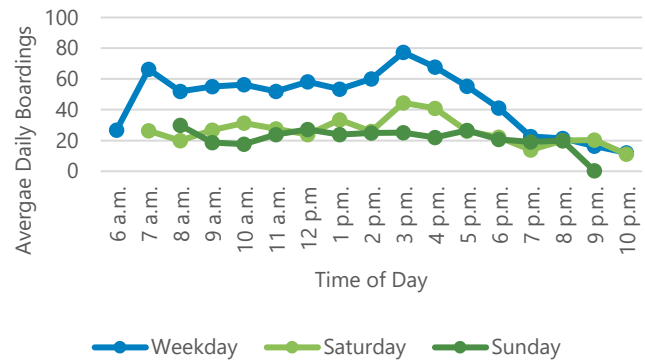
### Route Opportunities

- 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.
- Inbound running times are consistently less than scheduled running times.



## 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.



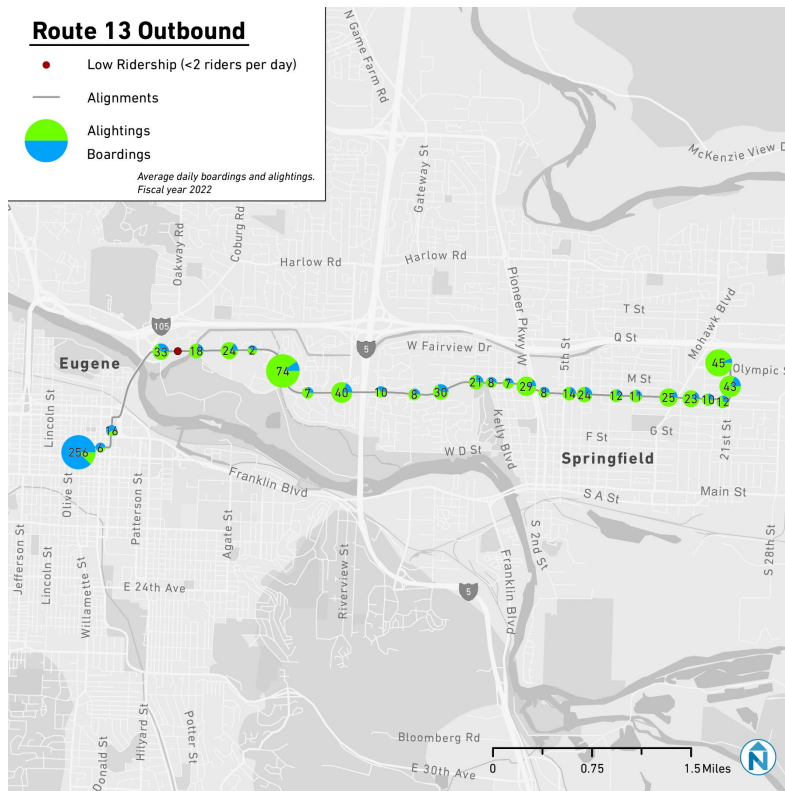
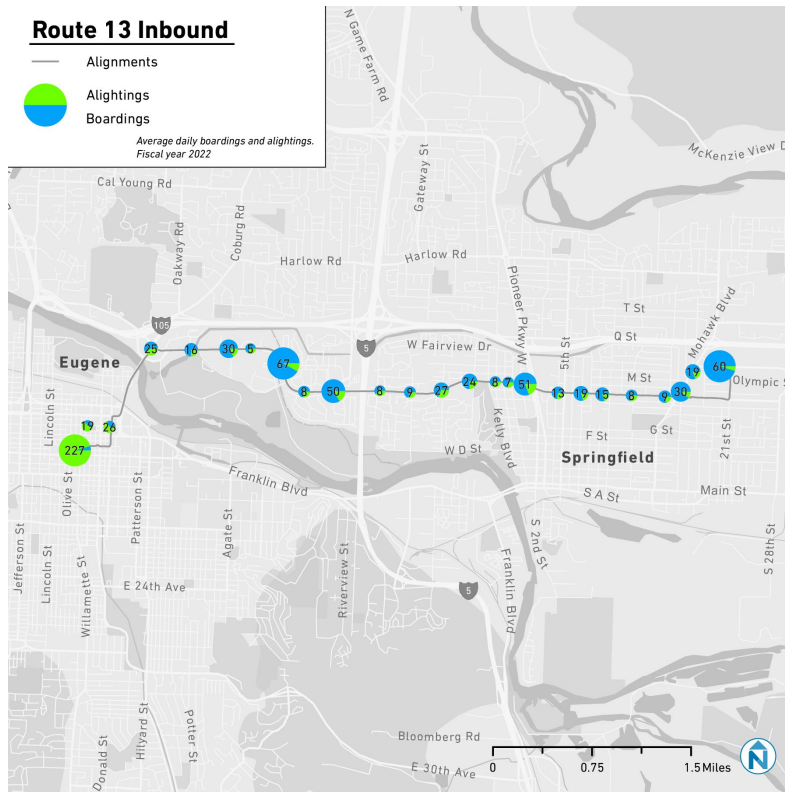
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:03 a.m. – 10:53 p.m.	7:03 a.m. – 10:53 p.m.	8:04 a.m. – 9:11 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	802	485	322
<b>Boardings per Revenue Hour</b>	26.5	25.2	24.5
<b>Peak Vehicles</b>	2	1	1

### 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.

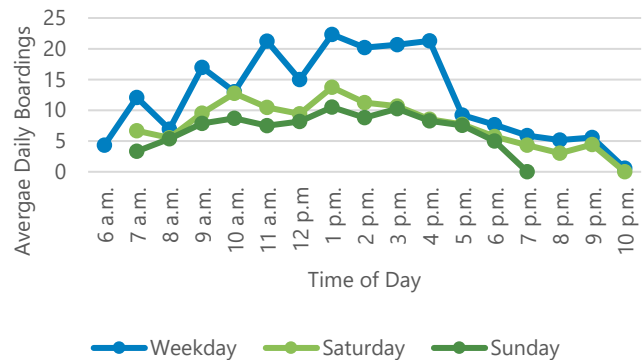
### Route Opportunities

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



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

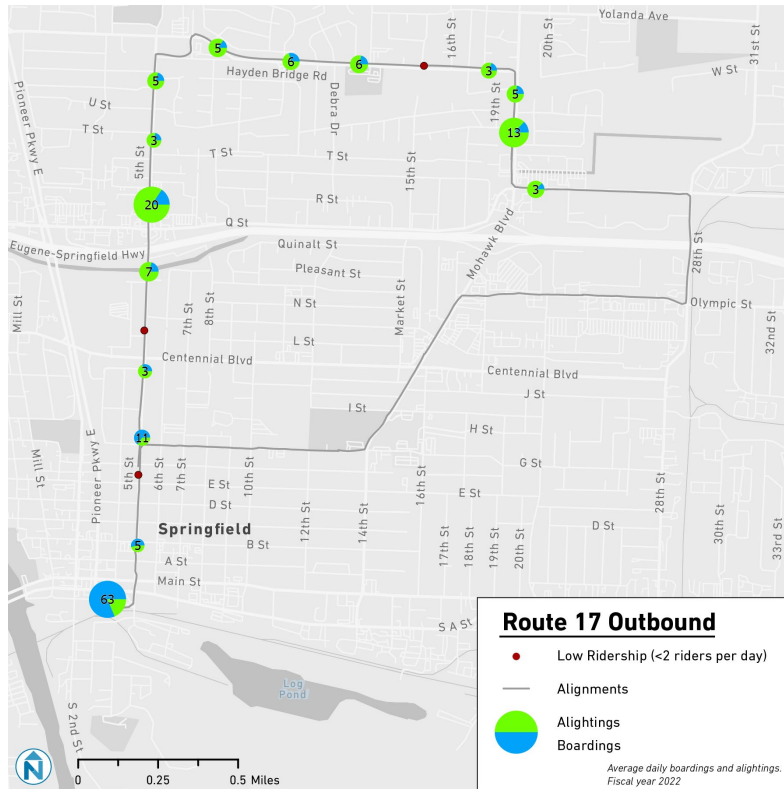
### Route Strengths

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

### Route Opportunities

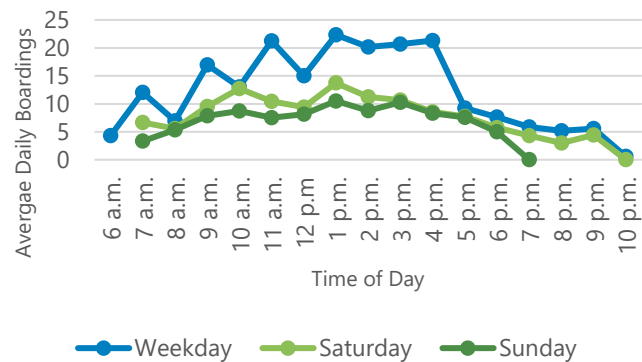
- The one-way loop could be confusing as this route travels clockwise and Route 18 travels counterclockwise, but the two routes don't exactly duplicate each other.
- Inconsistent weekday headways may make it difficult to make plans using this route, particularly as large number of patrons transfer at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





## 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 5<sup>th</sup> Street and Q Street, and Walmart on Olympic Street and 28<sup>th</sup> 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.



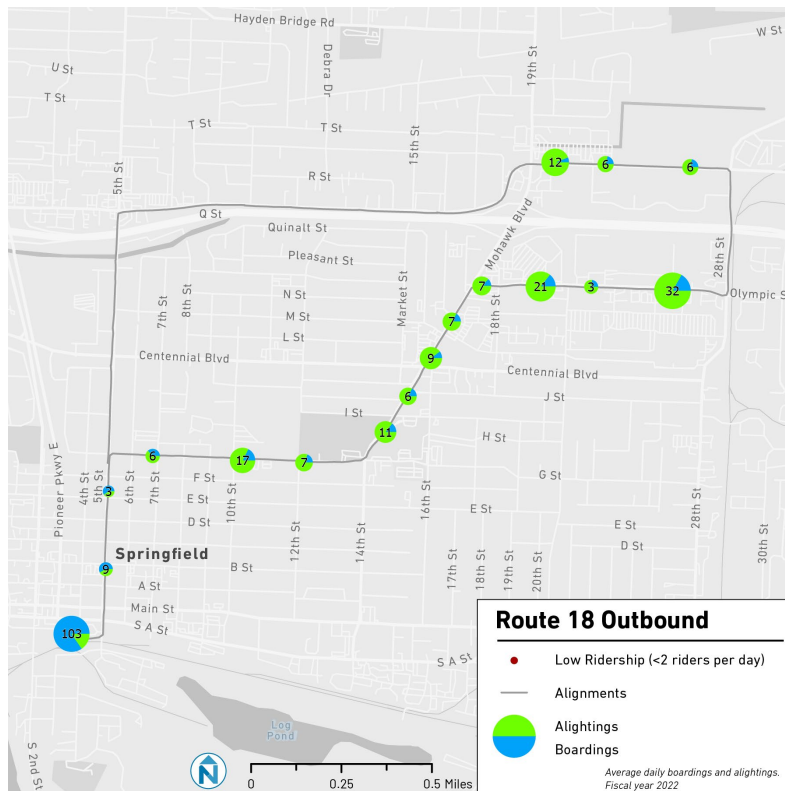
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:29 a.m. – 10:14 p.m.	7:40 a.m. – 10:01 p.m.	7:41 a.m. – 7:04 p.m.
<b>Headway (Minutes)</b>	40/40/60	60/60	60/60
<b>Average Daily Boardings</b>	212	144	98
<b>Boardings per Revenue Hour</b>	16.9	19.6	16.1
<b>Peak Vehicles</b>	1	1	1

### Route Strengths

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

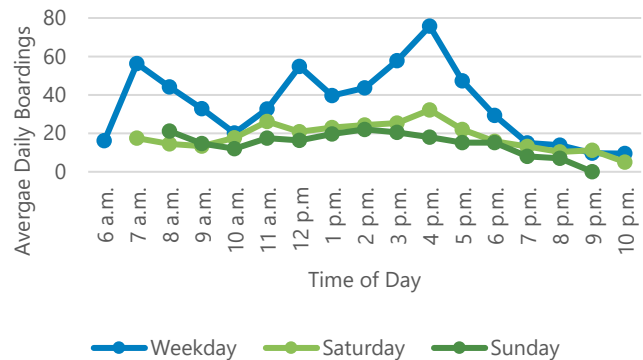
### Route Opportunities

- 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.



## 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.



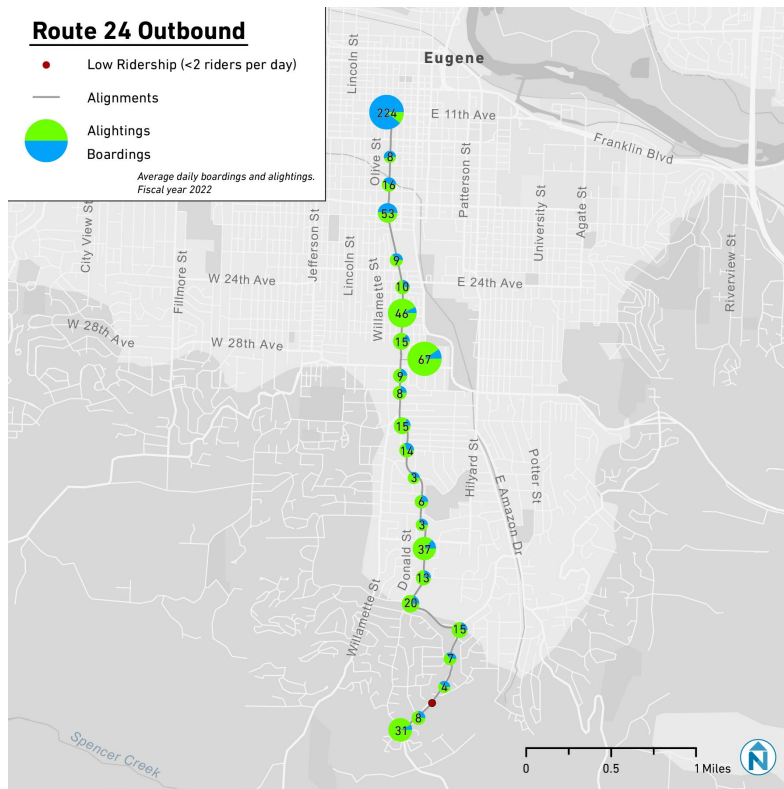
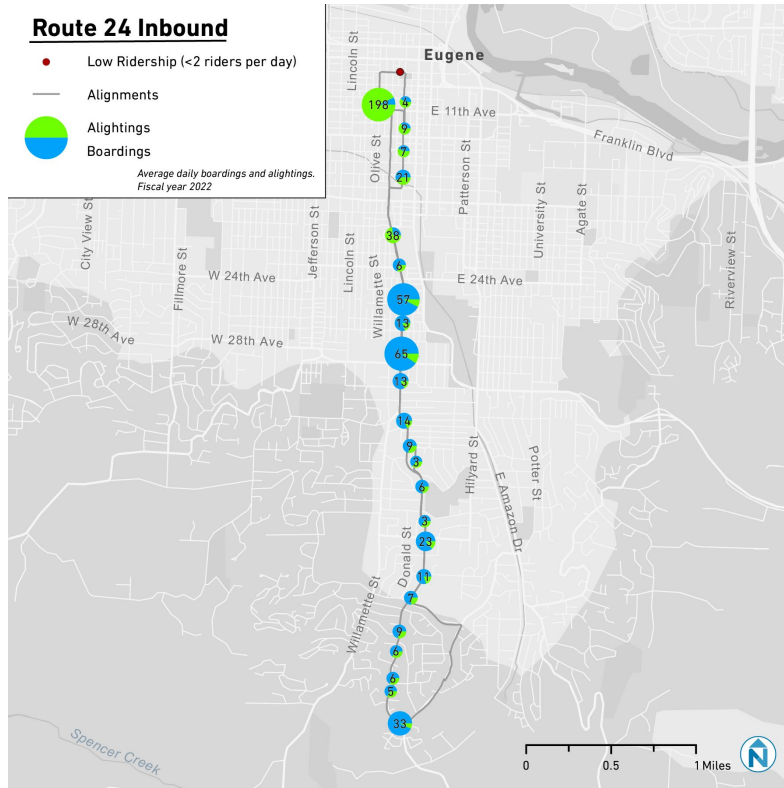
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:06 a.m. – 10:54 p.m.	7:05 a.m. – 10:54 p.m.	8:05 a.m. – 9:05 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	580	339	202
<b>Boardings per Revenue Hour</b>	26.8	23.4	17.8
<b>Peak Vehicles</b>	2	1	1

## 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 5<sup>th</sup> highest route in terms of weekday and Saturday productivity.

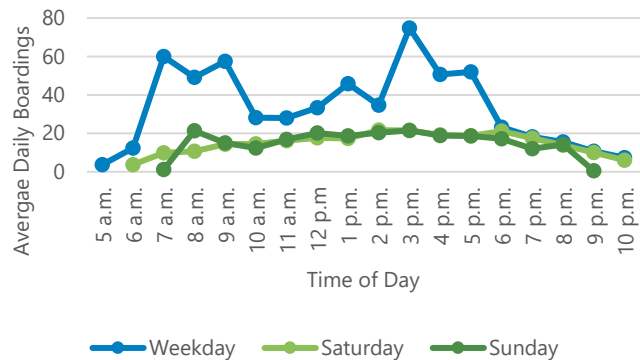
## Route Opportunities

- Ridership south of W. 29<sup>th</sup> Avenue is notably lower than north of W. 29<sup>th</sup> Avenue except for Safeway south of E. 40<sup>th</sup> 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 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
<b>Service Span</b>	5:52 a.m. – 10:59 p.m.	6:52 a.m. – 10:58 p.m.	7:57 a.m. – 9:15 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	663	300	228
<b>Boardings per Revenue Hour</b>	27.7	19.4	19.8
<b>Peak Vehicles</b>	2	1	1

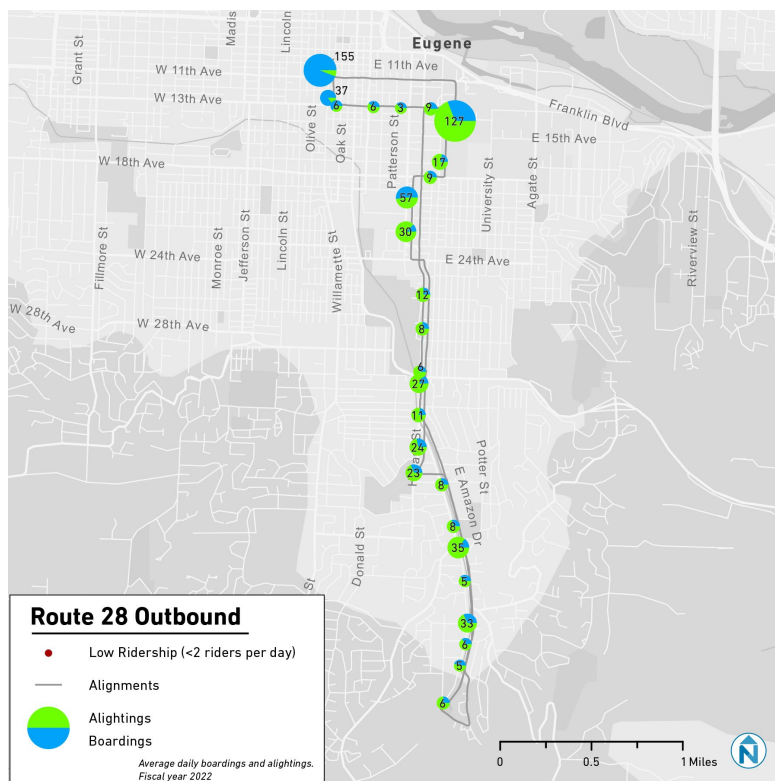
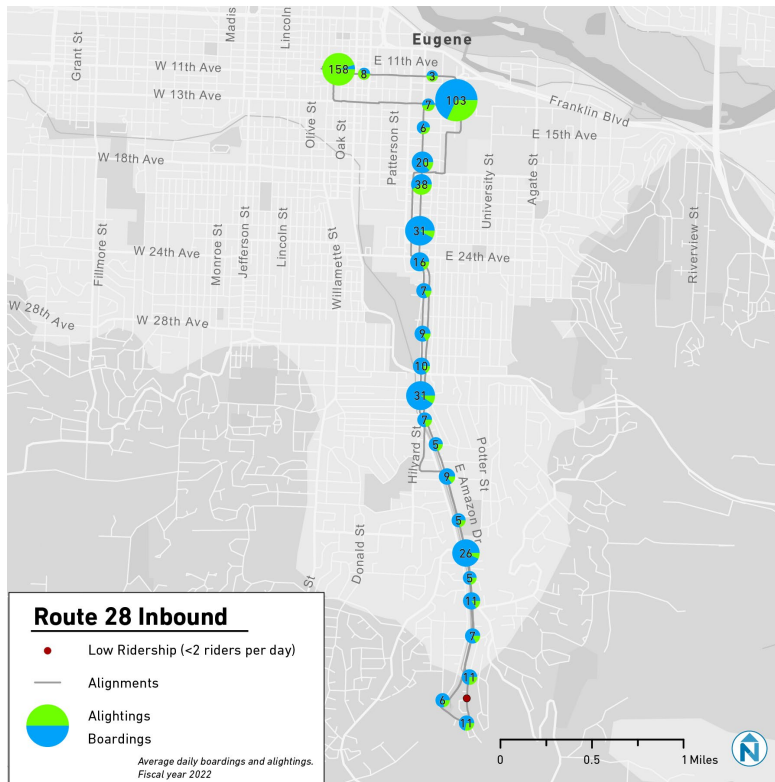
### Route Strengths

- 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 4<sup>th</sup> in terms of productivity, with 28 riders per revenue hour on weekdays.

### Route Opportunities

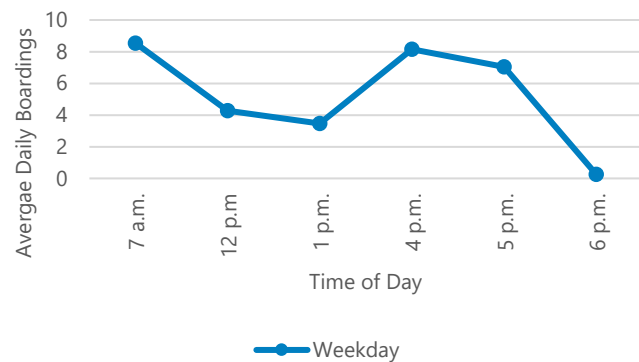
- On-time performance is significantly below average on weekdays.
- The UO Station deviation, while generating good ridership, is circuitous, especially in the southbound direction.





## Route 33 Jefferson

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



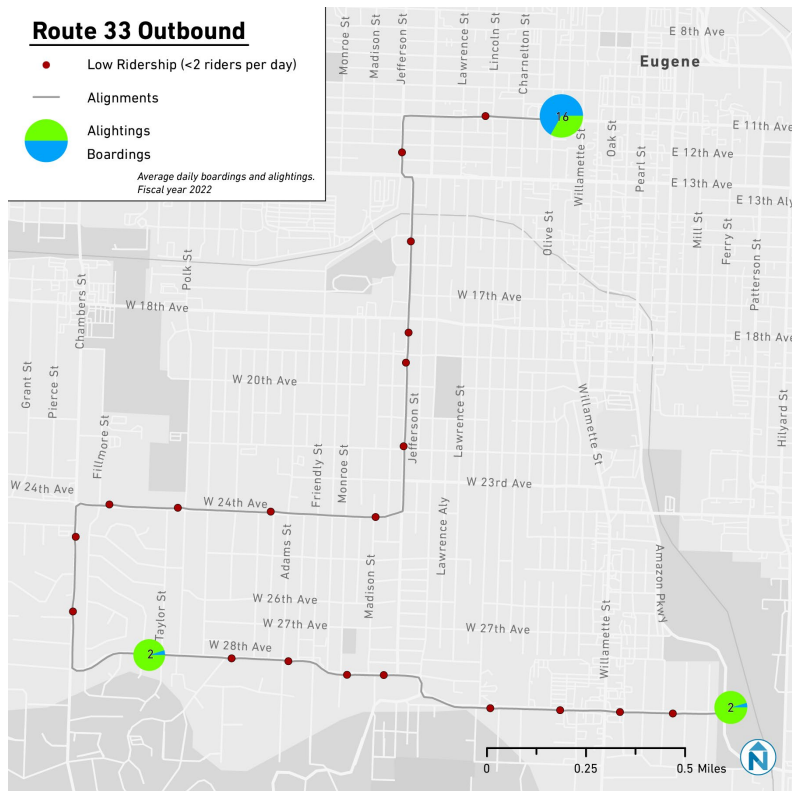
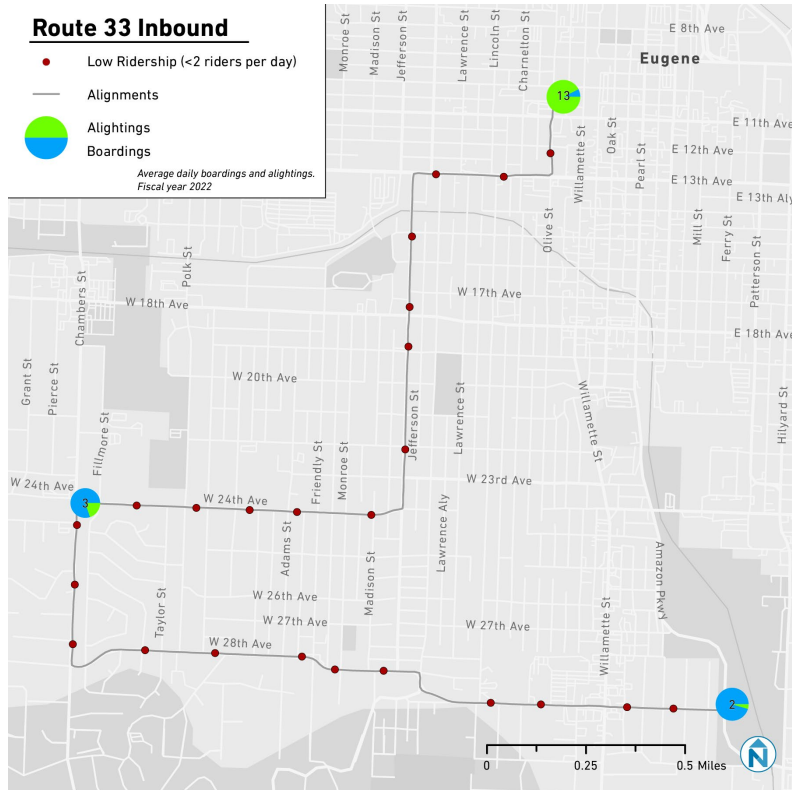
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:15 a.m., 12:45 p.m., 4:30 p.m. 5:30 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	4 round trips daily	N/A	N/A
<b>Average Daily Boardings</b>	32	N/A	N/A
<b>Boardings per Revenue Hour</b>	3.9	N/A	N/A
<b>Peak Vehicles</b>	1	N/A	N/A

### Route Strengths

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

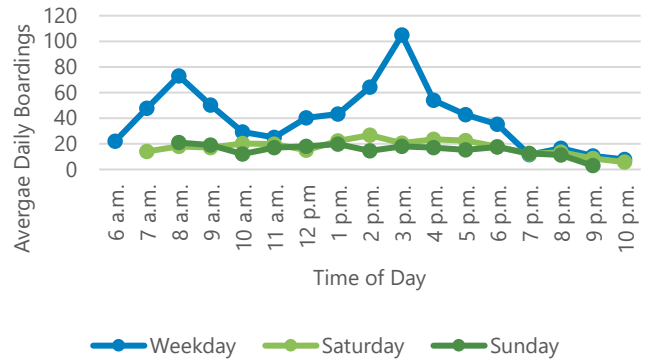
### Route Opportunities

- 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, 28<sup>th</sup> and Almaden, and 24<sup>th</sup> 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 36 W 18th

Route 36 is a core route connecting Eugene Station to West Eugene via W 18<sup>th</sup> 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.



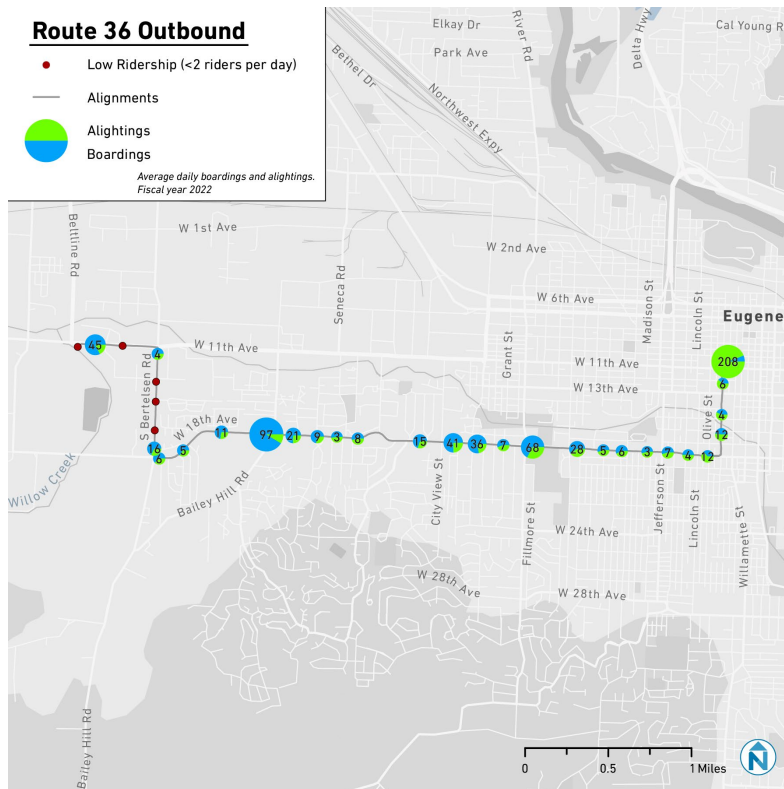
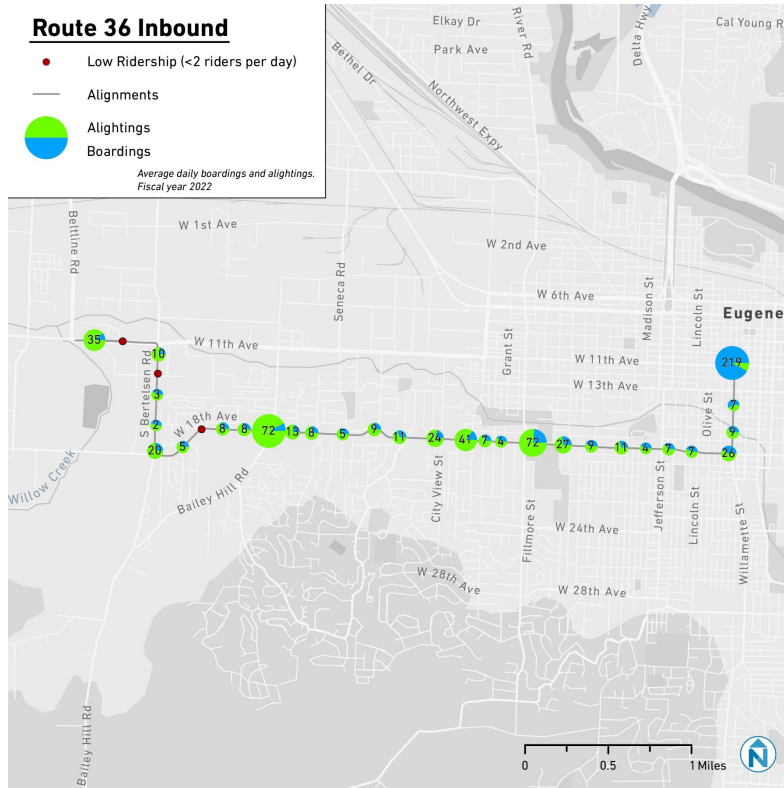
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:06 a.m. – 10:47 p.m.	7:06 a.m. – 10:47 p.m.	8:06 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	720	292	214
<b>Boardings per Revenue Hour</b>	26.7	20.2	16.8
<b>Peak Vehicles</b>	3	1	1

### 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 6<sup>th</sup> in weekday and Saturday productivity.

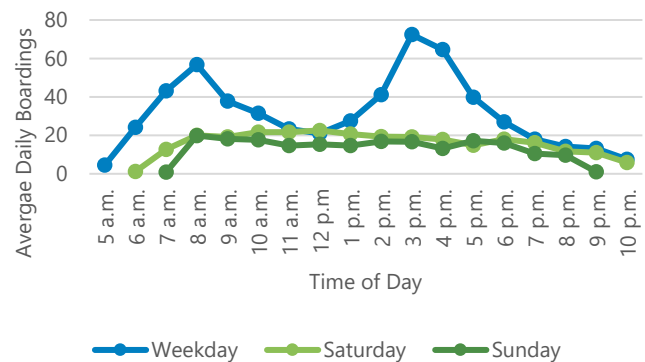
### Route Opportunities

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



## 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.



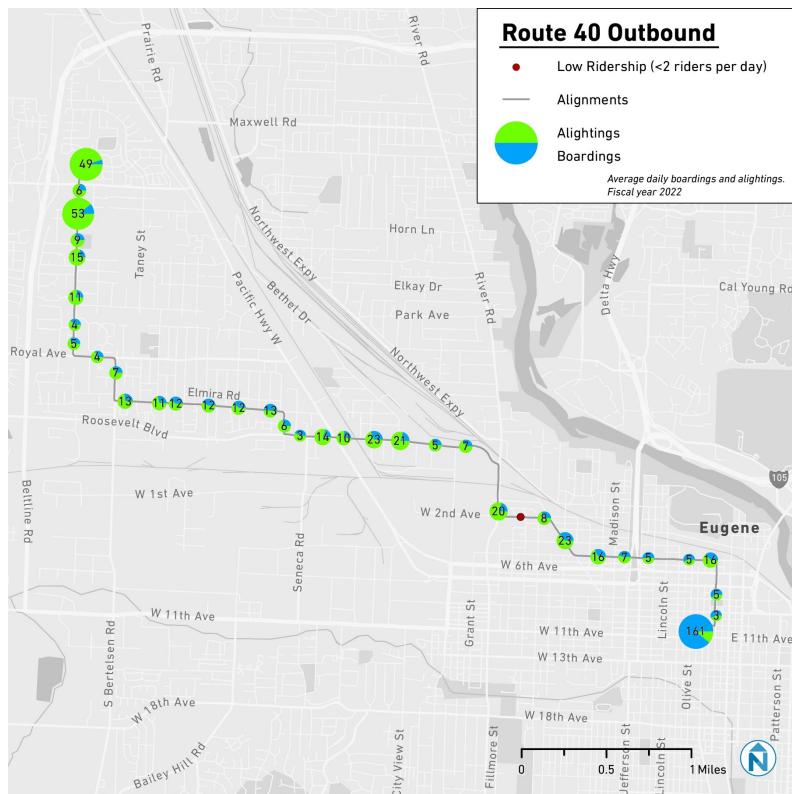
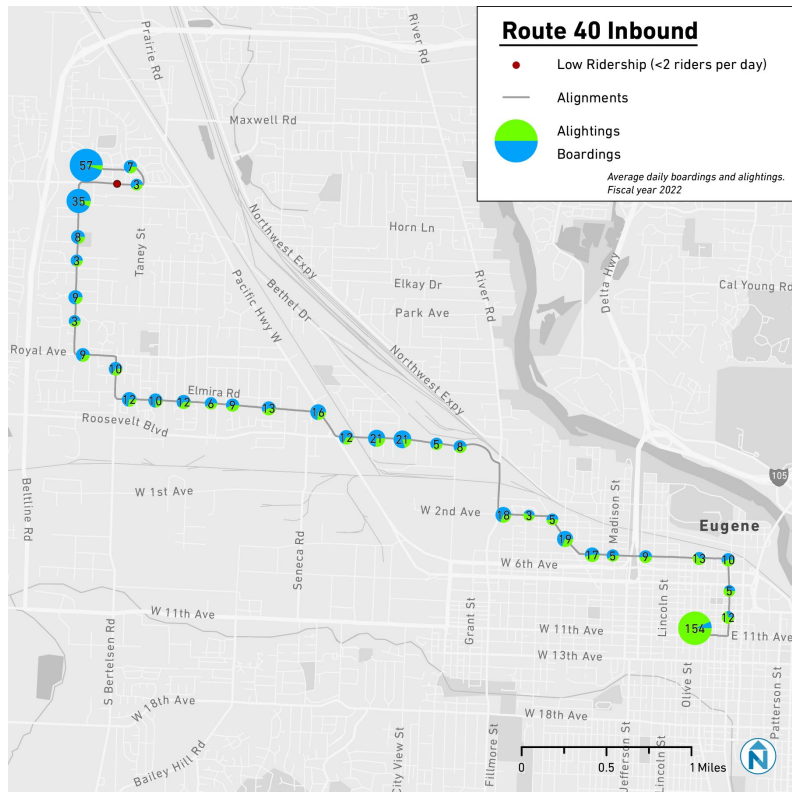
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:57 a.m. – 10:55 p.m.	6:53 a.m. – 10:54 p.m.	7:52 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	15/30/60	60	60
<b>Average Daily Boardings</b>	580	286	226
<b>Boardings per Revenue Hour</b>	18.9	15.7	14.8
<b>Peak Vehicles</b>	4	2	2

### 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 13<sup>th</sup> 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

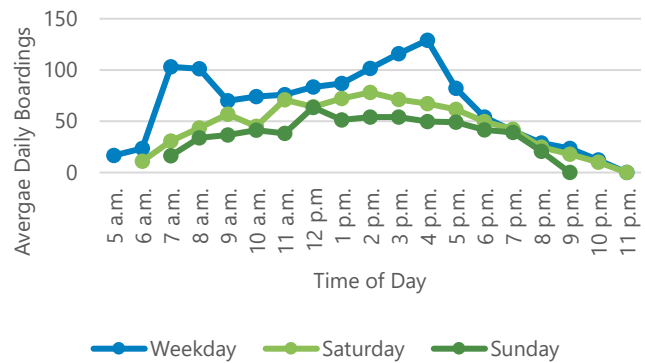
- Route 40 is circuitous, making multiple stairsteps between Echo Hollow and downtown Eugene.





## Route 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.



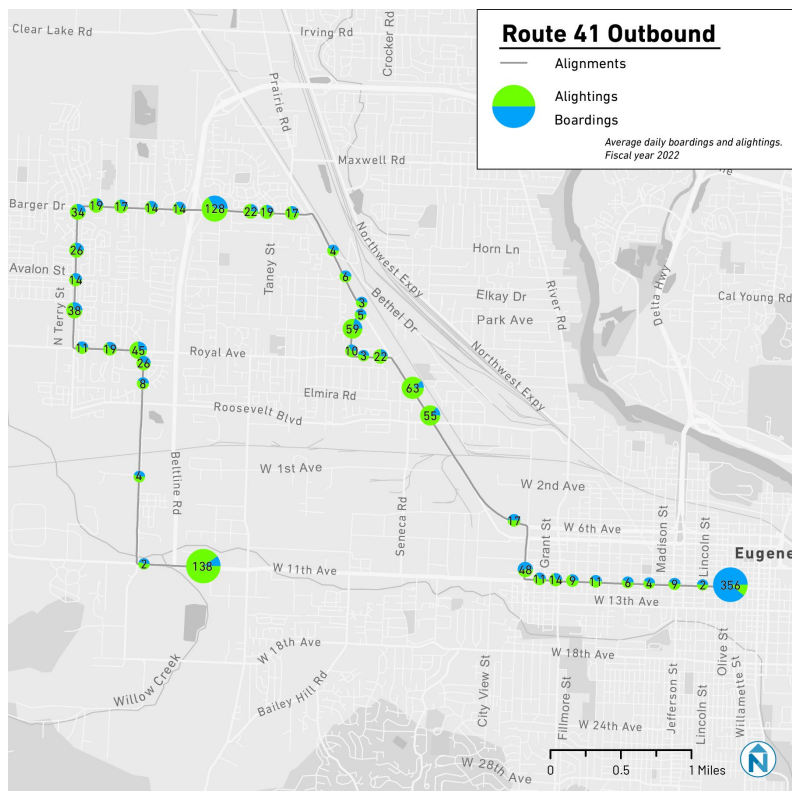
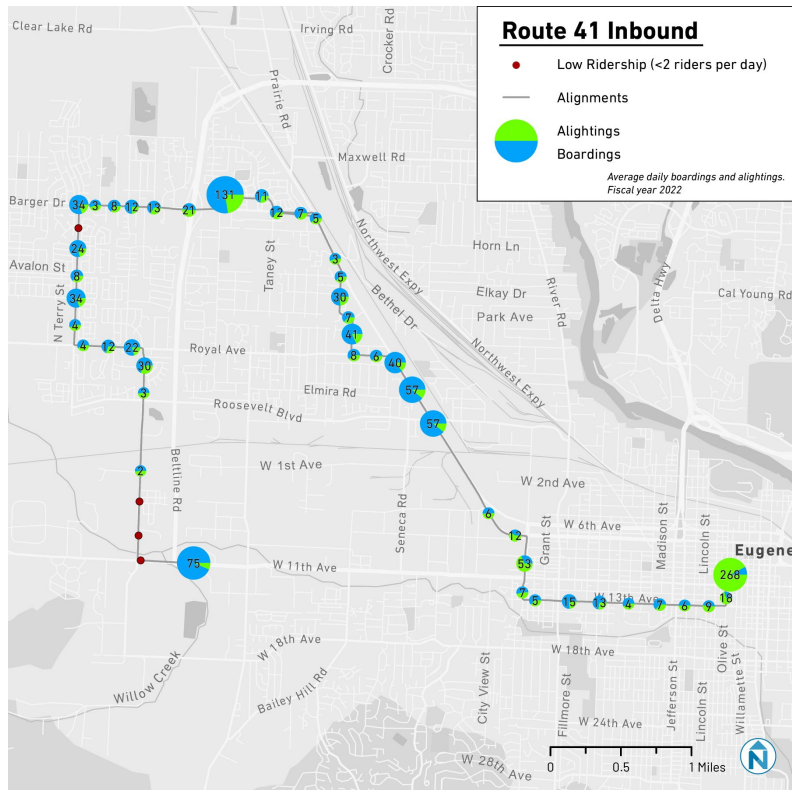
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:31 a.m. – 11:01 p.m.	6:30 a.m. – 11:02 p.m.	7:24 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	15/30/60	30/30/60	30/30/60
<b>Average Daily Boardings</b>	1323	899	654
<b>Boardings per Revenue Hour</b>	23.3	19.5	18.8
<b>Peak Vehicles</b>	6	4	4

### 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.

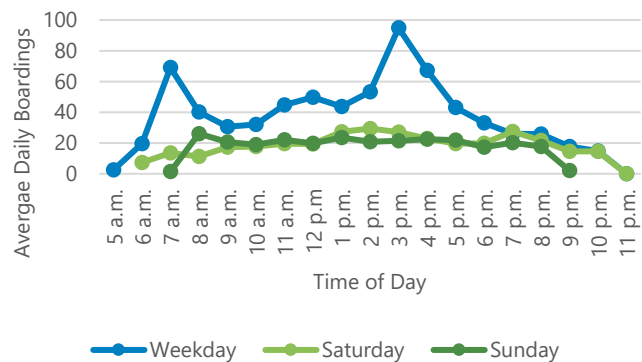
### Route Opportunities

- 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 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.



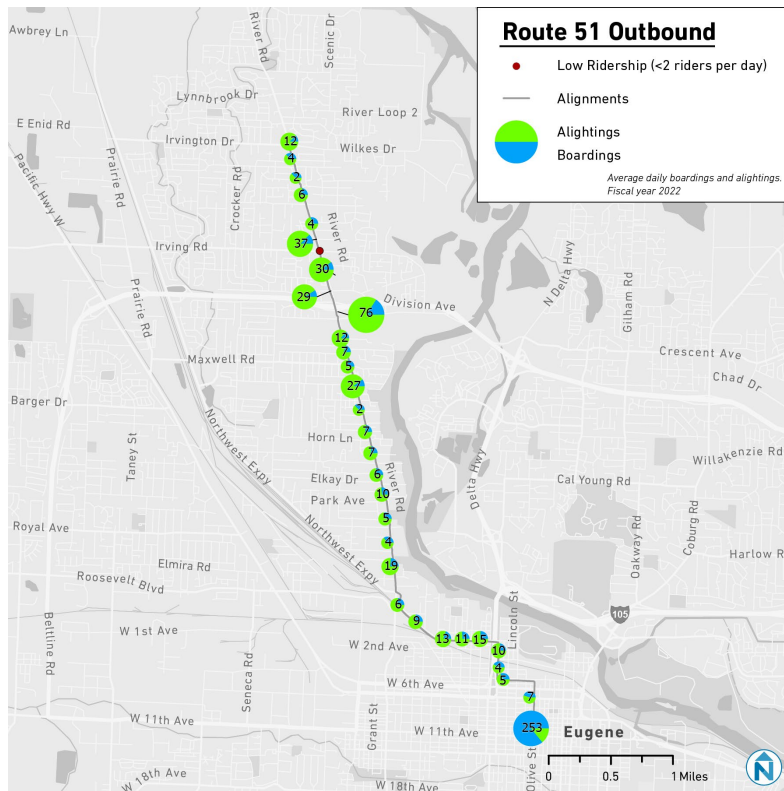
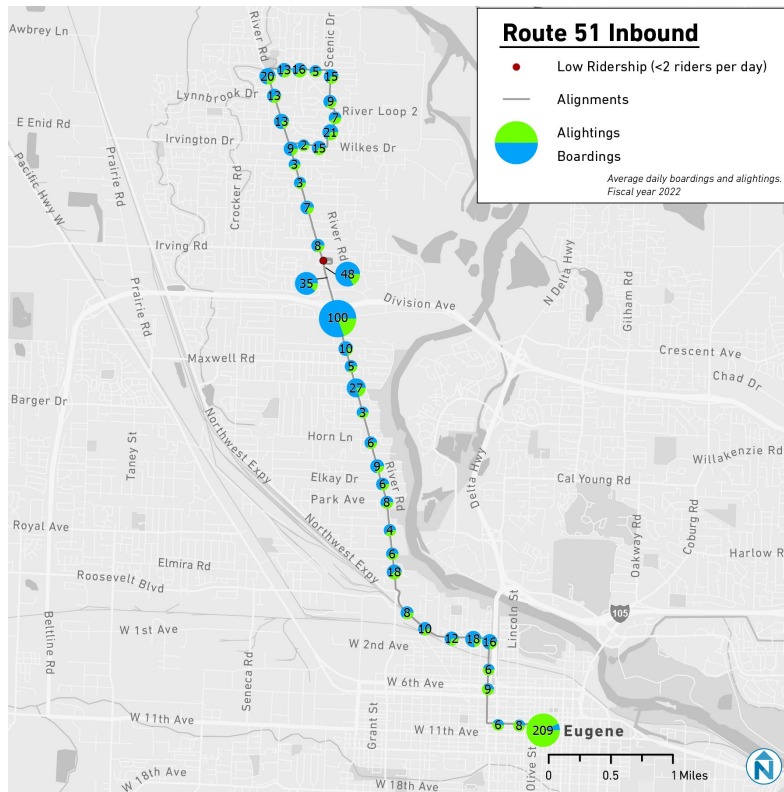
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:52 a.m. – 11:08 p.m.	6:45 a.m. – 11:10 p.m.	7:55 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	709	340	319
<b>Boardings per Revenue Hour</b>	20.0	17.6	20.1
<b>Peak Vehicles</b>	3	2	2

### 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.

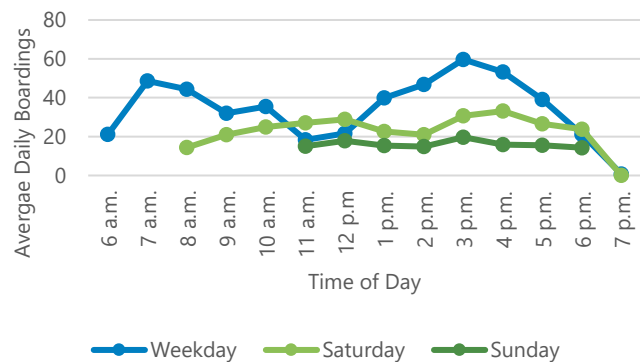
### Route Opportunities

- 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 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.



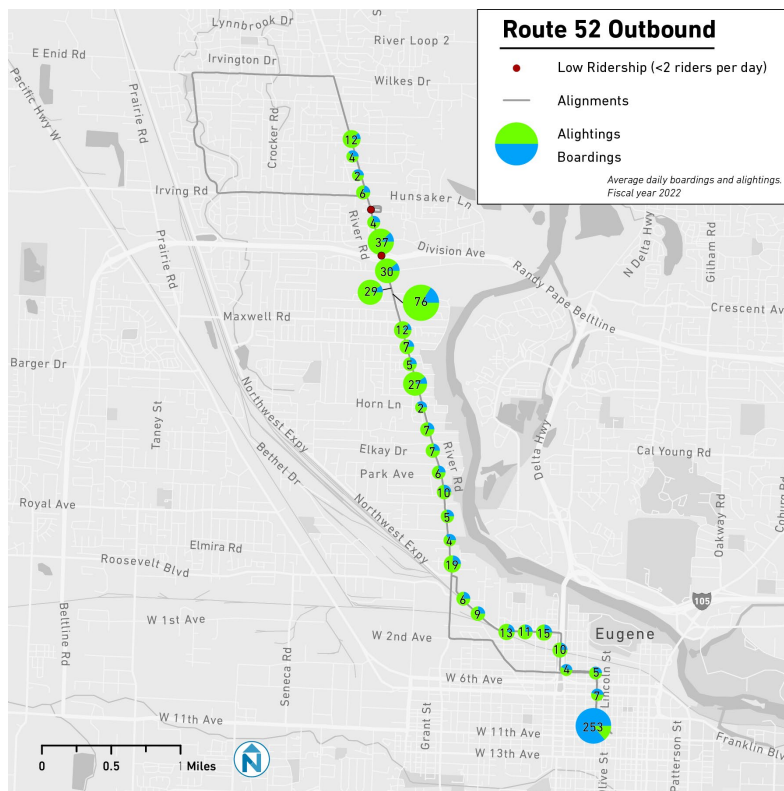
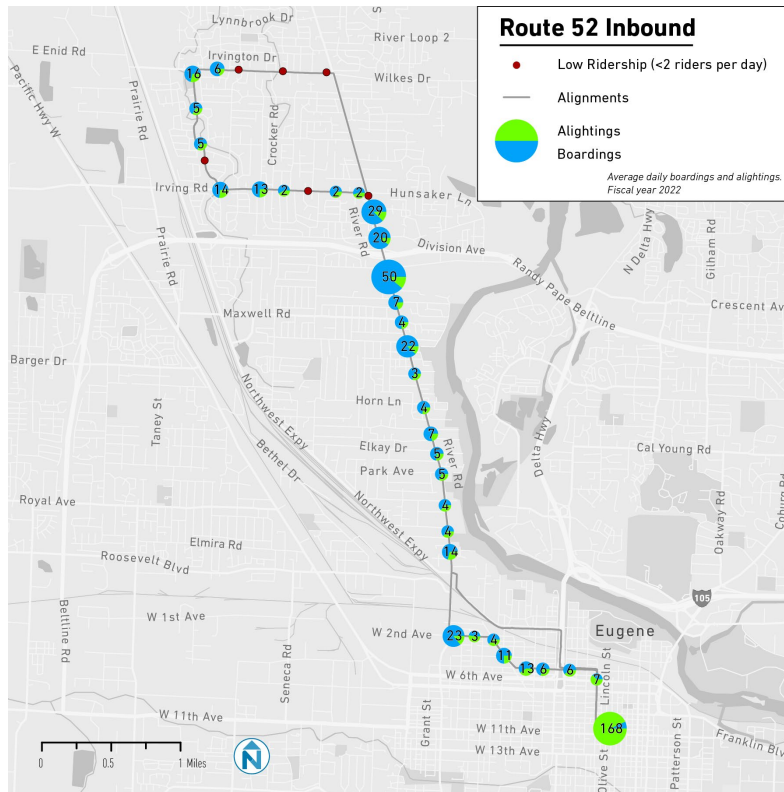
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:38 a.m. – 7:25 p.m.	8:00 a.m. – 7:05 p.m.	11:00 a.m. – 6:55 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/30	60	60
<b>Average Daily Boardings</b>	472	276	130
<b>Boardings per Revenue Hour</b>	16.8	17.7	11.1
<b>Peak Vehicles</b>	3	2	2

### 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.

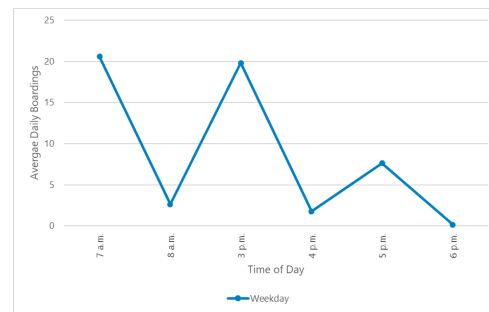
### Route Opportunities

- 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.



## 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 two morning and two afternoon trips per day. Major destinations served include Kelly Middle School and North Eugene High School.



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

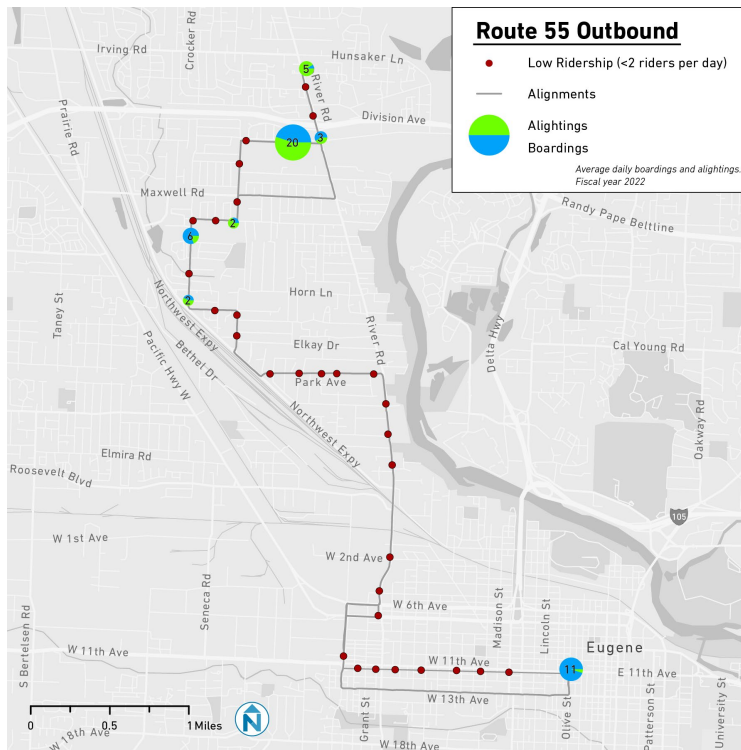
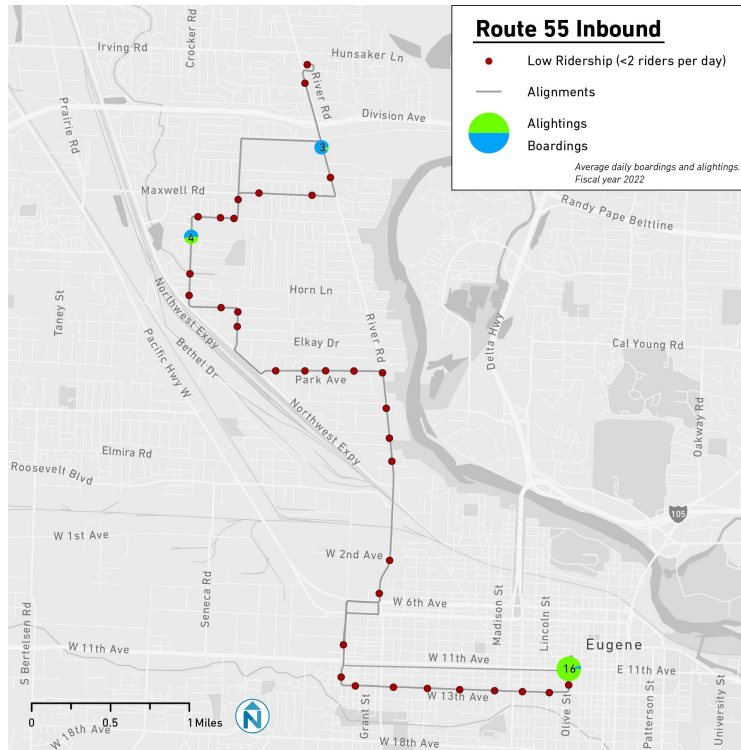
### Route Strengths

- 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.

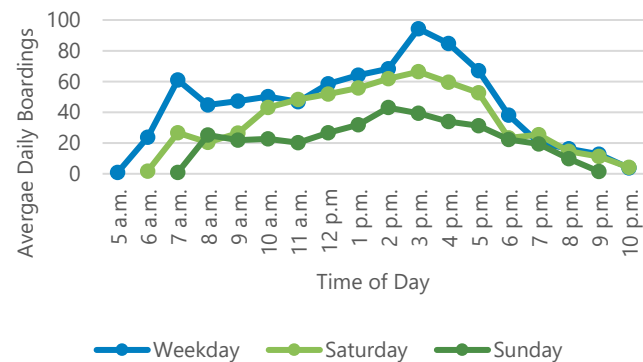






## Route 66 VRC/Coburg

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.



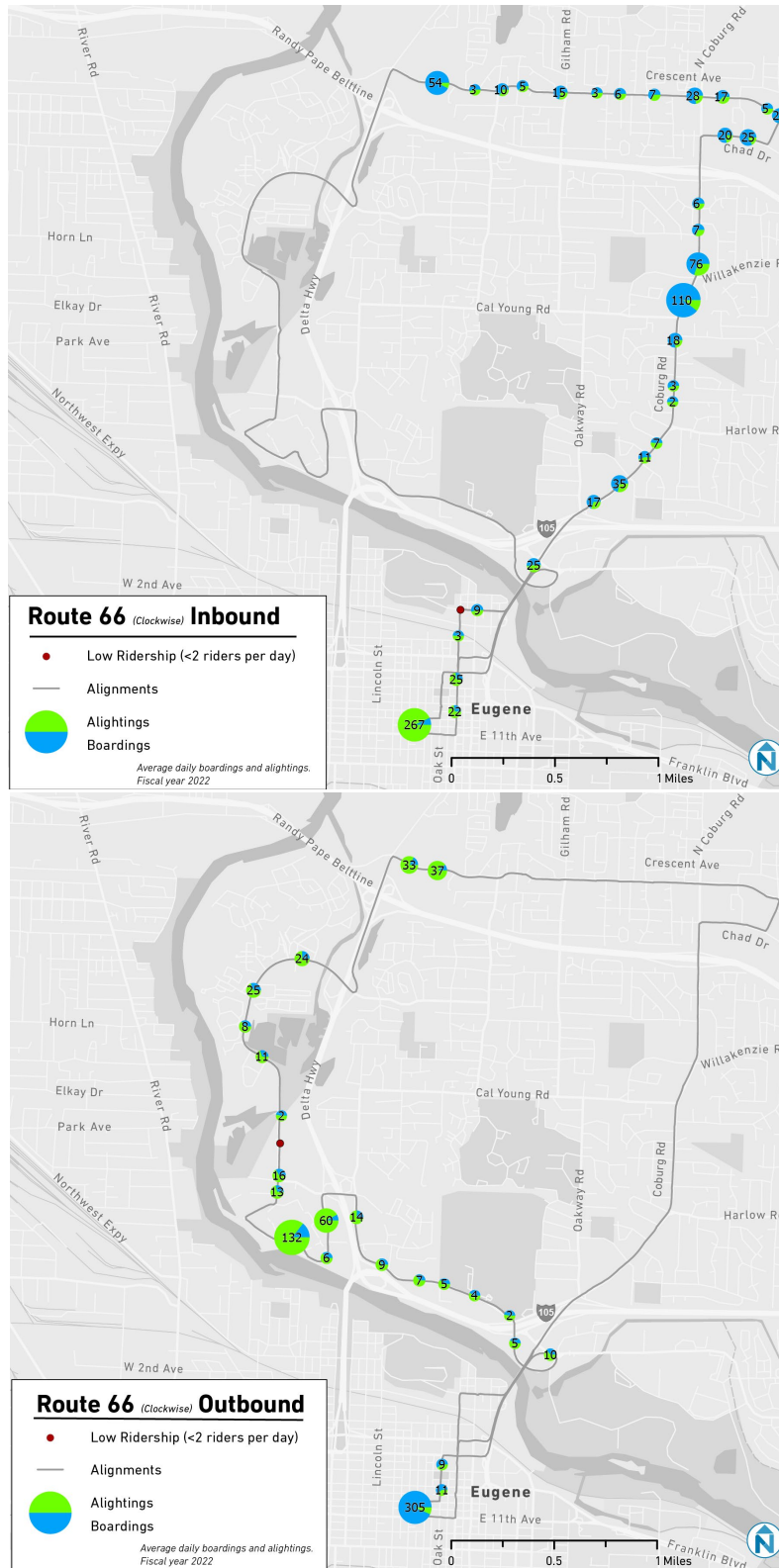
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:04 a.m. – 10:20 p.m.	7:04 a.m. – 10:17 p.m.	8:00 a.m. – 9:13 p.m.
<b>Headway (peak/midday/eve)</b>	20/30/60	30/30/60	60
<b>Average Daily Boardings</b>	792	635	345
<b>Boardings per Revenue Hour</b>	22.3	25.5	24.9
<b>Peak Vehicles</b>	4	2	1

### Route Strengths

- Well utilized by Sheldon High School students.
- 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.

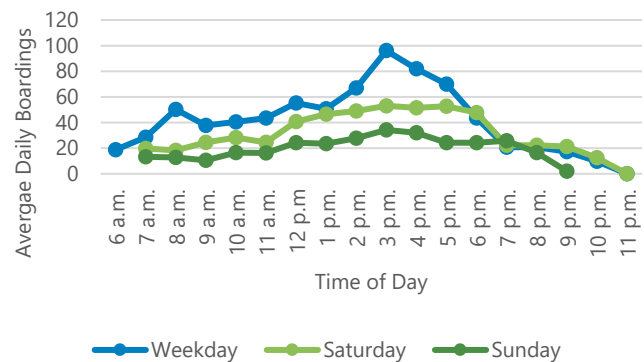
### Route Opportunities

- 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 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.



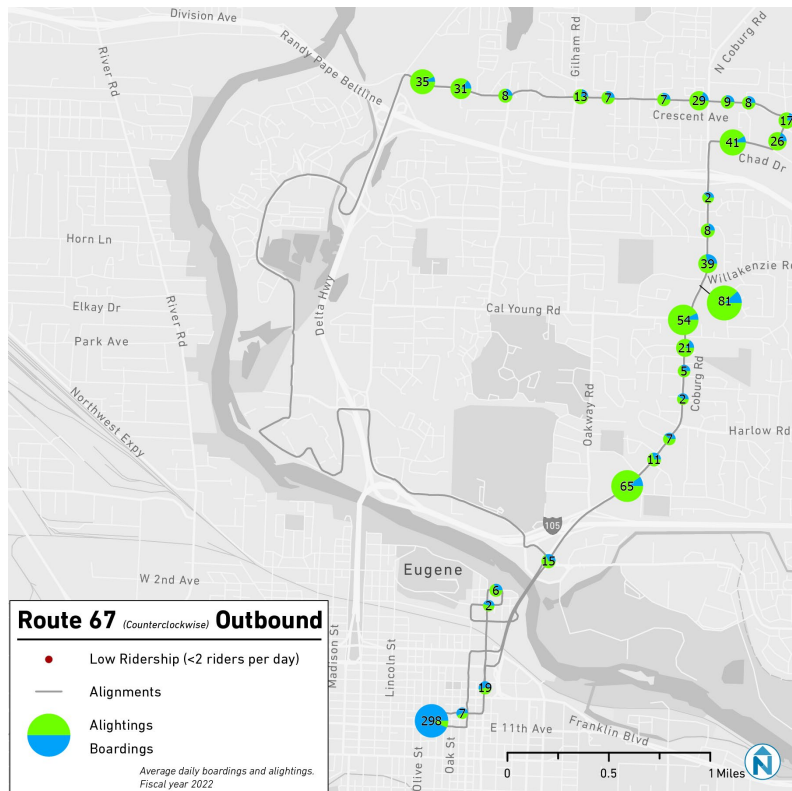
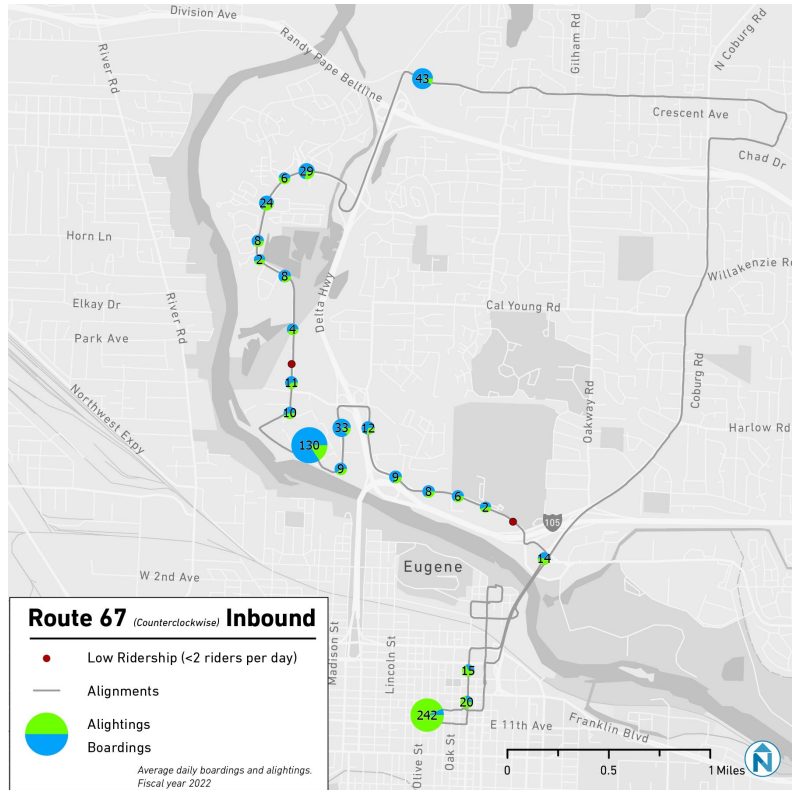
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:10 a.m. – 10:55 p.m.	7:10 a.m. – 10:56 p.m.	7:30 a.m. – 9:19 p.m.
<b>Headway (peak/midday/eve)</b>	20/30/60	30/30/60	60
<b>Average Daily Boardings</b>	756	598	328
<b>Boardings per Revenue Hour</b>	20.4	23.4	22.4
<b>Peak Vehicles</b>	4	2	1

### 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.

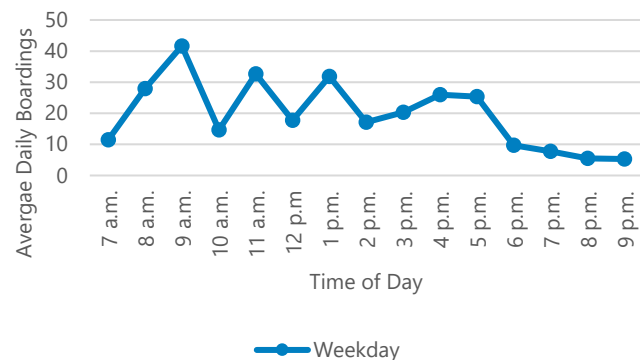
### Route Opportunities

- 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 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.



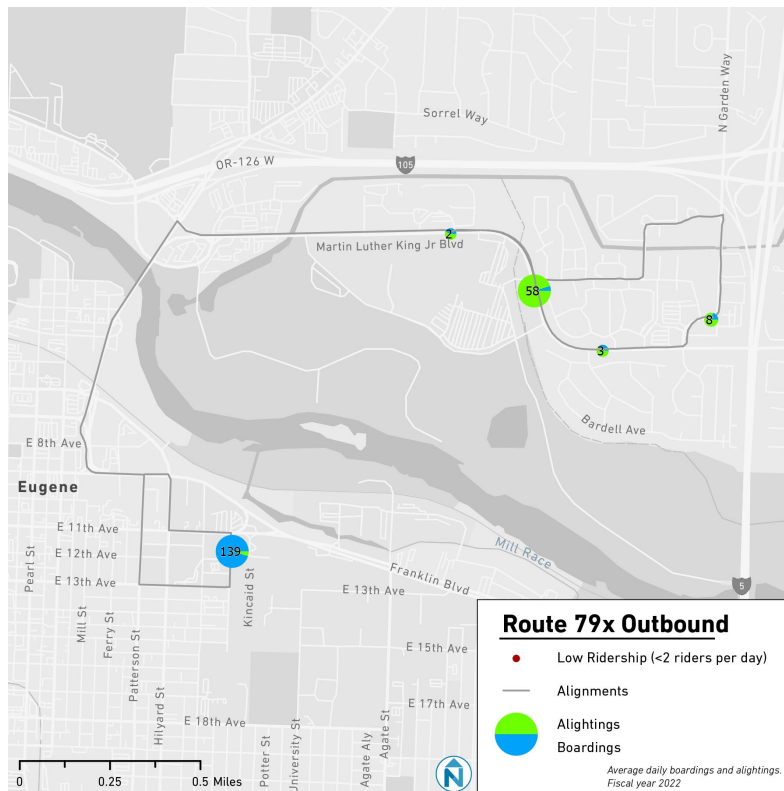
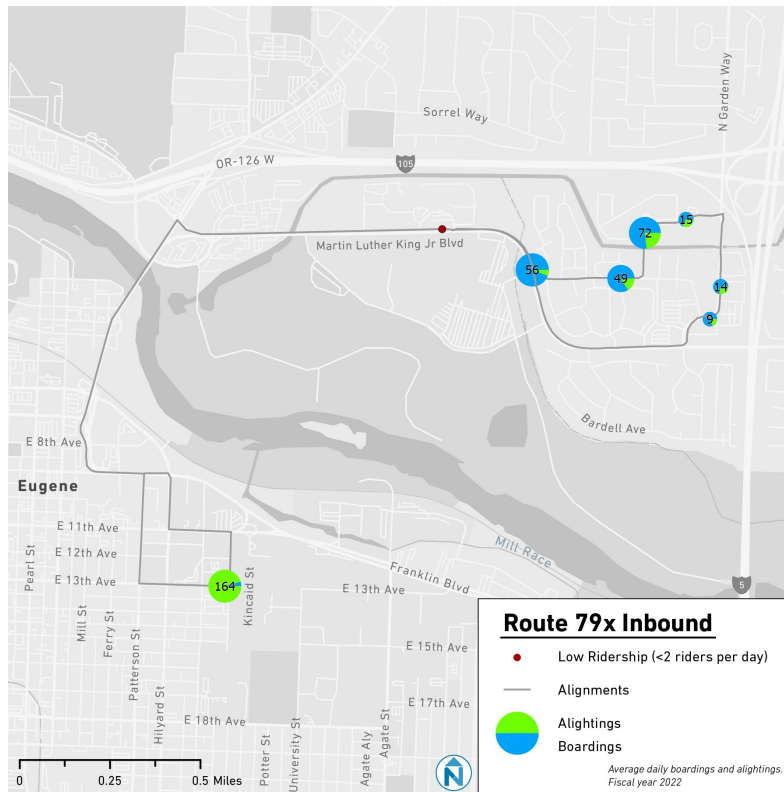
	Weekdays	Saturday	Sunday
<b>Service Span</b>	Inbound only from Kinsrow: 7:30 a.m. – 10:15 a.m. Round trip between UO and Kinsrow: 10:55 a.m. – 10:22 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	30 / 60 / 60	N/A	N/A
<b>Average Daily Boardings</b>	418	N/A	N/A
<b>Boardings per Revenue Hour</b>	32.9	N/A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

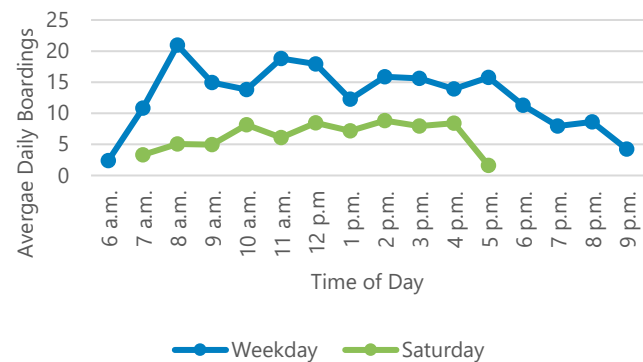
### Route Opportunities

- High passenger loads may indicate the need for more frequent service, particularly in the inbound direction in the morning.
- Kinsrow Avenue is not well suited for fixed-route buses, due to narrow streets and poorly parked vehicles.
- The afternoon schedule has irregular headways.



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

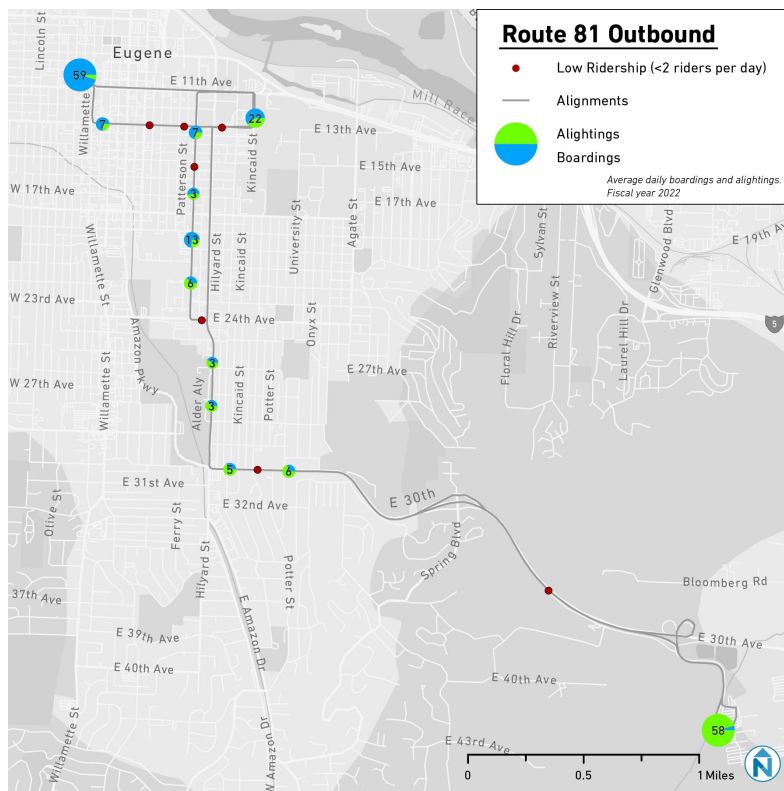
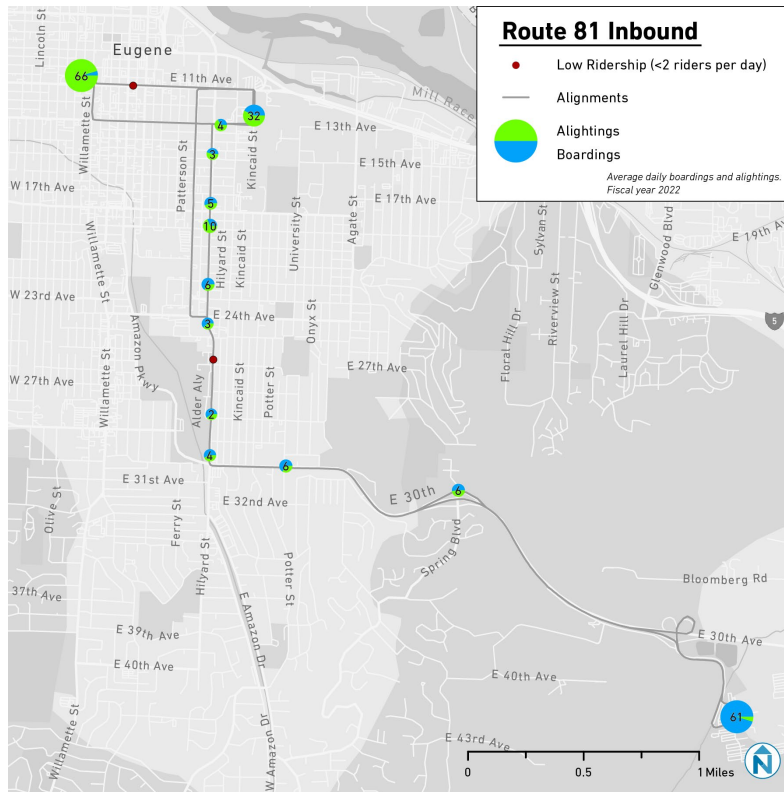
### Route Strengths

- One-seat connection between LCC and UO.

### Route Opportunities

- Lower weekday productivity than many other LTD routes (6<sup>th</sup> lowest), and lowest productivity of any LTD route on Saturday.
- Route 81 duplicates the alignment and schedule of Route 28 between 30<sup>th</sup> 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.

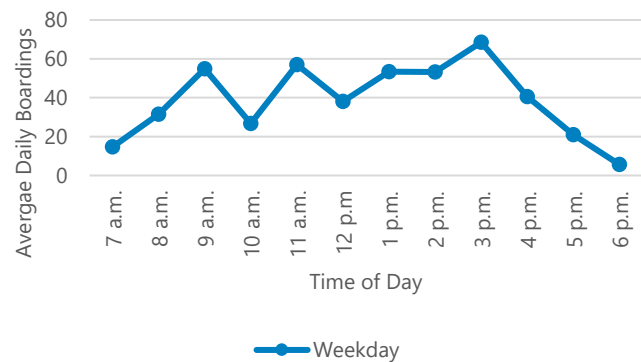






## Route 82 LCC/Pearl

Route 82 is a college route connecting Eugene Station to LCC Station via Amazon Pkwy and E 30<sup>th</sup> 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.



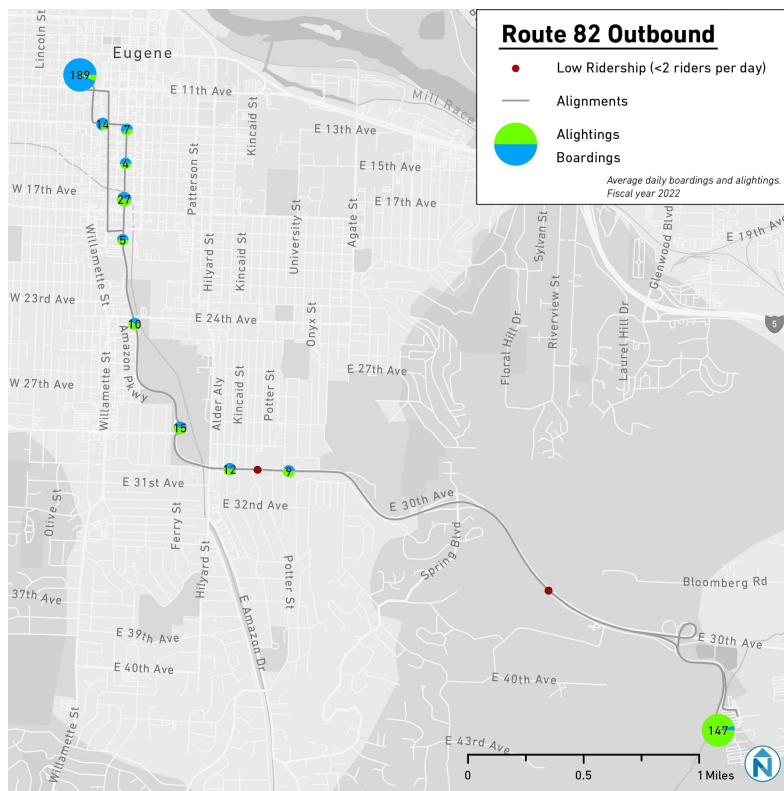
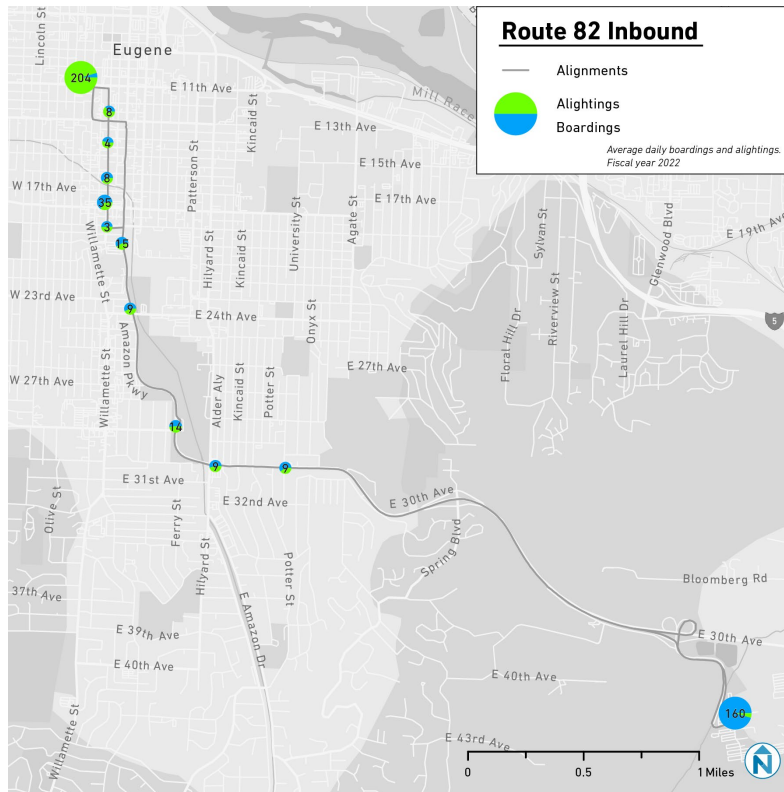
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:00 a.m. – 6:25 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	School year: 10-25/30-60/0 Summer: 60/60	N/A	N/A
<b>Average Daily Boardings</b>	437	N/A	N/A
<b>Boardings per Revenue Hou</b>	18.9	N/A	N/A
<b>Peak Vehicles</b>	3	N/A	N/A

### Route Strengths

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

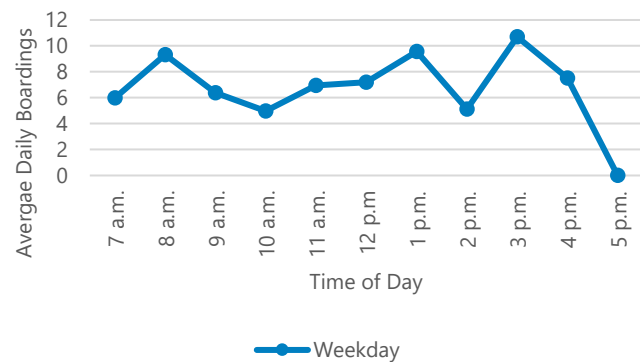
### Route Opportunities

- 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 81 provides evening and Saturday service to LCC instead of the higher ridership Route 82.
- 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 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.



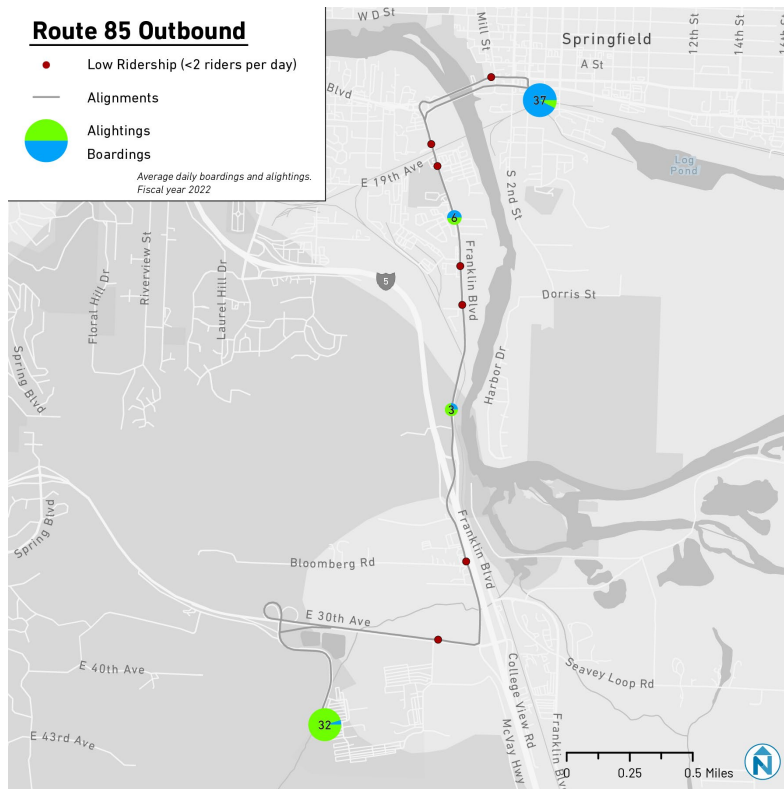
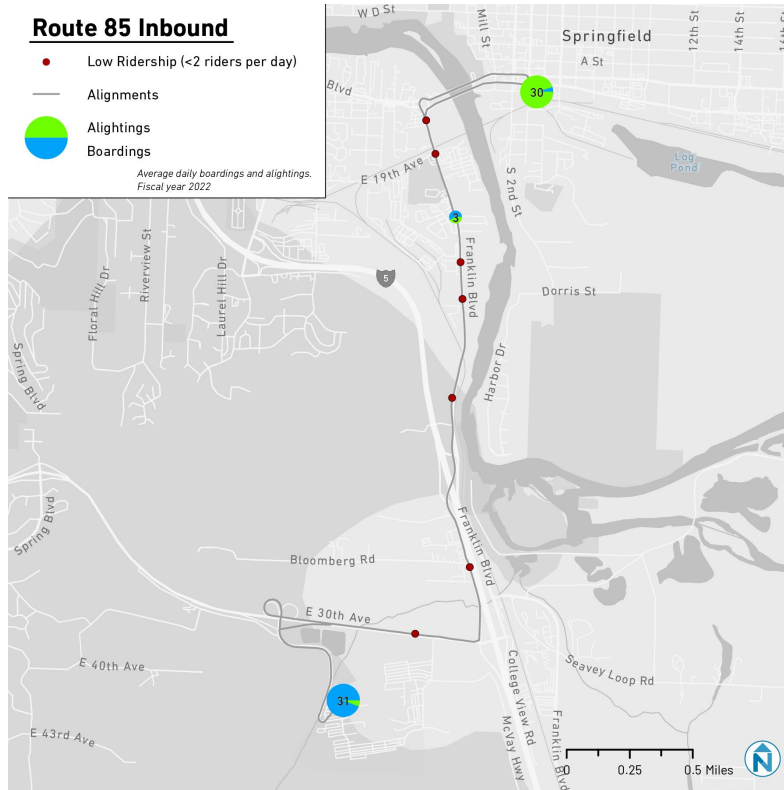
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:40 a.m. – 5:10 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	60	N/A	N/A
<b>Average Daily Boardings</b>	79	N/A	N/A
<b>Boardings per Revenue Hour</b>	12.4	N/A	N/A
<b>Peak Vehicles</b>	1	N/A	N/A

### 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.

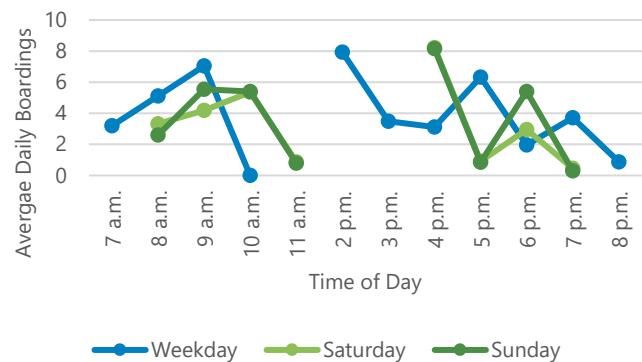
### Route Opportunities

- 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 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.



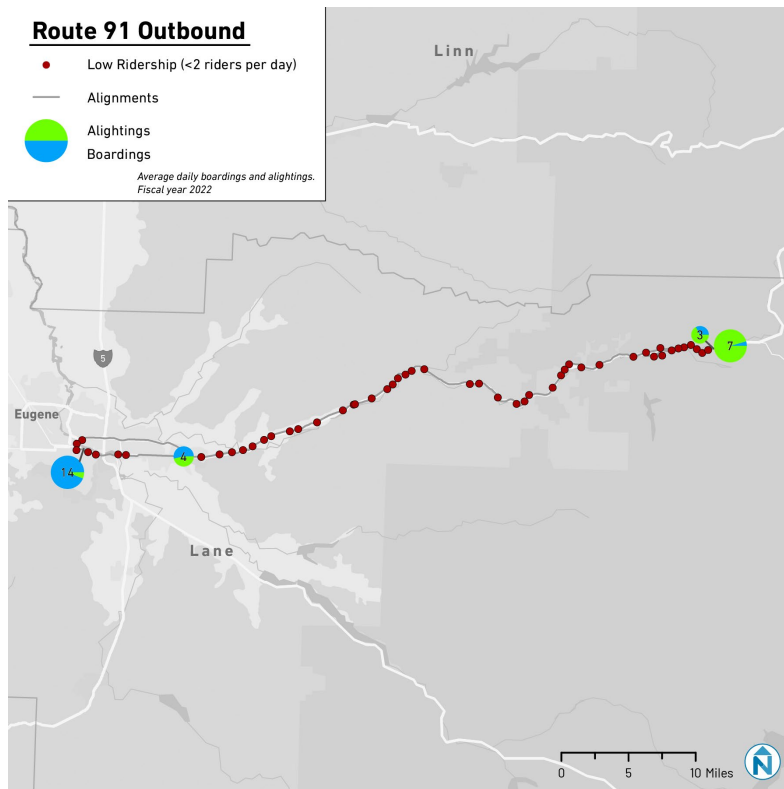
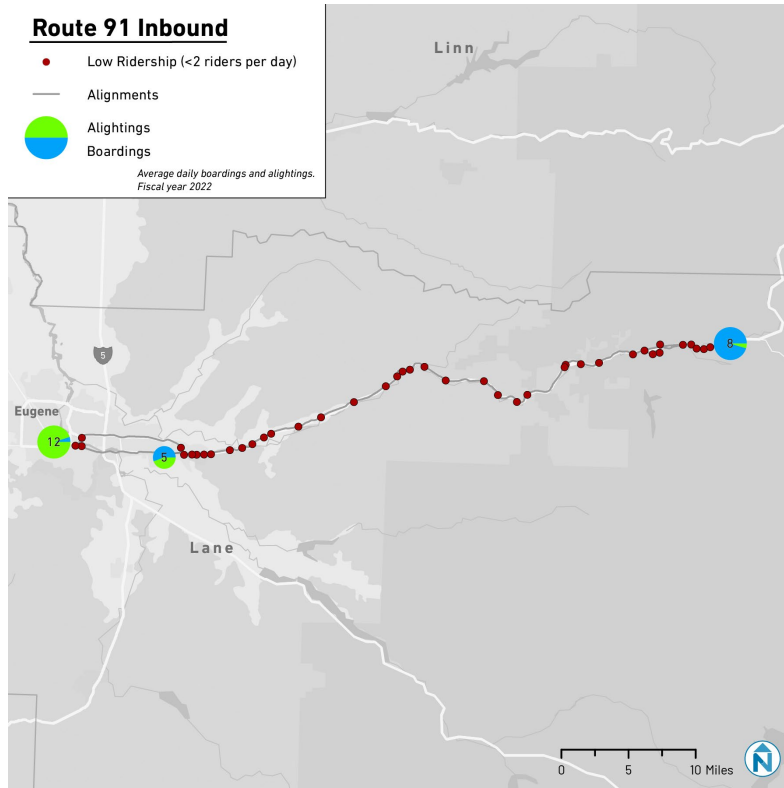
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:00 a.m., 11:20 a.m. 2:20 p.m., 8:40 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.
<b>Headway (peak/midday/eve)</b>	2 morning round trips 2 afternoon round trips	1 morning round trip 1 afternoon round trip	1 morning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

### Route Strengths

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

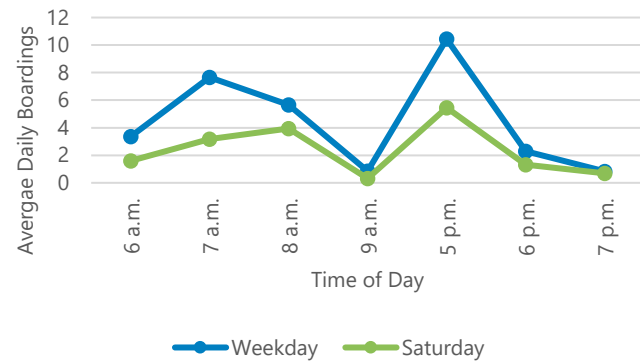
### Route Opportunities

- 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 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.



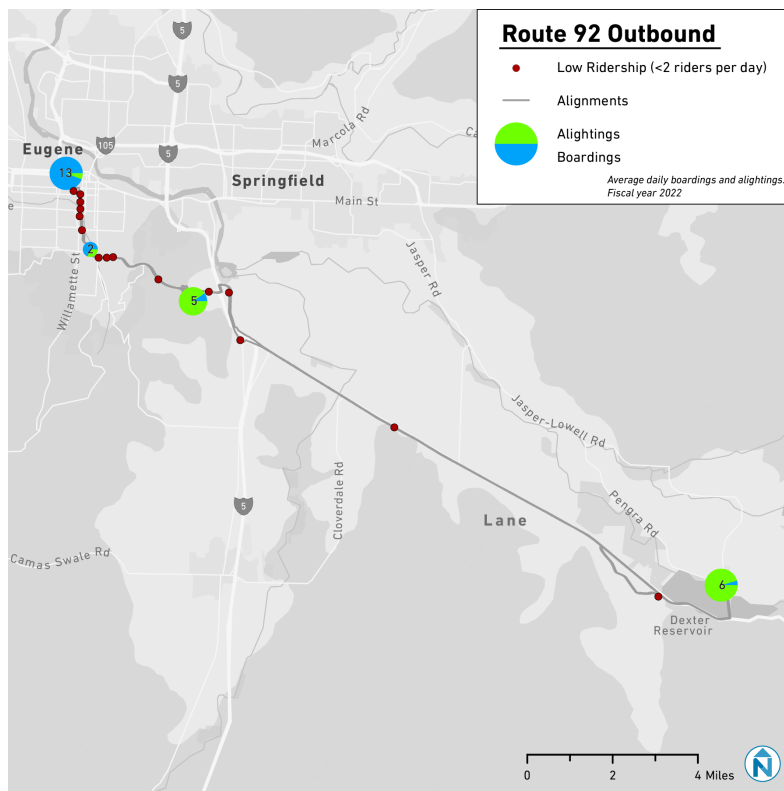
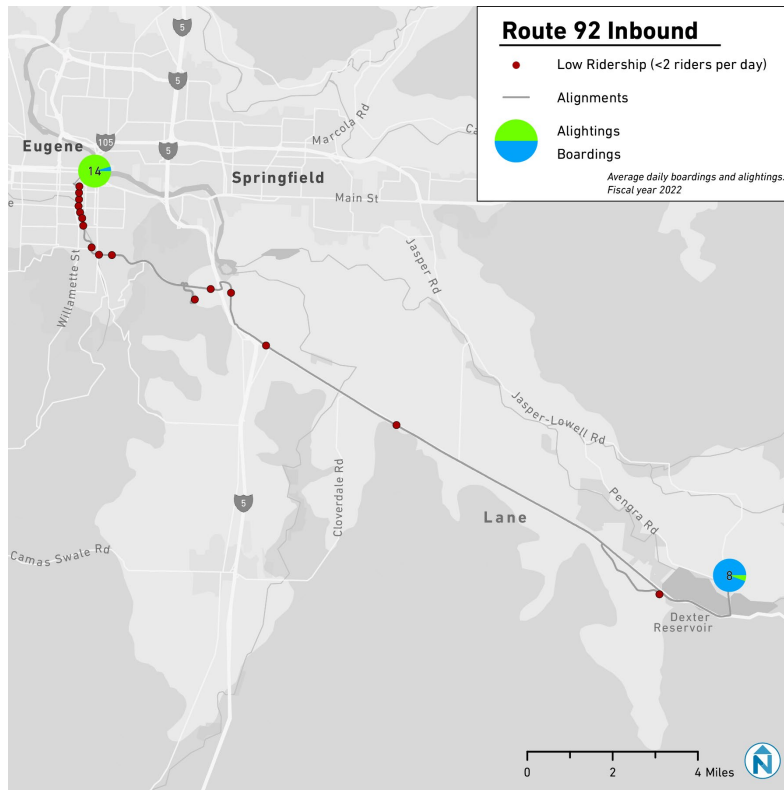
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	N/A
<b>Headway (peak/midday/eve)</b>	1.5 morning round trips 1 afternoon round trip	1.5 morning round trips 1 afternoon round trip	N/A
<b>Average Daily Boardings</b>	28	14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

### Route Strengths

- Provides essential transit service between Lowell and Eugene.

### Route Opportunities

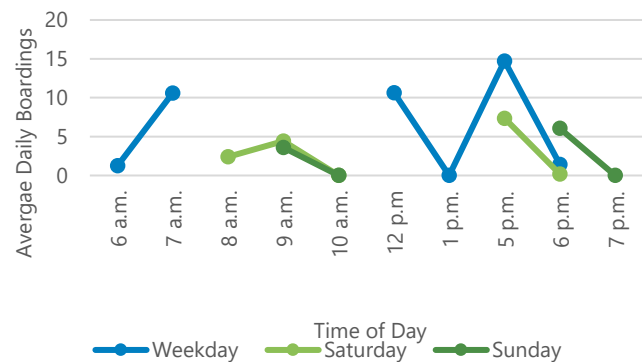
- 5.6 passengers per trip on weekdays is low compared to other express/limited routes in the LTD network.
- Saturday ridership is very low.
- Route 92's alignment is largely duplicated by the Diamond Express, which provides four round trips to Oakridge.





## 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.



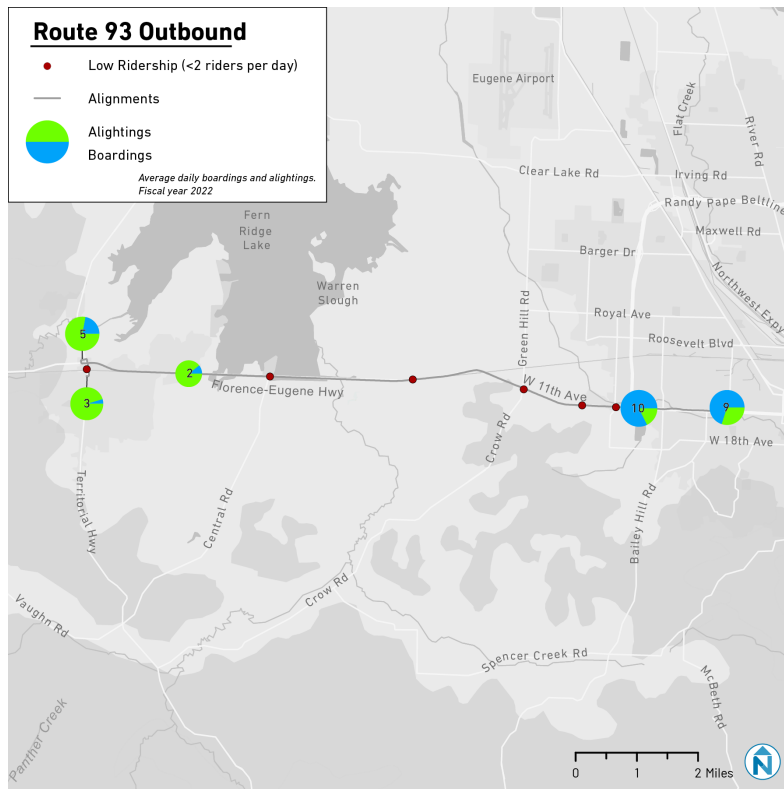
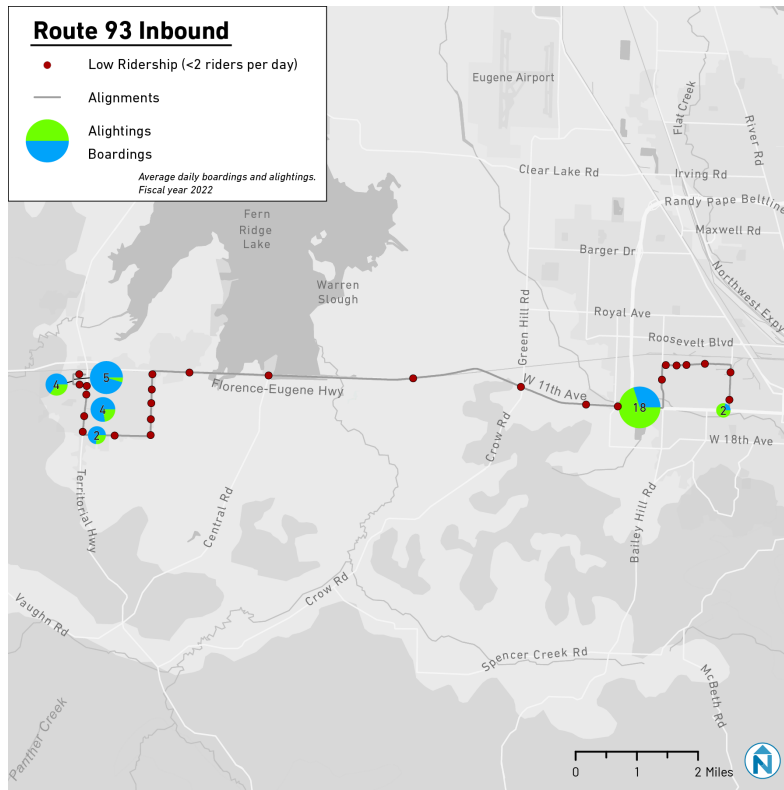
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:46 a.m. – 7:45 a.m. 12:05 p.m. – 1:03 p.m. 5:30 p.m. – 6:29 p.m.	8:16 a.m. – 10:08 a.m. 5:32 p.m. – 6:24 p.m.	9:16 a.m. – 10:08 a.m. 6:17 p.m. – 7:08 p.m.
<b>Headway</b>	1 morning round trip, 2 afternoon round trips	2 morning round trips, 1 afternoon round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

### Route Strengths

- Provides essential connection from Veneta to Eugene.

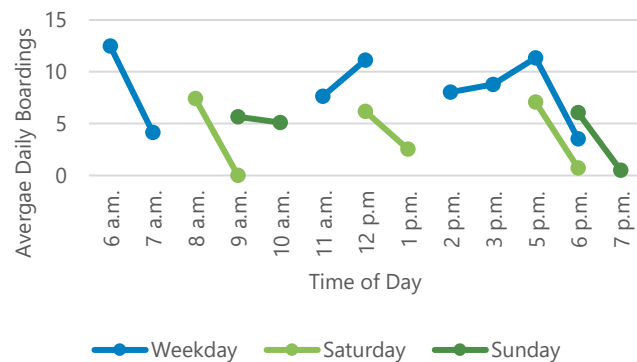
### Route Opportunities

- Route 93 is the only rural route that does not serve downtown Eugene. Prior to the West EmX line, it did. Ridership dropped significantly after the route was shortened.
- 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 1<sup>st</sup> Avenue.
- Ridership on the Saturday morning trips is low.



## 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.



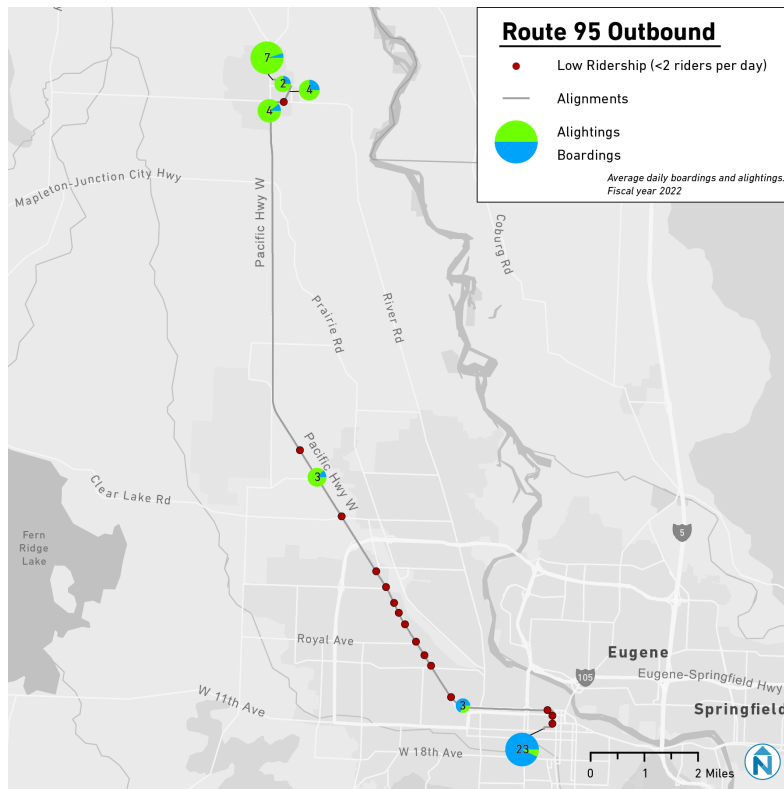
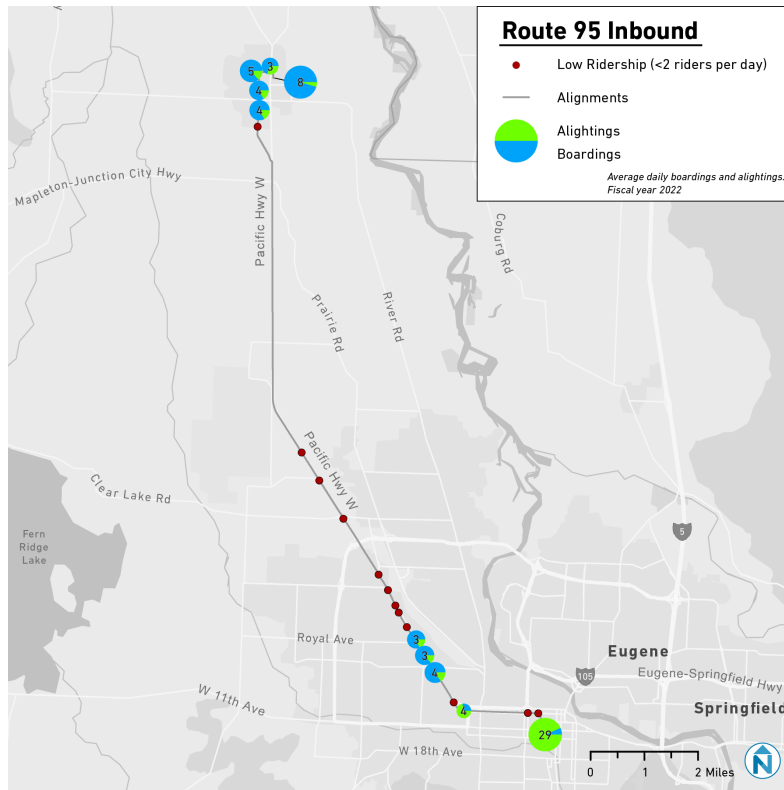
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:10 a.m. – 7:25 a.m. 11:30 a.m. – 12:45 p.m. 2:30 p.m. – 3:45 p.m. 5:30 p.m. – 6:55 p.m.	8:05 a.m., - 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.
<b>Headway</b>	2 morning round trips, 2 afternoon round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

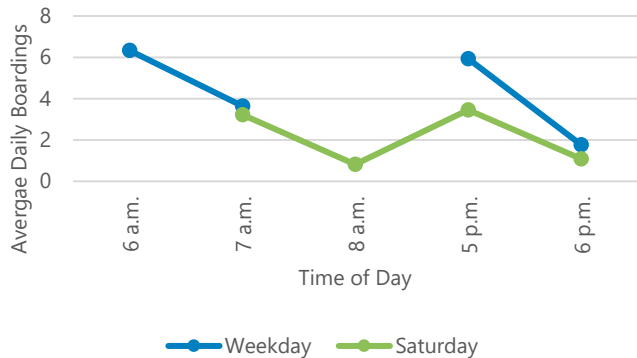
### Route Opportunities

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



## Route 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.



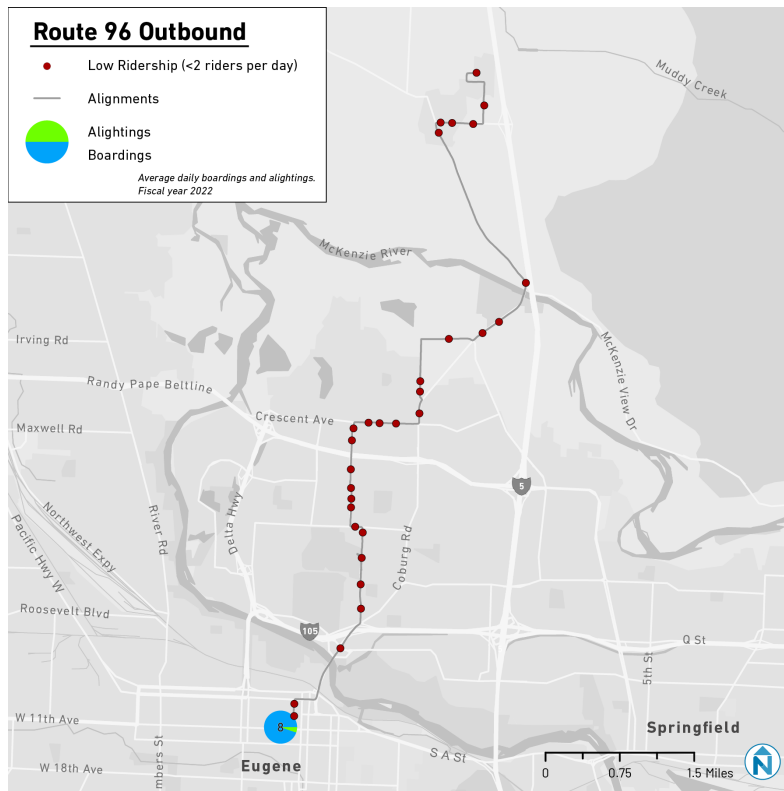
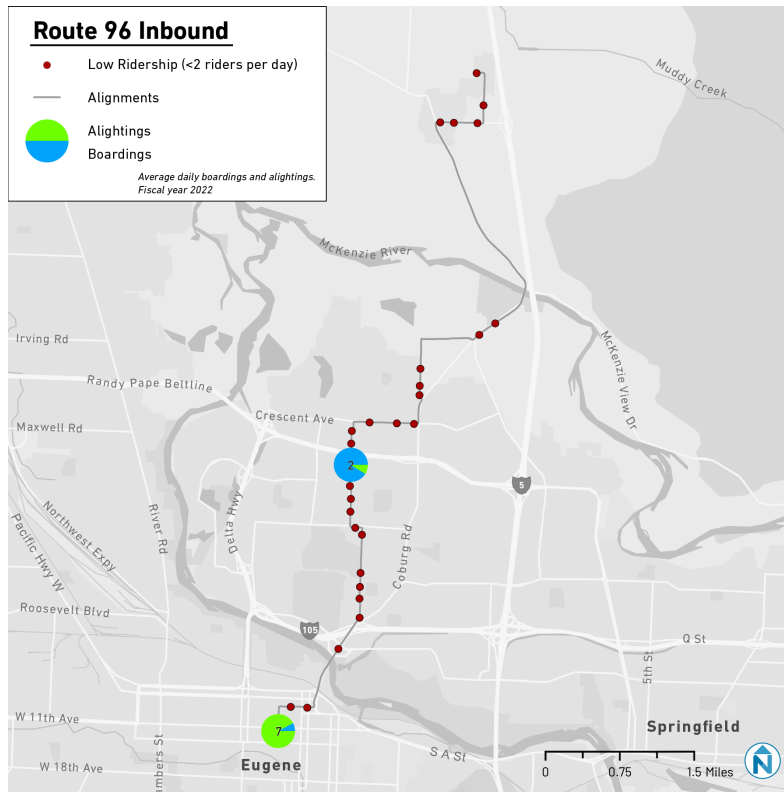
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:30 a.m. – 7:25 a.m. 5:35 p.m. – 6:40 p.m.	7:20 a.m. – 8:25 a.m. 5:35 p.m. – 6:40 a.m.	N/A
<b>Headway</b>	1 morning round trip 1 afternoon round trip	1 morning round trip 1 afternoon round trip	N/A
<b>Average Daily Boardings</b>	18	7	N/A
<b>Boardings per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

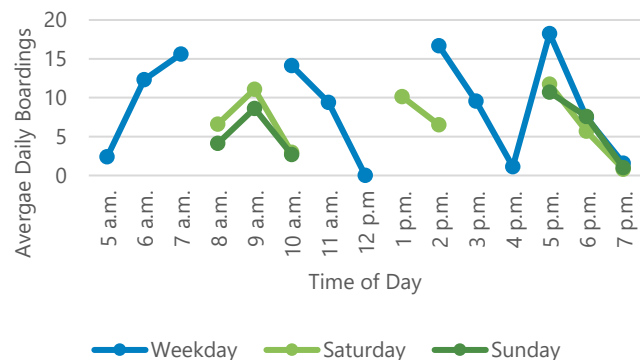
- Second lowest productivity of express and limited routes.
- Almost every stop has less than two riders.
- Route 96 does not take the most direct route between Coburg and downtown Eugene.



## Route 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
<b>Service Span</b>	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.
<b>Headway</b>	3 morning round trips, 2 afternoon round trips	1 morning round trip, 2 afternoon round trips	1 morning round trip, 1 afternoon round trip
<b>Average Daily Boardings</b>	111	62	40
<b>Boardings per Trip</b>	11.1	10.0	10.0
<b>Peak Vehicles</b>	2	1	1

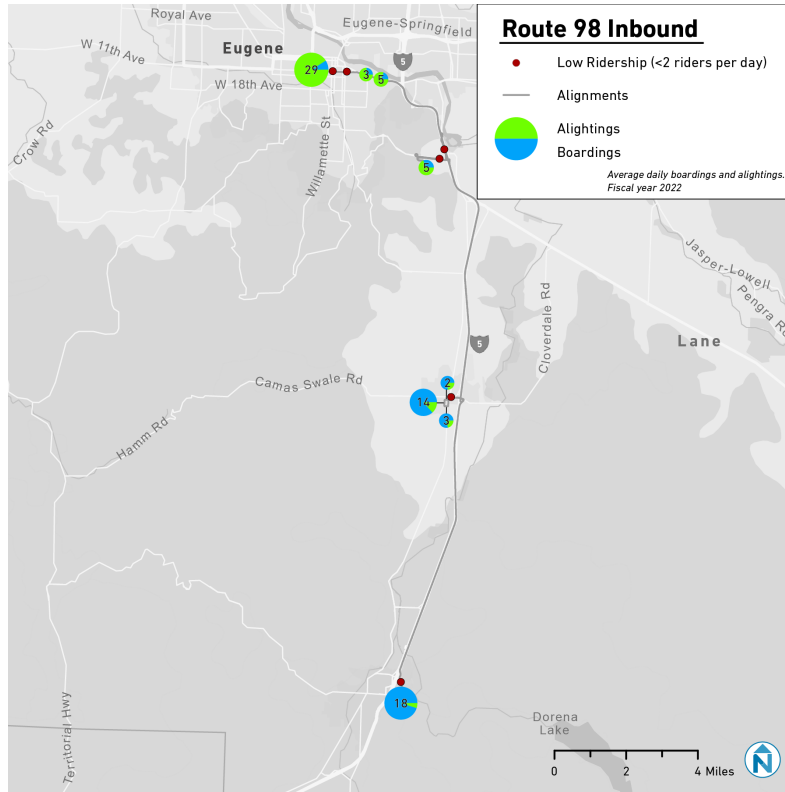
### Route Strengths

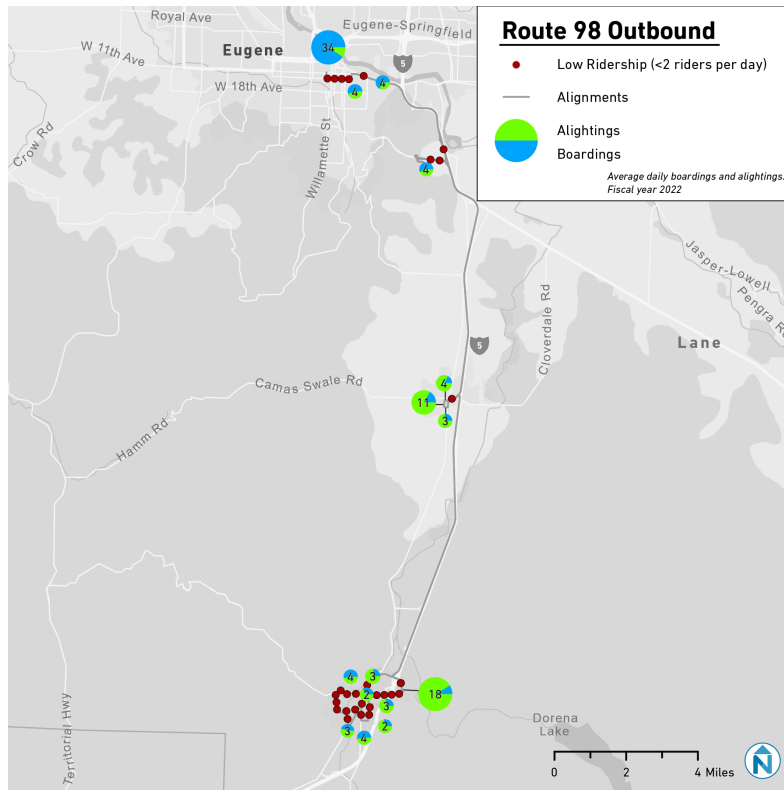
- Provides a connection between Cottage Grove and Creswell into Eugene.
- Second most productive of the rural/limited routes.

### 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.







## 6 SERVICE RECOMMENDATIONS

In late 2023 and early 2024, the project team evaluated the fixed route network and market conditions, conducted an on-board passenger survey, and conducted extensive community outreach with riders and non-riders. Based on this process, a series of Short- and Long-Term service recommendations for LTD's fixed route services were developed, as described in more detail below.

It's important to note that the proposed service recommendations do not make major changes to the fixed route network. Rather, they are designed to better align service with changes in our community and ensure service can be operated with existing resources.

### SHORT-TERM SERVICE RECOMMENDATIONS

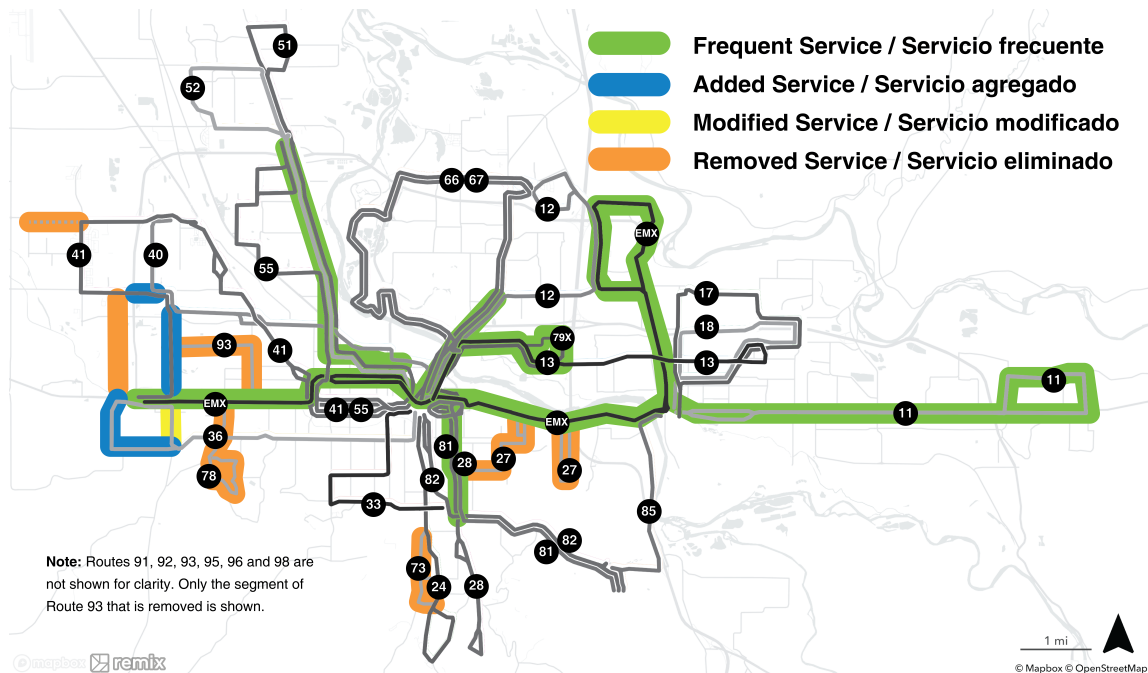
The Short-Term recommendations are cost-neutral changes LTD can make in the next year and do not significantly change the amount of service or how many bus operators are required to run the service. Changes that don't require additional resources can happen sooner, while other Short-Term changes may take more than a year to implement.

While there are other minor changes, the primary Short-Term themes include:

- **Most route alignments do not change**
- **Adding frequency to highest ridership routes**
  - The top priority is EmX and Route 11 weekday service.
  - Adding frequency back to mid-morning trips on Routes 24, 28, 36, and 40.
- **Creating high-frequency corridors**
  - 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 and alignments of Routes 12, 66, and 67.
  - Between Eugene Station, UO, and 30th/Hilyard by adjusting schedules and alignments of Routes 28 and 81.
- **Making permanent the reduction of service on suspended routes 27, 73, and 78**
  - The service suspension has resulted in changed travel patterns.
  - Targeted outreach to neighborhoods and stakeholders suggests an interest in Future Mobility Management solutions.

A map of the LTD network with Short-Term recommendations highlighted is provided below in Figure 6-1. A summary of Short-Term changes at the route level is provided below in Figure 6-3, along with recommendations from LTD's service planning team on how these changes would be implemented.

**Figure 6-1** Short-Term Service Recommendations



## LONG-TERM SERVICE RECOMMENDATIONS

The market analysis, existing route performance, and public outreach all indicated that there were more potential route improvements than could be operated within existing resources. Long-term service recommendations represent opportunities for LTD to improve the route network that require additional resources, like buses and bus operators.

The goal of these changes is to add service as resources allow that match changes in the community. These changes cannot happen all at once and would be phased in over time depending on availability of resources and community input. Primary Long-Term recommendation themes include:

- **Improving 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)**

- **Improving transit circulation in downtown Eugene**
  - Pending further study by the City of Eugene, changes to the route network in downtown Eugene may be recommended that make it easier to travel to, from, and around downtown by bus.
- **Improving service to rural routes**
  - The top priority is providing additional weekday trips to provide additional travel options.
- **Create policy framework to implement new flexible services that improve access to areas where a big bus cannot easily go**
  - LTD has developed a [Mobility Management Framework](#) that will consider different programs and services and how LTD services can help meet local and regional mobility needs where fixed-route service is not feasible.
- **Exploring 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

A map of the LTD network with Long-Term recommendations highlighted is provided below in Figure 6-2.

**Figure 6-2 Long-Term Service Recommendations**

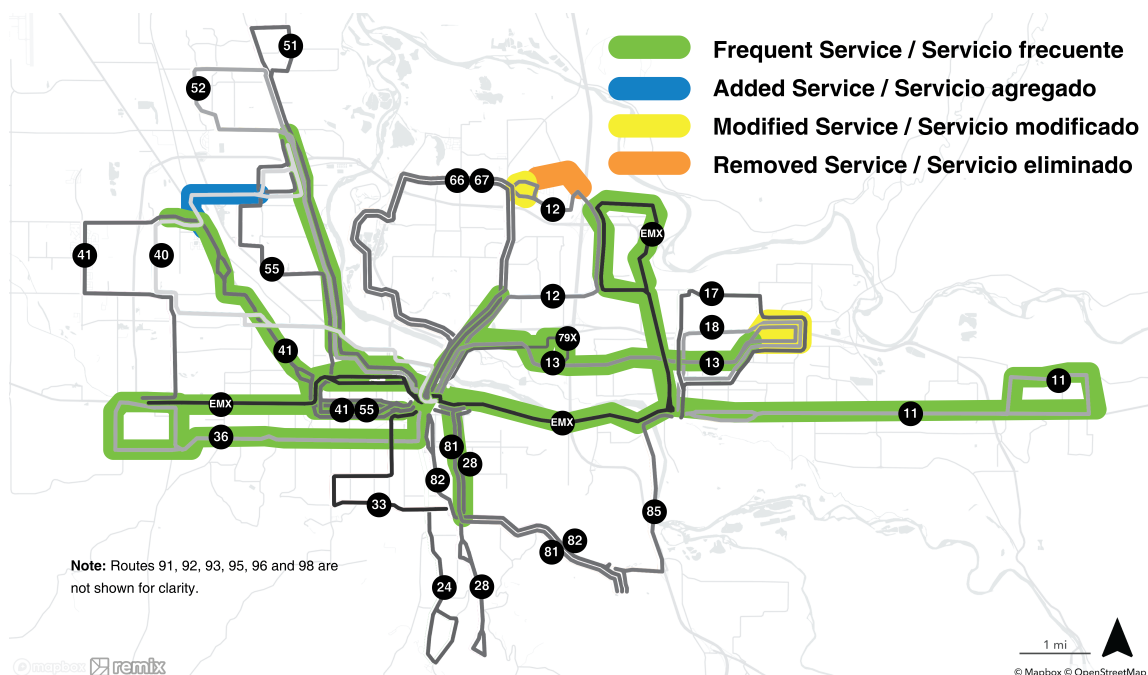


Figure 6-4 provides a summary of the Short-and Long-Term recommendations for each route, including frequency, service span and routing changes. Detailed recommendations by route are provided later in this chapter.

**Figure 6-3 Short-Term Recommendations Summary**

Route	Short-Term Frequency/Service Span Change Recommendations	Short-Term Routing Change Recommendations
EmX	Return to 10-minute weekday and 15-minute weekend frequencies*	No Change
1	No Change	No Change
11	Match EmX weekday and weekend frequencies	No Change
12	Offset schedules with Routes 66/67 to create 15-minute weekday service on Coburg Road	No Change
13	No Change	No Change
17	No Change	No Change
18	No Change	No Change
24	Return to 30-minute weekday frequency*	Remove 34th Place/Pearl deviation and add a stop on Willamette
27	Permanently suspend route	
28	Return to 30-minute weekday frequency*; offset schedules with Route 81 to create 15-minute service between Eugene Station and 30 <sup>th</sup> /Hilyard	Match Route 81 alignment serving UO
33	No Change	No Change
36	Return to 30-minute weekday frequency*	Extend route to serve Willow Creek
40	Return to 30-minute weekday frequency*	In conjunction with Route 51 changes, adjust downtown routing
41	No Change	Change alignment to use Bertelson Road and 1st Avenue to serve more jobs between Royal Avenue and 11th Avenue. Remove Green Hill loop
51	No Change; offset schedules with Route 52 to create 15-minute service between Eugene Station and Santa Clara Station	Match Route 52 alignment between Santa Clara and Downtown Eugene
52	No Change; offset schedules with Route 51 to create 15-minute service between Eugene Station and Santa Clara Station	During peak times, realign to use Calla St and Kalmia St to Irving Rd, so that buses could use a signal to safely and reliably make the left turn.

Route	Short-Term Frequency/Service Span Change Recommendations	Short-Term Routing Change Recommendations
55	No Change	No Change
66	No Change	Potential changes to downtown evening routing in conjunction with the Downtown Eugene Circulation Study
67	No Change	Potential changes to downtown evening routing in conjunction with the Downtown Eugene Circulation Study
73	Permanently suspend route	
78	Permanently suspend route	
79x	No Change	Potential alignment change on Kinsrow considered but further study needed based on feedback
81	Return to 30-minute weekday frequencies*; offset schedules with Route 28 to create 15-minute service between Eugene Station and 30 <sup>th</sup> /Hilyard	No Change
82	Reduce to 30-minute weekday frequencies during peak periods	No Change
85	No Change	No Change
91	No Change	Operate all trips in express service from Eugene Station to Thurston; remove seasonal deviation on McKenzie River Drive.
92	No Change	No Change
93	No Change	Change alignment from W. 1 <sup>st</sup> Avenue to W. 11 <sup>th</sup> Avenue; restore direct service to Eugene Station
95	No Change	No Change
96	No Change	No Change
98	No Change	No Change

\* This recommendation was implemented on September 8, 2024.



**Figure 6-4 Long-Term Service Recommendations Summary**

Route	Long-Term Frequency/Service Span Change Recommendations	Long-Term Routing Change Recommendations
EmX	No Change	No Change
1	No Change	No Change
11	No Change	No Change
12	No Change	Extend to Coburg Road
13	Increase to 15-minute weekday frequencies and 30-minute frequencies on weekends	Extend route to Walmart and Marcola Road and new housing in Marcola Meadows
17	Increase to 30-minute weekday frequencies	No Change
18	Increase to 30-minute weekday frequencies	No Change
24	Increase to 15-minute weekday peak frequencies	Shift downtown alignment from Oak Street to Willamette Street (dependent on City of Eugene Willamette Street/18 <sup>th</sup> Avenue changes)
28	Increase to 15-minute weekday peak frequencies	No Change
33	No Change	No Change
36	Increase to 15-minute weekday frequencies and 30-minute frequencies on weekends	No Change
40	No Change	Extend to Santa Clara Station via Maxwell Road
41	Increase to 15-minute weekday frequencies between downtown and Barger Rd	No Change
51	No Change	No Change
52	Increase service span until 11 PM on weekdays and Saturday and until 9 PM on Sunday	No Change
55	No Change	No Change
66	Increase to 20-minute weekday frequencies between noon and 6:00 pm	Streamline route at Valley River Center and at Chad Drive
67	Increase to 20-minute weekday frequencies between noon and 6:00 pm	Streamline route at Valley River Center and at Chad Drive
79x	No Change	No Change

Route	Long-Term Frequency/Service Span Change Recommendations	Long-Term Routing Change Recommendations
81	Operate on Sundays and later service hours on Saturdays	No Change
82	No Change	No Change
85	No Change	No Change
91	Add two additional weekday round trips as resources are available	No Change
92	Add two additional weekday round trips as resources are available	No Change
93	Add two additional weekday round trips as resources are available	No Change
95	Add one additional weekday round trip as resources are available	Further study required to increase community participation on local routing alignment
96	No Change	No Change
98	Add one additional weekday round trip as resources are available	Further study required to increase community participation on local routing alignment

## DETAILED RECOMMENDATIONS BY ROUTE

### 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.

#### Detailed Recommendations

##### Coverage (where it goes)

- No changes to alignment are recommended.

##### Frequency (how often it runs)

- As of September 8, 2024, LTD has hired and trained enough operators to restore 10-minute weekday service. This improvement meets a top requests from current and future riders.

##### Hours of service (when it runs)

- No changes.

### 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.

#### Detailed Recommendations

The City of Eugene has been studying how to improve transit access within downtown and how to better connect the River District with transit. Route 1, which currently functions as a downtown circulator, will be examined as a part of this effort.

No changes to Route 1 are recommended in the Short-Term. Pending the Downtown Eugene Transit Study, potential changes could be made to Route 1 as well as the evening routing of Routes 66 and 67.

### Route 11 – Thurston

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

#### Detailed Recommendations

##### Coverage (where it goes)

- No changes to alignment are recommended.

#### **Frequency (how often it runs)**

- As of September 8, 2024, LTD has hired and trained enough operators to begin to add 10-minute weekday service to align with the EmX. This improvement meets a top request from current and future riders.

#### **Hours of service (when it runs)**

- No changes.

## **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.

### **Detailed Recommendations**

#### **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 Avenue, Shadowview Drive, and Chad Drive.

#### **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 Eugene 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.

## **Detailed Recommendations**

### **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.

## **Detailed Recommendations**

### **Coverage (where it goes)**

- No changes to alignment are recommended.

### **Frequency (how often it runs)**

- While no changes to frequency are recommended in the Short-Term, the Long-Term recommendation for Route 17 is to improve frequency 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.

### Detailed Recommendations

#### Coverage (where it goes)

- No changes to alignment are recommended.

#### Frequency (how often it runs)

- While no changes to frequency are recommended in the Short-Term, the Long-Term recommendation for Route 18 is to improve weekday frequency to 30-minute.

#### 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.

### Detailed Recommendations

#### Coverage (where it goes)

- 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. This change should be done in the Short-Term.
  - Route 24 deviates to Oak Street in the inbound direction. Historically, this was the most direct path, but Willamette Street is no longer a southbound one-way street. In the Long-Term when the City of Eugene makes changes to Willamette Street, Route 24 should stay on Willamette Street inbound between 17th Ave and 11th Ave to improve route speeds.

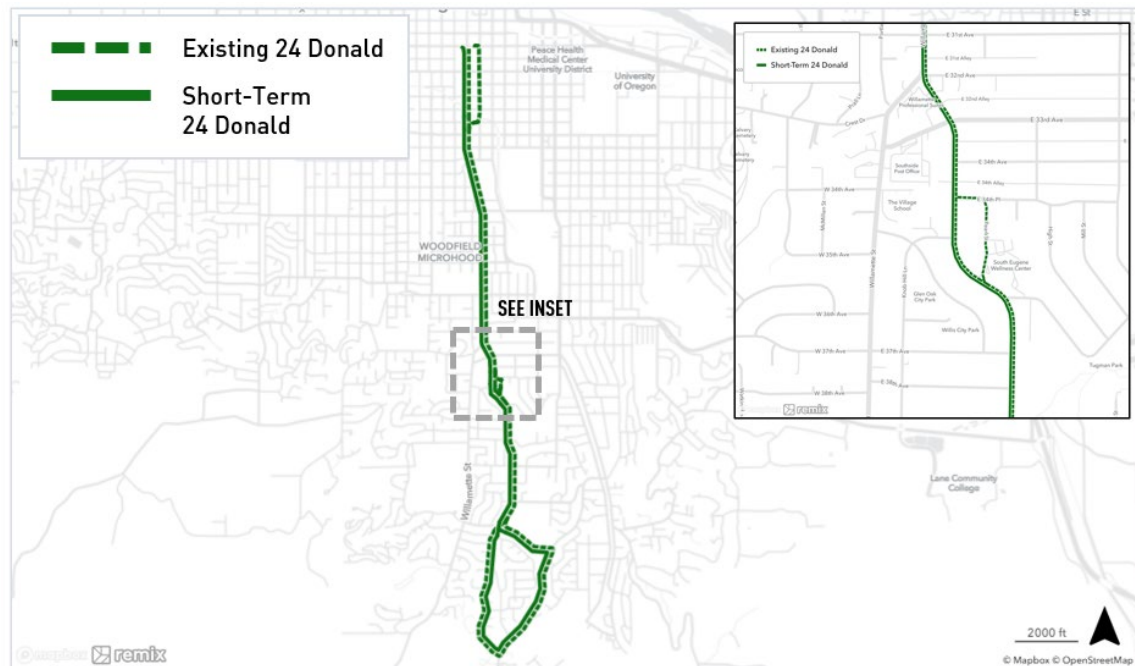
#### Frequency (how often it runs)

- Route 24's weekday late morning frequency was reduced from 30-minutes to 60-minutes due to a lack of operators. On September 8, 2024, this recommendation was implemented, and frequency was increased to every 30-minutes until 6:30 p.m.
- In the Long-Term, Route 24 frequency should be improved to every 15-minute service on weekdays during peak periods.

#### Hours of service (when it runs)

- No changes are recommended.

**Figure 6-5**     *Route 24 Recommended Short-Term Route Changes*



## 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.

## Detailed 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 recently developed a Mobility Management Framework ( <https://www.ltd.org/mobility-management/>) 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.



## Detailed Recommendations

### 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 UO'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 bicycle and pedestrian conflicts.

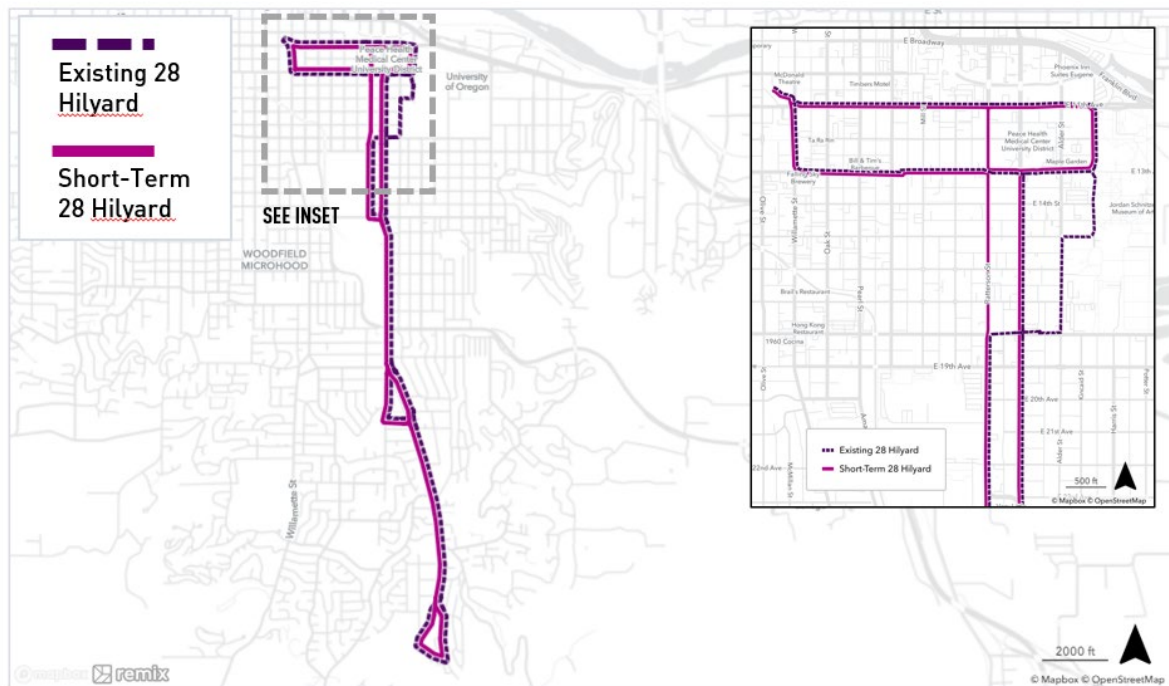
### Frequency (how often it runs)

- Route 28's weekday late morning frequency was reduced from 30-minutes to 60-minutes but historically operated every 30 minutes for most of the day. On September 8, 2024, this recommendation was implemented, and weekday frequency was restored to every 30-minutes until 6:30 p.m.
- In conjunction with Route 81, adjust arrival and departure times on Route 28 so that the frequency between the two routes will be improved to every 15 minutes between Eugene Station and 30th Ave/Hilyard St on weekdays and every 30 minutes on weekday evenings and weekends.
- In the Long-Term, Route 28 frequency should be improved to 15-minute service during weekday peak times. Weekend service should be improved to 30-minute service.

### Hours of service (when it runs)

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

**Figure 6-6**      *Route 28 Short-Term Recommended Route Changes*



## 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.

### Detailed Recommendations

Route 33 has traditionally been a low-ridership route, even when there were more trips. LTD recently developed a Mobility Management Framework (<https://www.ltd.org/mobility-management/>) 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.

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

## Route 36 – W 18th

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

### Detailed Recommendations

**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.

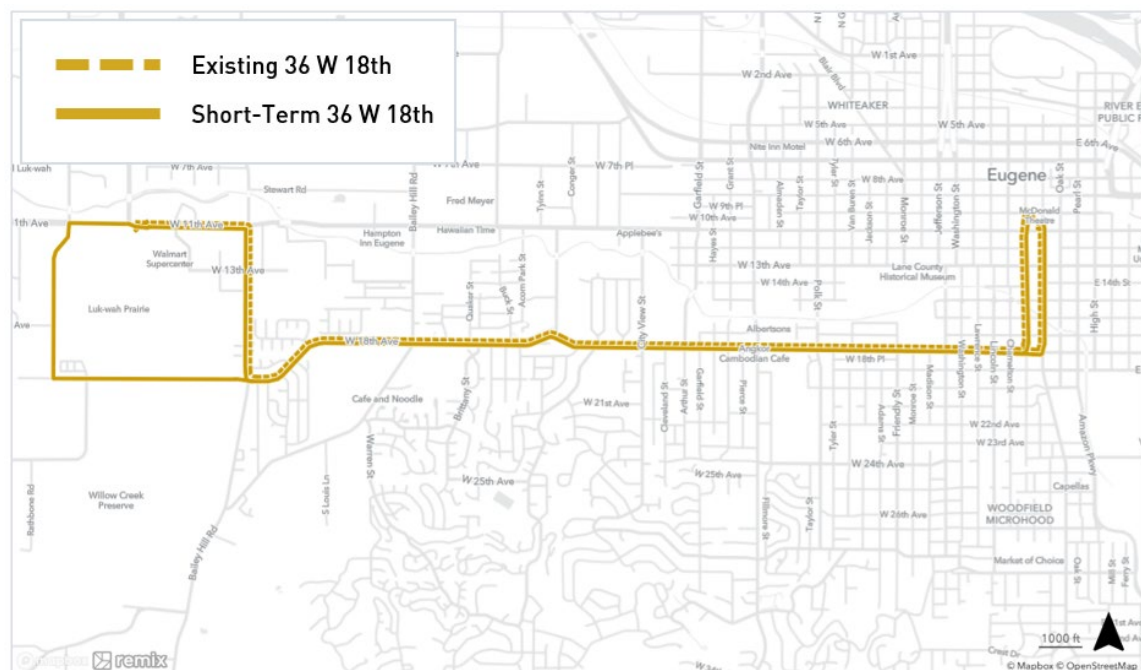
### Frequency (how often it runs)

- Route 36's weekday late morning frequency was every 60-minutes, but it was recommended to increase to every 30 minutes in the Short-Term. On September 8, 2024, this recommendation was implemented, and weekday frequency was increased to every 30-minutes until 6:30 p.m.
- 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.

**Figure 6-7**     *Route 36 Short-Term Recommended Route Changes*



## 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.

### Detailed Recommendations

#### Coverage (where it goes)

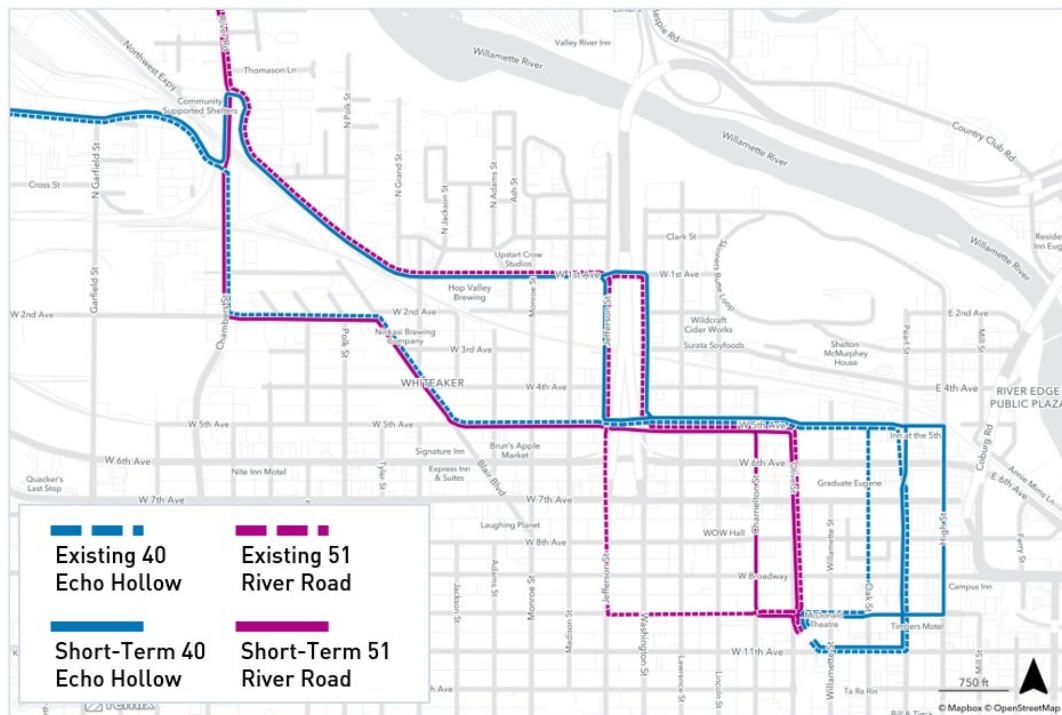
- In the Short-Term, Route 40's alignment between Chambers and downtown Eugene should be changed, in conjunction with changes to Route 51. Route 51 and 52 should operate on the same alignment between Chambers and downtown Eugene to create a frequent, convenient, and consistent service. Route 40 should replace Route 51 on W 1st Ave, and continue to downtown Eugene via Washington Street, W 5th Ave, and Oak/Pearl St.
- 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.

#### Frequency (how often it runs)

- Route 40's weekday late morning frequency was reduced from 30-minutes to 60-minutes, but it was recommended to increase to every 30 minutes in the Short-Term. On September 8, 2024, this recommendation was implemented, and weekday frequency was increased to every 30-minutes until 6:30 p.m.

#### Hours of service (when it runs)

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

**Figure 6-8** Route 40 Short-Term Recommended Route Changes

## 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.

### Detailed Recommendations

#### Coverage (where it goes)

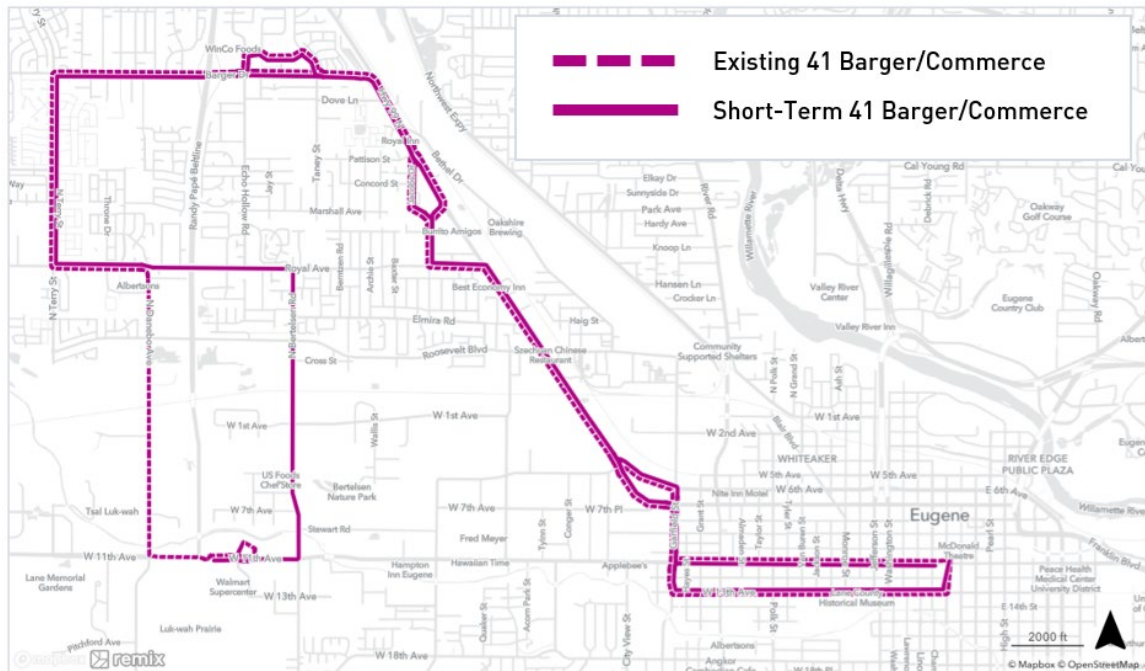
- Route 41's western alignment along Danebo Ave serves few passengers. Route 41's alignment should be changed to use Bertelsen and 1st Ave to serve more residents and jobs between Royal Ave and W 11th Ave. The limited trip Green Hill deviation should not be restored due to low ridership and out of direction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

**Figure 6-9**     *Route 41 Short-Term Recommended Route Changes*

## Route 51 – Santa Clara

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

### Detailed Recommendations

#### 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.

#### Frequency (how often it runs)

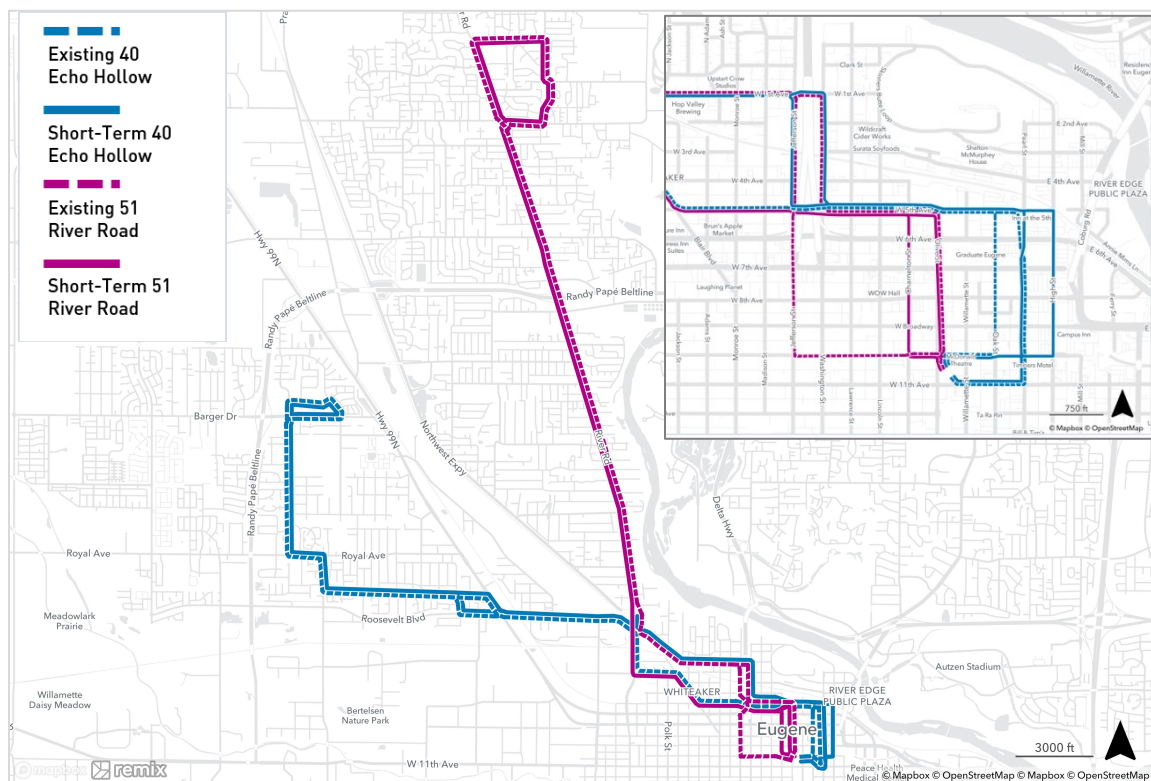
- Route 51 would continue to operate at existing frequencies. Route 51 and Route 52 arrivals and departures at Eugene Station would be offset by 15-minute during weekdays and by 30-minutes on weekday evenings and weekends.

#### Hours of service (when it runs)

- No changes are recommended.



**Figure 6-10** *Route 51 Short-Term Recommended Route Changes*



## Route 52 – Irving

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

### Detailed Recommendations

#### Coverage (where it goes)

- 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.

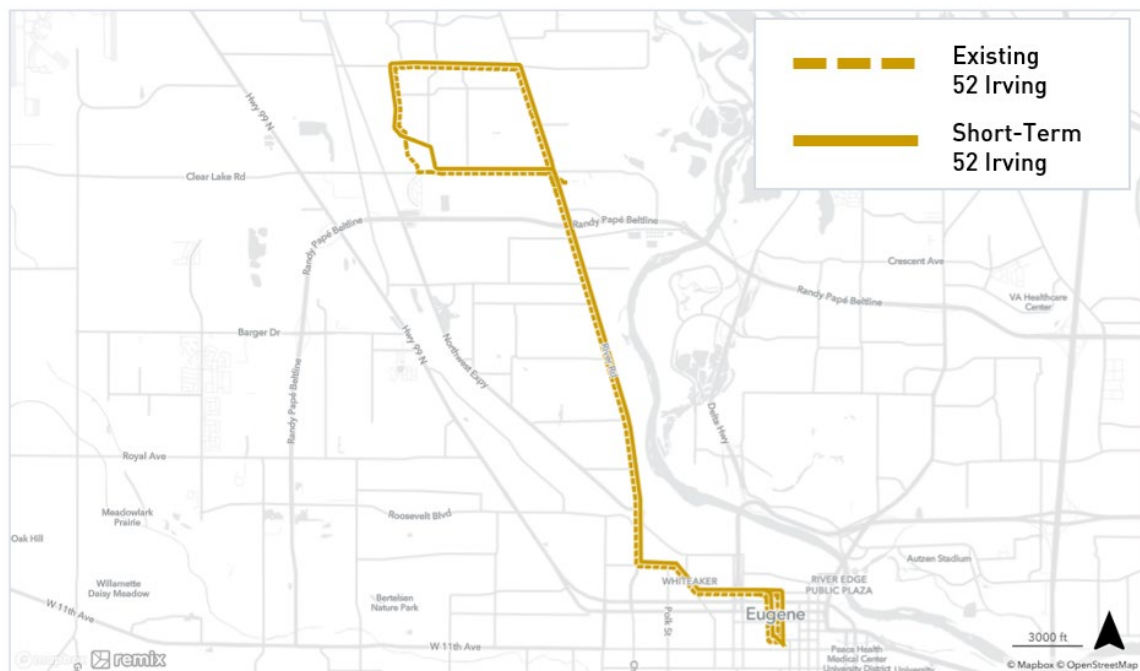
#### Frequency (how often it runs)

- 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)

- In the Long-Term, 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.

**Figure 6-11**     *Route 52 Short-Term Recommended Route Changes*





## Route 55 – North Park

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

No changes are recommended for Route 55.

## Route 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.

### Detailed Recommendations

#### 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. Pending the outcome of a more focused study of transit circulation in Downtown Eugene that would provide service to this area in the evening, Route 66/67 could 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 but 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  $\frac{3}{4}$  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.

#### 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)**

- No changes to how early or late Route 66 or Route 67 runs are recommended.

## **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.

#### **Detailed Recommendations**

Operating Route 73 is not recommended. Ridership historically was low and 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.

LTD recently developed a Mobility Management Framework (<https://www.ltd.org/mobility-management/>) 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 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.

#### **Detailed Recommendations**

Operating Route 78 is not recommended. Ridership historically was low and 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 recently developed a Mobility Management Framework (<https://www.ltd.org/mobility-management/>) 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 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.

While potential alignment changes were considered on Kinsrow Avenue, it was determined that further study was necessary. As such, no changes are recommended for Route 79x in the Short- or Long-Term.

Ridership trends for Route 79X show steadily declining utilization. If student population in the Kinsrow apartments continues to decline and ridership on Route 79X further declines, consider reallocating resources to operate Route 13 on MLK more often.

## 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.

### Detailed Recommendations

#### 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 also 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.

### Detailed Recommendations

#### 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.

No changes are recommended for Route 85.

## Route 91 – McKenzie Bridge

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

### Detailed 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)

- There are several route alignment inconsistencies on Route 91, but the alignment should be consistent for all trips:
  - The 5:35 p.m. outbound trip to McKenzie Bridge stops at Springfield Station. This deviation, for one passenger on average, adds more than 15 minutes trip time. It is recommended that all trips operate express between Eugene Station and Thurston.
  - The route serves McKenzie Bridge Drive most of the year except between December 1<sup>st</sup> and February 28<sup>th</sup>, but boardings along this segment are very low. To maintain consistency and reduce confusion for passengers, Route 91 should stay on Highway 126 year-round.

**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.

**Detailed Recommendations****Coverage (where it goes)**

- Diamond Express, a regional bus service between Oakridge and Eugene/Springfield operates along Highway 58, overlapping with Route 92. Explore funding opportunities that would allow for an additional stop in Lowell on the Diamond Express and thus supplement Route 92 service.

**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 on weekdays should be added.

## Route 93 – Veneta

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

### Detailed Recommendations

#### 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 Commerce and Garfield, Route 93 would operate non-stop, while between Garfield and Eugene Station, all local stops would be made.

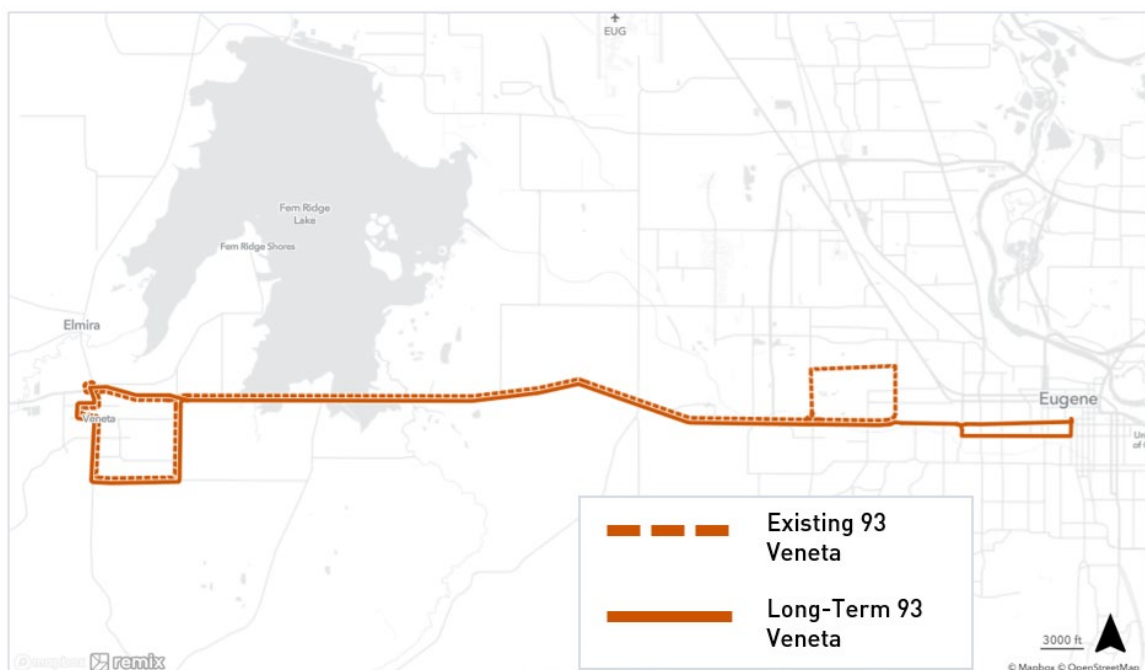
#### Frequency (how often it runs)

- 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.

**Figure 6-12**     *Route 93 Short-Term Recommended Route Changes*



## Route 95 – Junction City

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

### Detailed Recommendations

#### Coverage (where it goes)

- While potential alignment changes were considered in Junction City, it was determined that further study was necessary. As such, no changes are recommended in the Short- or Long-Term.

## Route 96 – Coburg

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

No changes are recommended for Route 96 in the Short-Term. In the Long-Term, when additional operators are available, one additional weekday round trip should be added.

## Route 98 – Cottage Grove & Creswell

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

### Detailed Recommendations

#### Coverage (where it goes)

- While potential alignment changes were considered in Cottage Grove, it was determined that further study was necessary. As such, no changes are recommended in the Short- or Long-Term.

#### Frequency (how often it runs)

- In the Long-Term, as more operators are available, one additional round trip should be added to Route 98 on weekdays to improve customer convenience.

#### Hours of service (when it runs)

- No changes to how early or late Route 98 runs is recommended.

## 7 OUTREACH AND ENGAGEMENT SUMMARY

Community outreach was a critical component in the development of the System Review recommendations. Engagement efforts were conducted in two phases throughout the project. The first outreach phase was focused on understanding both rider and non-rider priorities through an on-board survey, a community survey, a virtual town hall, and targeted community outreach efforts.

The results and priorities of the first phase of outreach were incorporated into the service planning effort and initial recommendations reflected the input. A second phase of outreach was conducted to obtain feedback on the initial recommendations. A combination of community events, in-person outreach, and web-based surveys and open houses helped ensure that the System Review recommendations reflected community values.

Specific details on the outreach events are provided in **Appendix A**.

### PHASE 1 OUTREACH

Phase 1 of community engagement started in October 2023 and lasted through February 2024. This phase of engagement focused on letting the community know that the LTD System Review was starting as well as getting feedback and priorities for how to improve LTD fixed route services.

The primary method for gathering input from **existing transit riders** was an onboard passenger survey. The goal of the onboard survey was to better understand trip origins and destinations, how often riders use fixed route service, preferences for improvements to the network, and demographics of existing riders. A summary of the survey results was provided in a separate report (Appendix B). The onboard survey was conducted in October and November 2023 and was available in both English and Spanish. Over 2,400 surveys were collected.

The primary method for gathering input from the **community** (not just existing transit riders) was an online survey called “Design Your Own Service Improvements.” The goal of the survey was to introduce a series of potential transit improvements and then require participants to constrain their choices to a fixed “budget” to better understand their priorities.

The Design Your Service Improvements survey (Appendix A) was available from December 2023 to March 2024 and a total of 1,078 people completed the survey. The survey had its own URL ([www.ltdsystemreviewsurvey.org](http://www.ltdsystemreviewsurvey.org)) and English and Spanish versions were



available. The survey was advertised to the community through a variety of sources listed below. All communication materials were provided in both English and Spanish.

- Project website ([www.ltdsystemreview.org](http://www.ltdsystemreview.org))
- LTD social media channels (Facebook and Twitter)
- Notifications on the Umo app
- Posters at the LTD Service Window at Eugene Station
- Nine sidewalk signs at Eugene and Springfield Stations
- Notifications at specific stops affected by service recommendations
- Quarter-page flyers with a QR code that went directly to the website
- Two online open house events
- Attendance at several community events in Eugene and Springfield
- Attendance at several existing community meetings
- Engagement in several rural communities.

In addition to the two surveys, other ways the project team engaged with the community included:

- **Operator input.** This included a comment form that had questions to engage with operators. The forms were included in all operator mailboxes and left behind in the breakroom. Results from this input is provided in the Appendix.
- **Targeted outreach to low-income and non-English speaking communities.** The project team organized a focus group meeting with Spanish-speaking transit riders. In addition to encouraging them to complete the online survey, participants were also asked to share service needs and priorities. Project team members also attended a networking event for Latino professionals and handed out flyers to encourage participation in the online survey.
- **Intercept surveys.** Project team members canvassed at Eugene Station and Springfield Station to encourage existing riders to complete the online survey.
- **Virtual town hall meetings.** Two meetings were held in early December 2023 to provide background on the project and solicit service needs and priorities.
- **Local and regional agency input.** The project team met with regional partners, including the City of Eugene, City of Springfield, University of Oregon, Lane Community College, Lane Council of Governments (LCOG).

A sample of Phase 1 outreach materials, survey samples, and photos from several community events are provided below.

Figure 7-1 Sample of Phase 1 Outreach Materials

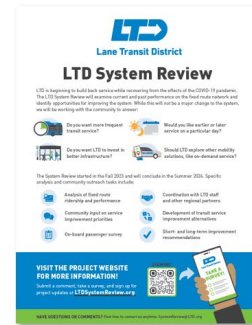
Poster for Community Outreach Events and for LTD Customer Service Window



Social Media Posting



A-Board at Transit Stations and Community Outreach Events



Project Fact Sheet



Quarter Page Flyers

Figure 7-2 LTD Origin-Destination Study

**LTD 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)

<input type="checkbox"/> Home	<input type="checkbox"/> Medical/Dental Appointment
<input type="checkbox"/> Work/Work-related	<input type="checkbox"/> Social Service Appointment
<input type="checkbox"/> College	<input type="checkbox"/> Visiting Others
<input type="checkbox"/> Middle/High School	<input type="checkbox"/> Entertainment/Recreation
<input type="checkbox"/> Store or Restaurant	<input type="checkbox"/> 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 ☐ Dropped off by Cottage Grove Connector  
☐ Drove alone ☐ Wheelchair/Scooter  
☐ Drove with another rider and parked ☐ Biked and put bike on bus/EMX  
☐ Dropped off by someone ☐ Biked and left bike at/near bus stop/station  
☐ Dropped off by a taxi, Uber, or Lyft ☐ Other (specify) \_\_\_\_\_  
☐ Bike Share or Scooter

4. Where did you get on the first bus?  
Station name \_\_\_\_\_  
Or Stop location (street name) \_\_\_\_\_  
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) \_\_\_\_\_  
City: ☐ Eugene ☐ Springfield ☐ Other \_\_\_\_\_

8. How will you get to your destination when you get off the last bus?  
☐ Walk ☐ Take Cottage Grove Connector  
☐ Drive alone ☐ Wheelchair/Scooter  
☐ Drive with another rider and park ☐ Bike and put bike on bus/EMX  
☐ Drop off by someone ☐ Bike and leave bike at/near bus stop/station  
☐ Drop off by a taxi, Uber, or Lyft ☐ Other (specify) \_\_\_\_\_  
☐ Bike Share or Scooter

9. Where will you END this one-way trip?  
☐ Home ☐ Medical/Dental Appointment  
☐ Work/Work-related ☐ Social Service Appointment  
☐ College ☐ Visiting Others  
☐ Middle/High School ☐ Entertainment/Recreation  
☐ Store or Restaurant ☐ 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 ☐ Student Transit Pass  
☐ Day Pass ☐ Single Ride OR Code Ticket  
☐ Ticket from 10-Ride Book ☐ Monthly Pass  
☐ Ticket from fare machine ☐ Stored value on Umo  
☐ UO/LCC/Pacific University Pass ☐ 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 ☐ Other student  
☐ Employed for pay in your home ☐ Stay at home parent/caregiver  
☐ UO student ☐ Retired  
☐ LCC student ☐ Unemployed  
☐ Middle/High School student ☐ 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. ➡

Figure 7-3 Design Your Service Improvement Survey



## LTD Design Your Service Improvements

---

### How would you improve LTD service?

LTD is beginning to build back service while recovering from the effects of the COVID-19 pandemic. We can't do everything at once, but we want to know what your top priorities are for improving service. This is where we need your help!

This survey allows you to select potential improvements that you think will help make LTD work better for you. Do you want more frequent transit service? Or earlier or later service on a particular day of the week? Or would you like to see LTD invest in on demand services or better infrastructure? What is most important for you? This survey is your chance to share feedback with us and improve LTD service!

#### Benefit Categories

**Ridership**  
Increase transit ridership

**Speed & Reliability**  
Make transit faster and more reliable

**Access**  
Increase the number of people who can easily access transit


**Passenger Experience**  
Improve the experience of riding transit


[Completar la encuesta en español](#)


#### Design your service improvements


- Scroll down to see the strategies that could improve transit.
- You have a total budget of 16 dollar signs (\$). Mix and match potential improvements to see how the costs and benefits change by clicking the check boxes below.
- Spend your budget by selecting your preferred strategies.


Assistance completing the survey is available upon request. Please contact Cammie Harris at 541-682-6118 or [Cammie.Harris@ltd.org](mailto:Cammie.Harris@ltd.org).

  
Ridership




  
Speed & Reliability

  
Access

  
Passenger Experience

  
Total Cost (Max \$16)

### Improve Existing Bus Routes

		Ridership	Speed & Reliability	Access	Passenger Experience	Cost
<input type="checkbox"/> <b>EmX</b>	<b>Restore EmX service to every 10-minutes on weekdays</b> Restore EmX service levels to pre-pandemic service levels.					\$\$
<input type="checkbox"/> 	<b>Restore weekday service levels</b> Restore weekday service hours systemwide to pre-pandemic service levels.					\$\$\$\$
<input type="checkbox"/> 	<b>Restore Saturday service levels</b> Restore Saturday service hours systemwide to pre-pandemic service levels.					\$\$
<input type="checkbox"/> 	<b>Provide more frequent weekday service in more corridors</b> Highest ridership routes operate more frequently than they do today. For example, a route that currently runs every 30 minutes would run every 15 minutes.					\$\$\$\$\$

The survey was available at ([www.ltdsystemreviewsurvey.org](http://www.ltdsystemreviewsurvey.org))

**Figure 7-4**      *Focus Group with the Latino Community*



**Figure 7-5**      *Latino Professionals Connect Event (February 2024)*



## Key Findings from Phase 1 Outreach

The following are key findings from the various outreach tools and activities conducted as part of Phase 1 outreach efforts:

- **Onboard passenger survey**
  - Additional frequency is the most desired improvement (weekdays as well as weekend days)
  - About a quarter of riders ride the bus seven days a week
  - Almost half of riders (45%) transfer to complete their trip
  - The majority of riders are low income (about 71% have household income less than \$35,000 a year). Nearly half (42%) live in a household without access to a vehicle.
  - Students make up a significant proportion of ridership (about 37% of riders). Of these riders, about 46% are UO students, 23% are LCC students and the remaining 31% are middle or high school students.
- **Top priorities from the Design Your Service Improvements survey**
  - Bus stop improvements
  - Frequency
  - Restoring EmX service
  - Restoring weekday service levels
  - Intersection level transit priority treatments
- **Feedback from community meetings, events, etc.**
  - Overall, riders have a positive view on the existing fixed route services LTD provides
  - Desire to have better service on the rural routes
  - Desire to have better connections to LCC
  - Improved passenger amenities and information would make using the bus easier and more comfortable
  - Ongoing outreach is important beyond the System Review



## PHASE 2 OUTREACH

The second phase of engagement started in April 2024 and ended in August 2024. This phase of engagement focused on getting input from the community on the Short- and Long-Term service recommendations.

One tool for gathering this input was an online survey that allowed community members to say what they did or did not like about the service recommendations, as well as offer comments on each individual route. The survey was available from May to August 2024. A total of 149 people completed the survey. A summary of the feedback is provided below.

A link to the survey was available on the project website ([www.ltdsystemreview.org](http://www.ltdsystemreview.org)) and was advertised to the community through a variety of sources listed below. All communication materials were provided in both English and Spanish.

- LTD social media channels (Facebook, Instagram, and Twitter)
- Posters for the LTD Service Window at Eugene Station
- Notifications at specific stops affected by service recommendations
- Quarter-page flyers with a QR code that went directly to the website

Other ways of engaging with the community during this phase of engagement included two online open house events, attendance at several existing community events in Eugene and Springfield and canvassing in several rural communities. In addition, LTD staff contacted existing neighborhood associations and attended several meetings to notify them about the project and solicit input on service needs and priorities.

- Churchill Area Neighbors Board Meeting on July 15, 2024
- Laurel Hill Valley Neighborhood Association Ice Cream Social on August 4, 2024
- Fairmount Neighborhood Association Board Meeting on August 12, 2024

More details on these events and some of the feedback that was received is provided in **Appendix A**.

A sample of Phase 2 outreach materials and photos from one of the community events is provided below.

**Figure 7-6 Sample of Phase 2 Outreach Materials**



**Figure 7-7 Eugene Saturday Market Event**



## Key Findings from Phase 2 Outreach

The following are key findings from the outreach activities conducted as part of the Phase 2 outreach efforts:

### **Most people will not be negatively affected by the Short-Term service recommendations.**

- Nearly half (43%) of respondents on the survey expect the Short-Term service recommendations to positively impact their travel. Less than 1% expect their travel to be impacted negatively.
- None of the comments who indicated that their travel will be negatively impacted provide concrete criticisms of the plan and instead largely focus on the routes that have previously been suspended: Routes 27 and 73.

### **Strong support for Long-Term recommendations**

- About half (45%) expect the Long-Term recommendations to positively impact their travel.
- About 12% of respondents said that they expect the Long-Term recommendations to affect their travel negatively, though only three left specific comments.
- As with the Short-Term recommendations, many of the respondents that are dissatisfied with the Long-Term recommendations were related to Routes 27 and 73.

### **Strong overall support for the recommendations**

- After reviewing the plan in more detail, 86% of survey respondents indicate either that they think the recommendations are good or mostly good changes.
- The primary dissatisfaction with the recommendations largely focus on the desire for additional improvements that go beyond the short- or Long-Term service recommendations.

### **General Comments or Suggestions for Improvement**

- Several people from the in-person outreach suggest improvements related to service reliability, security on the bus, or restoring discontinued routes.
- Respondents indicate strong support for more frequent bus service and in many cases desire more frequent service than is proposed.
- There is a desire for longer service hours during weekends and evenings.
- Transit riders experience safety concerns while accessing the bus (e.g., crossing busy streets) and on the bus (e.g., from other passengers).



- Respondents mentioned that bell times for schools and work hours for industrial workers should be considered when modifying hours of service and arrival/departure times.
- Multiple respondents specifically mentioned improved connections in the Bethel neighborhood.
- Several respondents identified the airport (3), Mt. Pisgah (2), and Spencer Butte (2) as places they'd like to see bus service.
- Bus stop amenities such as better lighting, bilingual signage in English and Spanish, and charging ports would improve the experience of transit riders.
- Better service is desired to the rural communities, specifically more weekday trips and later hours on both the weekday and on weekends.

**Lane Transit District  
System Review**

**Appendix Covers**

September 2024



# **APPENDIX A: COMMUNITY OUTREACH DETAILS**

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# APPENDIX A: COMMUNITY OUTREACH DETAILS

Outreach efforts for the System Review took place for almost a year. A representation of specific events is located below. Appendix A also summarizes the outcomes of these events.

Outreach Tool, Event, or Activity	Date(s)	
Origin-Destination Study (Onboard Survey)	October 14-15, 2023 and October 28-November 1, 2023	Phase 1 Outreach
Operator Interviews	November 15, 2023	
Design Your Service Improvements Survey	December 1, 2023 – March 1, 2024	
Virtual Town Hall Meetings	December 6, 2023 (afternoon and evening)	
Latino Professionals Connect Networking Event	February 7, 2024	
Focus Group Conducted in Spanish	February 8, 2024	
Homes for Good Benefit Fair	May 2, 2024	Phase 2 Outreach
Communities of Color and Allies Network First Friday	May 3, 2024	
First Friday Art Walk	May 3, 2024	
Eugene Saturday Market	May 18, 2024	
BEST Better Ways Block Party	May 19, 2024	
Virtual Open House Meetings (2)	May 20, 2024	
Focus group with Spanish-speaking bus riders	June 8, 2024	
Tabling at El Torito Market in Eugene	June 9, 2024	
Virtual Open House Meeting	June 12, 2024	
Virtual Open House Meeting	June 20, 2024	
Tabling at Safeway in Cottage Grove	June 27, 2024	
Tabling at Bi-Mart in Veneta	June 28, 2024	
Tabling at Bi-Mart and bus stop in Junction City	June 28, 2024	
Tabling at Eugene Station and Springfield Station	June 27-28, 2024	
Churchill Area Neighbors Board Meeting	July 15, 2024	
Laurel Hill Valley Neighborhood Association Ice Cream Social	August 4, 2024	
Fairmount Neighborhood Association Board Meeting	August 12, 2024	

# PHASE 1 OUTREACH

## Operator Interviews

On November 15, 2023, the project team visited the LTD operating and maintenance facility on Glenwood Boulevard in Springfield to engage directly with operators to better understand strengths and weaknesses of the existing LTD network. A questionnaire was developed to help engage directly with operators. The questionnaire forms were included in all operator mailboxes and extra copies were available in the breakroom. The following questions were developed to solicit input:

- Is there something you would change about any of the routes you drive?
- Are there specific destinations or places we serve but shouldn't?
- Are there specific destinations or places that we aren't serving but should?
- Are there segments of any of the routes you drive where you rarely pick up passengers?
- What routes do you regularly experience overcrowded trips/segments?
- What routes do you experience regular schedule/reliability issues?
- Do you have other comments or suggestions for improving LTD's fixed route service?

Based on responses to these questions on forms completed by operators, as well as using these questions as a guideline for engaging directly with operators, the following key themes were identified:

- Frequent issues brought up by operators about timepoints.
  - Travel time between timepoints being either too long or too short; i.e. not calibrated to actual conditions.
  - Example is that an operator may sit for several minutes at one timepoint because they are ahead, but then when they start going they are very quickly several minutes behind.
  - Locations of timepoints need to be reviewed
  - Too many timepoints on some routes
- There is a lot of variation in travel times and variation in ridership, day-to-day, hour-to-hour, and month-to-month. This makes it difficult to identify problem areas or where service should be added or reduced.
- LTD should focus on improving safety on buses so that people who need to use the service (students, workers, etc.) can do so without concern for safety or wanting to stop riding the bus

- Example was that some people are riding Route 41 to access the Walmart on W. 11th Avenue (instead of using EmX, which is perceived to have more safety/security problems)
- Springfield needs more service than it gets today
  - 32nd Street and Jasper Road could use service
  - 28th Street could get service connecting the Walmart to Main St
- Suggestion for a new north/south service on Chambers Street that would help provide improved connections without having to go to Eugene Station. Potential challenges with congestion.
- Potential opportunity for more cross-town routes connecting West Eugene, River Road, North Eugene and Gateway (Springfield).
  - Ideas include a route from Commerce St to Santa Clara and/or from Santa Clara to Gateway
  - Concerns about congestion on Beltline and its potential impacts to reliability and viability of scheduling service
- While LTD operated more express routes in the past (e.g., 7X from Thurston Station to Eugene Station and 3X from Santa Clara to Eugene Station and LCC), a new express route was suggested between the airport and Eugene Station.

## 2023 Origin-Destination Study (Onboard Survey)

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. A detailed report was developed that includes the methodology for collecting the surveys and a summary of the results. This report is available on the LTD System Review website (<https://www.ltdsystemreview.org/resources>).

## Canvassing at Eugene Station and Springfield Station

Two JLA staff handed out quarter sheets at key bus stations in Eugene and Springfield from 11 AM – 4 PM on February 1, 2024. The team talked with hundreds of people, distributed almost 300 quarter sheets at Eugene Station, Gateway Station, and Springfield Station. The team visited Lane Community College and left 25 flyers and approximately 50 quarter sheets as well as received contact information for the student newsletter, the team left approximately 75 quarter sheets at The Arc of Lane County and visited United Way of Lane County, where they received contact information for flyer distribution.

The team received the following general feedback through conversations with community members:

- Better timing for transfers
- The bus service is good enough.

- It's great already.
- Upgrade payment system to allow wireless tapping for fares.
- LTD doesn't care what the public thinks.
- Fares are too expensive.
- EmX should be free.
- Explore seasonal prices, more expensive for tourist season, cheaper for locals during the off season.
- Service in Springfield needs to be better.
- One day a month should be free to encourage ridership.
- Bring back the 33!
- Busses need to be on time.
- More frequent buses please.
- We love the EmX.
- Better bike racks.
- Reconsider in-bound bus timing on weekends. Folks noted they would miss their connections by a few minutes.
- Better bathroom maintenance.
- The bus ambassadors onboard are great!
- Would like more visibility of ambassadors at stations.
- LTD service has improved over the last couple of years.
- The buses are clean, on time, and dependable.

**Figure 1 February 2024 Outreach at Eugene Station**





## PHASE 2 OUTREACH

### May 2024 In-Person Outreach Events

- Homes for Good (HFG) Benefit Fair (May 2, 2024)
- First Friday Art Walk (May 3, 2024)
- Communities of Color and Allies Network (CCAN) First Friday (May 3, 2024)
- Eugene Saturday Market (May 18, 2024)
- BEST Better Ways Block Party (May 19, 2024)

The goal of these events was to engage with LTD users about the draft recommendations and encourage them to complete the online survey.

The Homes for Good Benefit Fair was staffed by LTD representatives. For the other three events, one or two JLA staff and one representative from LTD tabled each; two events were held at the downtown Eugene Park Blocks, and one occurred at Kalapuya High School in the Northwest Eugene Bethel School District. During these events, staff handed out quarter sheets with survey information, spoke to attendees about the draft recommendations, and recorded comments.

Between all four events, the team spoke to upwards of 150 people and handed out around 200 project information quarter sheets. The team received the following general feedback through conversations with community members:

- LTD has good service, and is making good changes to improve service
- Users love student pass system
- Need for later service for non-traditional work schedules and safe downtown transportation on weekend nights.
- Some want 24-hour service
- Some brought up safety concerns around summer recreation sites and drunk driving – possibility to provide seasonal service to popular locations?
- Glad there will be connectivity and frequency improvements. Specific route mentioned: EmX, 11, 24, 28, 40, 41, 51, 52
- Would like airport transit service
- Need for neighborhood service/smaller scale routes
- Taking the bus should be more efficient than walking if we want to see ridership improvements
- Need to hire more staff/drivers
- Concern for service in the Bethel district aligning with school schedules; would like to explore aligning buses with am/pm bell schedule or adding extra service at bell times.

- There is also a general need for additional service in Bethel neighborhood area
- Need for alignment of timing between lines so people don't have long wait times between transfers
- Against EmX on River Road, but like the addition of frequency and connectivity to Santa Clara Station
- Feelings that LTD facilities and busses are not safe based on past experiences
- Mixed feelings about trailer/wagon ban on bus
- Some users felt it was safer without large cargo aboard the bus
- Some who have trailers/wagons feel that the ban strands them when they often can't or don't drive and have mobility problems that make walking difficult

## Virtual Town Halls

Four virtual open house meetings were held as part of Phase 2 outreach. The first meetings were held on May 20, 2024 with one open house at noon and a second at 6 p.m. A third open house was held at noon on June 12, 2024. A fourth was held at 6 p.m. on June 20, 2024. Each virtual open house meeting lasted approximately one hour and included a brief presentation followed by a Q&A session. The primary goal of the virtual open house meeting was to encourage people to provide input on the draft Short- and Long-Term recommendations – either by completing the online survey or getting their questions answered by the project team directly. The recording of the May 2024 virtual open house meeting is available on the LTD System Review project website: [www.ltdsystemreview.org/resources](http://www.ltdsystemreview.org/resources).

*Figure 2 May 20, 2024 Virtual Open House*



## June In-Person Outreach Events

- Cottage Grove Safeway
- Veneta Bi-Mart
- Junction City Bi-Mart and bus stop
- Tabling at Eugene Station and Springfield Station

Two JLA staff members canvassed in Cottage Grove, Veneta, and Junction City, Oregon, on June 27th and 28th, shortly before the survey closed on the 30th. The summary is divided below according to location:

### Cottage Grove - 6/27

- Spoke with about 25 people
- A majority did not ride the bus.
  - When asked why, several people said that rural living doesn't align with transit – they live too far out and need the independence their vehicle provides.
  - Several respondents said they supported bus system extension but didn't ride the bus themselves due to above reasons.
- Some residents mentioned not supporting the bus system because they believe it takes business and workers away from their small-town economy. These respondents were against the Eugene-Cottage Grove connection, but not against expansion of the bus system within their town.
- Many noted long wait times and asked for more frequency of buses.
- A few people noted the possibility of being stranded in Eugene once final bus departs (around 5:30pm?)
- A few people noted some positives they like:
  - They feel comfortable on the bus
  - Drivers are friendly.
  - Service is good
- One person noted that there was not adequate service to senior living communities (ex. Magnolia Gardens)
  - Seniors often don't drive, so would like to see built-out bus system
  - Community events, church, etc. – avoiding senior isolation
- One person noted they need weekend and evening service.
  - For example, this summer they are hosting Wed night concerts in Cottage Grove, but the bus service does not run during that time. Since bus is their sole means of transportation, they can't attend these events.
  - Another example - no access to church on Sundays.

- Several people noted they like the bus and would use it to get to LCC/UO classes, but the bus doesn't run early or late enough to work with their school schedule.
  - In order to be on time, rural students leave to catch the bus at 5:45/6am and arrive back home after 6pm.
- One person noted that not all stops are disability-friendly or ADA-compliant.

### **Veneta - 6/28**

- Spoke with about 20 people.
- Many noted they do not ride the bus.
  - Most of those people said they use a car and have no need for the bus.
  - Others noted the bus stop is too far from their home to use.
  - Several respondents said they supported bus system extension but didn't ride the bus themselves due to above reasons.
- About 5 people said they are happy with the proposed change for route 93 to go to Eugene Station directly.
- Two people noted they live and work in Veneta and since there is no bus service within the town, they have no use for it.
- One person asked for increased frequency in the bus service.

### **Junction City - 6/28**

- Spoke with about 5 people.
- Most people said they did not ride the bus.
- A few folks asked for the bus service to extend to Harrisburg.

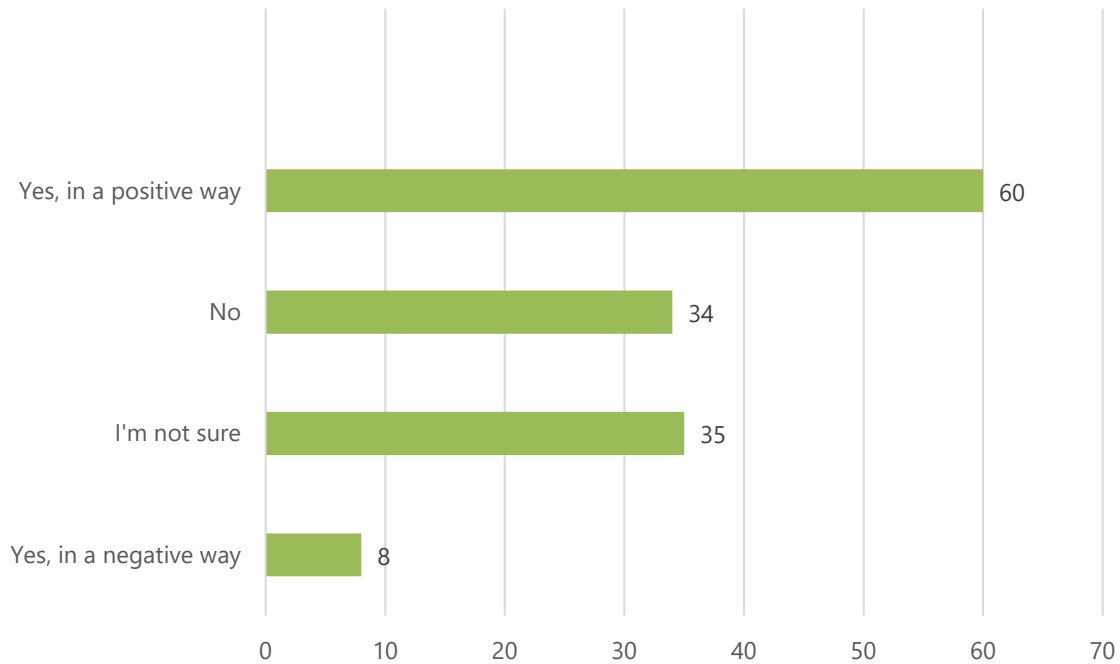
## **Focus Group with Spanish Speaking Riders and Tabling at El Torito Market in Eugene**

A group of Spanish-speaking riders that attended a focus group in January 2024 was reconvened on June 8, 2024 to provide an overview of the draft service recommendations and encourage them to complete the survey. Project team members also tabled at the El Torito Market in Eugene on June 9, 2024 to hand out flyers. Flyers were handed out to about 60 participants and a total of 15 people completed the survey during the focus group meeting at El Torito Market.

## **Detailed Feedback from Service Recommendations Survey**

The service recommendations survey provided route specific information for each proposed change and allowed for route level feedback. System level questions also asked about perceptions of the recommendations. Several key questions are summarized below:

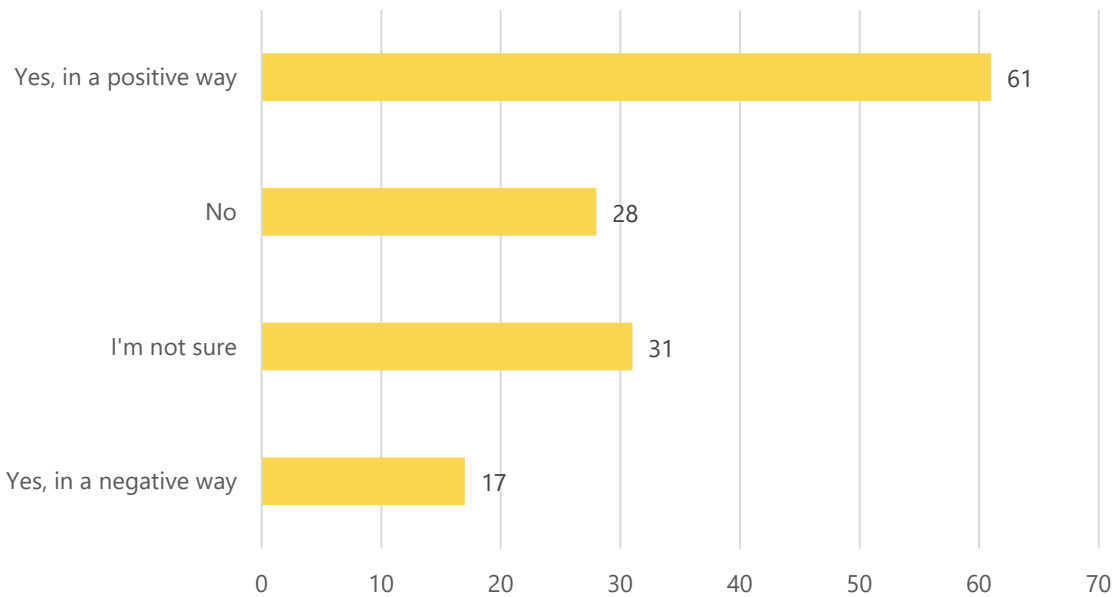
**Figure 3** *Is your travel expected to be impacted by the Short-Term service recommendations?*



**N=137**

Of the survey respondents, 43% expect the Short-Term service recommendations to positively impact their travel, and only 6% expect their travel to be impacted negatively. None of the comments who indicated that their travel will be negatively impacted provide concrete criticisms of the plan and instead largely focus on the routes that have previously been suspended: Routes 27 and 73.

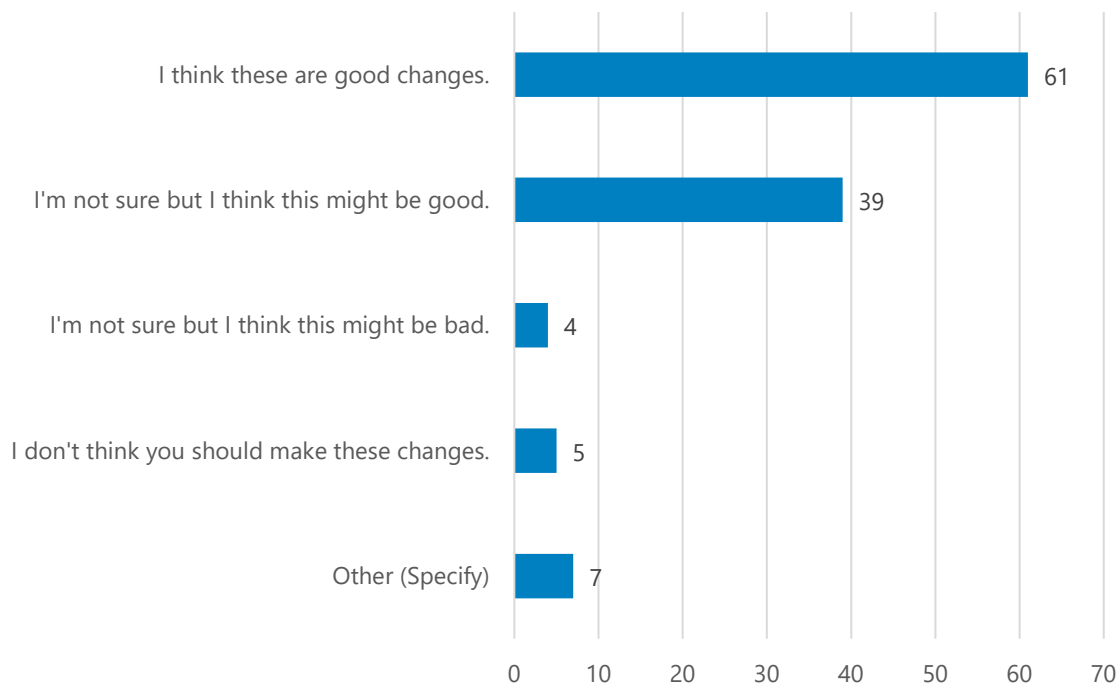
**Figure 4** *Is your travel expected to be impacted by the Long-Term service recommendations?*



**N=137**

The overwhelmingly positive responses to the Long-Term service recommendations focused largely on increased frequency. Out of the 17 respondents that indicated that the Long-Term service recommendations will impact their travel in a negative way, only three respondents left comments specific to the suggested changes. Two comments pertain to longer walk times to access the bus due to changes to Routes 66/67, and one regards the possibility of increased traffic on River Road. The remainder of the dissatisfied respondents indicated that they want service to be reinstated on Route 27 and Route 73, wanted more information in Spanish, were concerned about drug use on transit, or did not finish the survey beyond the first few questions.

**Figure 5** *Now that you've had a chance to review the future service plan, how do you feel overall about the plan?*



**N=116**

After reviewing the plan in more detail, 86% of respondents indicated either that they think the recommendations are good changes or that they are not sure but think the recommendations might be good. Of the five people who indicated that they have an overall negative view of the service plan after reviewing it and that Lane Transit District should not make the proposed changes, there are not any concrete critiques of the changes to the bus routes, service hours, or headways. One said that the plan does not go far enough to improve transit service, one said that the bus should be on time more often, one said that security on board needs to be improved, two would like service to be restored to discontinued lines (Route 73 and along 18<sup>th</sup>). These all indicate a desire for more future improvements rather than problems with the currently proposed plan.

### **Key Themes from Open-Ended Comments**

- Respondents indicate strong support for more frequent bus service and in many cases desire more frequent service than is proposed.
- There is a desire for longer service hours during weekends and evenings.
- Transit riders experience safety concerns while accessing the bus (e.g., crossing busy streets) and on the bus (e.g., from other passengers).

- Respondents mentioned that bell times for schools and work hours for industrial workers should be considered when modifying hours of service and arrival/departure times.
- Multiple respondents specifically mentioned improved connections in the Bethel neighborhood.
- Several respondents identified the airport (3), Mt. Pisgah (2), and Spencer Butte (2) as places they'd like to see bus service.
- Bus stop amenities such as better lighting, bilingual signage in English and Spanish, and charging ports would improve the experience of transit riders.

## Route-Specific Comments

Only 80 out of 128 respondents (63%) made a comment about a specific route.

- **EmX (12 good; 2 maybe good; 5 maybe bad, 1 bad)**
  - Positive comments about better frequency
  - Earlier service request on weekends, even if it means only 15 minutes on weekdays
  - Prefers 15-minute frequency if other areas are improved, like bringing back the 73
  - Safety, security concerns
- **Route 1 (1 maybe good)**
  - Suggestion for new stop in front of new city hall
  - Concern about loss of access to Amtrak station (voiced in comment on Route 40)
- **Route 11 (4 good; 1 maybe good)**
  - Positive comments about better frequency
  - Improvement will help get to work in time
  - Request for better frequency in the evenings
- **Route 12 (3 good; 4 maybe good)**
  - Supports extension to Winco/Coburg Road on Route 12 but concerned about the 66/67 change and making people cross a busy road (Coburg) to access Winco
- **Route 13 (2 good; 2 maybe good)**
  - Suggestion for better frequency in the evening
    - .
  - Strong support for changes
    - These changes are fantastic, as I use the 13 route to get to work or connect to the EMX and winco, and because of the infrequency of routes i find my



morning commute often ends in an overcrowded bus, and weekend shopping is tricky with hourly service.

- **Route 17 (1 maybe good)**
  - No comments
- **Route 18 (1 good)**
  - No comments
- **Route 24 (4 good; 2 maybe good)**
  - Request for new stop NB on Donald by Pearl Street
  - Request for 15-minute service
  - Request for service extended to Spencer Butte
  - Request to put stop on Donald between Pearl and 34<sup>th</sup> as close as possible to the Village School
  - Comment about 20-minute layover and difficulty transferring at Eugene Station on weekends/off hours
- **Route 27 (2 good; 2 maybe good; 3 maybe bad; 6 bad)**
  - General support for bringing this route back
  - Multiple suggestions for a shuttle to Franklin Blvd EmX Station
  - Comment that this neighborhood has grown substantially since service was suspended
  - Even service a few times a day would be appreciated
  - Comment about lack of service east of Hilyard (not just to Laurel Valley)
- **Route 28 (8 good; 1 maybe good; 2 maybe bad)**
  - Strong support for proposed change
  - Request for more coverage in this area, especially in more hilly areas that are harder to walk in
- **Route 33 (1 maybe good; 2 bad)**
  - Support for maintaining this route
  - Support for returning direct service to UO on 18<sup>th</sup>
  - Request for more frequent service
  - Suggestion to combine this route with Route 55
- **Route 36 (5 good; 1 maybe good)**
  - Strong support for this change, especially to connect to housing and the high school
- **Route 40 (4 good; 2 maybe good)**
  - Support for extension to Santa Clara station

- Request for more consistent 30-minute service
- Consider health care shift and commute times when scheduling
- Some confusion regarding how the route change will impact travel times
- **Route 41 (1 good; 3 maybe good; 3 maybe bad)**
  - Suggestion for service as far as Green Hill Road
  - Concern about this deviation taking longer
  - Support for service to Bertlesen Road
  - Suggestion not to terminate at Walmart but instead deviate to Terry St
  - Concern that irregular service along this line in conjunction with Emx route change will leave too little service along 11<sup>th</sup>/13<sup>th</sup> west of downtown
- **Route 51 (3 good; 3 maybe good)**
  - Strong support for these changes, especially for legibility and to avoid delay
  - General safety/security concerns
- **Route 52 (2 good; 3 maybe good)**
  - Support for using Calla/Kalima but be sure to contact neighborhood and neighboring businesses about schedule changes
  - Support for better frequency/service after 6pm
- **Routes 66/67 (6 good; 3 maybe good; 1 maybe bad; 1 bad)**
  - Request for more frequent service (20 min) and later evening service
  - Concern about crossing busy street (Coburg Road)
  - Concern about shortening the service at VRC
  - Concern about losing transfers
  - Support for streamlining this route
- **Route 73 (1 maybe bad; 5 bad)**
  - Support for the connection to UO (and LCC via Amazon Station)
  - Support to bring this route back
- **Route 78 (3 maybe bad; 1 bad)**
  - Support to bring this route back, but with changes:
  - This one is like the 33 and 73; ridership is low because you need to change the route somewhat. My teenager just walked 48 minutes up the hill the other night from 18th & Bailey Hill along the old 78 Warren route. It is NOT the same as the 36 route! But yeah don't run it to UO if no one wants that. There's a lot of new housing up there since that route was created, I suggest looking long term starting it at Bailey Hill EmX station as a Route 38, running it from Bailey Hill up Warren/Timberline, connecting it to Hawkins, City View, or Chambers through the hills, and then running it down to the McKinley or Garfield EmX station. I

know the people up there are anti-transit but that's an old fashioned, anti-environment, and frankly antisocial idea they need to get over. Having a car should not be mandatory within our city limits.

- I'm wondering if considering a realignment with part of route 78 to service from UO station, or at least 18th and Alder. It would provide a better connection along 18th Avenue and be able to add some trips serving UO Station South, with a complimentary schedule with route 28.
- **Route 79x (1 bad)**
  - I think that reducing service is bad for the 79x, and if anything i think service needs to be increased. during UO term, every single time I board the AM bus towards UO the bus is completely full, and even during the end of finals week the bus has no shortage of riders from students taking summer courses or working. I think that 79x would even get service over UO breaks due to the abundance of student staff and non student staff who live near Autzen. I think that even a service running every hour or two in the summer should be added if resources became available, though if the 13 route were to get 15 minute service daily the impact may be lesser.
- **Route 81 (2 good)**
  - Support for change (and added frequency)
  - Request for better service on Sunday
- **Route 82 (1 good; 1 maybe bad)**
  - Request for route to Mt. Pisgah several times a day
  - Request for service on weekends (this route is serving more than just LCC)
- **Route 91 (no responses)**
- **Route 92 (3 good)**
  - General support for this change
- **Route 93 (1 maybe good; 1 maybe bad)**
  - Request for larger loop through Veneta
  - Suggestion that service to Eugene Station may not be as important as a direct connection to EmX or other locations (e.g., airport, county parks)
  - Request for additional trips
- **Route 95 (3 good; 1 maybe good; 1 maybe bad)**
  - Suggestion for service to the airport
  - Request for additional trips/better service
- **Route 98 (1 good)**
  - No comments

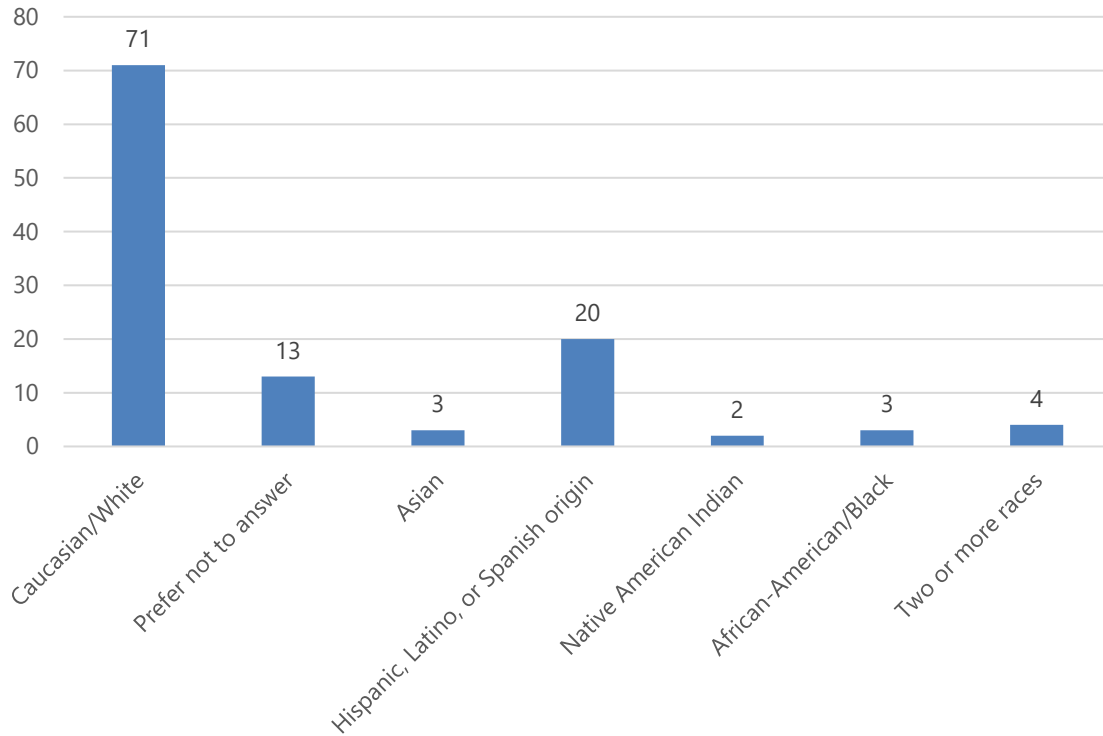
## General Comments

- Riverview shuttle to EmX
- Route on the Beltline
- Shuttle to Walnut Street EmX Station through Laurel Hill Valley
- Request for more frequent service systemwide
- Reduce inefficient routing through parking lots, etc.
- Request for service to the airport (at least several times a day)
- Consider more frequent service past Autzen Stadium
- Improve weekend service
- Improve frequency on MLK
- Provide better/more information in Spanish (and for seniors who speak Spanish)
- Hire more bilingual (Spanish-speaking) operators
- Install lighting at all bus stops
- Align schedules with HS bell times
- Improve safety/security (enforce existing rules)
- Maintain service on Goodpasture Island Rd (especially for older adults)
- Consider route to Mt. Pisgah, Spencer's Butte, other wilderness areas
- Provide a living wage to all drivers
- Consider 24-hour service
- Consider additional EmX corridors (e.g., Coburg Road)
- Install trash receptacles and shelters at more stops
- Improved frequency on Route 55
- Improve information signs on EmX (especially Commerce)
- Fix fare kiosks at Eugene Station
- Consider later service hours on Friday/Saturday/Sunday night
- Consider a connection between Santa Clara and NE Eugene
- Consider shoulder operation on the Beltline to avoid traffic
- Consider redirecting money away from automated signs at stations in favor of frequency (since people have this information on their phones)
- Consider 40 minute headways on some routes
- Consider operating on fewer streets in downtown Eugene
- Consider offering the school year schedule year round
- Consider secure bike parking at stations (first/last mile connections)

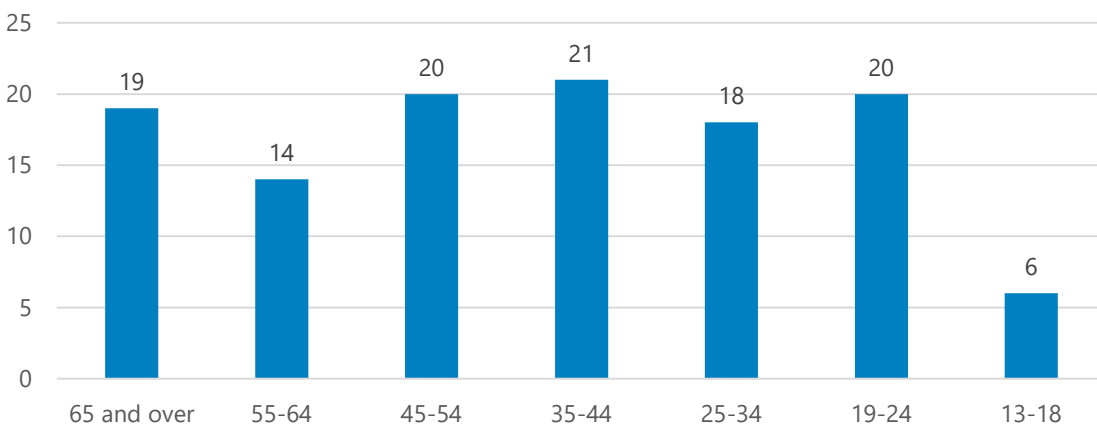
- Consider stop next to Peterson Barn Community Center
- Bring back Route 73
- Consider service on Chambers between 2<sup>nd</sup> and 24<sup>th</sup>
- Consider service on W. 1<sup>st</sup> Ave or Roosevelt between Seneca and Bertelsen (for industrial jobs)
- Consider improved service to the 11<sup>th</sup> / 13<sup>th</sup> corridor between Garfield and Eugene Station
- Consider better service to Far West neighborhoods and Churchill High School
- Request to return service to “the hills” where it’s harder for people to walk to the bus
- Additional comments:
  - Increase service into the neighborhoods off River Road, Coburg, Willamette, City View. Incentivize new riders for a 30-day free service challenge or something. Send out postcards telling people where, when, and how to catch the bus near their home. Provide adequate service to schools without their own bus service. Run a bus to The Arc twice a day so those poor disabled people aren’t walking in inclement weather to access the 11 bus at 42nd. Do weird once a week (or even once a month), twice a day “in & out service” to cool places on the weekends that we car-free disabled folks can’t access, like Fern Ridge reservoir, Spencer Butte, Mt. Pisgah, etc. And holy moly don’t make us walk 43 minutes from the never-running JC bus to the airport!! Do a different PR campaign — ask local people to post videos explaining how to ride, showing how clean and safe it is, how friendly people are, etc. and offer prizes or Umo discounts for most viewed videos or something. “Transit influencers” are basically free, right? People just need the info from a trustworthy source to become more comfortable. My daughter’s dad has never ridden LTD and is convinced she is unsafe using it which to me is both sad and hilarious. Anyway I hope this helps; I love LTD so much and I just can’t convince people to use it. It’s a paradox: until it runs everywhere all the time people won’t use it, but until they use it you can’t justify better service!

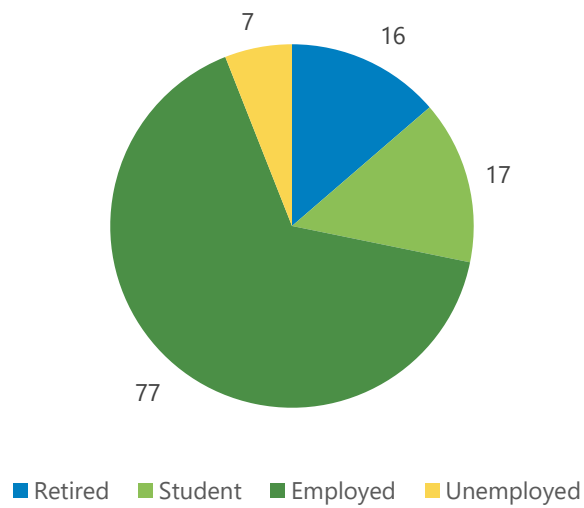
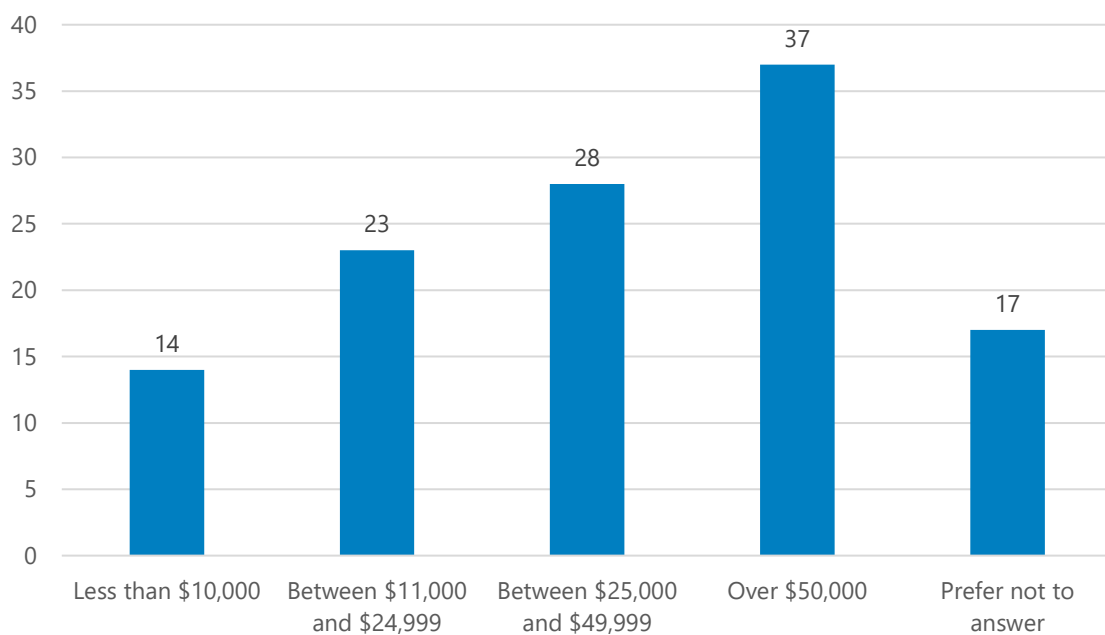
## Survey Demographics

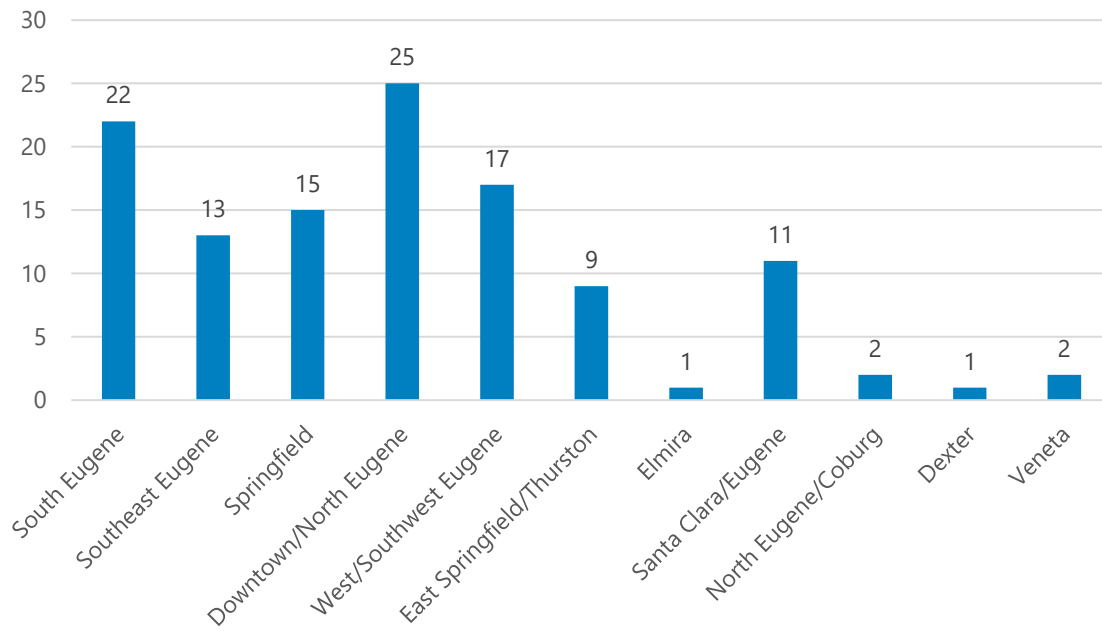
**Figure 6** Which category best describes yourself?



**Figure 7** Please indicate your age range



**Figure 8** What is your current employment status?**Figure 9** What is your annual individual income?

**Figure 10** What is your home ZIP code?



# **APPENDIX B: 2023 ORIGIN DESTINATION STUDY**

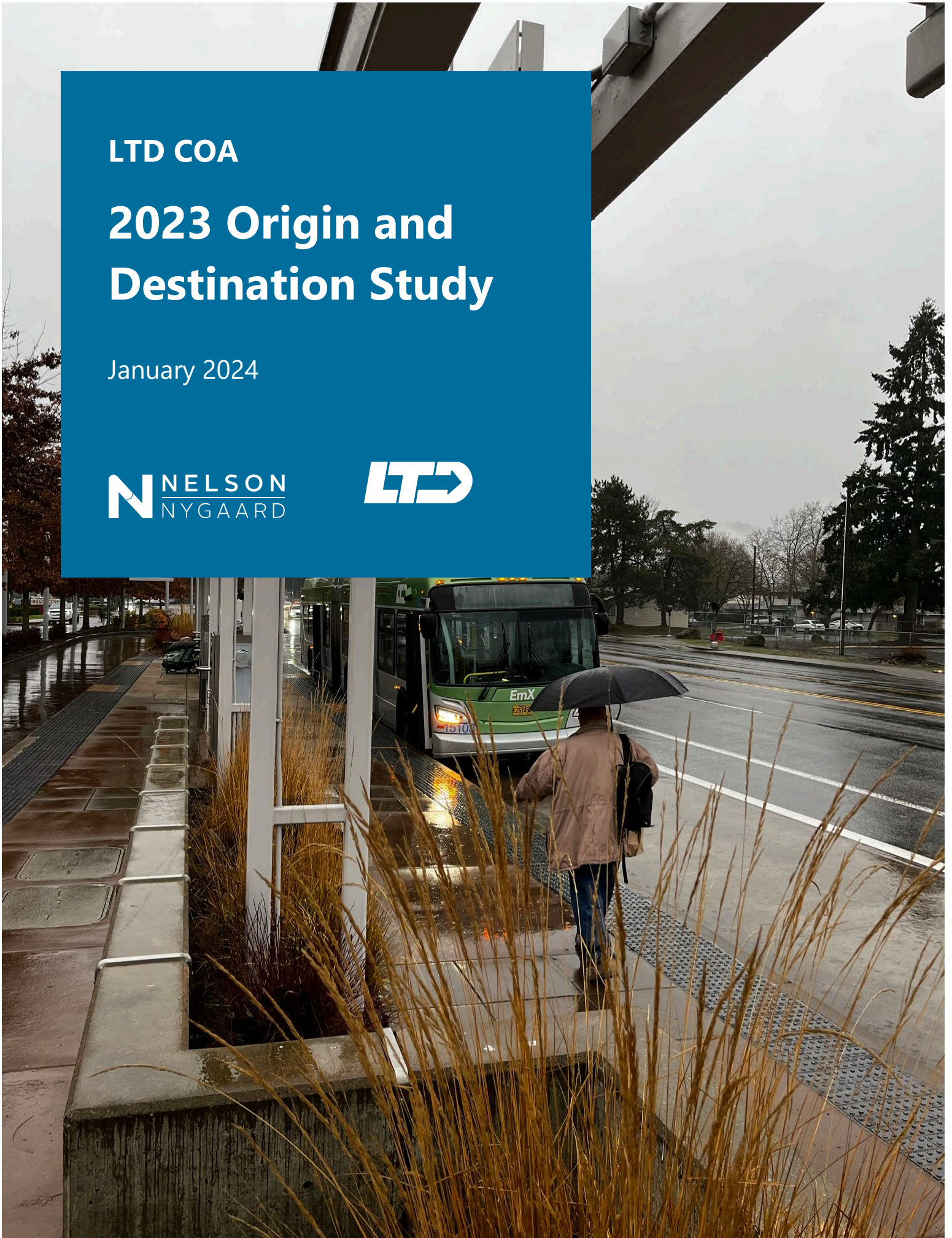


LTD COA

# 2023 Origin and Destination Study

January 2024

**N** 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**

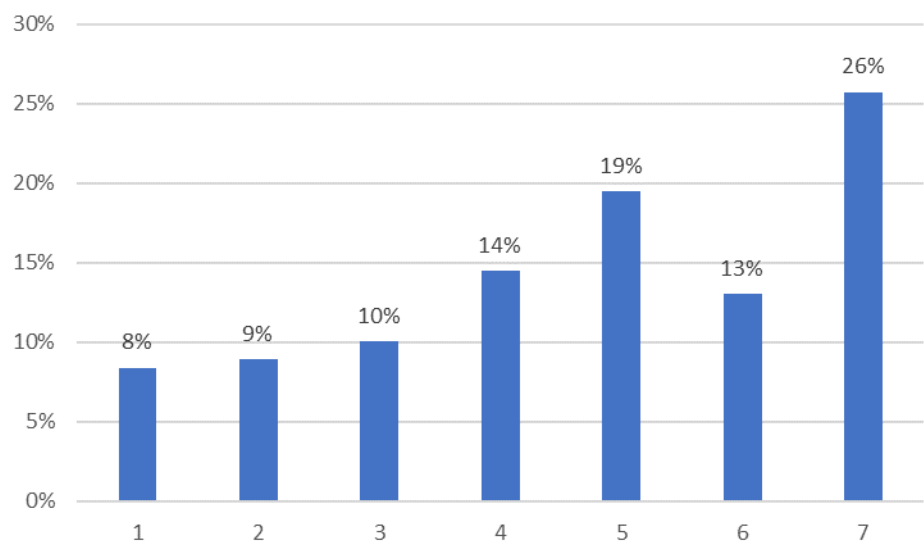
Route No.	Day/Time Unknown	Saturday	Sunday	Time of Day				Weekday Night	Weekday PM	Total
				Weekday	AM	Weekday	Mid-day			
1	0	2	8	1		5		0	0	16
11	0	85	74	5		0		3	0	167
12	0	11	36	0		36		0	0	83
13	0	69	26	19		5		28	9	156
17	0	1	11	0		25		1	0	38
18	0	10	9	0		20		2	0	41
24	0	38	42	19		24		2	0	125
28	0	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

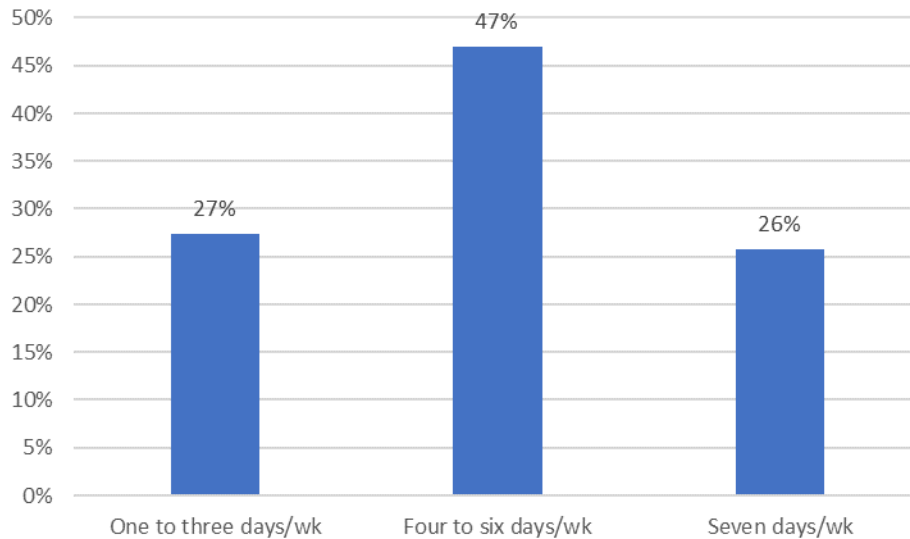
The following sections describe LTD’s ridership based on the responses to the 2023 passenger survey.

## RIDER FREQUENCY SEGMENTS

Figure 2 Frequency of Using LTD (days per week)



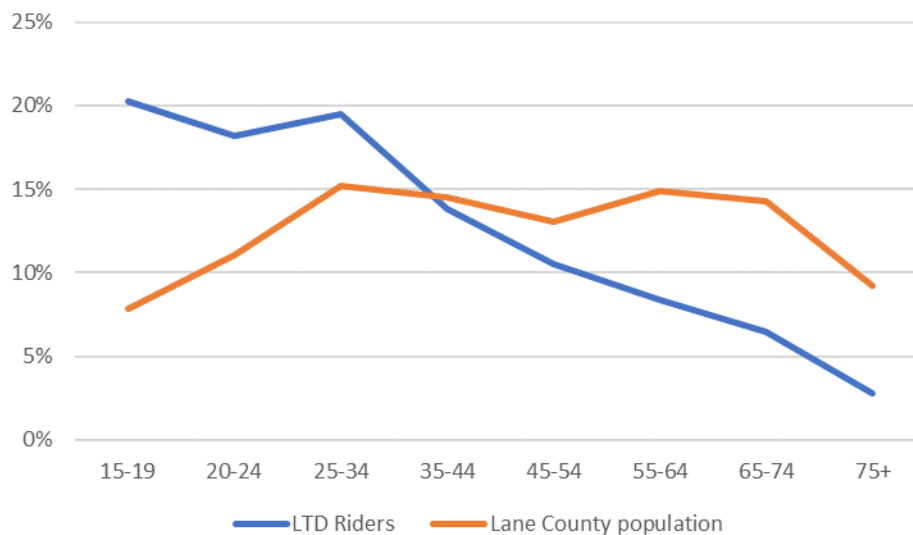
Most riders (58%) in 2023 use LTD five or more days per week (Figure 2). Those that ride seven days per week comprise 26% of riders. Those riding LTD only once or twice per week accounted for 8% and 9% respectively.

**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

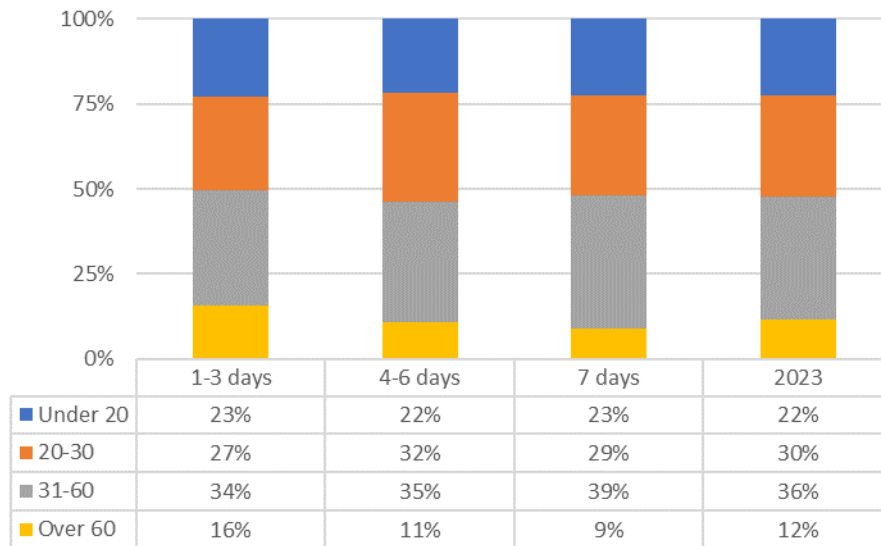
Figure 4 Age of riders and Lane County population



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

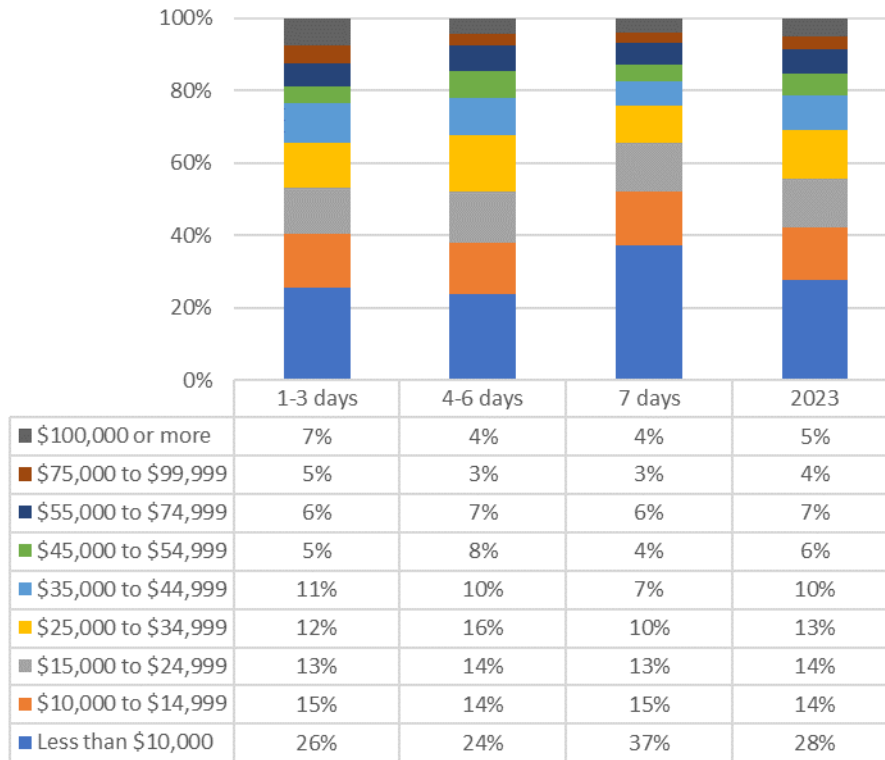
- The proportion of riders between the ages of 15 and 44 is greater than among the general population.
- The percentage of riders over the age of 44 is smaller than among the general population.

<sup>1</sup> American Community Survey, US Census Bureau, 2018-2022 5-Year Estimates for Lane County, Oregon.

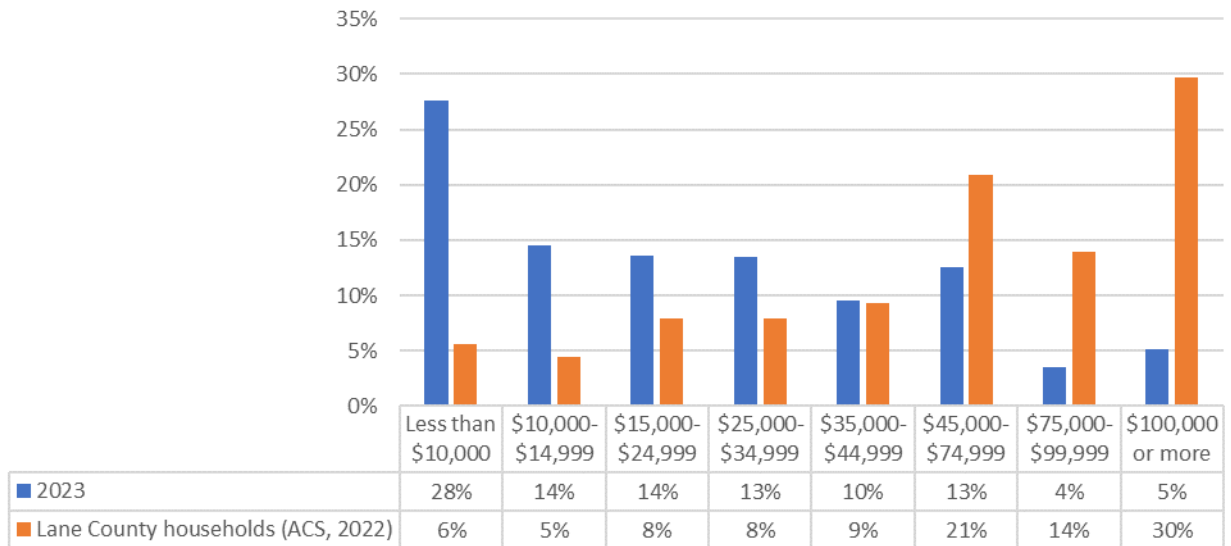
**Figure 5 Age by frequency segments**

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

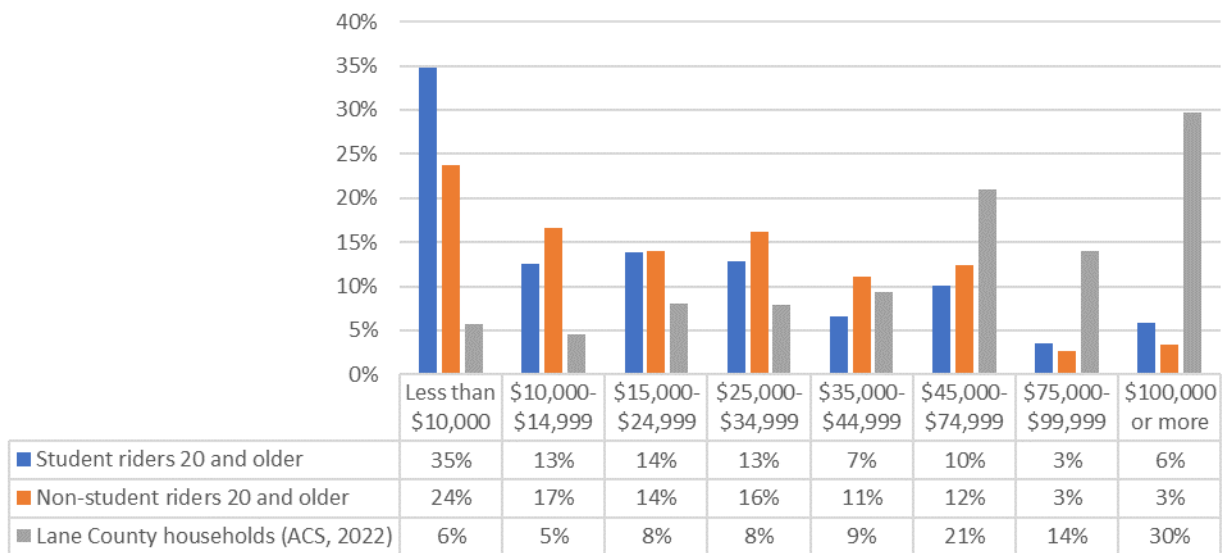
Riders are categorized into age groups of under 20, 20 to 30, 31 to 60, and over 60 (Figure 5). Those under 30 comprise 50% or more of riders across all three frequency segments and in 2023. Those aged 31 to 60 comprise over a third of riders across the frequency segments and in 2023.

**Figure 6 Household income by frequency segments**

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**

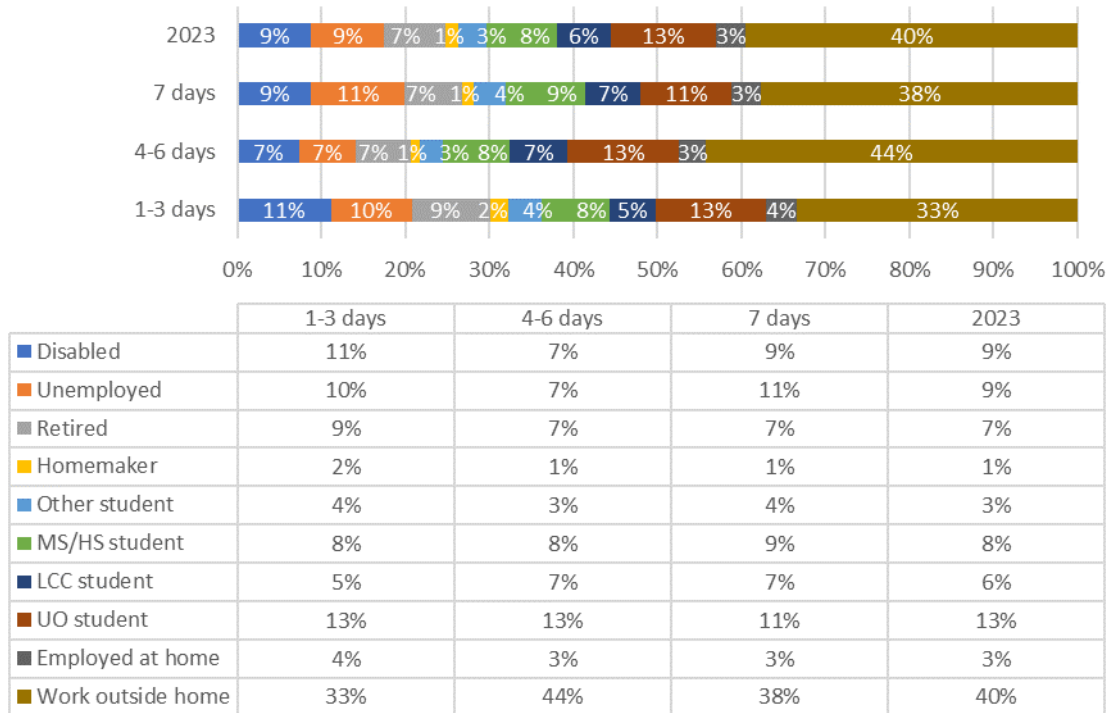
The household income of riders is below the general Lane County population with more riders in the lower income categories and fewer riders in the higher income categories than the general population (Figure 7). Riders with incomes less than \$10,000 comprise 28% of riders compared to 6% of the Lane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

**Figure 8 Incomes of student and non-student households**

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**

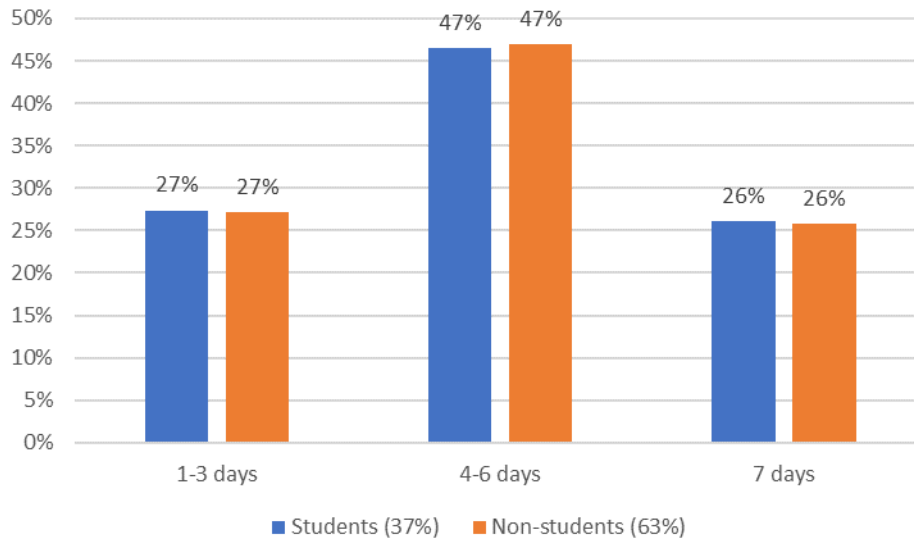


Most riders (73%) are either employed or a student (Figure 9). Of all riders:

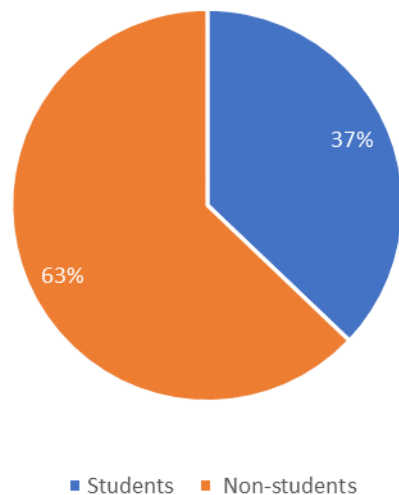
- 26% are neither employed nor a student.
- 30% are students.
- 43% are employed.

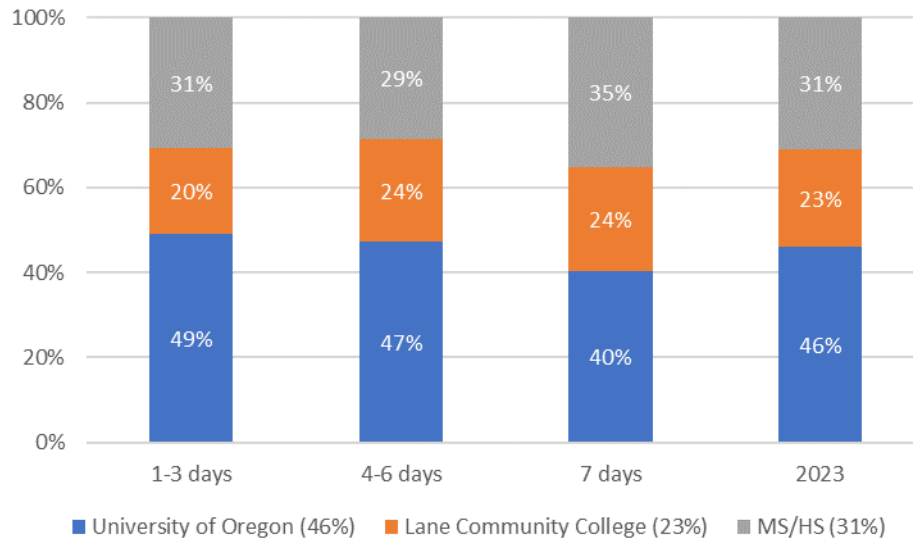
The 4–6-day group includes the highest proportion of riders that are employed (44%), while the 1–3-day group includes the lowest proportion (33%).



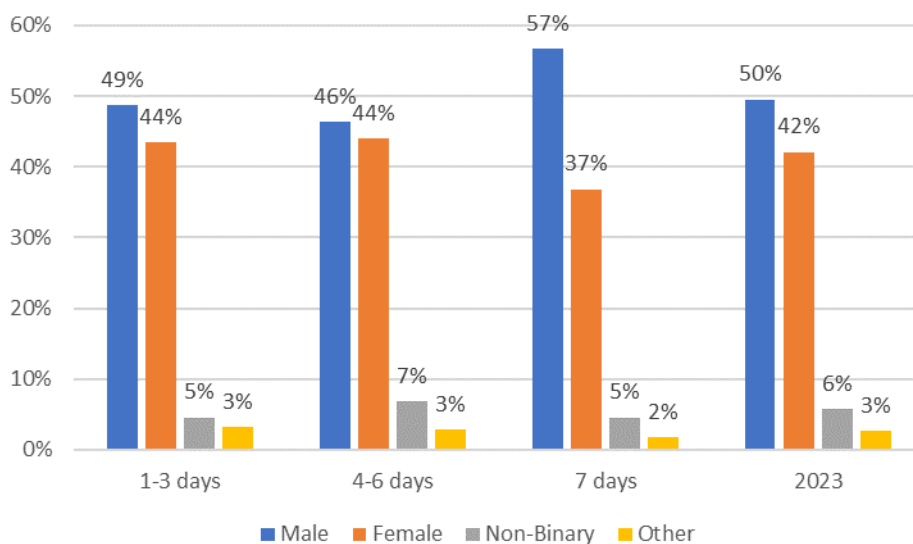
**Figure 10 Student status and riding frequency**

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**

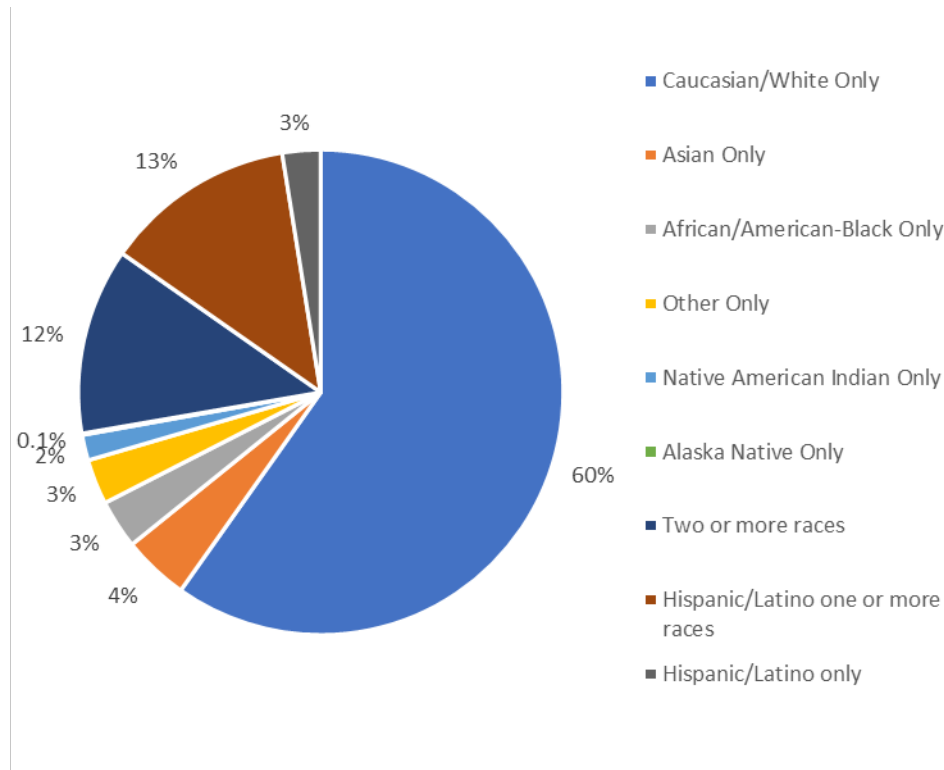
**Figure 12 Student rides by school**

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.

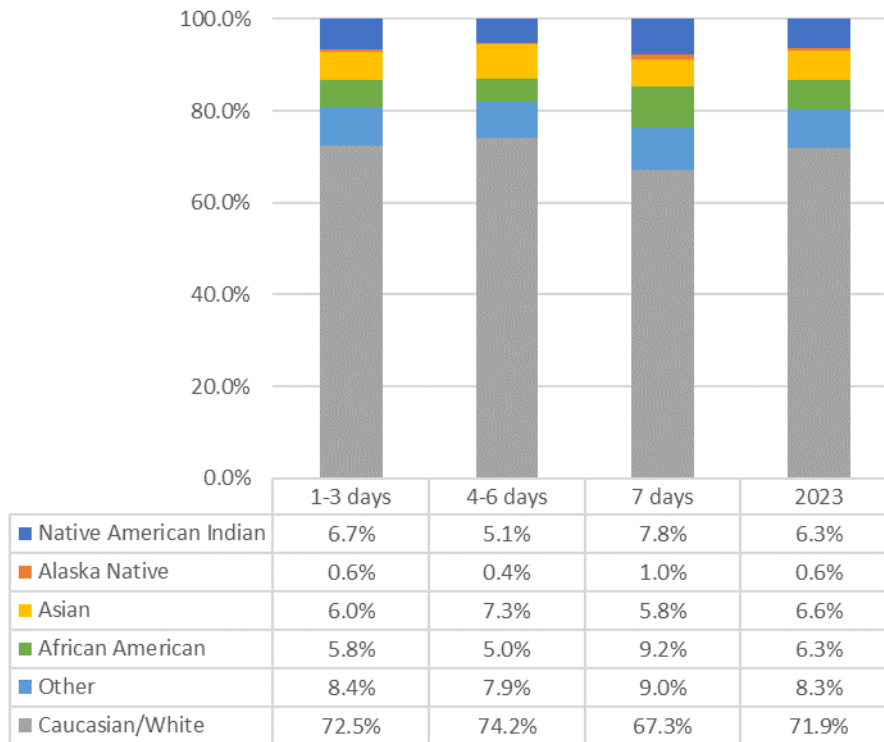
**Figure 13 Gender by frequency segments**

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**

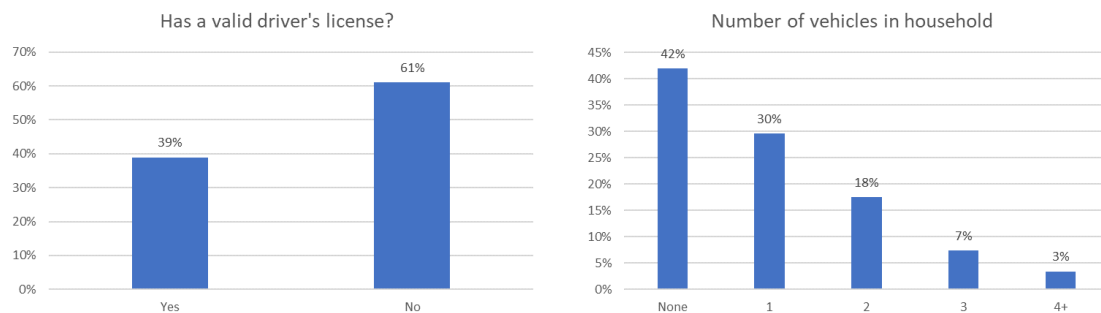


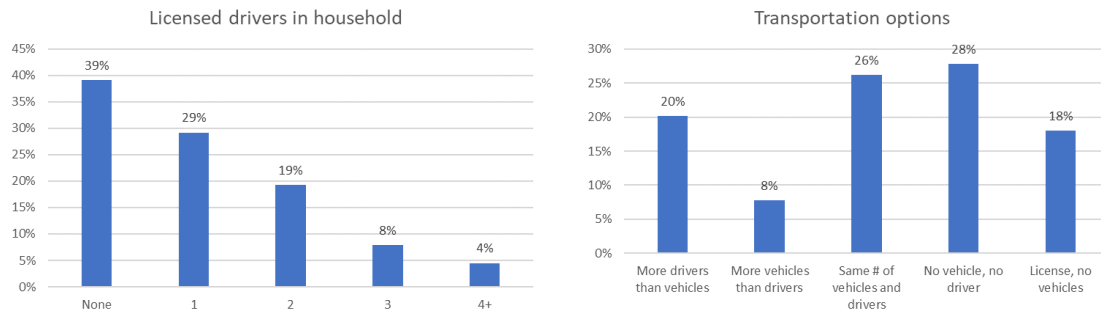
The identity of riders in terms of race and Hispanic/Latino ethnicity in 2023 is reported. (Figure 14). Most riders identify as Caucasian/White only (60%). Respondents claiming Hispanic or Latino descent represent the second largest group (16%). Those identifying as two or more races represent the third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

**Figure 15 Race by frequency segments**

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

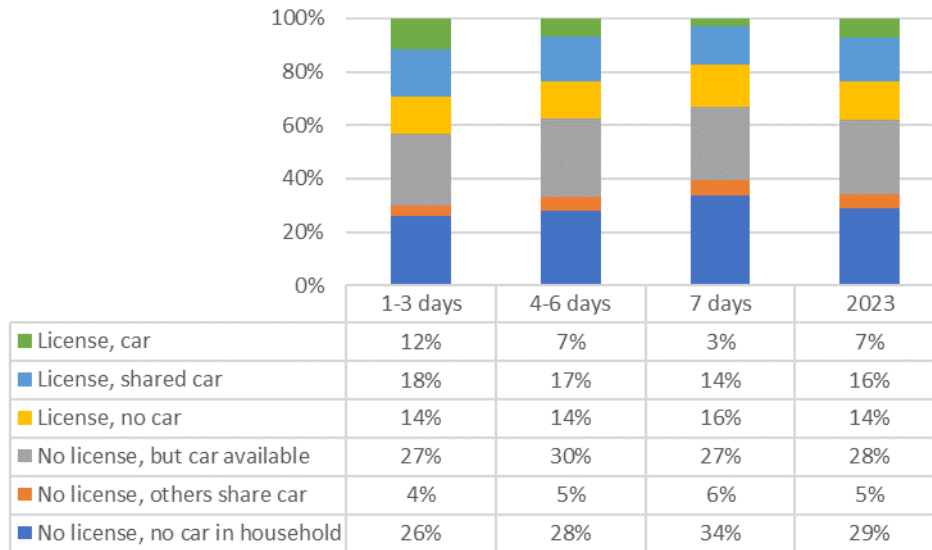
**Figure 16 Transit Dependence at the Household Level**



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.

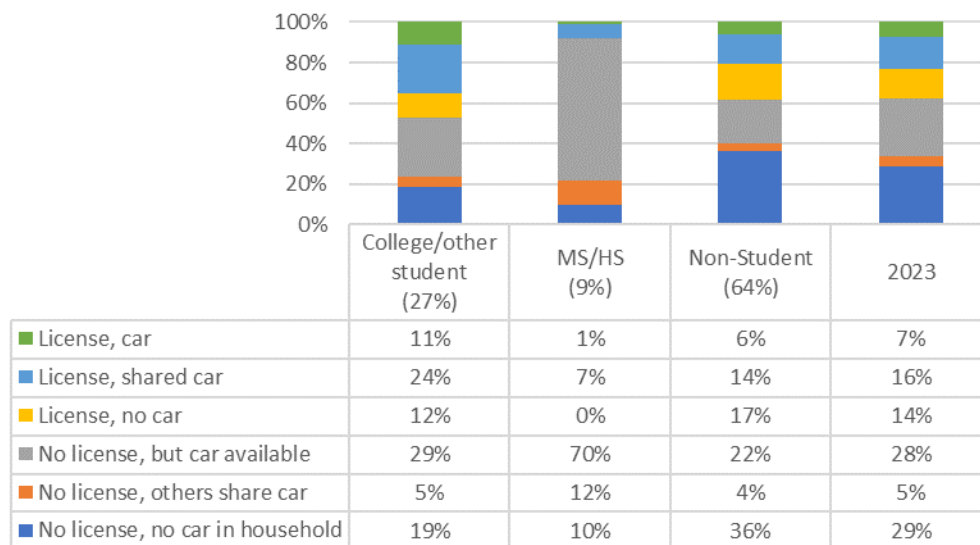
The survey asked about the number of vehicles and licensed drivers in the household and whether the rider responding to the survey had a valid driver's license. Two dimensions of transit dependency are examined: the household and the individual rider (Figure 16).

- 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**

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**

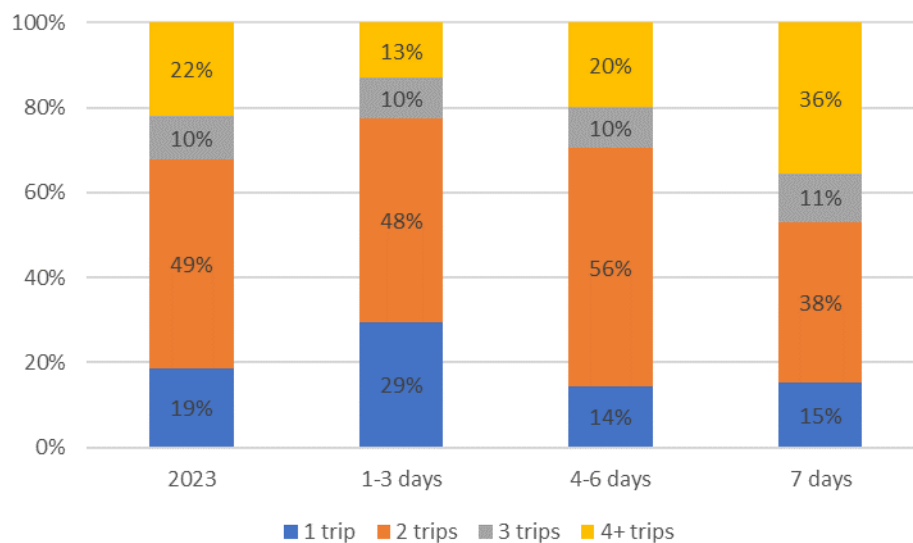
Student status has a role in the extent of transit dependency (Figure 18). Among students attending middle or high school (MS/HS), which comprise a relatively small portion (9%) of riders, 82% have some access to a vehicle if they were to get a license.

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

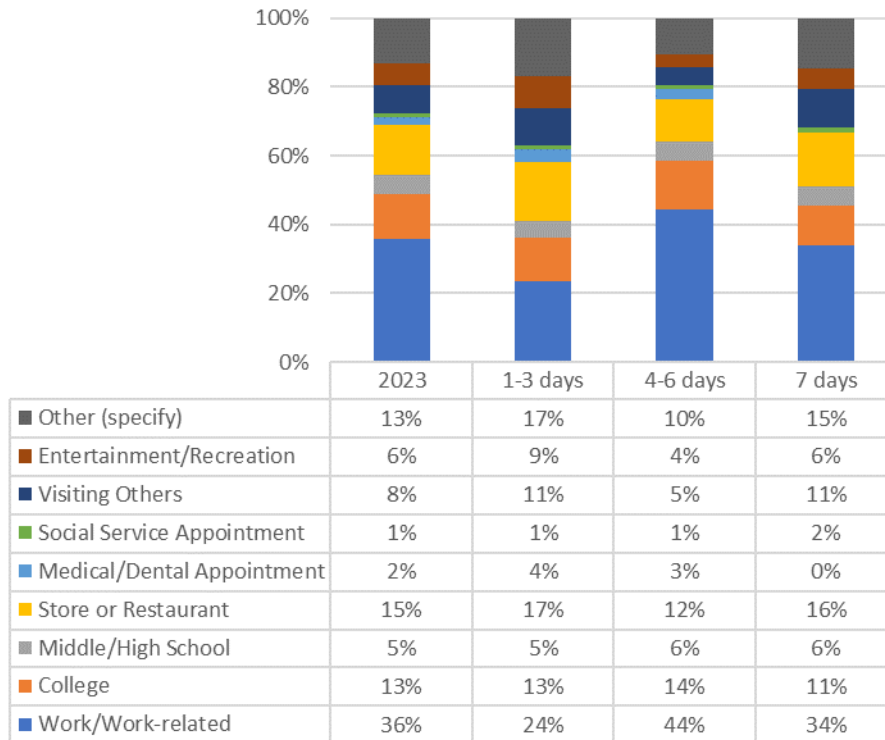
**Figure 19** Trips per day by frequency segments



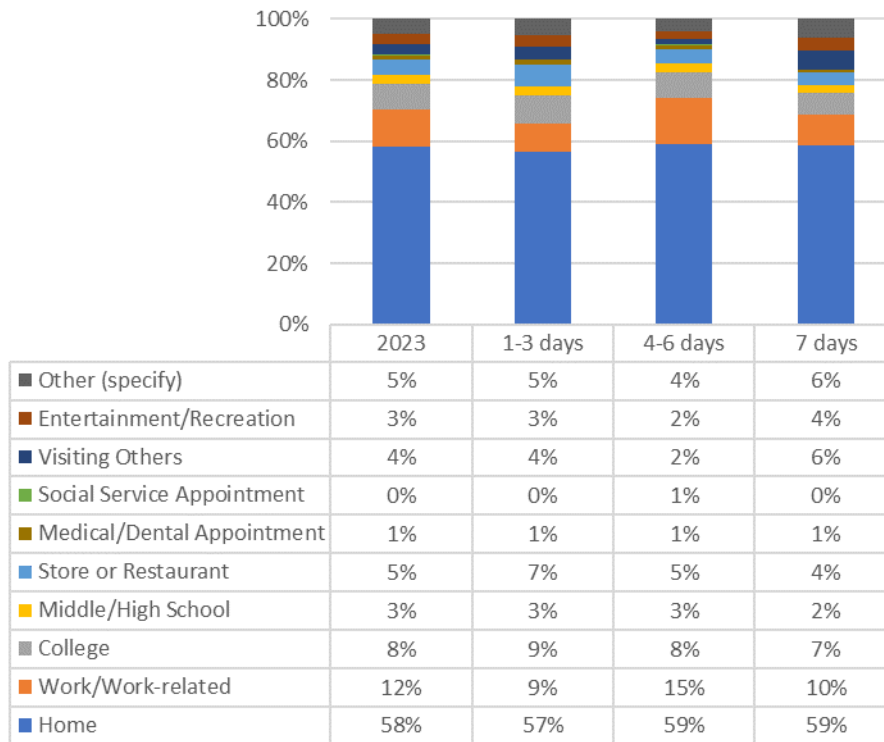
Riders were asked how many separate one-way trips they will make on the day they were surveyed. Responses to this question are assumed to represent the number of trips per day a rider will typically make. This data was then stratified by the frequency groups (Figure 19). Almost half of riders in 2023 (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%).

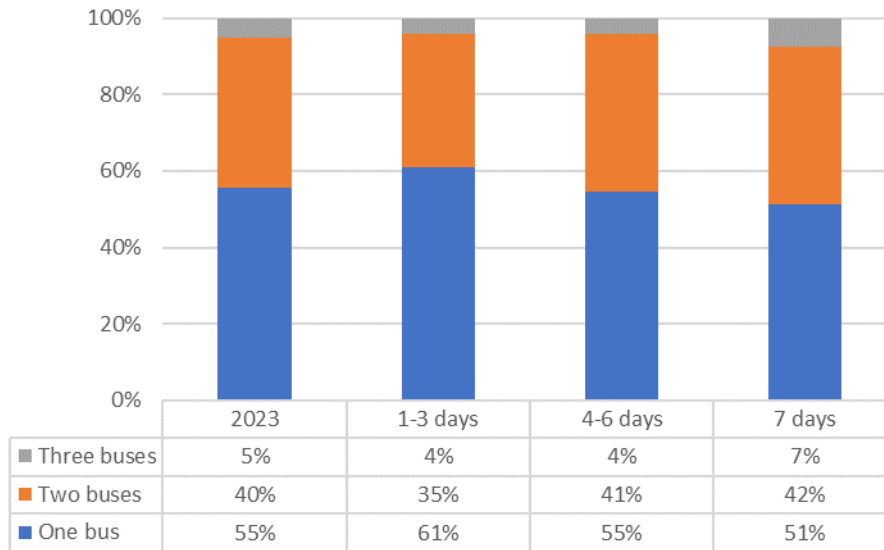


**Figure 20 Trip destination (home excluded)**

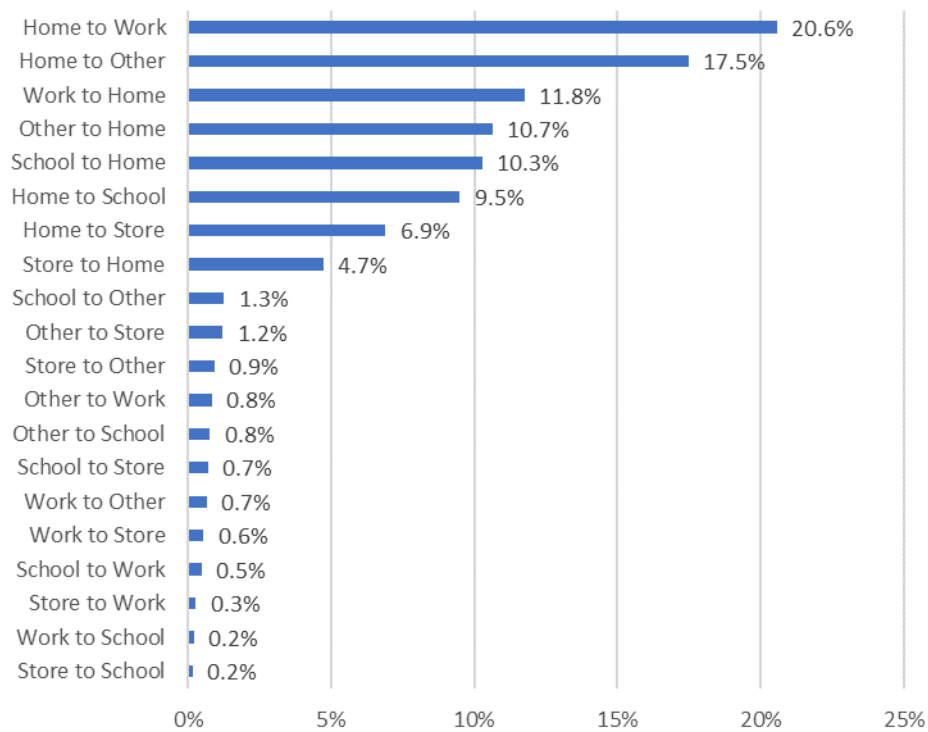
Excluding Home (Figure 20), Work is the most common destination (36% of non-Home trips in 2023). Store or restaurant is the second most common destination. The 4–6-day group includes the highest proportion of riders traveling to work (44%), while the 1–3-day group includes the lowest (24%).

**Figure 21 Where trips begin**

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%).

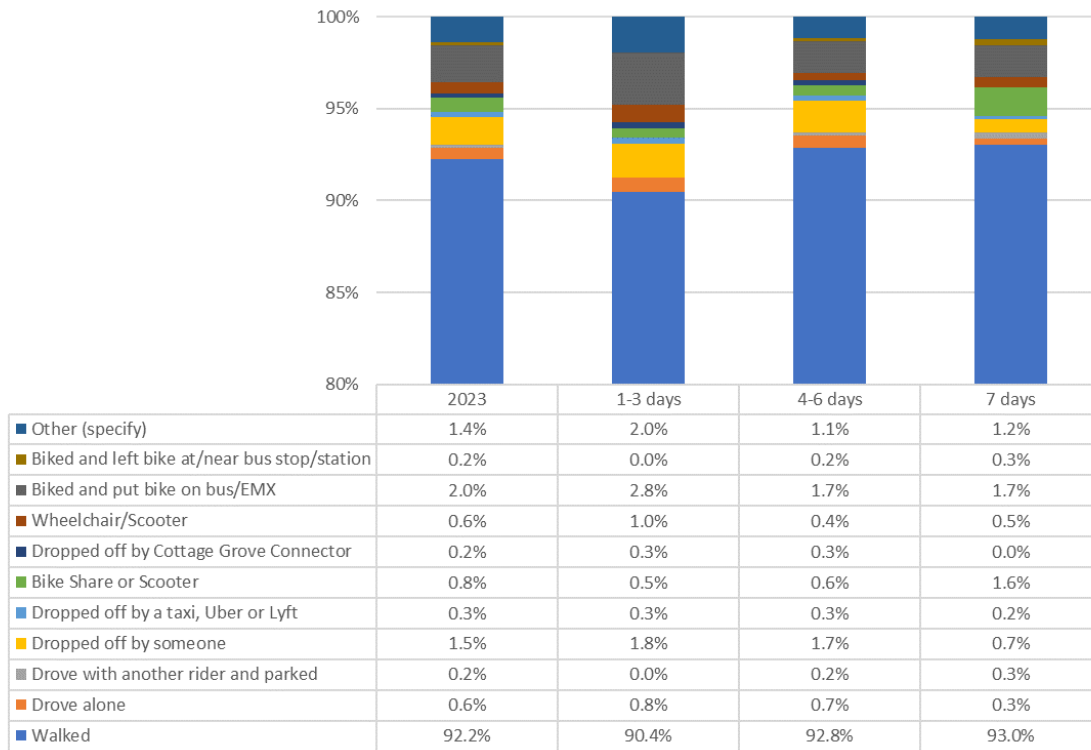
**Figure 22** Number of buses used for this one-way trip

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%).

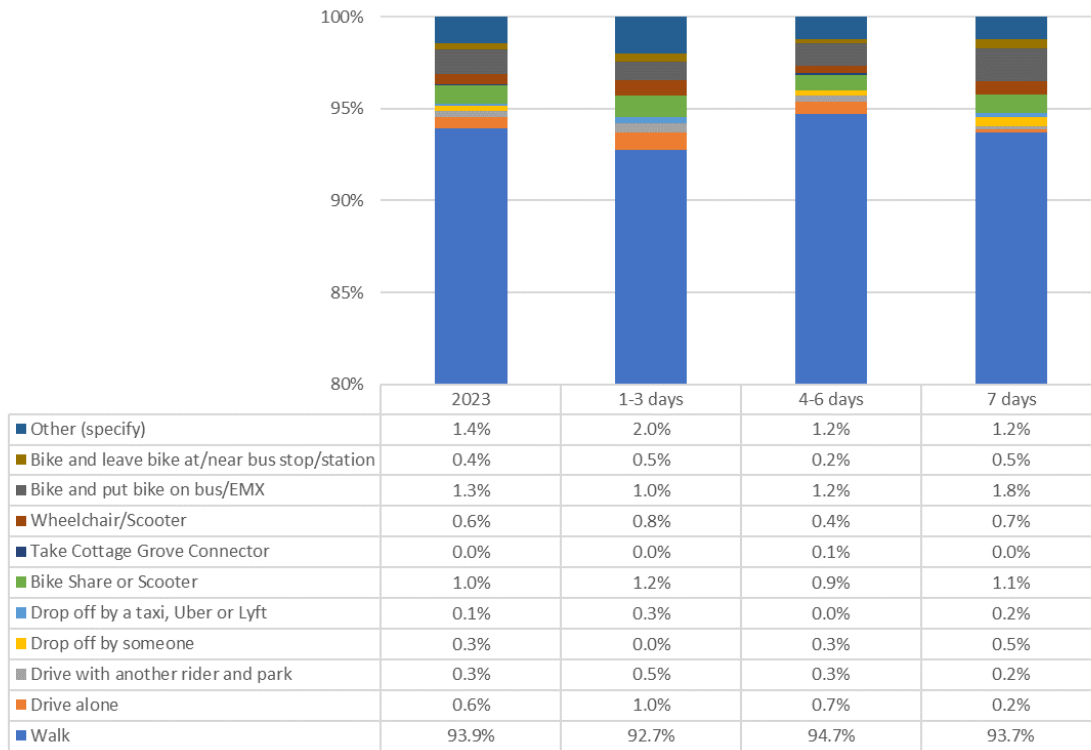
**Figure 23 Origin-Destination pairs, functional**

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.

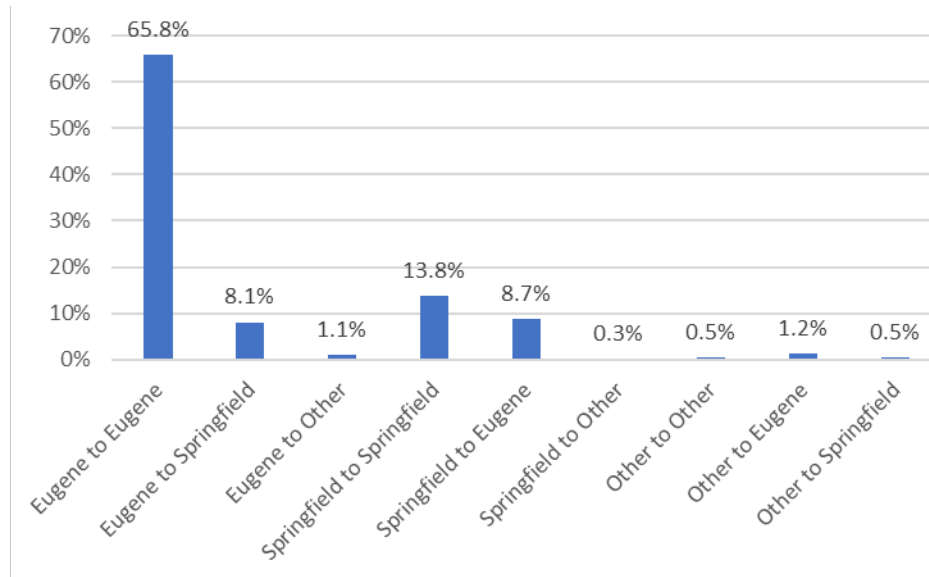
Most riders are traveling from Home to Work (21%). Thereafter riders are mostly traveling from Home to Other. Trips from Work to Home comprise 12%. Trips between Home and School or Work (30%) and School or Work and Home (22%) comprise the majority (52%) of origin and destination pairs.

**Figure 24 How riders get to their first bus stop**

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.

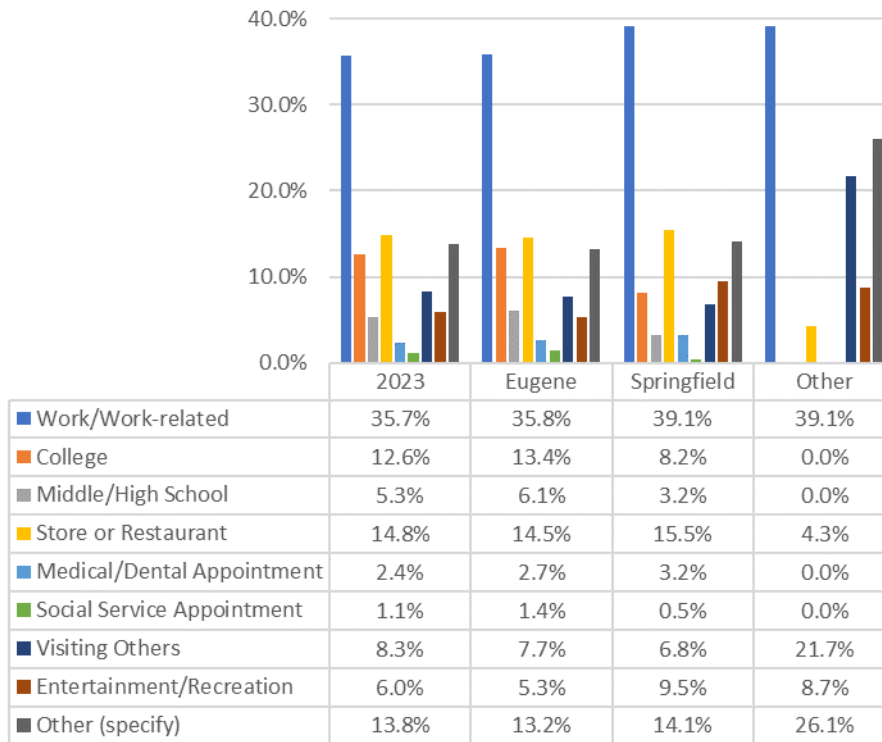
**Figure 25 How riders get to their destination when they get off the last bus**

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.

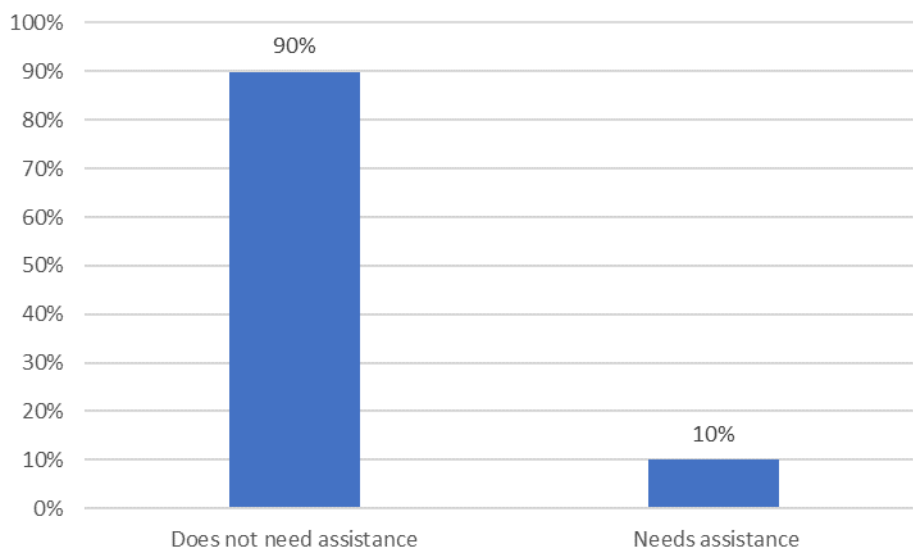
**Figure 27 Destination by city of origin (home excluded)**

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%).

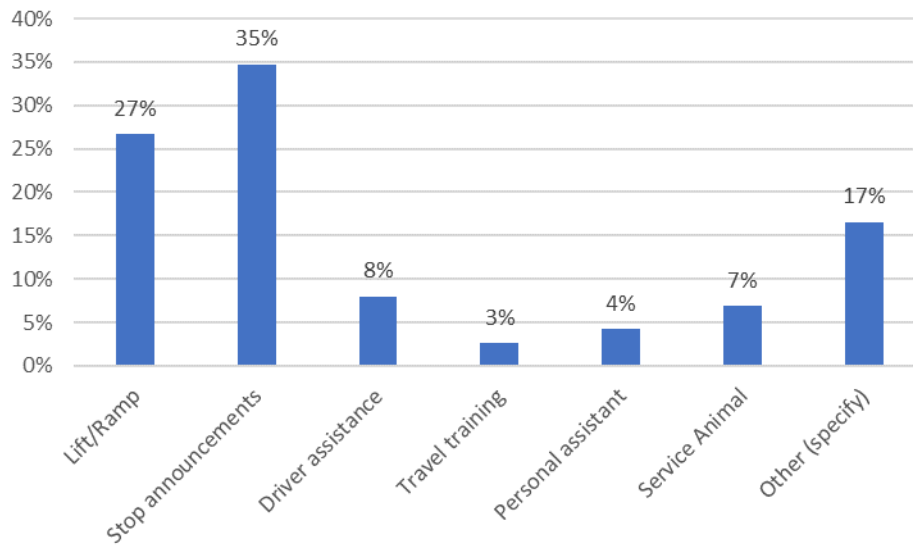


## 5 NEEDING ASSISTANCE TO USE LTD

**Figure 28** Riders needing assistance to use LTD



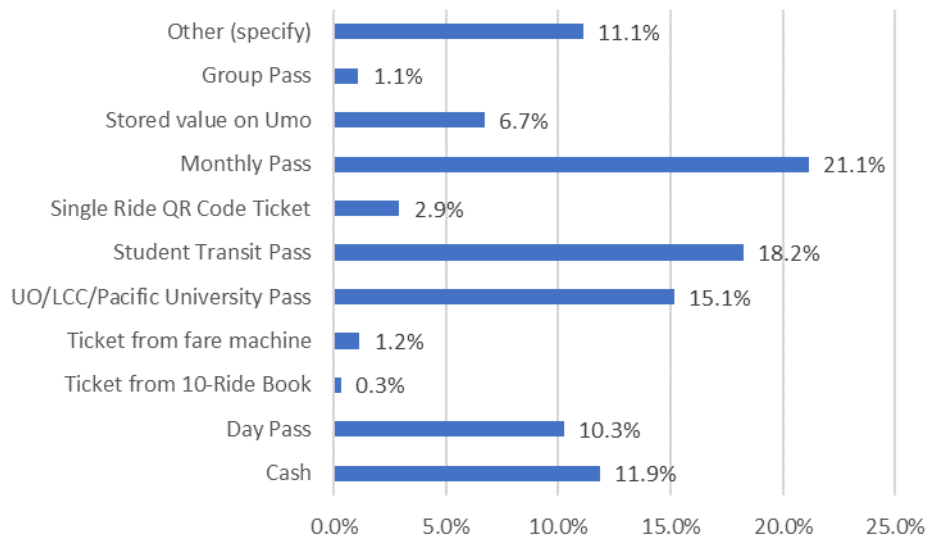
Among all riders, 10% need assistance to use LTD (Figure 28). Responses that did not indicate a type of assistance needed are assumed for the purposes of this study to belong to the group that does not need assistance (90%).

**Figure 29 Type of assistance needed**

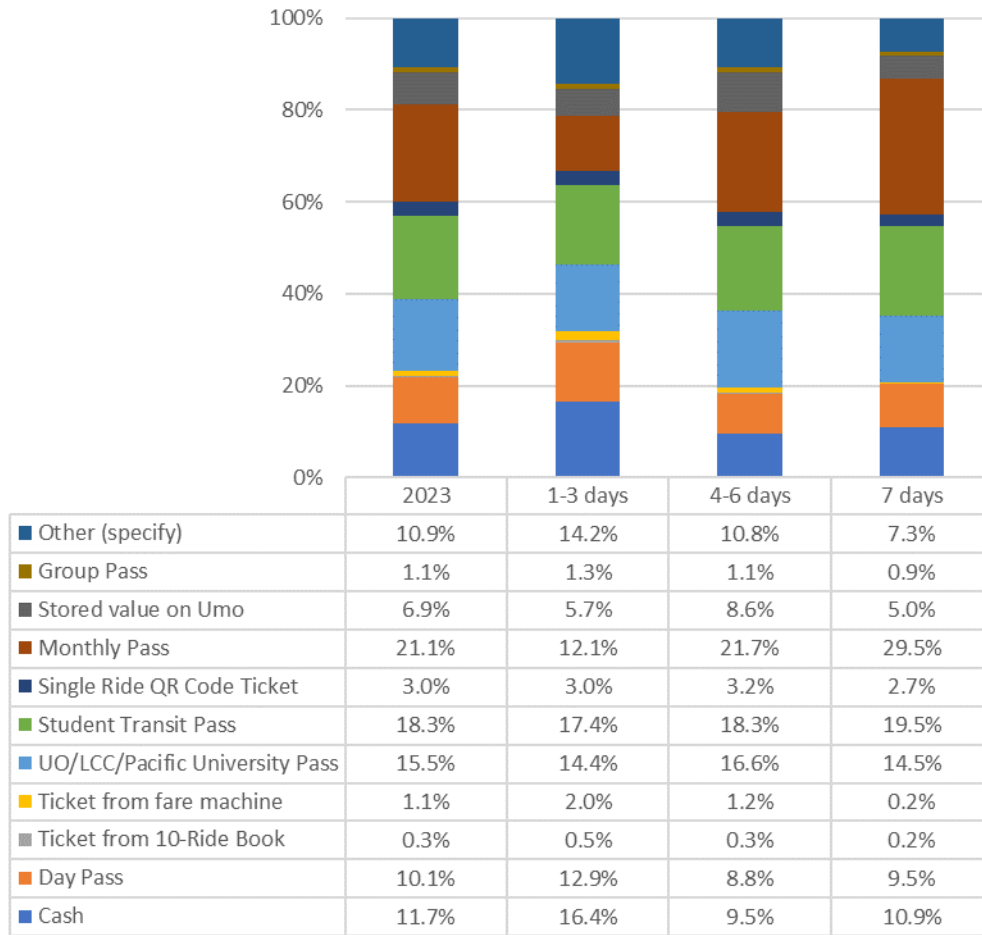
The specific type of assistance needed as reported by the 10% group described previously is indicated in Figure 29. The most common type of assistance riders need are announcements for stops (35%). To use the lift or ramp (27%) is the second most common type of assistance needed.

## 6 FARE MEDIA

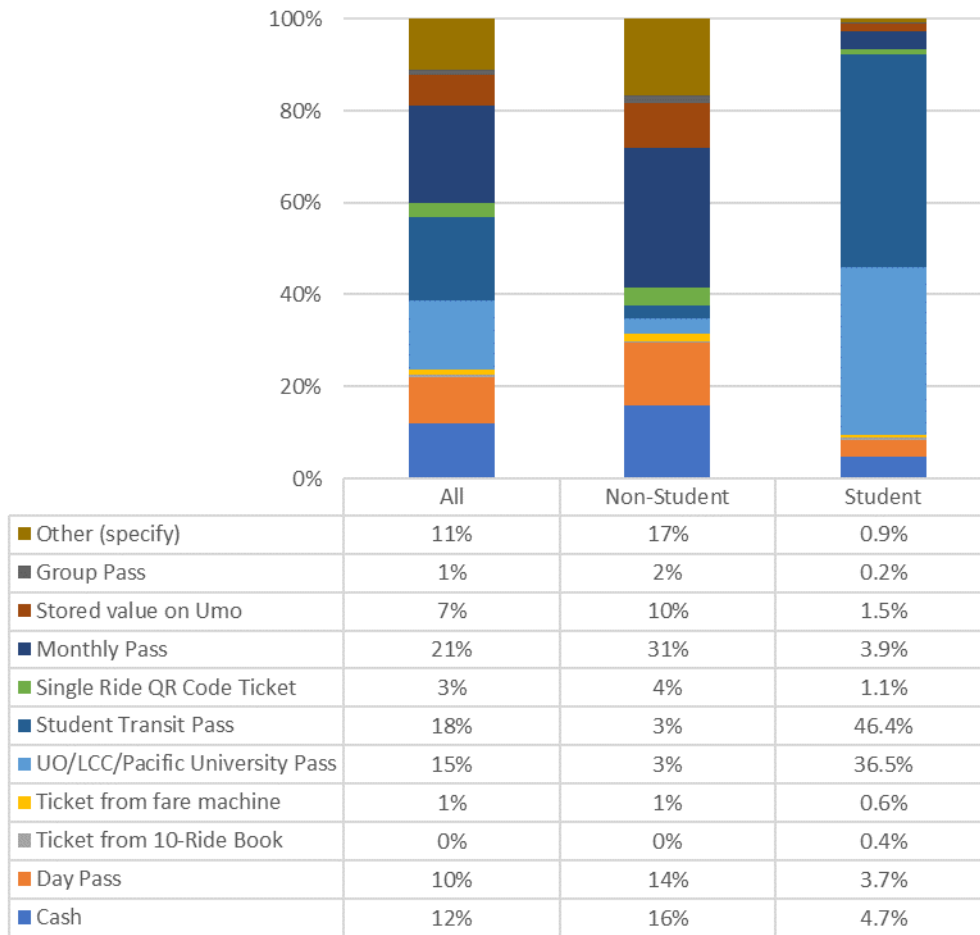
Figure 30 Fare media used by riders



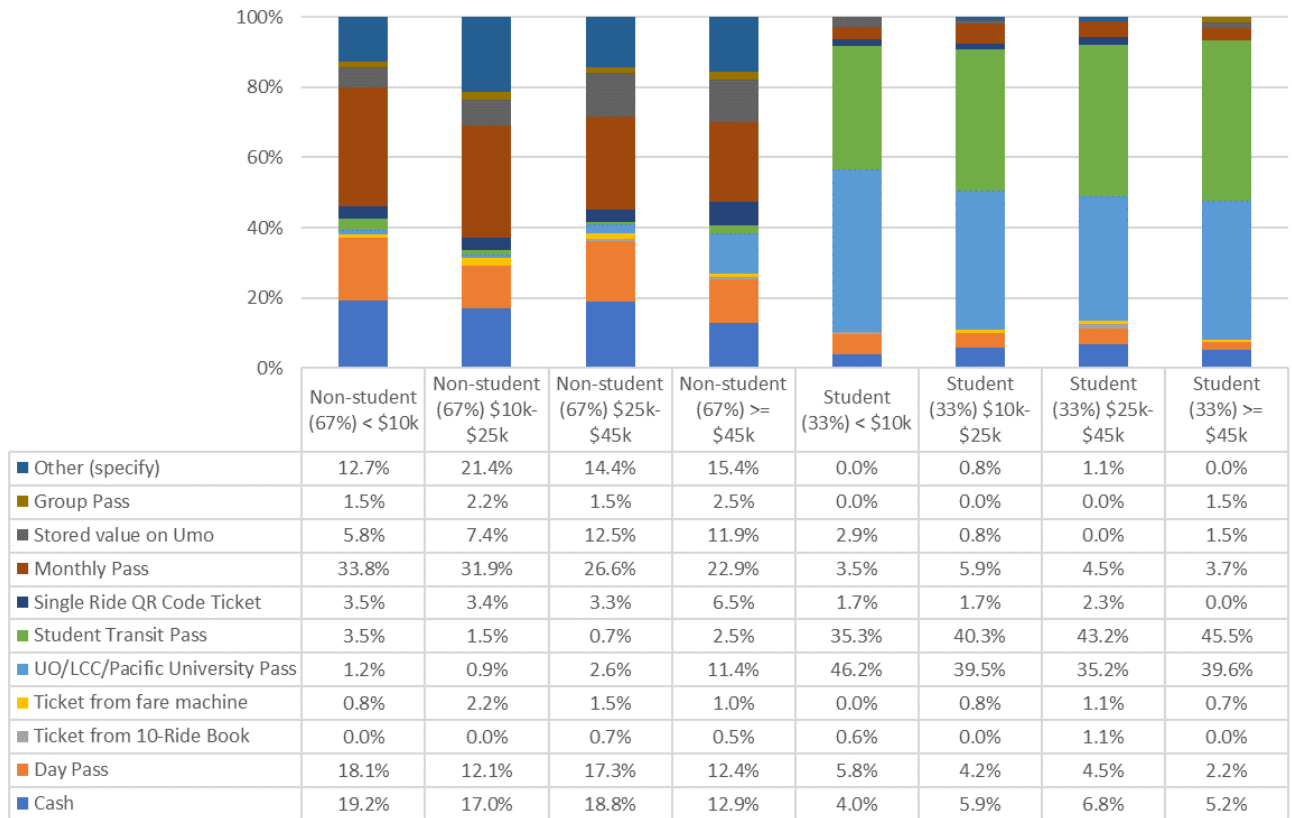
In Figure 30, riders that pay their fare in cash represent 11.9%. Most riders use a pass of some kind for fare payment. The largest group uses a student or university/college transit pass (33.3%). The second most common group uses a monthly pass (21.1%).

**Figure 31 Fare media by frequency group**

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**

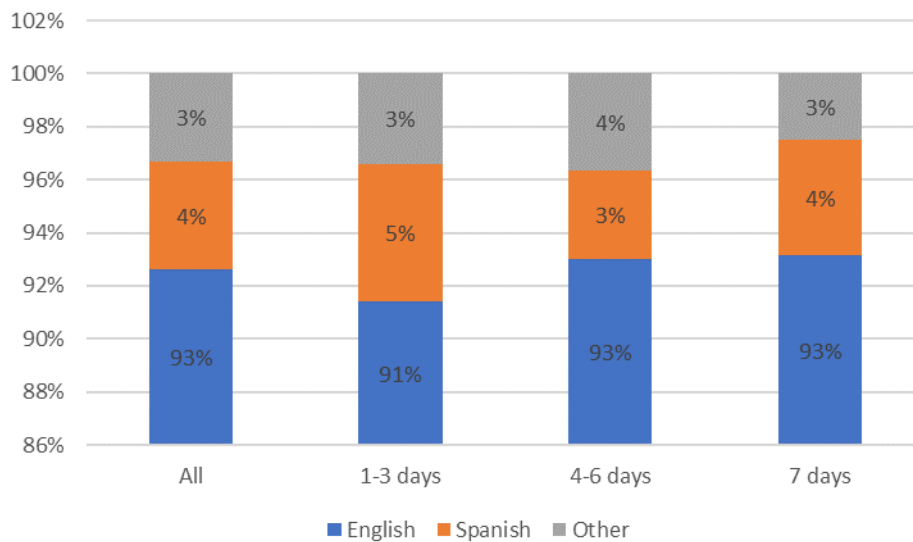
Although 33% of riders use either a school or college/university pass (Figure 32), among student riders that proportion is 82.9%. Proportionally, non-students use a monthly pass (31%) or cash (16%) more than students (3.9% and 4.7%, respectively).

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

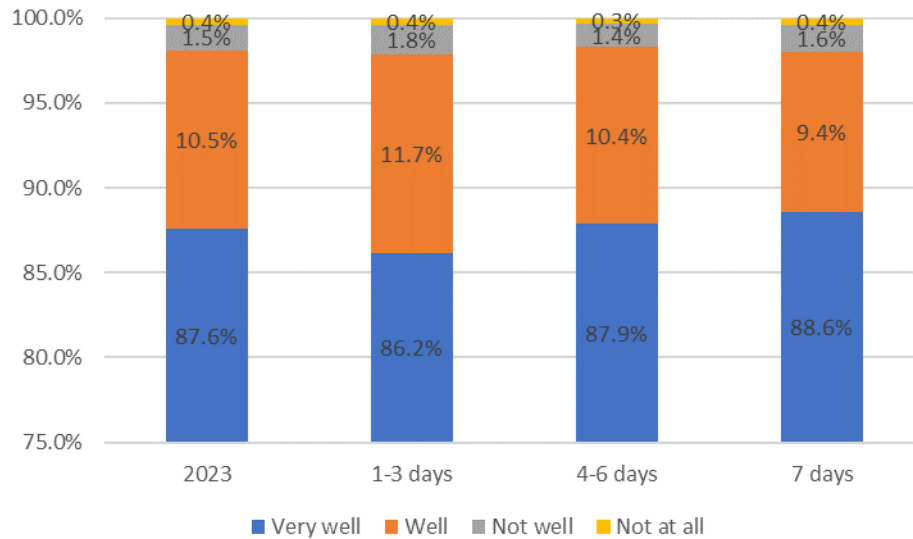
When we compare fare payment media in the context of student status and household income (Figure 33), we see that the group with the greatest individual proportion is students with household income greater than or equal to \$45,000 that use a student or university/college pass (85.1%). The percentages 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

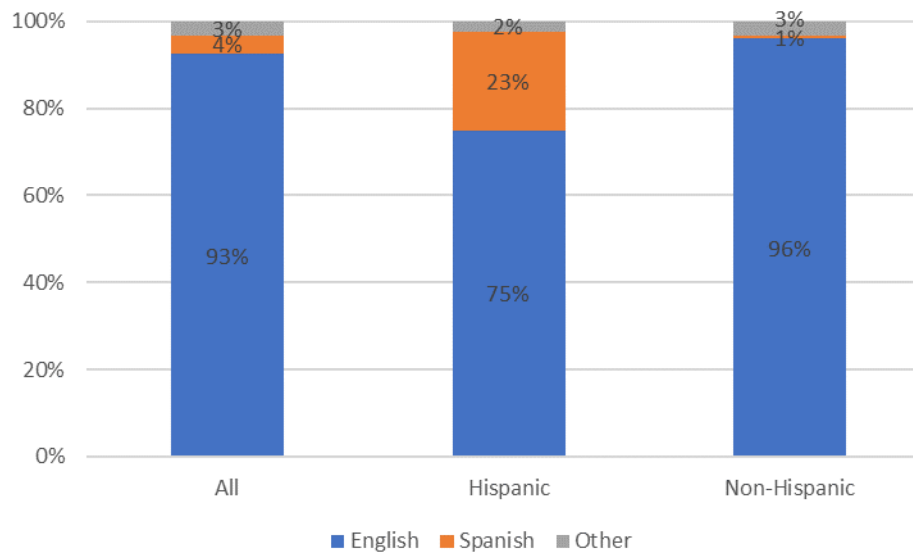
**Figure 34** Language riders speak most often at home



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.

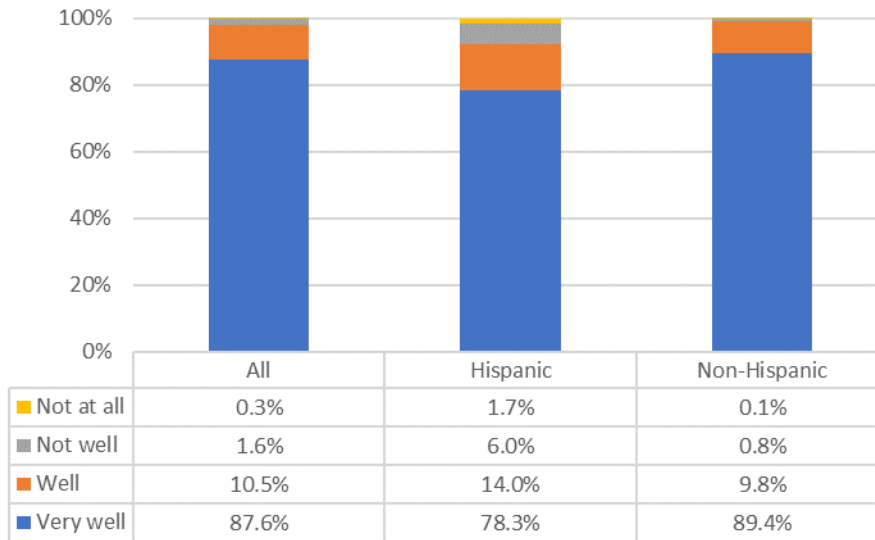
**Figure 36 Language spoken most often at home by Hispanic and non-Hispanic riders**

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.



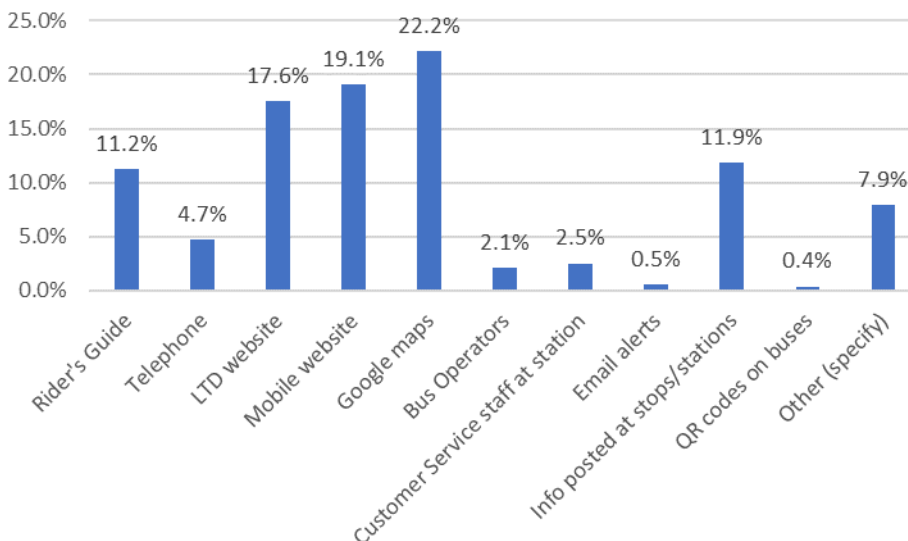
Riders that speak a language besides English or Spanish most often at home represent 3% of the total. The proportion of riders that speak a language besides English or Spanish most often at home is smaller among Hispanic riders than among other riders (2% compared to 3%).

**Figure 37 English proficiency among Hispanic and non-Hispanic riders**



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%).

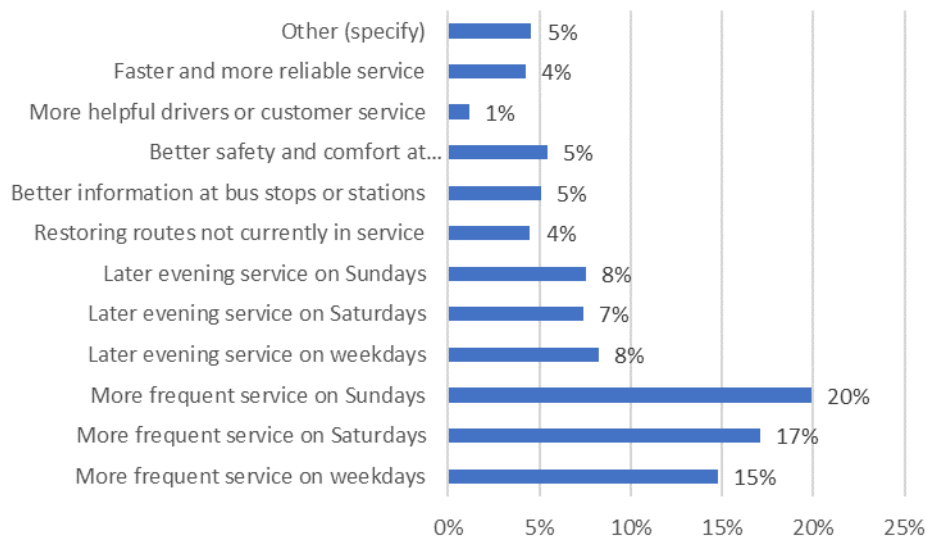
**Figure 38 Source for LTD route and schedule information**



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.

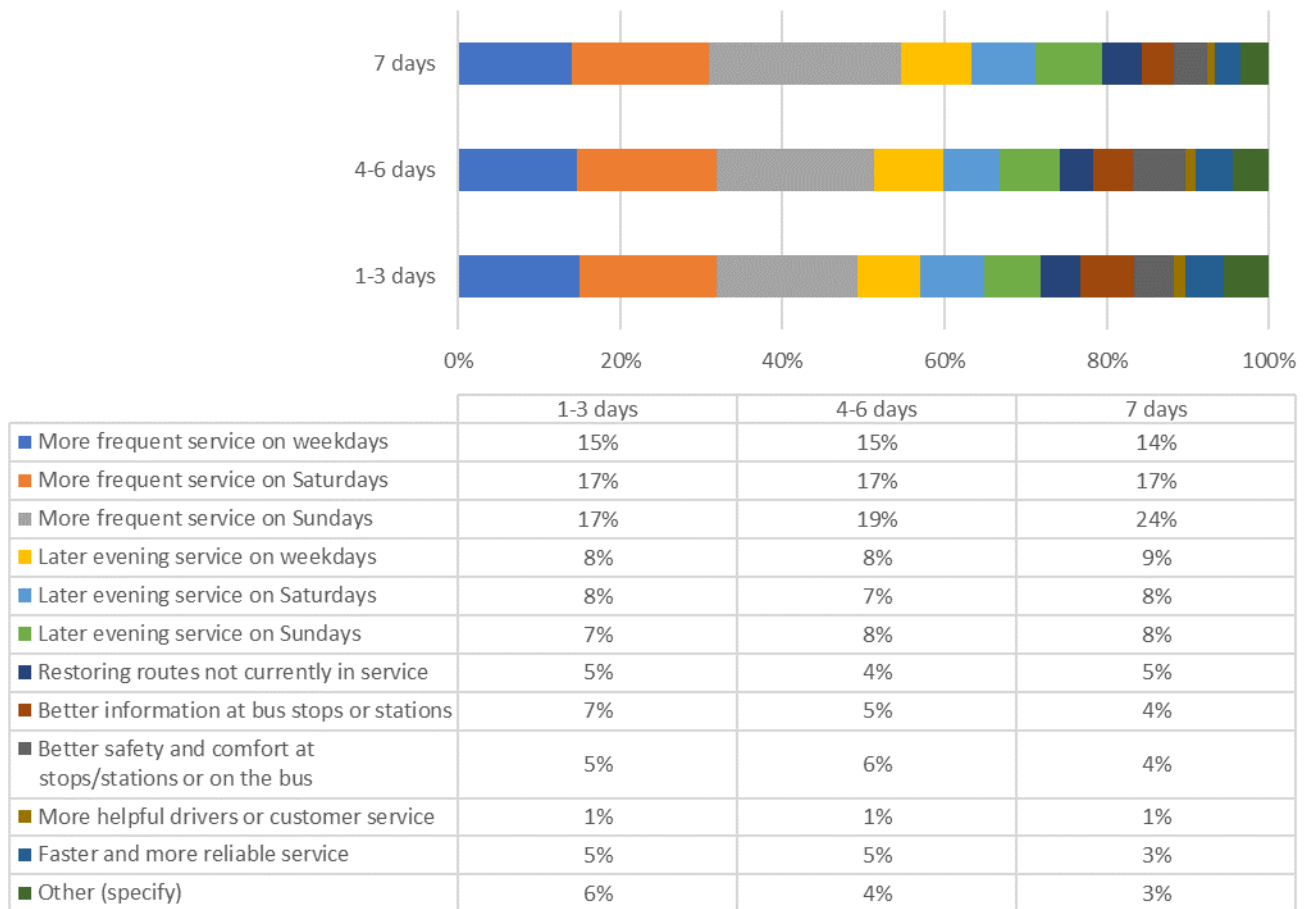
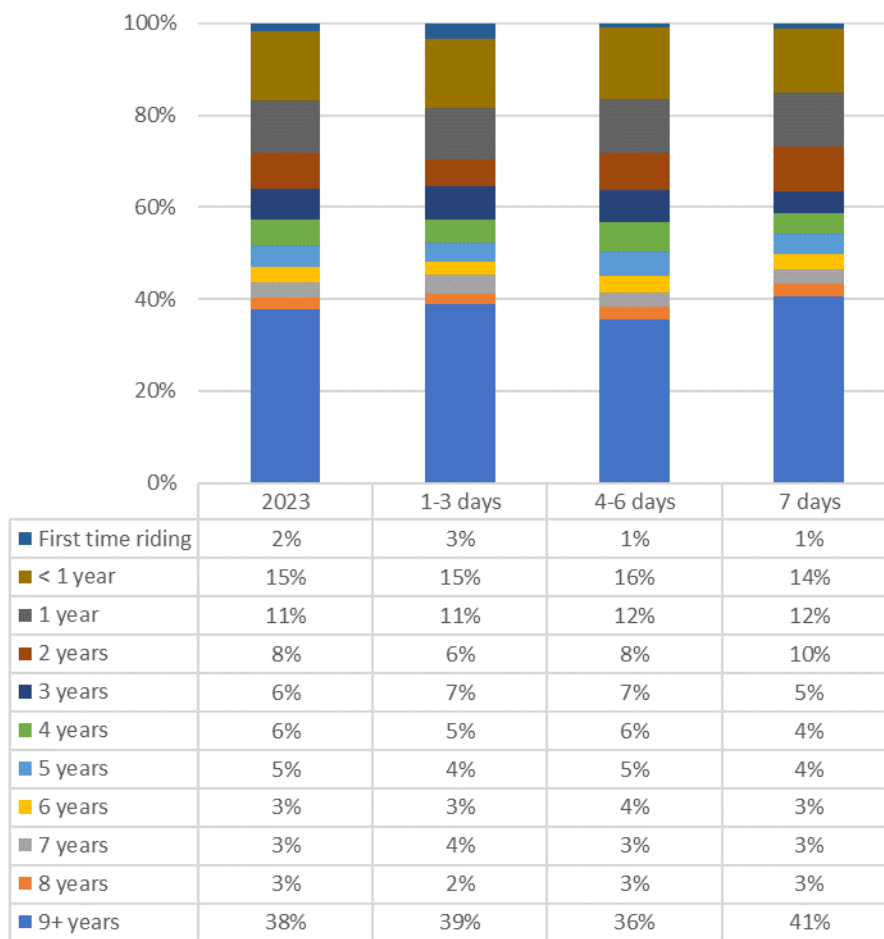
**Figure 40 Comparing suggested improvements by frequency segments**

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



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.