



Lane Transit District
Strategic Planning Committee Agenda Packet

April Strategic Planning Committee Meeting

Tuesday, April 23, 2024
5:30 – 7:00 p.m.

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

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

Zoom: Stream live via link: SPC Zoom Webinar

Broadcasting: Watch live on channel 21 or via link: https://metrotv.ompnetwork.org/

AGENDA ITEM

- 5:30 – 5:35 I. CALL TO ORDER & ROLL CALL & INTRODUCTIONS: Alma Hesus (Chair), Martin Gaiter (Vice Chair), Mike Eyster, Vidal Frances (ODOT), Greg Evans (Eugene city Councilor), Beth Blackwell (Springfield City Councilor), Heather Buch (Lane County Commissioner), Claire Syrett, Gino Grimaldi (Board member), Pete Knox (Board member)
5:35- 5:40 II. ADJUSTMENTS TO THE AGENDA
5:40 – 5:45 III. PUBLIC COMMENT – Public comment may be provided in writing to clerk@ltd.org, via Zoom, or in-person at the meeting.
IV. CONSENT AGENDA
a. none
5:45 – 6:45 V. BUSINESS UPDATES, DISCUSSIONS, AND PRESENTATIONS
a. COMMUNITY RESOURCE LIAISON OVERVIEW...Sarah Koski, Community Resource Liaison
b. RECRUITMENT AND RETENTION UPDATE.....Camille Gandolfi, Chief of Staff
c. REIMAGINE THE RIDE.....Tom Schwetz, Director of Planning and Jeramy Card, Planner
6:45 – 6:50 VI. OTHER BUSINESS
a. Items for review at future meeting.....Allie Brusasco, Board Administrator
6:50 VII. ADJOURNMENT

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



## Lane Transit District Community Resource Liaison Overview

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**Presented by:** Sarah Koski, Community Resource Liaison

When Lane Transit District defines the community we serve, our definition is intentionally inclusive of our entire community. This includes our ability to meaningfully serve, engage, and support all of our community. Everyone has a voice. Everyone is represented.

Over the past year, LTD identified a gap and an opportunity to engage and partner with people who are experiencing homelessness and poverty-related challenges. We lacked the community partnerships, contacts, experiences, and language to engage.

In November, 2023, LTD hired Sarah Koski to fill a new role – Community Resource Liaison. Sarah’s background, including her role as a case manager at the 410 Garfield Safe Sleep Site, have formed a bridge between LTD and some of the most vulnerable people we serve.

In her presentation tonight, Sarah will share some of her background, and just how she’s been effectively building bridges both internally and externally.





Lane Transit District

*Connecting our Community*

Community Resource Liaison Position Overview  
April 23, 2024

Lane Transit District | LTD.org



# Meet Sarah Koski: Community Resource Liaison



## Key Responsibilities:



Community engagement and partnerships



Training and capacity building



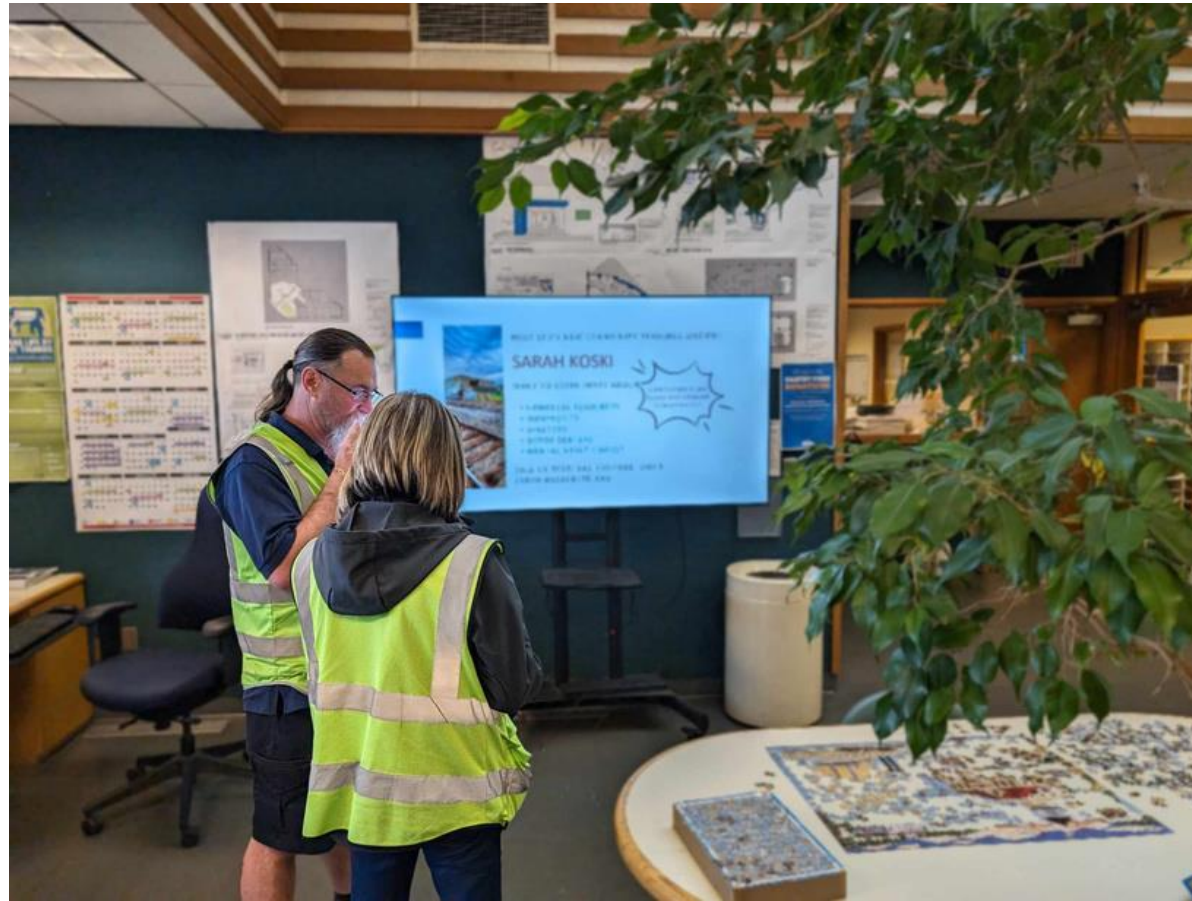
Policy development and resource guides



Data analysis and reporting



# Connecting our Community



Internal Staff & Driver Operators



Community Partners



Those with Lived Experience



# MISSION

Connecting Our Community

# VISION

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

# VALUES

Respect, Integrity, Innovation, Equity, Safety, and Collaboration



# Internal Staff: Training & Listening Sessions

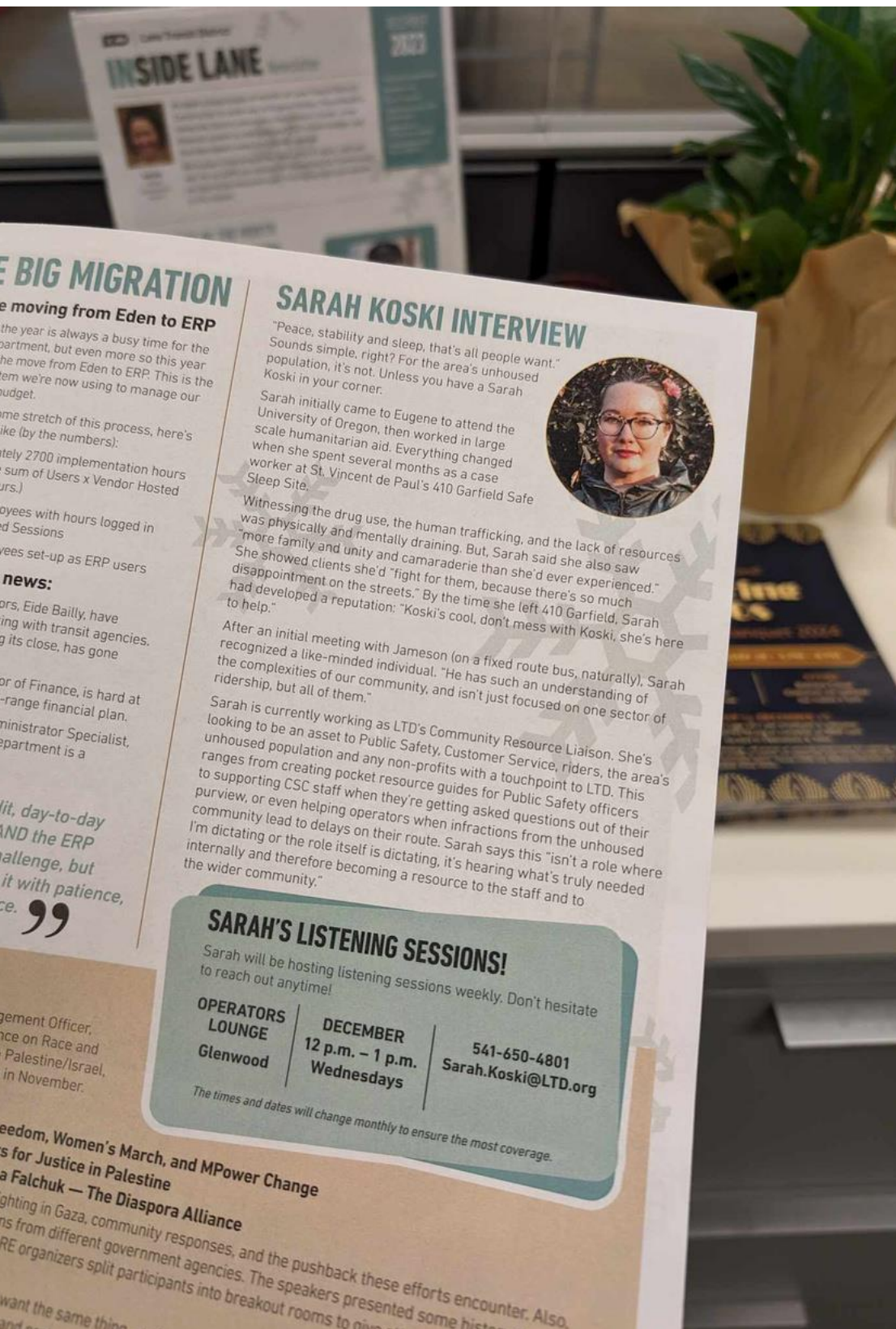


## Observation:

- Driver Operator Listening Sessions
- Public Safety Shadows
- Field Supervisor Shadows
- Ambassador Shadows & Listening Sessions

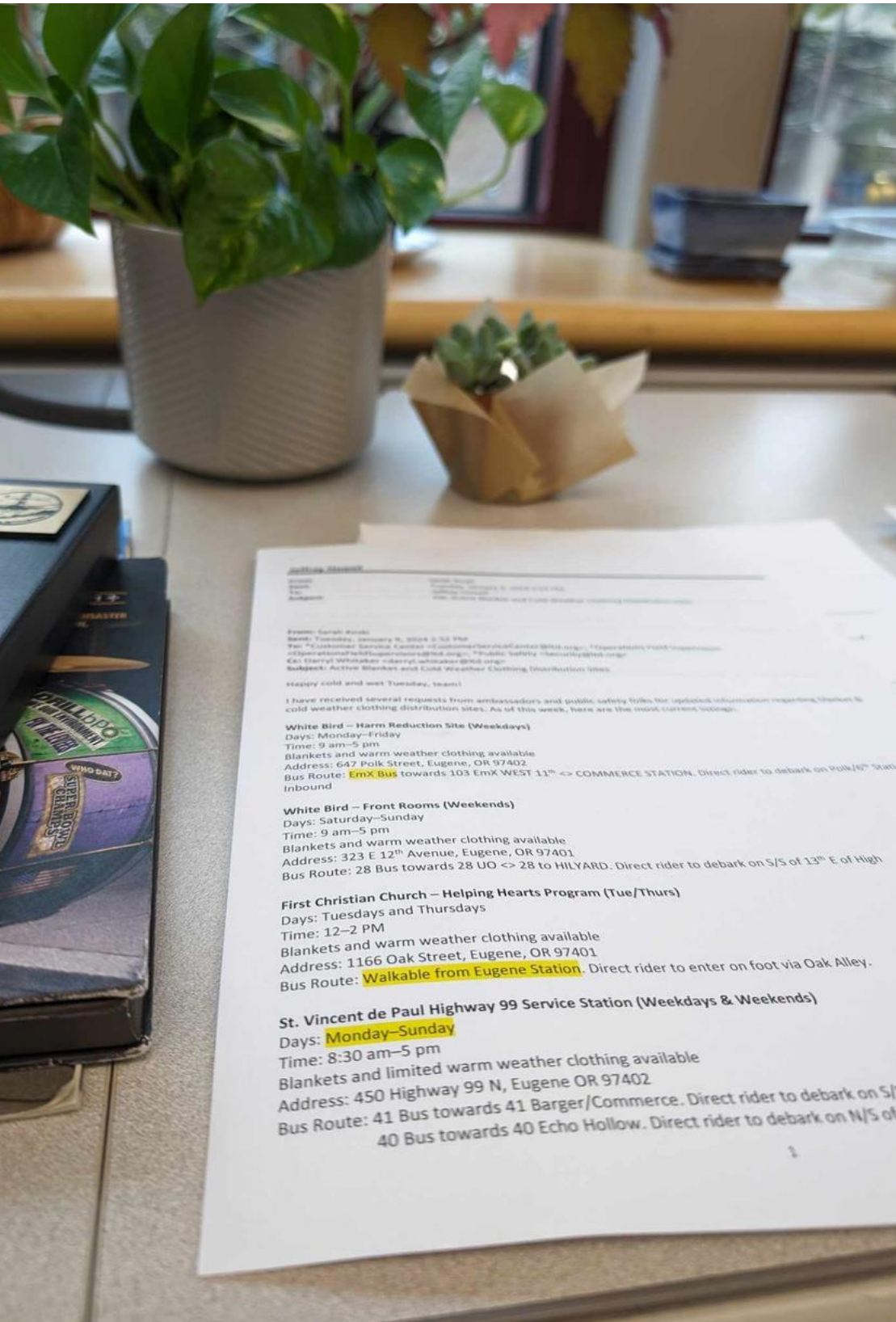
## Training & Advising:

- Public Safety: “A Day in the Life” “Homelessness 101”
- Marketing and Operations: “Trauma-informed Language of the Streets”
- Operations and Public Safety: “Narcan” (new trainer in residence)
- Driver Operators: “What to Bring on the Bus Coaching”
- Field Supervisors: “Homelessness & Trafficking”





# Internal Staff: Resource Guides



Egan Warming Center Q&A



Warm Clothing and Blanket Locations



What to Bring on the Bus Q&A



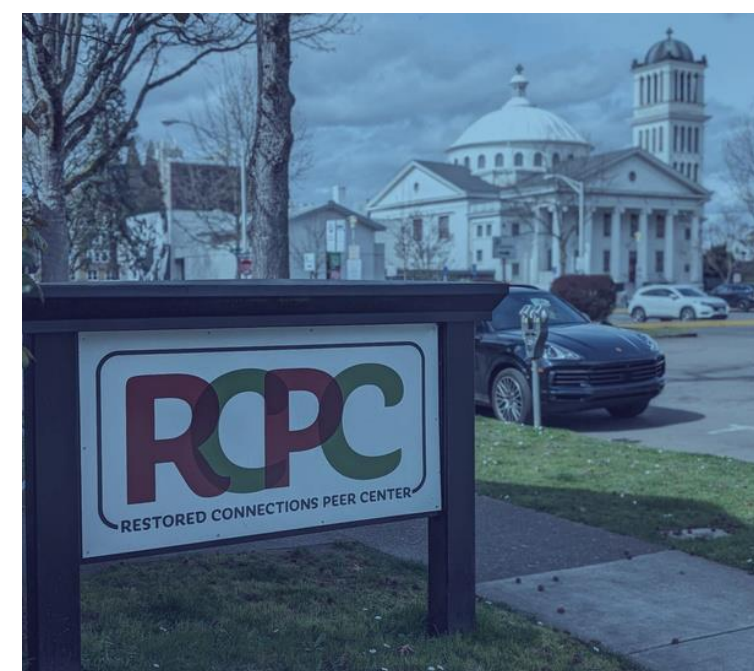
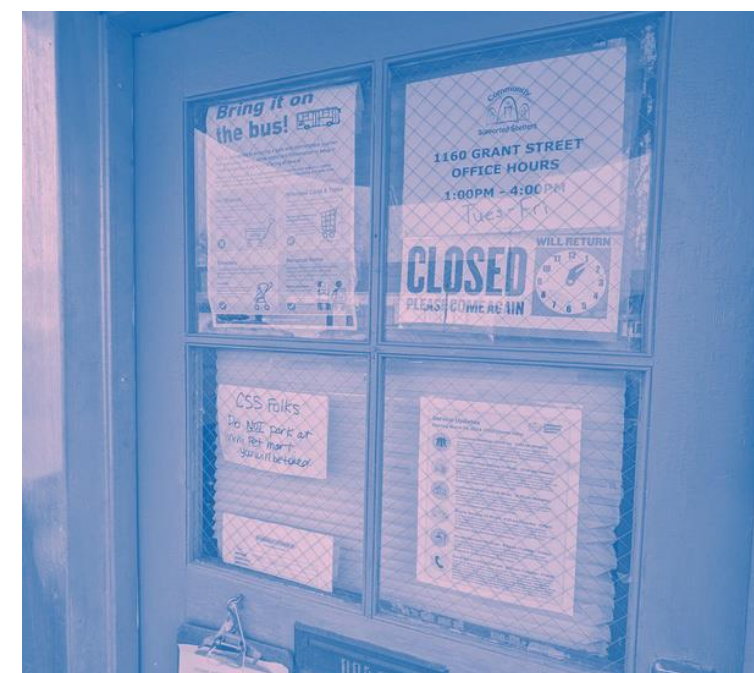
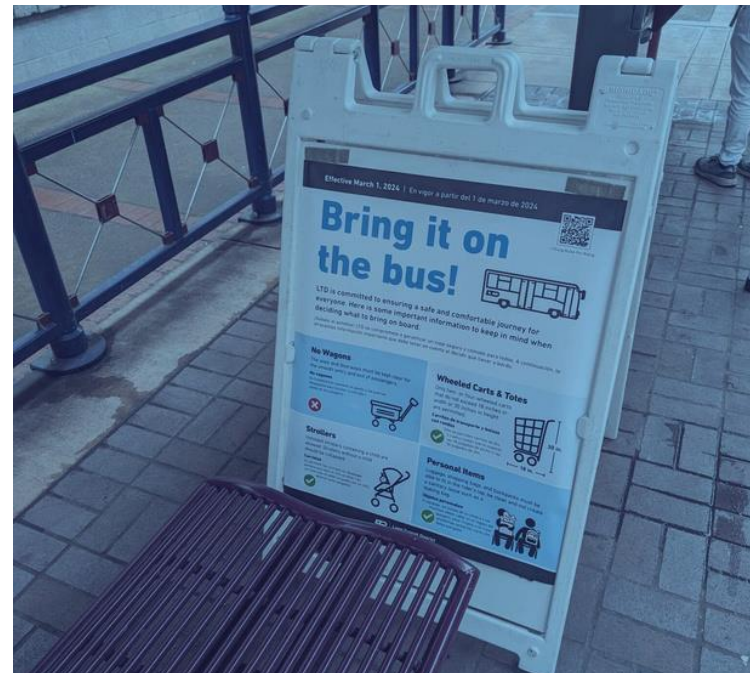
Inclement Weather Updated Shelter Locations



Real-time Text Feature for Staff



# Carry-on Items Changes and Site Visits



**Stronger Community Partnerships**

**Safety & Communication**

**Increased Sale of Bus Vouchers**

**Direct Communication with Front-Line Community Navigators & Case Managers**

**New Innovative Ideas for Upcoming Projects & Resource Guides**

**Stronger Inroads with Vulnerable Voices**



# Community Supporting Community: Daisy Chain





# Community Supporting Community: Everyone Village





# Serving the Community



## Thank you

**Sarah A. Koski**  
**Community Resource Liaison**  
**Lane Transit District**

[sarah.koski@ltd.org](mailto:sarah.koski@ltd.org)



# Lane Transit District

## District Recruitment & Retention Update

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**Presented By:** Camille Gandolfi, Chief of Staff

The industry of public transportation has been facing the challenge of a shortage of bus operators, public safety officers, and fleet mechanics and Lane Transit District has been no exception. LTD staff have taken an all-hands-on-deck approach to the District's recruitment and retention needs through a variety of avenues. This update will focus on the following key strategies:

- The impact of operator numbers on service levels
- Current Metrics
- Recruitment
  - Community Partnerships & Candidate Sourcing
  - Hiring Process
  - Apprenticeships
  - Referral Bonus
  - Communication
- Retention
  - Mental Health & Well-Being Campaign
  - Benefits Assessment
  - Training & Leadership Development
  - Employee Engagement & Recognition
- Metrics & Reporting

### **ATTACHMENTS:**

1. Metrics Infographic
2. Recruitment & Retention Strategy
3. Careers Webpage Mockup
4. Bus Operator Hiring Process
5. Mental Health & Well-Being Campaign



# LTD RECRUITMENT AND RETENTION BY THE NUMBERS

Reported As Of March 26, 2024

## Operator Specific Recruitment Stats

94

APPLICANTS

26

HIRES

15

INTERVIEWS PENDING

10

RECENT GRADS

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## Agency Retention Stats

16%

CY2023 TURNOVER

333

ALL EMPLOYEES



179

OPERATORS

10

PUBLIC SAFETY





# RECRUITMENT & RETENTION STRATEGY



**Connecting Our Community**



# Strategic Plan

We continue to strive to increase our applicant pool through:

- Leveraging Community Partnerships
- Heightened Community Presence
- Recruitment Material Development & Distribution
- Streamlining & Improving Hiring Processes

The goals below define the focus of the Districts recruitment & Retention Efforts.

Strategy Tactic	Value Add	Completion Timeline/ Status	Responsible Party	Recruitment	Retention
<b>Hiring Process</b>					
Contracted Onsite Recruiter	Candidates Sourcing	Complete 2/2024	HR	X	
Implemented Referral Bonus - \$500	Internal recruitment incentive – Increase Applicant Pool	Complete 2/2024	HR	X	
Streamline the application & interview process <ul style="list-style-type: none"> <li>• 30-minute interviews</li> <li>• Transparent hiring process</li> </ul>	Reduce applicant barriers, streamline process, improve transparency of process, Improve process navigation, reduce applicant barriers	4/2024	HR	X	X
Reduce the timeline from hire to payroll <ul style="list-style-type: none"> <li>• Newly hired operators ride routes with pay as pre-training</li> </ul>	Increase applicant pool, reduce applicant barriers	5/2024	HR	X	X
Job Description Assessment	Improve job transparency & communication	5/2024 Ongoing	HR	X	
Interview Training for Hiring Managers – Including implicit bias training	Support equity in interview process	4/2024	HR	X	
<b>Operator Training &amp; Onboarding</b>					
Developing a schedule to run staggered operator training classes	Increase training capacity	Complete 2/2024	HR/Training		X
Assessing for opportunities to increase operator trainer pool – potential opportunity for retirees	Increase training resource pool	In Process	HR/Training		X
<b>Community Partnerships / Applicant Sourcing</b>					
United Way	Candidate sourcing opportunities, inclusion in community stakeholder	In Process	HR	X	
Lane Community College		Complete 2/2024	HR	X	
Lane Workforce		Complete 2/2024	HR	X	

Springfield Chamber - WorkReady	workforce development initiatives, increased community presence	Complete 2/2024	HR	X	
WorkSource Oregon		Complete 2/2024	HR	X	
Opportunity Oregon		Complete 2/2024	HR	X	
Sponsors		Complete 2/2024			
Local Minority Communities		In Process/Ongoing			X
Hiring Events / Job Fairs	Heightened community presence, increased applicant pool	Bi-Monthly	HR	X	
Developing Recruitment Flyers	Messaging alignment, increased transparency, community presence, and increase applicant pool	4/2024	HR / Marketing	X	
Changes to Careers Webpage		4/2024	HR / Marketing	X	
<b>Communication/Messaging</b>					
Community Engagement <i>All forms of signage, media &amp; materials are provided in Spanish and English Provide hiring materials throughout partnership networks</i>	Increased community presence, increased applicant pool, messaging alignment	Complete/ Ongoing	HR / Marketing	X	
All event tabling maintains a recruitment presence		Ongoing	HR / Marketing	X	
Social Media <i>Media developed in partnership with Turell Group is run on all social media platforms the District participates in, including Facebook, Twitter, LinkedIn, and others. Targeted recruitment ads are posted on noted social media platforms</i>		Complete/ Ongoing	Marketing	X	
Media <i>Updated (monthly) videos developed in partnership with Turell Group is run on TV commercials locally, streaming platforms, and local radio stations</i>		Complete/ Ongoing	Marketing	X	
Area Signage & Materials <ul style="list-style-type: none"> <li><i>Hiring signage is deployed on bus 'head &amp; side' signage</i></li> <li><i>Signage has been placed on facility windows at the Next Stop Center, Customer Service Center, bay stations, and inside buses</i></li> <li><i>QR-coded cards have been developed and are provided to all staff to hand out and are in hiring materials provided throughout partnership networks</i></li> </ul>		Complete/ Ongoing	HR / Marketing	X	
<b>Apprenticeships/Mentorships</b>					
The development of fleet mechanic and operator apprenticeship programs is in process, in collaboration with Operations and the Amalgamated Transit Union (ATU).	Increase community presence, reduce barriers, funding opportunities, increase retention rates, increase applicant pool	7/2024	HR / ATU / Chiefs	X	X



<b>Employee Well-Being</b>					
Mental Health Well-Being Campaign	Improve retention, and increase morale through support, decrease absenteeism	April 2024 Ongoing	HR	X	X
Wellness Program		FY25: Q2	HR	X	X
Assessing preventative maintenance strategies to reduce operator injuries and provide additional training on injury avoidance		Ongoing	HR/Risk Management		X
Assessing for improvement opportunities in operator scheduling		TBD	OPS/HR/ATU /Chiefs	X	X
<b>Employee Engagement &amp; Recognition</b>					
New monthly publication – District News Brief <i>Retention-focused publications keyed in on employee recognition through front-line employee profiles</i>	Diversified recognition, improved equity, inclusivity & sense of belonging	Ongoing	Marketing		X
Employee Rewards & Recognition Program		In Process June 2024	HR/Chiefs		X
Redesigned Employee of the Month program & Instituted CEO's Award		Effective July 1, 2024	HR/Chiefs		X
Departmental Monthly Value Awards		ongoing	HR/Exec Team		X
Annual Employee Banquet		Annually Ongoing	Core Team		X
Annual Employee & Retiree Picnic		Annually Ongoing	Core Team		X
Safe Driving and Attendance incentive programs have been developed and will be implemented in February		2/2024	HR / Ops		X
<b>Benefits</b>					
Assessment of pension & retirement packages	Support retention	Fall 2024	HR	X	X
<b>Metrics &amp; Reporting</b>					
Business Intelligence is collaborating with HR to develop reporting based on metrics such as number of applicants interviewed, hired, retained.	Ability to measure successes and opportunities for improvement, increased transparency	In Process/Ongoing	BI / HR	X	X
Implemented exit interviews to obtain data on top reasons for staff departures and assess opportunities for improvement – metrics are in development.		In Process/Ongoing	BI / HR	X	X



# JOIN OUR TEAM



Bus Operators



Fleet Maintenance



Public Safety



Administration

## All Current Openings



**Become an LTD Bus Operator**



**Veterans: Take the next step in your career at LTD**



Bus operators start at \$24.01 per hour. No driving experience necessary — our top-notch paid training program will help you get your Commercial Driver's License.

Continue a career of service with great wages and 100% employer-paid health benefits for you and your dependents.

## Upcoming Hiring Events

**Tuesday, April 2**

**9 a.m. – Noon & 1– 4 p.m.**

**WorkSource Oregon Lane**

**2510 Oakmont Way, Eugene**

**Tuesday, June 4**

**9 a.m. – Noon & 1– 4 p.m.**

**WorkSource Oregon Lane**

**2510 Oakmont Way, Eugene**

**Tuesday, August 6**

**9 a.m. – Noon & 1– 4 p.m.**

**WorkSource Oregon Lane**

**2510 Oakmont Way, Eugene**

**Tuesday, October 8**

**9 a.m. – Noon & 1– 4 p.m.**

**WorkSource Oregon Lane**

**2510 Oakmont Way, Eugene**

**Tuesday, December 10**

**9 a.m. – Noon & 1– 4 p.m.**

**WorkSource Oregon Lane**

**2510 Oakmont Way, Eugene**

## Our Culture

At Lane Transit District, we are committed to creating a more connected, sustainable, and equitable community. That vision starts with a high-quality workforce. We are looking for employees who share our core values of:

### **Respect, Integrity, Innovation, Equity, Safety, and Collaboration**

Our team of nearly 300 employees connects our community to jobs, education, health care, shopping, recreation, and community services. If you are a team player, committed to providing excellent customer service, and want to contribute to making our community a better place to live, build your career with us.

## Benefits

- Opportunities for training and advancement
- 100% employer-paid health benefits for you AND your dependents
- Life, dental, and vision insurance
- Paid time off
- Tuition assistance
- On-site fitness center and wellness programs
- Tax-free health reimbursement arrangement
- Retirement and pension plans
- And more!

## Public Service Loan Forgiveness

Full-time LTD employees are eligible for Public Service Loan Forgiveness (PSLF). Payments made to Federal Direct Loans qualify for PSLF, which forgives Federal Direct Loans after 120 qualifying payments. Visit [StudentAid.gov](https://studentaid.gov) for more information.



## Get in the Driver's Seat

### What you need to qualify to be a bus operator:

- 21+ years old
- Valid driver's license with 3+ years of driving history (commercial driving experience NOT required)
- Good driving record — no more than two moving violations, accidents, driving suspensions, or license revocations in the last five years

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Learn more [about LTD](#), who [leads the District](#), our seven-member [Board of Directors](#), and our [history](#).



# Our Bus Driver Hiring Process



[How does the hiring process work?](#)

[What do I need to apply?](#)

[How does the bus driver training work?](#)

[How do bus driver schedules work?](#)

## **How does the hiring process work?**

The road to our Bus Driver Trainee program has a few steps along the way. The average time from application to the classroom is four weeks or less. You can help keep the process rolling smoothly by watching your email for updates and completing steps quickly. We can't wait to welcome you aboard!



**Step 1: Apply now!**

Complete Online Application

- Auto response email goes out
- Send email with assessment link

**Commented [CG1]:** Include schedule information in job posting 'what it means to be able to adhere to the schedule'

**Commented [CG2]:** Update auto response to include 'if you meet minimum qualifications.....next steps info, link to process document, and class schedule information.



**Step 2: Interview Session**

- Upon successful completion of all Step 1 items, you will be contacted within 48 hours to be scheduled for an interview

**Commented [CG3]:** In the email of the link include next step info...if you pass assessment, will be called for an interview



**Step 4: Contingent Offer**

- If selected after the interview, you will receive an email containing:
  - Your contingent offer
  - information on the class you have been selected for,
  - an invitation to start the onboarding process (there will be a link to the onboarding platform,
  - information about the Training process, work schedules, acquiring a Commercial Learners Permit (CLP), and the hiring process.
- You will need to obtain your CLP, pass a physical exam, a drug test, and a criminal background check before you receive a final offer. LTD will cover the cost of all required exams and testing.
- You will also be required to have a digital watch. LTD will provide a watch if you don't have or are unable to obtain one.
- Begin studying for your [Commercial Driver's License \(CDL\) test](#). The Commercial Learner's Permit requires passing three knowledge tests: general knowledge, passenger, and air brake. Visit the [Oregon Department of Motor Vehicles](#) for more information on CDL permits.

**Commented [CG4]:** Provide static job information in written or prerecorded format to shorten and streamline interview process

**Commented [CG5]:** Begin in new fiscal year

**Commented [CG6]:** Begin with April class?



**Step 5: Final Offer**

- Once you obtain your Class B CLP ,successfully complete a pre-employment drug screen, fit-for duty exam, and background check you will receive your final written offer and a confirmation of your start date. Congratulations!



**Step 6: Waiting for Class to Begin**

Riding the Routes

- From your start date to the first day of class, you will be employed as a part-time trainee
- Your time will be spent riding all routes to learn and memorize the system
  - You will be provided a tap card to track the routes you ride and a
  - There will be weekly route tests and a required summary of top observations for each week

**Commented [CG7]:** Will begin with May class



**Step 11: Class Begins**

- Review your offer letter and prepare what you need to bring to class. Be on time and be prepared to become a member of a great team!



## What do I need to apply?

### Do I need a CDL or previous bus driving experience?

No previous bus driving experience is required to apply. Our paid training will prepare you for the job.

A Commercial Driver's License (CDL) is not required when you apply. However, you will need a current Driver's License and a class B Oregon Commercial Learner's Permit (CLP). To get your CLP, you will need to pass the CDL General Knowledge, Passenger, and Air Brake tests before starting Coach Operator training.

Check with your local Department of Licensing for permit testing days and times. You are responsible for any associated fees. We can help you with any questions you may have about this first step of the hiring process.

During our paid training, we will prepare you to take the Skills Test to get your CDL Class B.

This test includes:

- ✓ Pre-trip inspection
- ✓ Basic controls (backing)
- ✓ Road test

We will also:

- ✓ Pay for this portion of your CDL testing
- ✓ Schedule your test
- ✓ Provide you with a vehicle for testing purposes

We will provide you with an "Employer Certificate of Training Completion" which you will need in order to obtain your CDL.

If you have a current CDL from another state, it's transferable! Get the transfer process underway by visiting the DMV website.

We welcome applicants who are coach operators from other agencies. However, please note that regardless of length of service or experience, you must complete all pre-employment requirements, including our bus driver training course.

### What about my driving record?

Our application review includes a look at an applicant's driving record over the last ten years from all states in which they have been licensed.

### Here are the things we consider when reviewing your application:

#### Application Review:

> [Age](#)

You must be at least 21 years of age before you start Bus Driver Training.

> [License](#)

You must have a current Oregon State Driver's License when you start Training. If you are given a contingent offer from out of state, your Washington license must be obtained before you begin your first day.

> [Experience](#)

You must be able to account for the last five years of driving experience legally operating a motor vehicle in the United States without restriction.

> [Moving violations](#)

You cannot have more than two moving violations within the last five years.

> **Collisions**

You cannot have more than two collisions (fault or not-at-fault) in the last five years. This includes any work-related collisions on your abstract as well.

> **Suspension or revocation of license**

If your driver's license has been suspended or revoked for any offense within the last five years, your application will not be considered.

> **Reckless or negligent driving convictions**

If you have been convicted of any the following items in the last 10 years, your application will not be considered:

- Reckless Driving
- Negligent Driving
- Hit and Run
- Leaving the Scene of an Accident
- Driving While Under the Influence of Alcohol or Drugs
- Vehicular Assault or Homicide
- Felony Conviction

> **Alcohol and drug-related convictions**

If you have any alcohol or drug-related convictions within the last 10 years (even if they are not in a motor vehicle), you will not be considered.

> **Medical requirements**

After an offer of employment has been made, an applicant must pass a pre-employment

> **Department of Transportation (DOT) physical exam.**

A DOT Physical exam includes but is not limited to:

- Height
- Weight
- Blood pressure
- Urine sample
- Heart and lung check
- Vision exam (Reviewing distance, color, and peripheral vision. Vision acuity required is 20/40 for each eye.)

> **Drug Testing Requirements**

Before you can become a Bus Driver Trainee for Community Transit, you must:

- Take a drug test
- Receive a negative result
- Provide receipt of that result for our records.
- This is a requirement in accordance with regulations put forth by the Department of Transportation and the Federal Transit Administration.



## How does the bus driver training work?

Our training is led by professionals who have been on the journey you are about to begin. We pride ourselves on providing excellent training to excellent drivers and look forward to welcoming you aboard. Our Professional Operator training program is 9 weeks in duration. Each new day of training builds upon the skills taught on the previous day so consistent attendance is a premium requirement in completing the training program. The training is conducted on the following timeline:

### (The First Six Weeks)- Professional Operator training (passenger-free)

#### Over the first six weeks, trainees learn:

- ✓ Orientation and Benefit information
- ✓ Basic bus driving and defensive driving skills
- ✓ Entry-Level Driver Training (ELDT) as mandated by the Department of Transportation
- ✓ How to drive and operate equipment and the different types of vehicles at Community Transit
- ✓ Advanced skills: emergency procedures, techniques for making difficult turns, communication skills etc.
- ✓ How to assist passengers, including our customer service standards, and how to help riders with special needs, such as those using mobility devices
- ✓ How to pass the CDL test (testing happens during week 5 of training)
- ✓ Bus Rapid Transit training (EmX)
- ✓ Operating buses on established routes with an Instructor but without passengers
- ✓ Community Transit bus routes

Every new skill is first practiced in the bus yard. The training consists of both classroom and on-board practice for most training days. We will teach you everything you need to know to pass the CDL skills exam to earn your commercial driver's license.

### (Final 3 weeks) On Route-with passengers

During this phase, you will operate the vehicle "in-service." This three-week-long phase includes driving a bus with an LTD Instructor aboard to assist you. This training will be a combination of driving the buses and observing the Instructor drive. You will receive constructive feedback from each Instructor during and after each day of live training.

You will apply everything you learned. You will drive safely, pick up passengers, secure mobility devices, and provide the excellent customer service for which Lane Transit District is known.

### (End of week 3) Congrats, graduate!

At the end of your 9-week training program, we host an event to celebrate you and the hard work you've put in to become a Lane Transit District Bus Operator.

## How do bus driver schedules work?

As a new bus driver, your work schedule will likely include split shifts: a workday split into multiple parts. The work assigned can be spread over no more than 14 consecutive hours each day. Each Operator is required to have 9.5 hours off between assignments.

Split shifts are required due to peak bus service during the morning and evening commutes. As the term "peak" implies, there is more service at these times than the rest of the day, so some drivers work exclusively during peak hour shifts.

Work shifts can start before 5am. Regular shifts can go as late as 12:30am currently. Work Shifts are determined through a bidding process, with more experienced drivers having seniority in the bidding process. New drivers may not have a set schedule and shift assignments may be assigned on a daily basis. It may take up to a year to gain seniority in the bidding process.

### What you should know about our split shifts

- Our peak service periods are 5:00 – 10:00 a.m. and 3:00 – 6:00 p.m. Most of the “splits” happen in the time between the peak periods.
- Split shifts will not be scheduled to be more than 13.5 hours. You will not be off work between shifts for more than 5.5 hours.



#### Questions?

Have questions about careers at Lane Transit District? Email us at [HR@LTD.org](mailto:HR@LTD.org) or call us at (541) 682-6100.

DRAFT



# Front Line Staff – Mental Health & Well-Being

## Impacting Factors:

- Unhoused Community Stressors
- Community Drug Use
- Compassion Fatigue
- Stress Management
- Burnout
- Bathroom Access
- Work-Life Balance
- Schedule Unpredictability
- Operator Assaults

**Treat burnout like a medical condition because it is** — It affects the functioning of employee behavior, mood, physical health, emotional health, and workplace engagement in a similar way that a chronic illness might. Avoiding it, or any other medical issue, will not make it go away.

Strategy Tactic	Task	Completion Timeline/ Status
<b>Training</b>		
<b>Resiliency Training –</b> <ul style="list-style-type: none"> <li>○ Litmos/LinkedIn Learning options?</li> <li>○ The <a href="#">Red Kite Project</a> is being utilized by other transit agencies to provide resilience training to operators</li> <li>○ Prevention is easier — Building resiliency and engagement is easier with new hires than it is with experienced transit workers who’ve racked up years of stressors and disillusionment.</li> <li>○ Could be mandatory self-paced training through Litmos</li> </ul>	Assess LinkedIn and other training options	<b>2024</b> – implement electronically – Optional <b>2025</b> – implement for in-service training <b>2026</b> – implement as part of onboarding training
<b>supervisors Training: Reflective Supervision /Trauma Informed Leadership</b> – focus on educating frontline supervisors on how to support the mental health and well-being of frontline workers and how to exhibit more empathetic, compassionate, supportive leadership and better recognize signs of need. <ul style="list-style-type: none"> <li>○ Could be mandatory self-paced training through LinkedIn Learning</li> </ul>	<ul style="list-style-type: none"> <li>○ Add to next supervisor &amp; instructor trainings</li> <li>○ Set up in Litmos as self-paced &amp; Required</li> <li>○ Add to supervisor onboarding (onboarding needs developed, currently nonexistent)</li> </ul>	TBD
<b>Self-guided mental health learning resources for staff in LinkedIn</b>	Assess LinkedIn and other training options	
<b>Operator Assault Avoidance/De-escalation Training</b> <a href="https://www.transit.dot.gov/de-escalation-training">https://www.transit.dot.gov/de-escalation-training</a>	Assess LinkedIn and other training options	
<b>Promote Current Resources</b>	Begin rollout in 2 weeks	
Infographics and resource flyers throughout the district and in ops lounges	Develop schedule & materials with team	April 2024
Annual Benefit Fair	Adjust from once per year to twice per year	

PacificSource	Develop schedule & materials with team	April 2024/Ongoing
<ul style="list-style-type: none"> <li>○ Dimensions of well-being imagery</li> <li>○ Provide printed provider/agency lists in ops lounges</li> </ul>		
Cascade Health		
<ul style="list-style-type: none"> <li>○ Services &amp; Access infographics</li> <li>○ Well-being imagery</li> </ul>		
The Standard		
<ul style="list-style-type: none"> <li>○ Services &amp; Access infographics</li> </ul>		
<b>Campaigns</b>		
Run content on screens in ops lounges <ul style="list-style-type: none"> <li>○ Awareness messaging</li> </ul>		
PacificSource and Cascade together for training and access, bring computers to help people sign up, assist with app setup		
Month-long mental health awareness campaign to support removing stigma		
Reinstitute wellness program through PacificSource <ul style="list-style-type: none"> <li>○ Committee: Dave L., John G., Vonnie Willard, Sonny Melhorn, Scott Sneer, Jeff Hoss, Lila-new HR Manager, Camille</li> <li>○ Participation incentives (gain points, choose prize), through their website?</li> <li>○ Get well visits, meet criteria</li> <li>○ Helps reduce our costs</li> <li>○ Other online resources: access to tools such as articles and self-assessments, video resources, a stress resources center, live and recorded webinars, and an adult care and childcare provider search tool?</li> </ul>	Redevelop committee	TBD
<ul style="list-style-type: none"> <li>○ Cascade Health – Three 40-minute informative workshops on burnout, compassion fatigue, and stress management over three different shifts</li> <li>○ Virgin Pulse App – healthy campaigns</li> <li>○ Month-long corporate mindful minutes challenge</li> <li>○ 10 Tested Tactics to Minimize Stress – 10-week campaign – one tactic per week</li> </ul>	Develop schedule & materials with team	In-Process/ April 2024
<b>Apprenticeship Program</b>		
<ul style="list-style-type: none"> <li>○ Mentorships for operators – through the development of the apprenticeship program, a formalized mentorship program for operators will be developed to contribute to overall wellness and mental health resiliency.</li> <li>○ Establish a similar mentorship program for supervisors</li> </ul>	Application submittal in July – Implementation subject to the BOLI process	7/2024
<b>Communication Strategy</b>		
<i>Strategy development in-process</i>	Design messaging	4/2024



<b>Scheduling</b>		
Discuss potential am/pm extra board pilot for improved schedule control (this would eliminate the mini extra board) – <b>FTA Recommended:</b> <a href="https://www.transit.dot.gov/fatigue">https://www.transit.dot.gov/fatigue</a>	Schedule meeting: <ul style="list-style-type: none"> <li>○ Dave L.</li> <li>○ Jake</li> <li>○ John G.</li> <li>○ Camille</li> </ul>	4/2024
Ensure adequate break times for restroom use and movement are built into route scheduling		
Ensure bathroom access at various locations (UO/LCC)		
Discuss other scheduling issues: <ul style="list-style-type: none"> <li>○ Rule changes</li> <li>○ Board changes</li> <li>○ Flexibility</li> <li>○ New operators – part-time</li> <li>○ Retirees – part-time</li> <li>○ Splits</li> <li>○ Sundays/holiday bids</li> <li>○ Broadening operator options</li> <li>○ What are untapped resources</li> <li>○ Increase pool of resources</li> </ul>		
<b>Additional Operational Support Tactics</b>		
Increased public safety numbers for increased presence		
Increased supervisor check-ins/touch points with operators		
Establish a Critical Incident Support Team to provide standardized post-incident support by leveraging best practices from the emergency response field		
<b>Additional Mental Health Support Resources</b>		
Union Assistance Program		
<a href="https://www.transit.dot.gov/regulations-and-programs/safety/mental-health-resources">https://www.transit.dot.gov/regulations-and-programs/safety/mental-health-resources</a>		
<a href="https://emergency.cdc.gov/coping/responders.asp">https://emergency.cdc.gov/coping/responders.asp</a>		
<a href="https://www.cdc.gov/mentalhealth/cope-with-stress/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fmentalhealth%2Fstress-coping%2Femployee-job-stress%2Findex.html">https://www.cdc.gov/mentalhealth/cope-with-stress/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fmentalhealth%2Fstress-coping%2Femployee-job-stress%2Findex.html</a>		
<a href="https://www.transit.dot.gov/fatigue">https://www.transit.dot.gov/fatigue</a>		
<a href="https://www.transit.dot.gov/de-escalation-training">https://www.transit.dot.gov/de-escalation-training</a>		
<a href="https://www.transit.dot.gov/assaults">https://www.transit.dot.gov/assaults</a>		

**Informational Resources**

<https://www.metro-magazine.com/10007181/to-help-prevent-bus-driver-burnout-give-passenger-interaction-training>

<https://www.metro-magazine.com/10183508/how-vta-built-an-employee-mental-health-care-program>

<https://nap.nationalacademies.org/catalog/27592/mental-health-wellness-and-resilience-for-transit-system-workers>

[https://www.redkiteproject.com/service-page/for-workforce?referral=service\\_list\\_widget](https://www.redkiteproject.com/service-page/for-workforce?referral=service_list_widget)





# Lane Transit District LTD System Review (COA) Update

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**Presented by:** Jeramy Card, Business Intelligence Analyst, Development Planner

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

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

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

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

Spring engagement is beginning in the coming weeks to share the results of the winter engagement efforts and survey results, as well as the recommended short- and long-term service improvement scenarios that NN has developed with LTD staff. This effort will include engaging with operators, staff and regional partners, online open houses, tabling at LTD stops and stations,



## Lane Transit District LTD System Review (COA) Update

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attending neighborhood association meetings, and the redevelopment of the website to include all available materials and solicit additional feedback. Website updates will allow the public to review changes on a route by route basis and provide specific route level and system level feedback.

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

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

### **Attachments:**

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



Lane Transit District  
System Review

# Existing Conditions Report

March 2024

**N** NELSON  
NYGAARD



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# 1 INTRODUCTION

## About this report

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

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

Chapter	Title	What questions does the chapter answer?
1	Introduction	<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>

## 2 LTD DOCUMENT REVIEW

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

### **RideSource Service Review (in progress, 2023)**

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

### **Mobility Management Strategy (2022-2024, in progress)**

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

### **MovingAhead City of Eugene Mobility Corridor Investments (2022)**

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

### **Strategic Business Plan for FY 2025-27 (2022)**

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

### **Franklin Boulevard Corridor Project (in progress, 2023)**

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

### **Main Street Safety Project (2022)**

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

### **Long Range Transit Plan (2014)**

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



# 3 TRANSIT DEMAND ANALYSIS

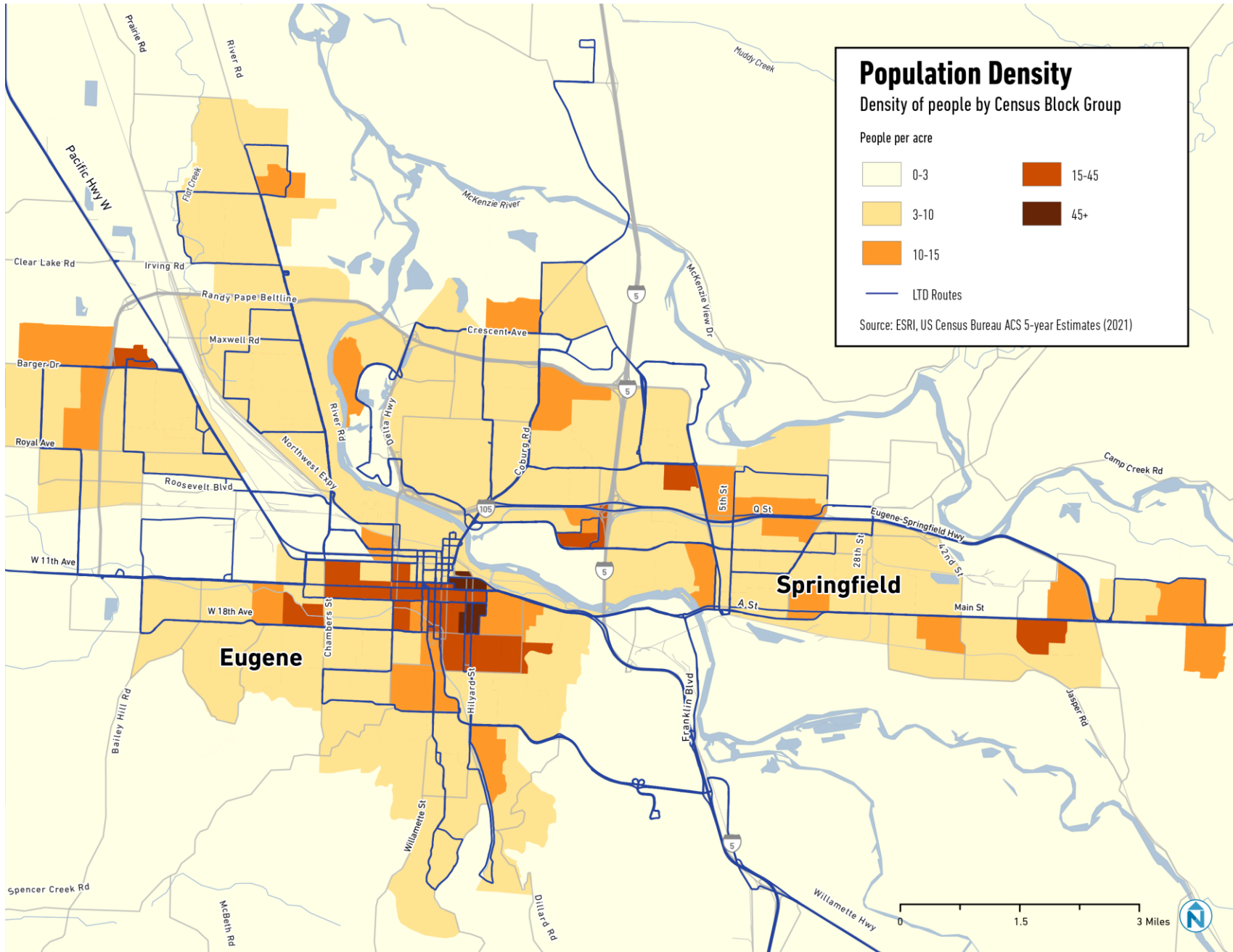
This chapter examines different demographic factors that have an impact on transit demand. It also analyzes employment data to determine areas where people might need transit service to get to work. Demographic data that can be correlated with school attendance was analyzed as well because there is a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

## POPULATION

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

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

**Figure 3-1 Population Density**



# DEMOGRAPHIC AND SOCIOECONOMIC CHARACTERISTICS

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

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

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

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

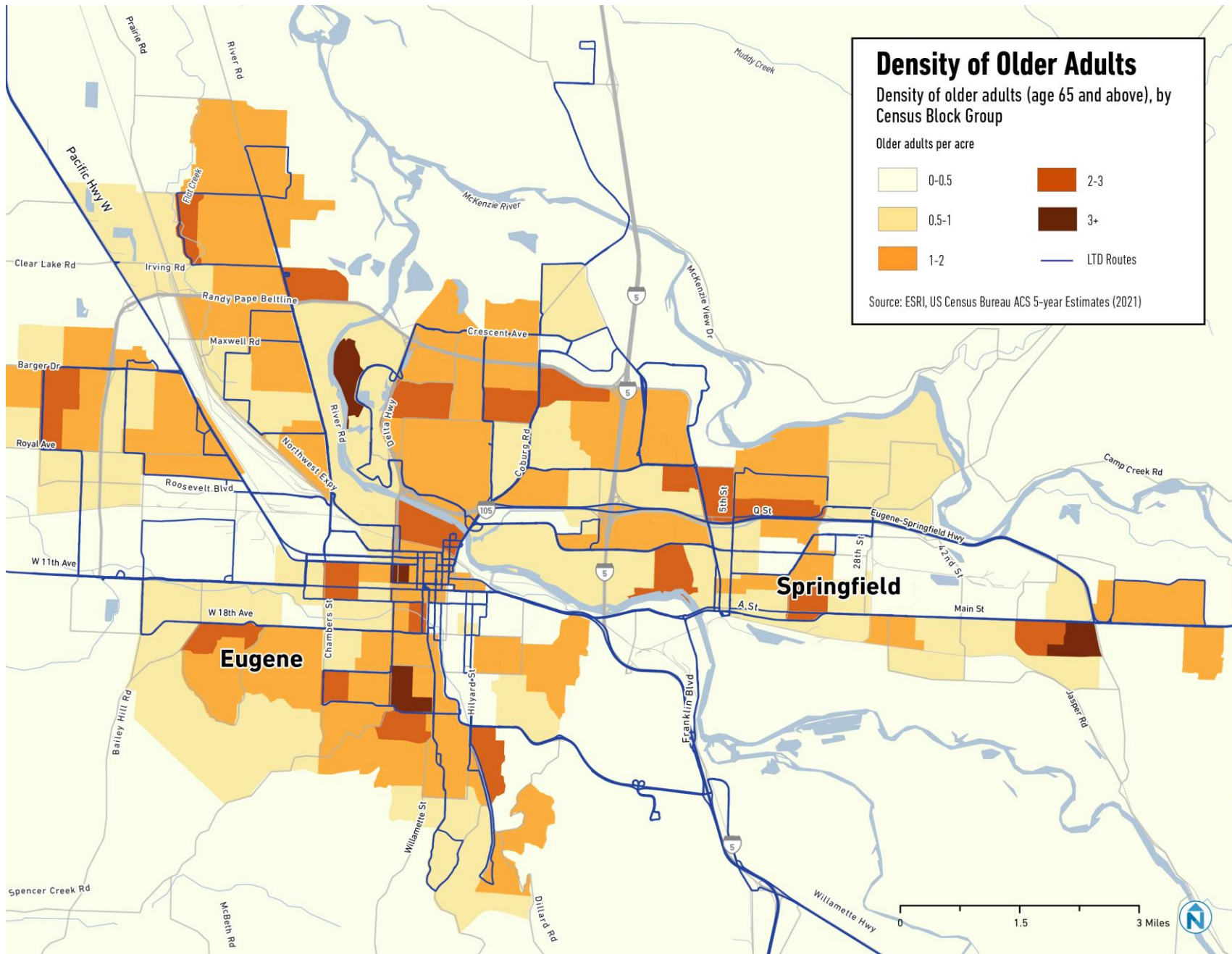
**Low-income households** (Figure 3-5) – Income is closely tied to the likelihood of a household having a vehicle available. When defining low-income as earning 200% or less of the federal poverty level (equating to a household income of roughly \$30,000 per year), the largest concentrations of low-income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

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

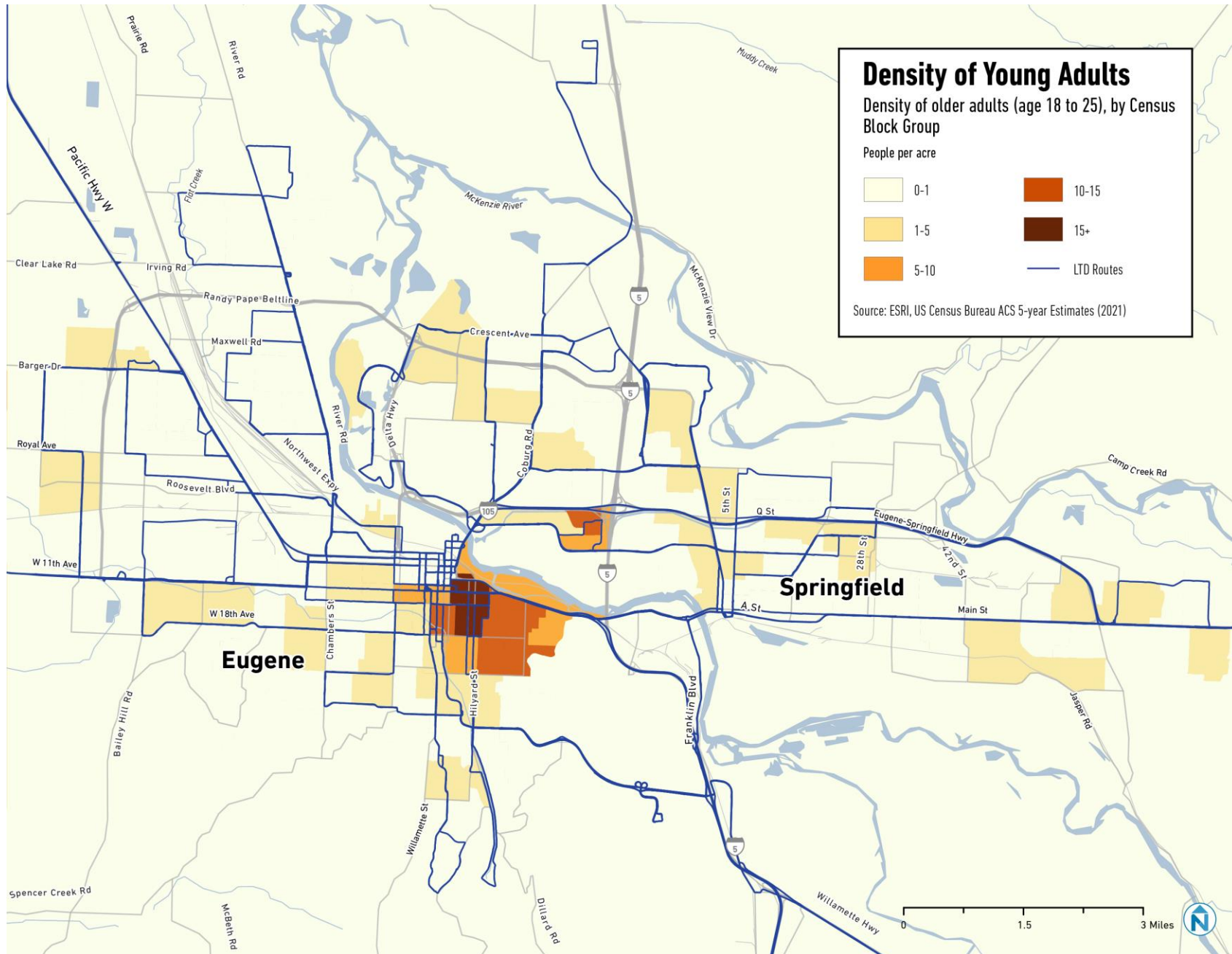
**People of color** (Error! Reference source not found. Figure 3-7) – Non-white individuals are classified as people of color. Traditionally, people of color have a higher likelihood to use transit. People of color are dispersed throughout Eugene and Springfield but the highest concentration is near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



**Figure 3-2 Older Adults Density**

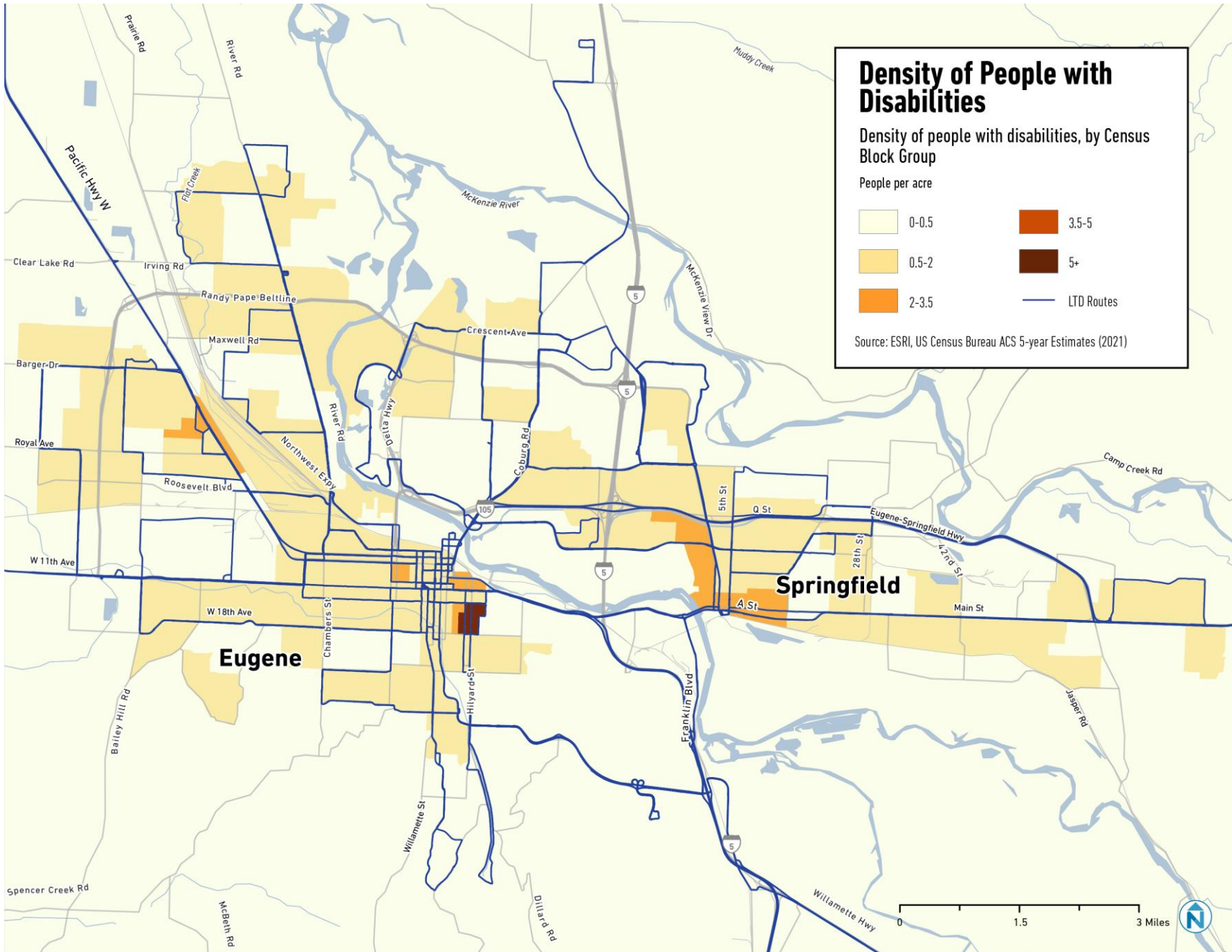


**Figure 3-3 Young Adult Density**



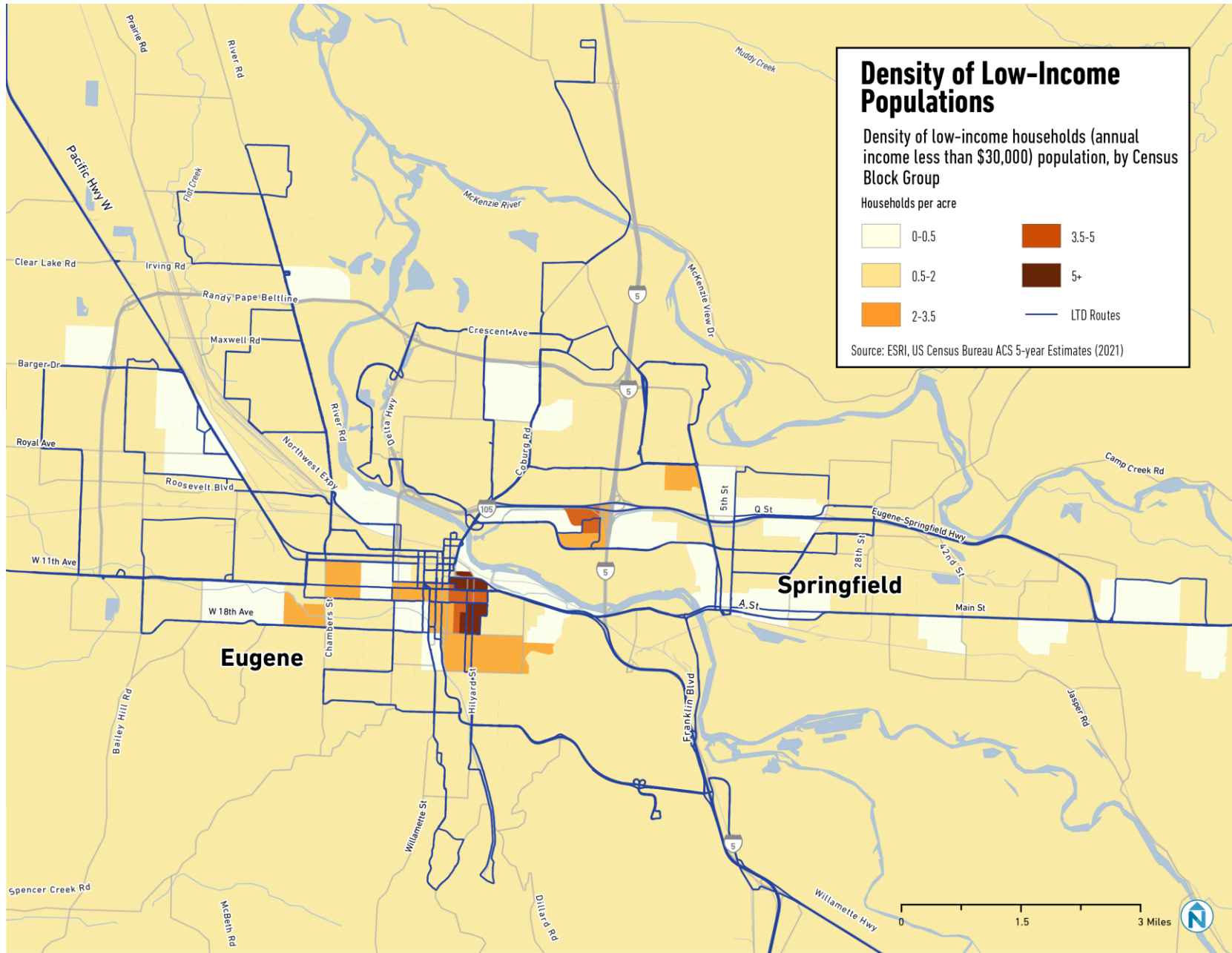


**Figure 3-4 People with Disabilities**





**Figure 3-5 Low-Income Household Density**



**Figure 3-6 Zero-Vehicle Household Density**

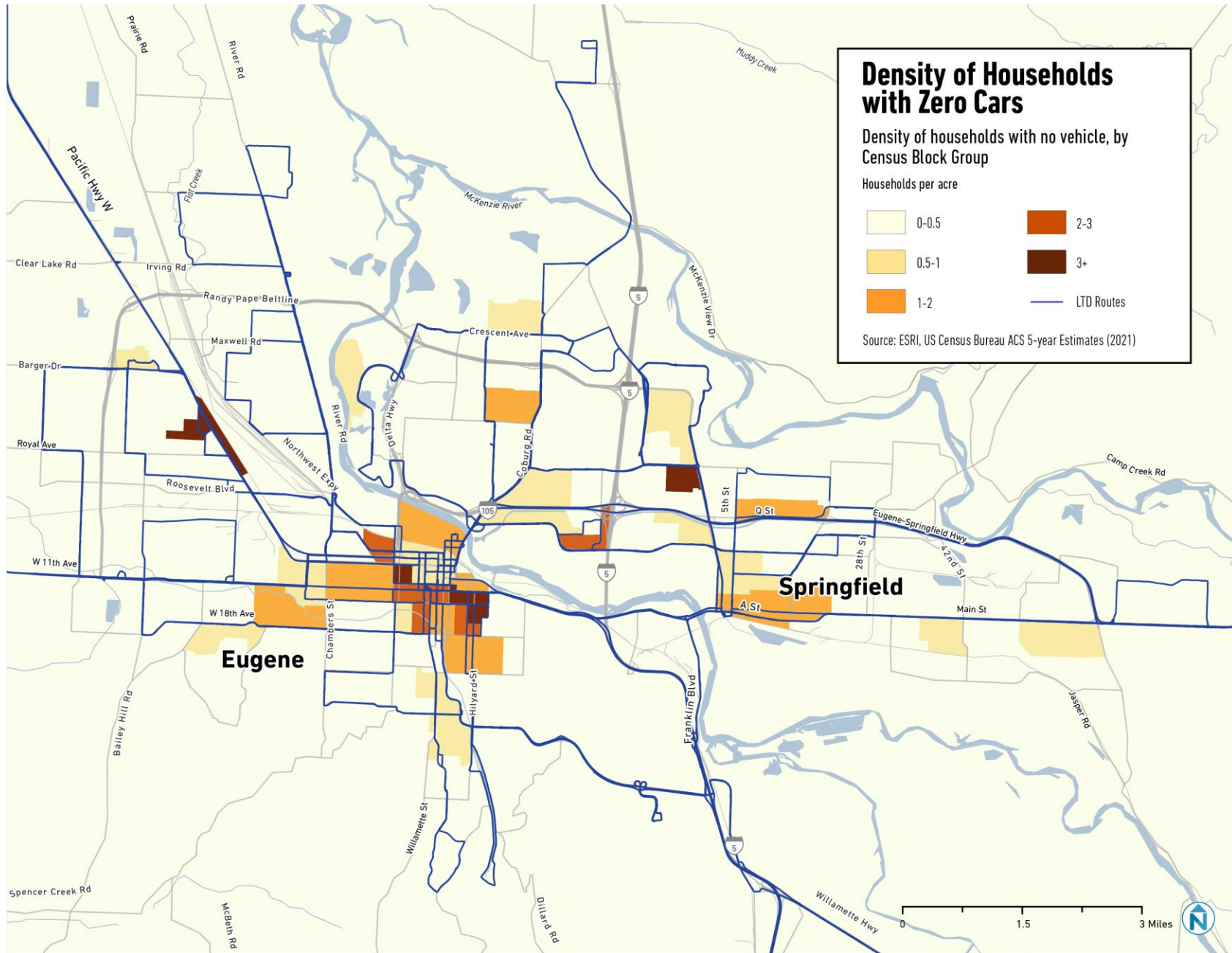
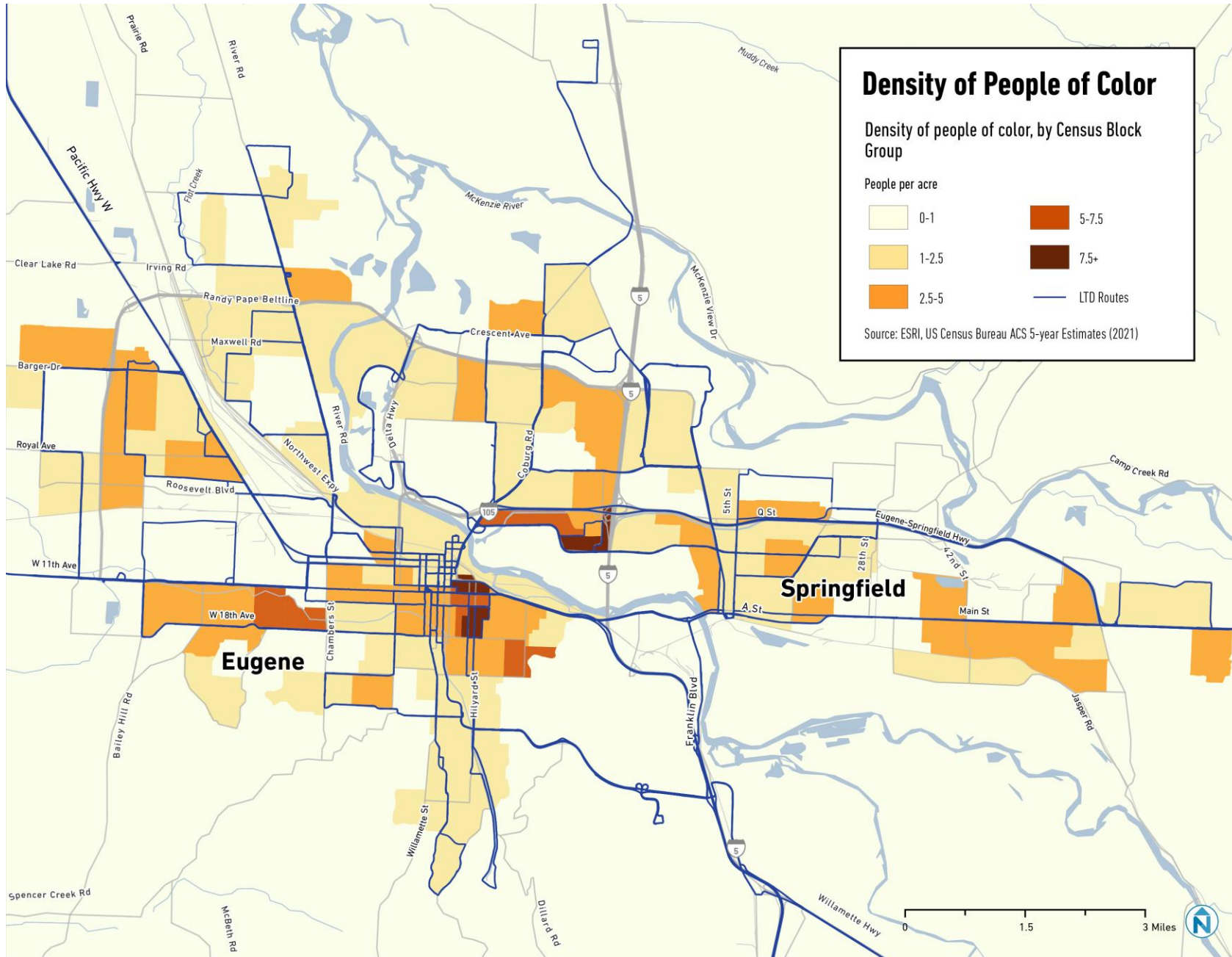


Figure 3-7 People of Color Density





## EMPLOYMENT

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

### Low-Wage Jobs

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

**Figure 3-8 Employment Density**

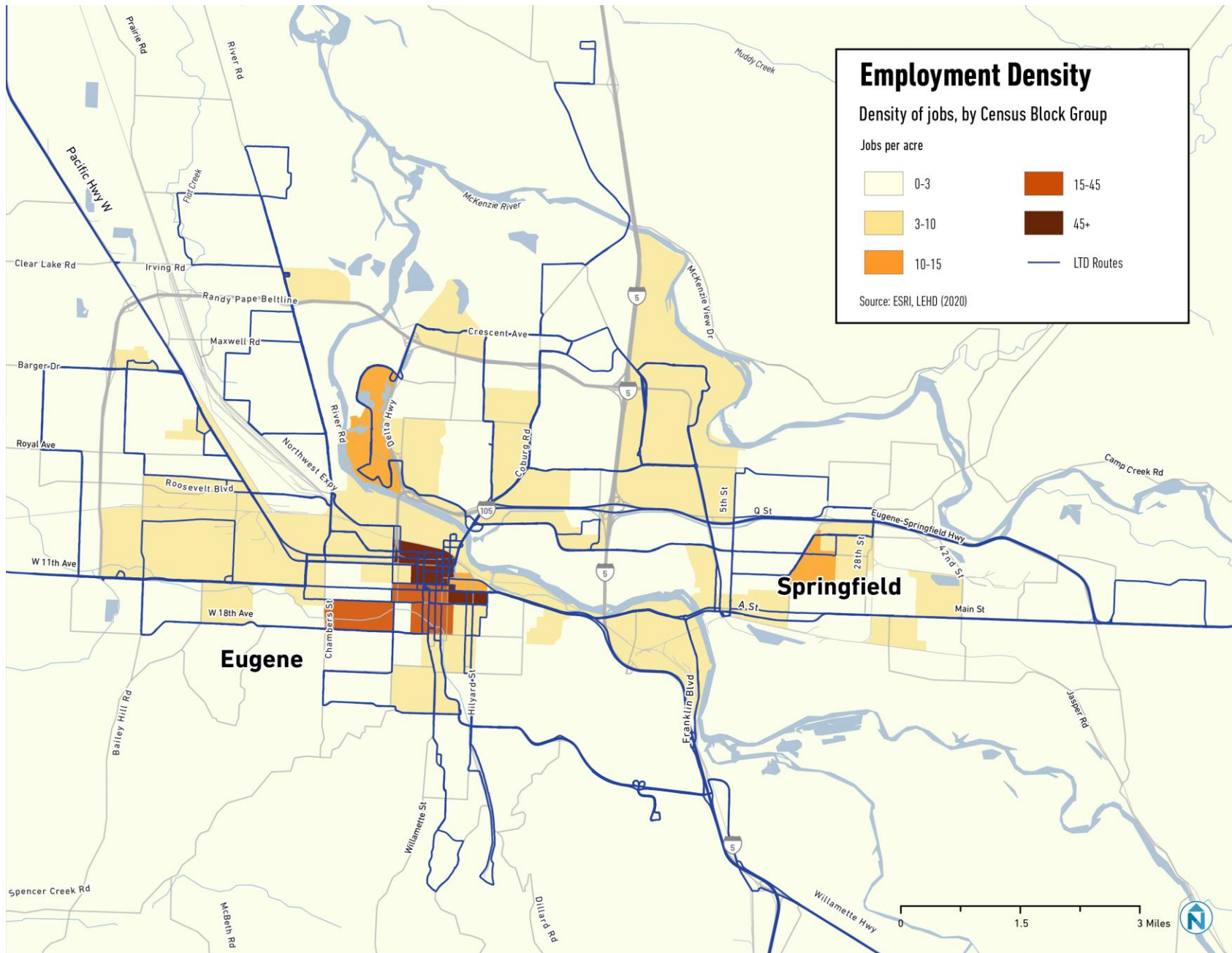
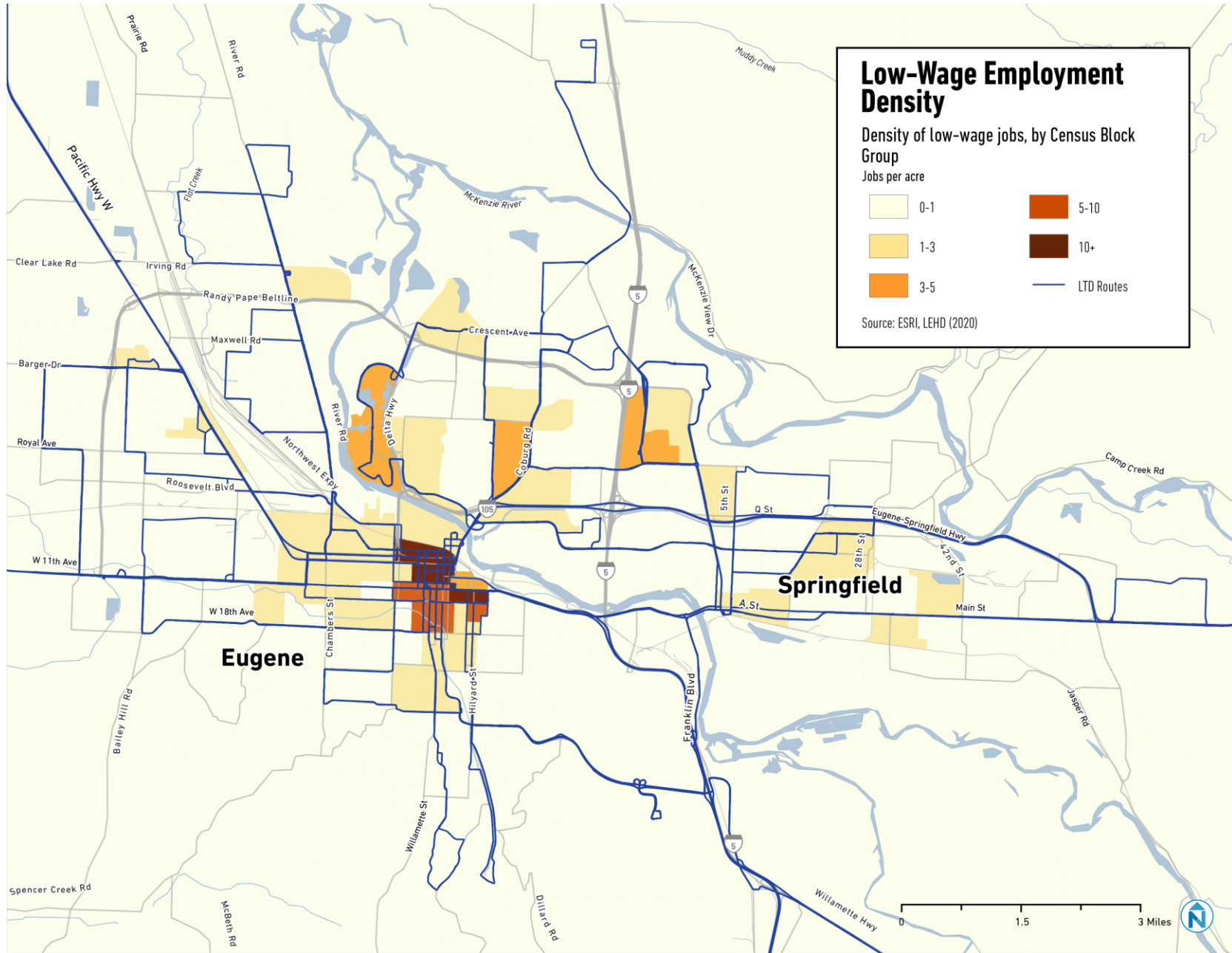


Figure 3-9 Low-Wage Job Density





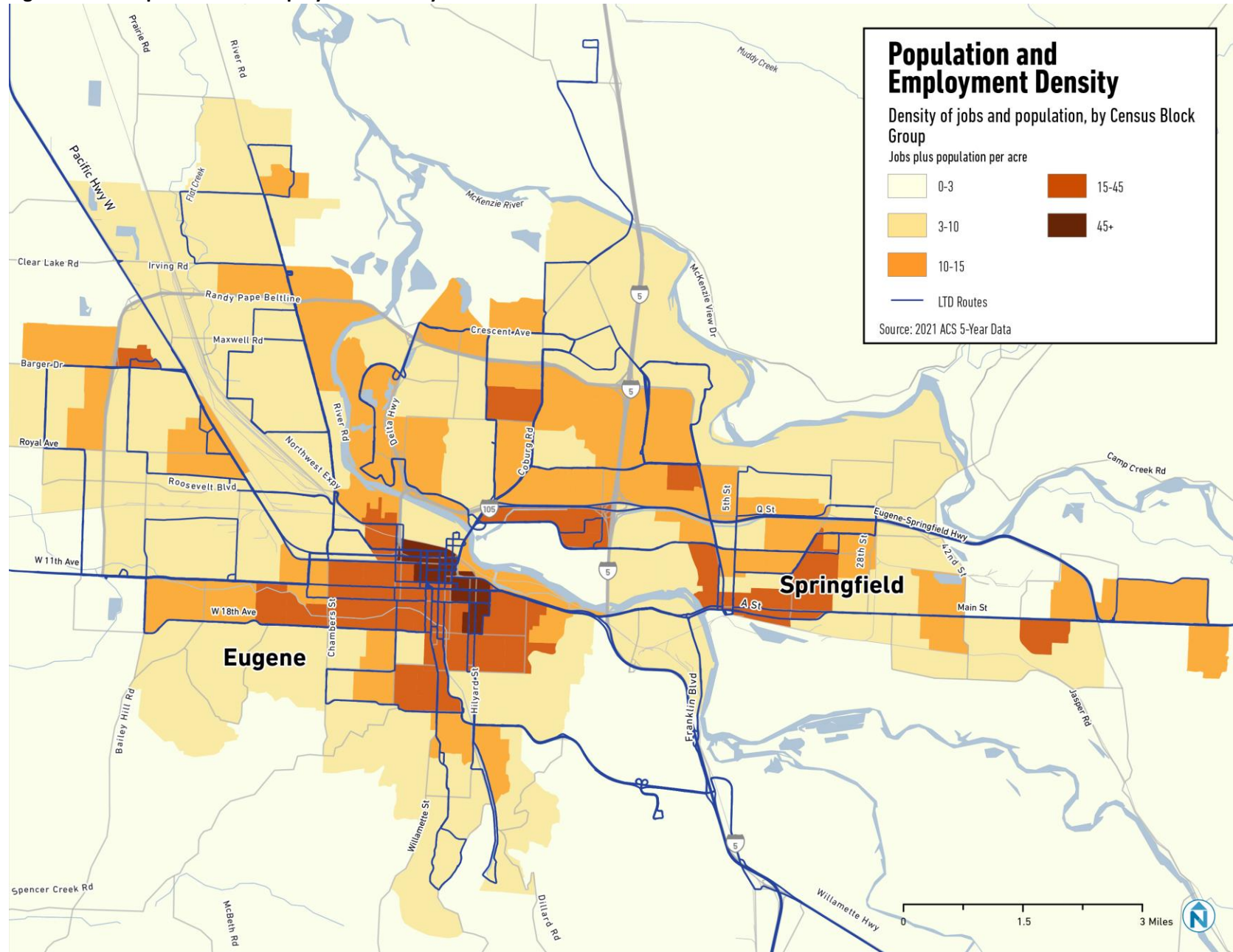
## TRANSIT DEMAND AND PROPENSITY

Transit works best in areas where there is both a high density of people and a mix of residents and workers. Higher densities of people generate demand to fill buses, while having a mix of people ensures transit service is productive all day long, seven days a week. As shown in Figure 3-10, areas with a high transit demand, based on both high population and employment density, are located near the University of Oregon in Eugene and along W 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
- The Centennial Boulevard corridor in Eugene and Springfield
- River Road and the Santa Clara neighborhood in Eugene
- The South University and Amazon neighborhoods in Eugene
- Goodpasture Island Road north of Valley River Center
- Northwest Eugene along Barger Drive and Royal Avenue

**Figure 3-10 Population and Employment Density**



**Figure 3-11 Transit Propensity**

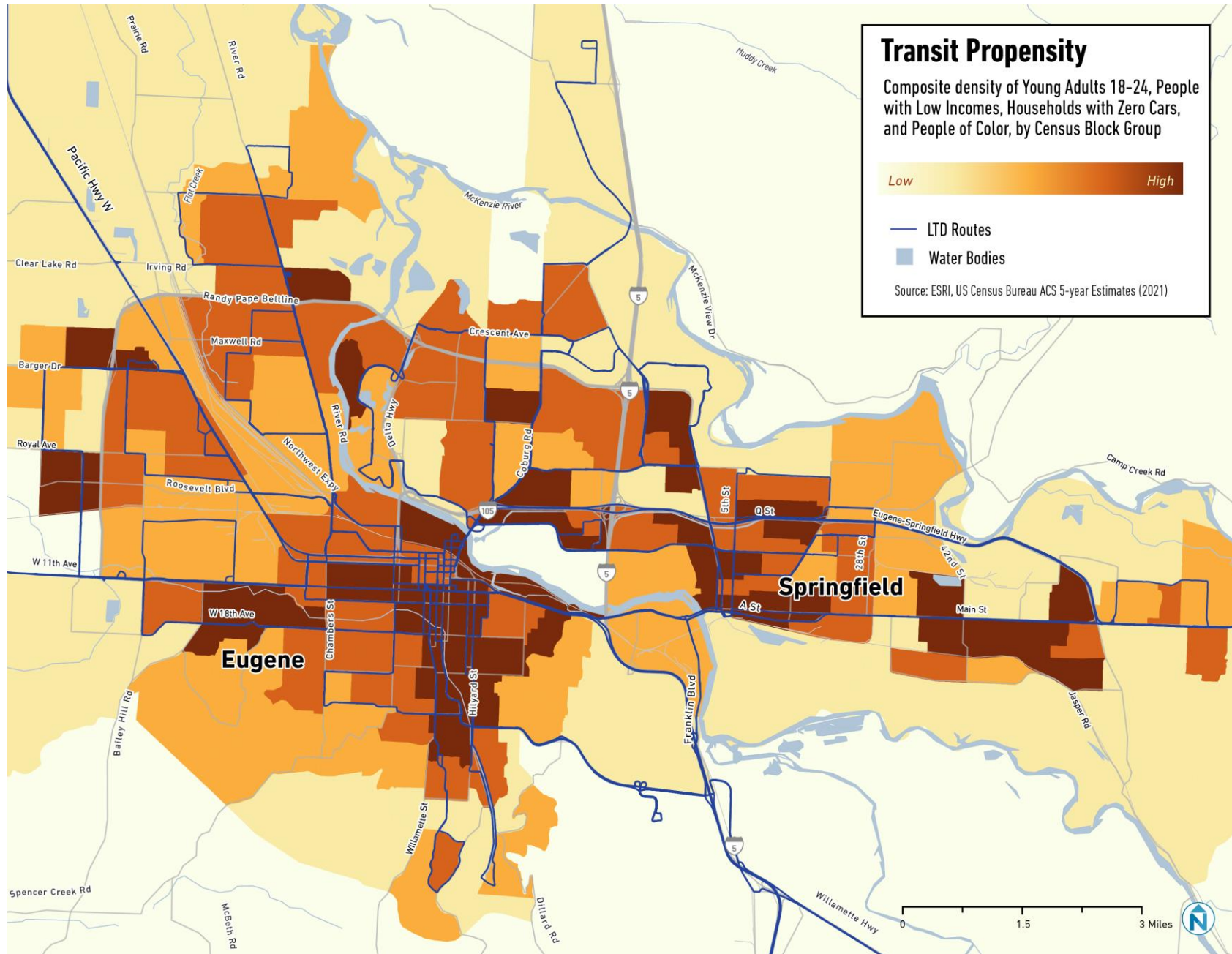
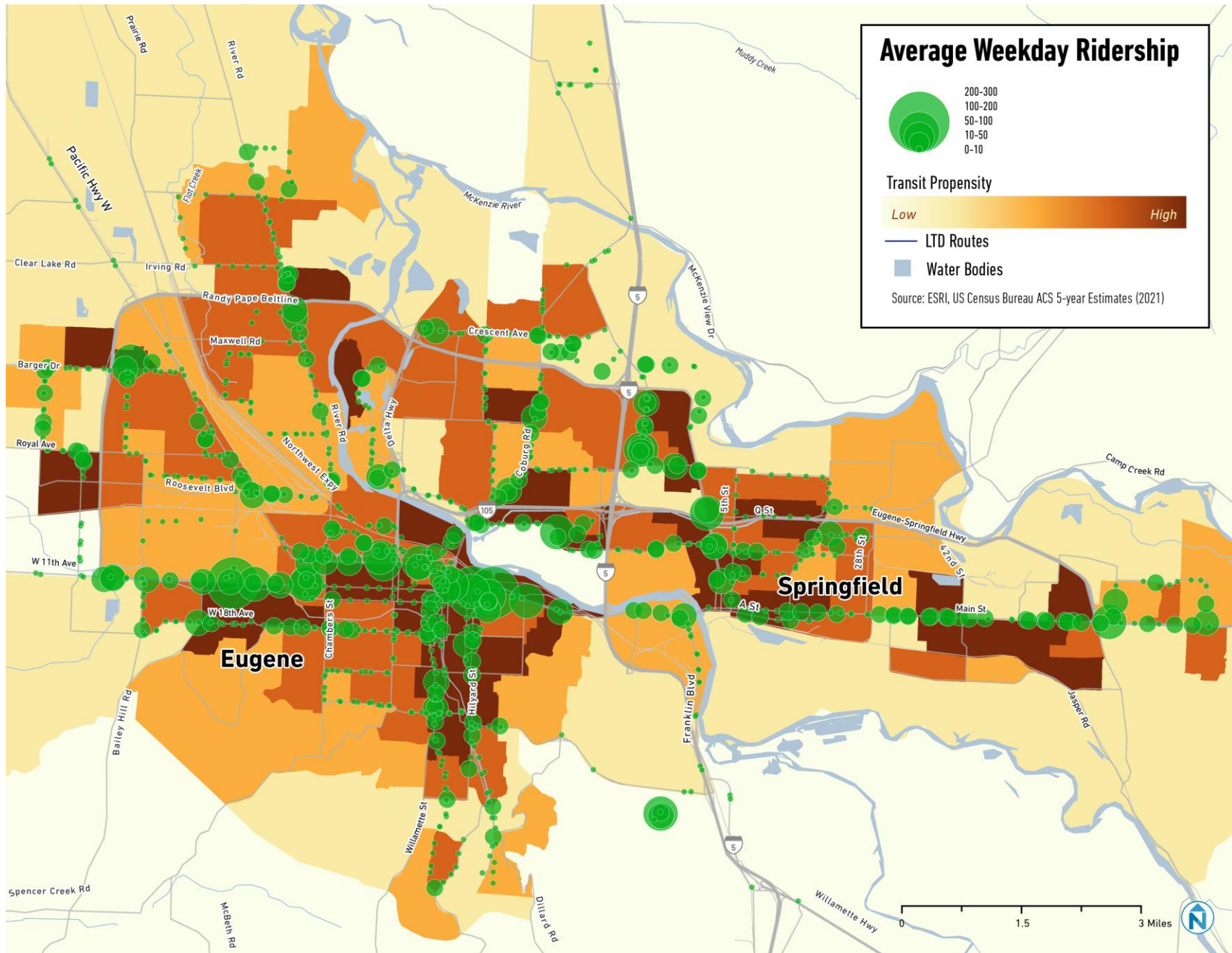




Figure 3-12 Ridership overlaid with Transit Propensity (TPI)



## 4 LTD SYSTEM OVERVIEW

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

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

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

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

### SERVICE STANDARDS

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

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

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

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

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

## Types of Service

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

## Service Guidelines

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



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

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

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

Route Type	Day of Week	Span of Service
<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. **Error! Reference source not found.** Notably, LTD does not have a specific goal for productivity of its routes which is used to understand how well used a service is based on the level of service that is being provided.

**Figure 4-3 Other performance standards**

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

## SYSTEM OVERVIEW

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

### Service Span and Frequency

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

### Systemwide Ridership

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

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

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

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

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



**Figure 4-4 Systemwide Span and Frequency**

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

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

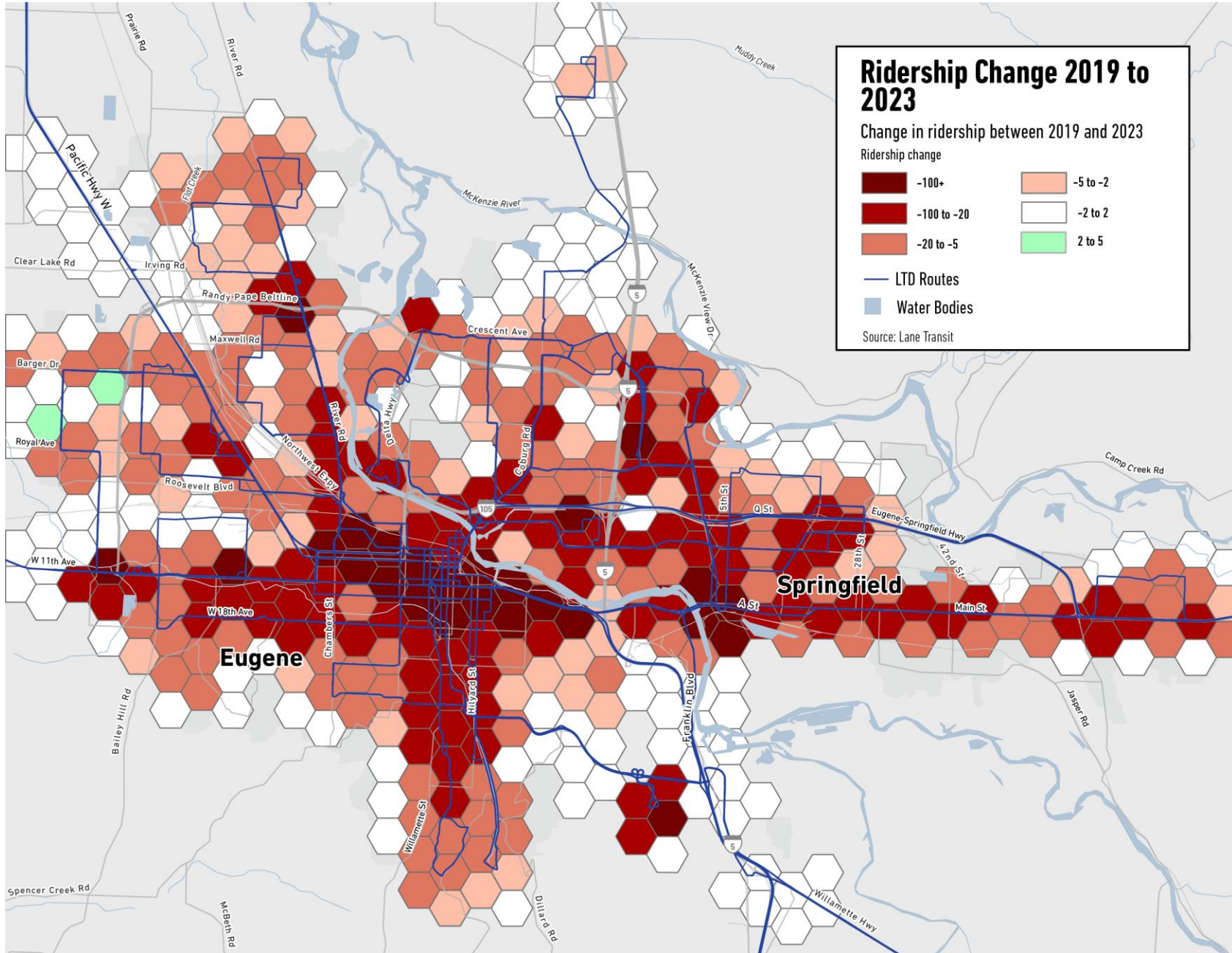
Current Network Frequency and Span of Service	Classification of Service	Weekday (Peak/Midday/Eve)	Saturday (Base/Eve)	Sunday (Base/Eve)	Weekday	Saturday	Sunday
		Frequency (minutes)			Span of Service		
Route 92	Rural	Peak buses only	Peak buses only	No Service	6:31 a.m. – 9:15 a.m. 5:35 p.m. – 7:10 p.m.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

\*Span and headway are reduced during University of Oregon breaks

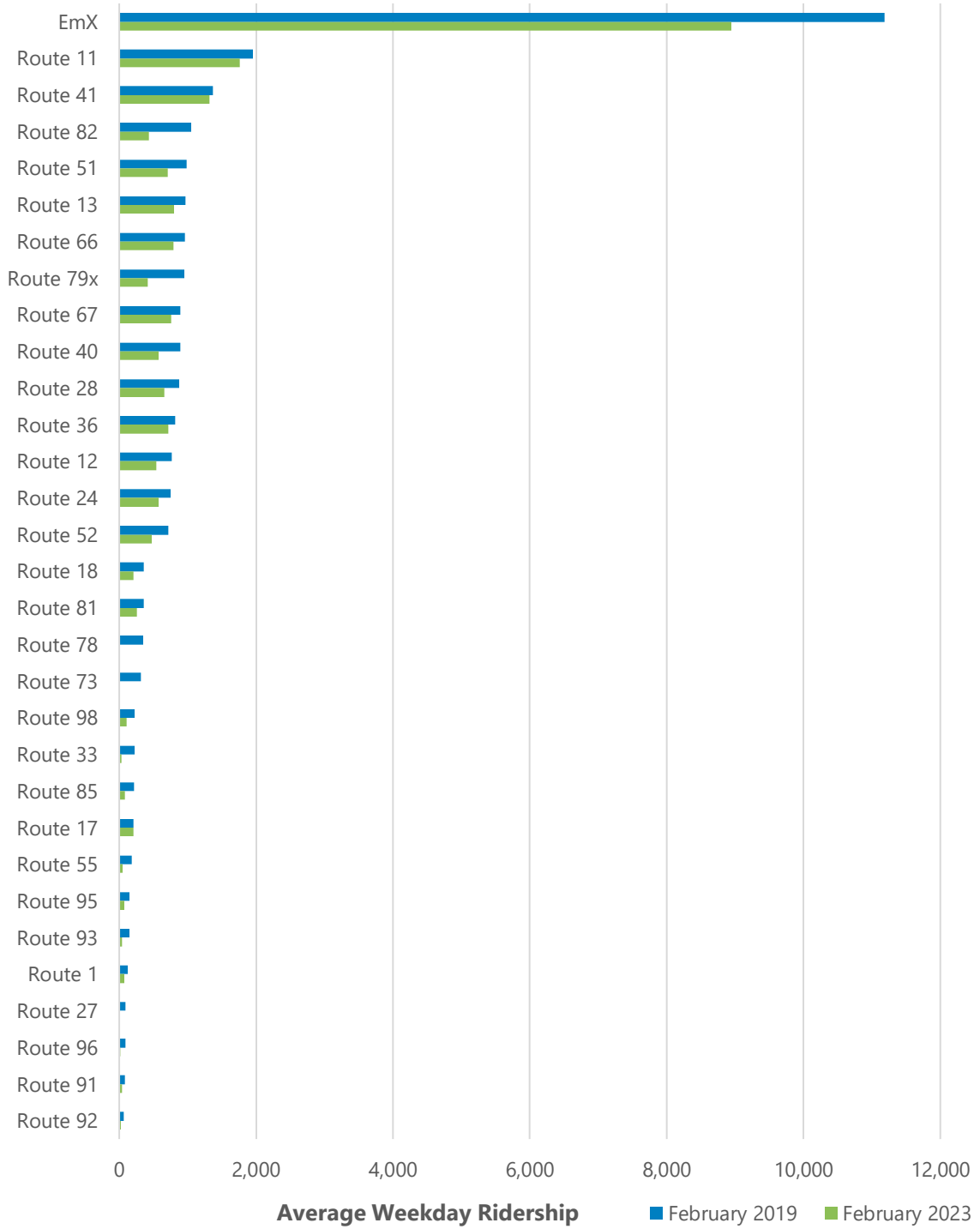
Source: LTD Fall 2023 Schedules



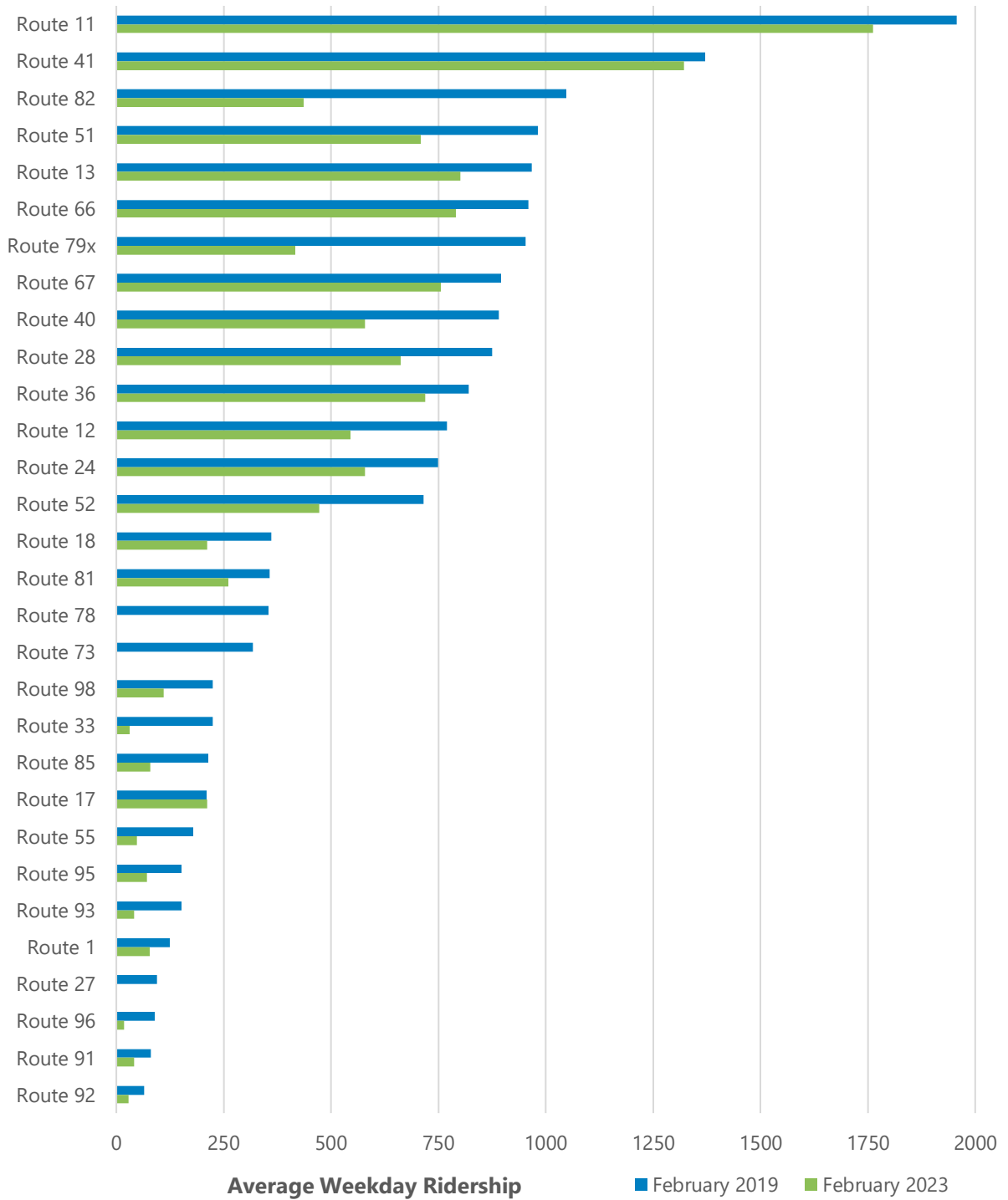
Figure 4-5 Weekday Ridership Change, 2019 to 2023



**Figure 4-6 Average weekday ridership by route**



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





## Systemwide Revenue Hours

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

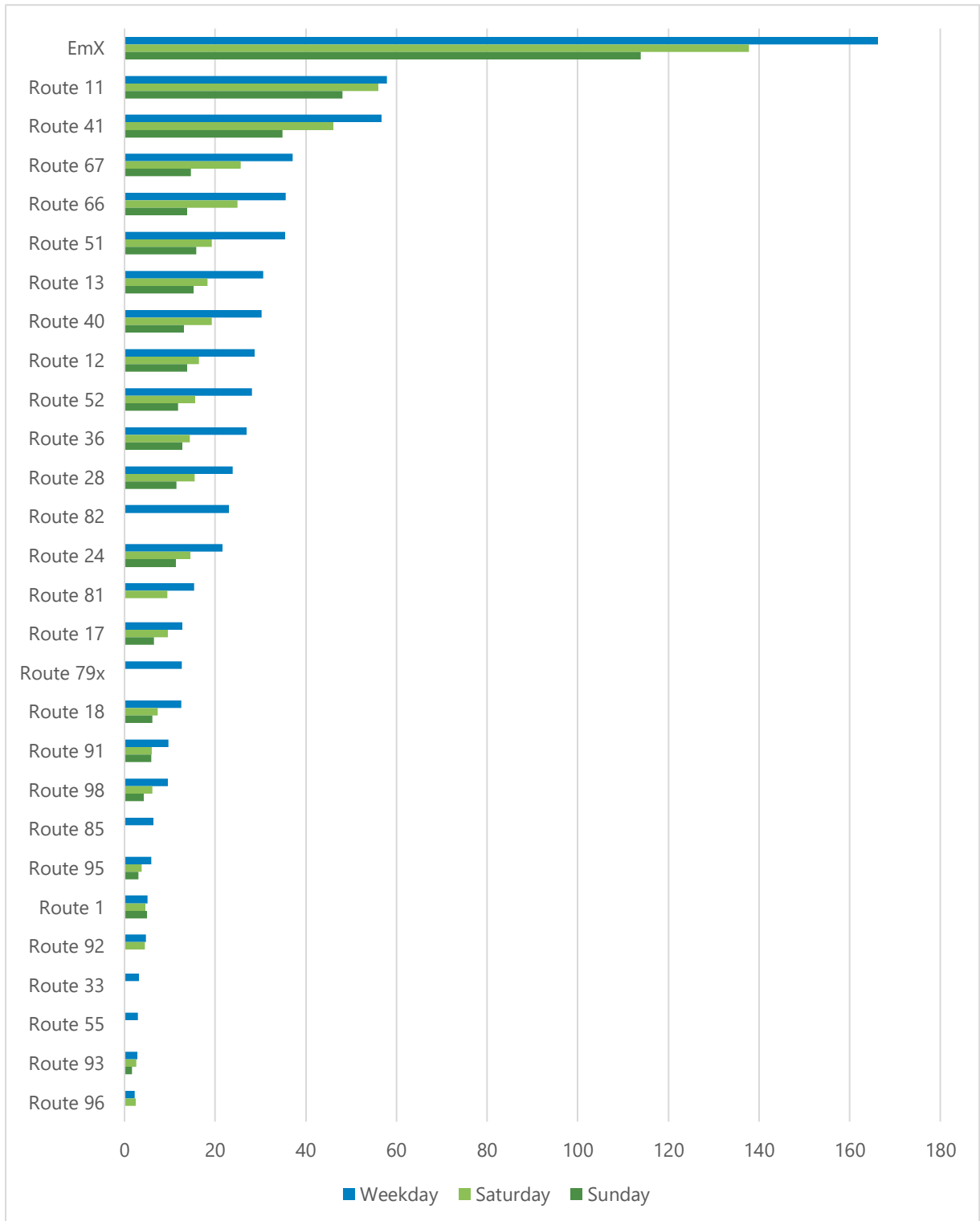
Revenue hours per route and day of week are presented in Figure 4-8. The largest share of revenue hours per day are allocated to the EmX, which offers very frequent service on weekdays and serves as a backbone for the rest of the LTD service area. The EmX operates about 120 revenue hours more than Route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

## Route Productivity

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

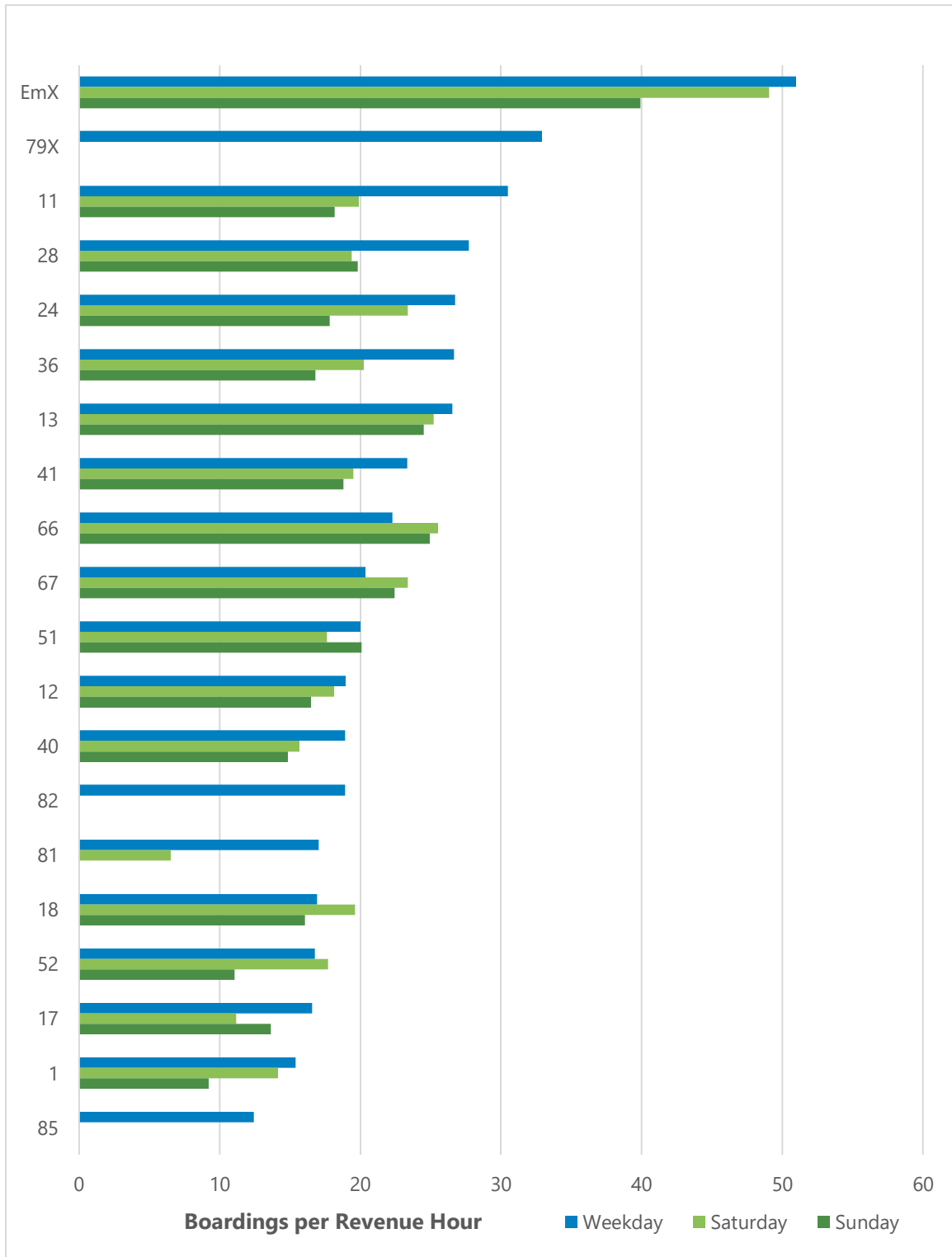
The EmX is the most productive route in the LTD network at nearly 50 boardings per revenue hour each weekday. Other high productivity routes are Routes 79x and 11. Routes 1 and 85 are the least productive routes in the LTD network, nearing 10-15 boardings per revenue hour. **Error! Reference source not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

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



Source: FY 2022 Service Data

**Figure 4-9 Boardings per revenue hour**



Source: FY 2022 Service Data



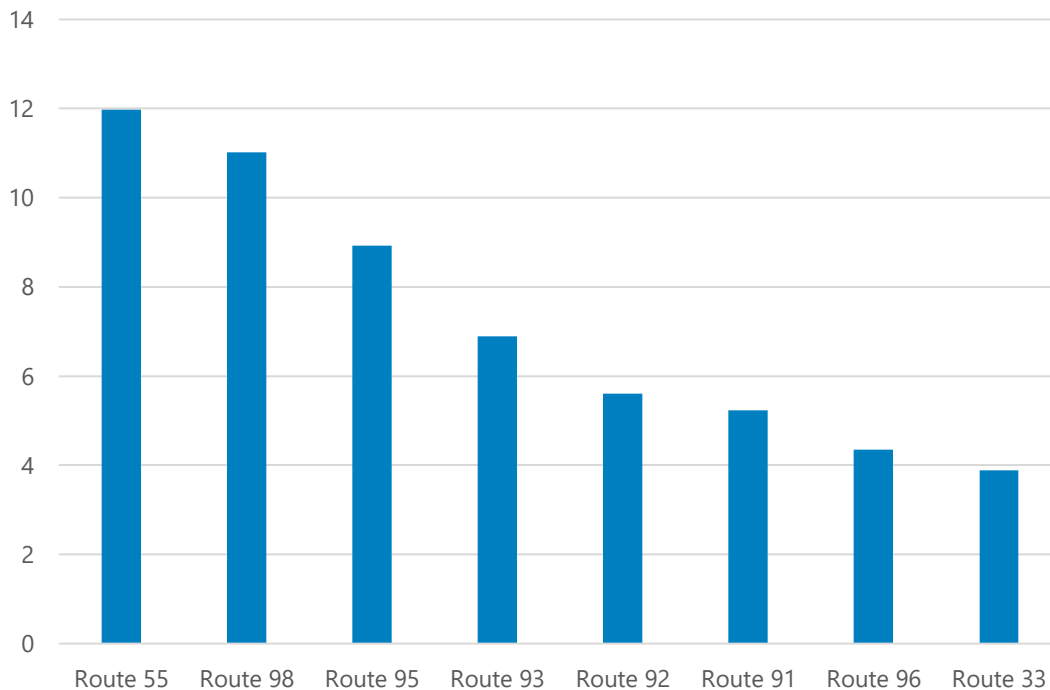
## Limited and Rural Routes

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

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

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

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

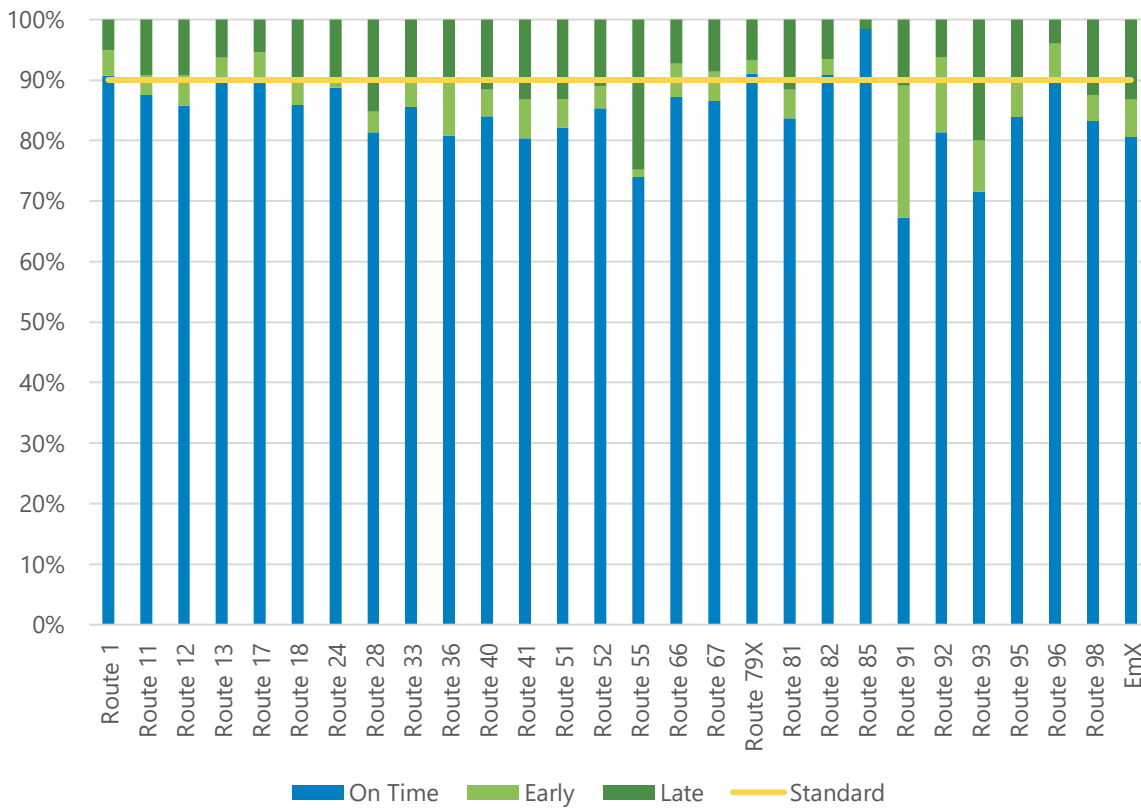


## On-Time Performance (OTP)

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

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

**Figure 4-11 Weekday OTP by route**



Source: Winter 2022 Bid Data

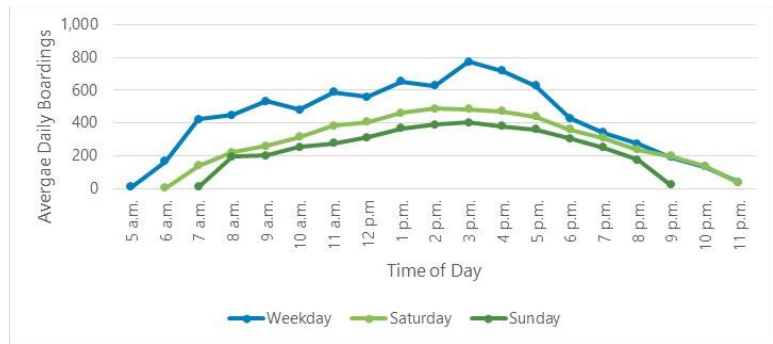
## 5 ROUTE PROFILES

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



# EmX

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



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

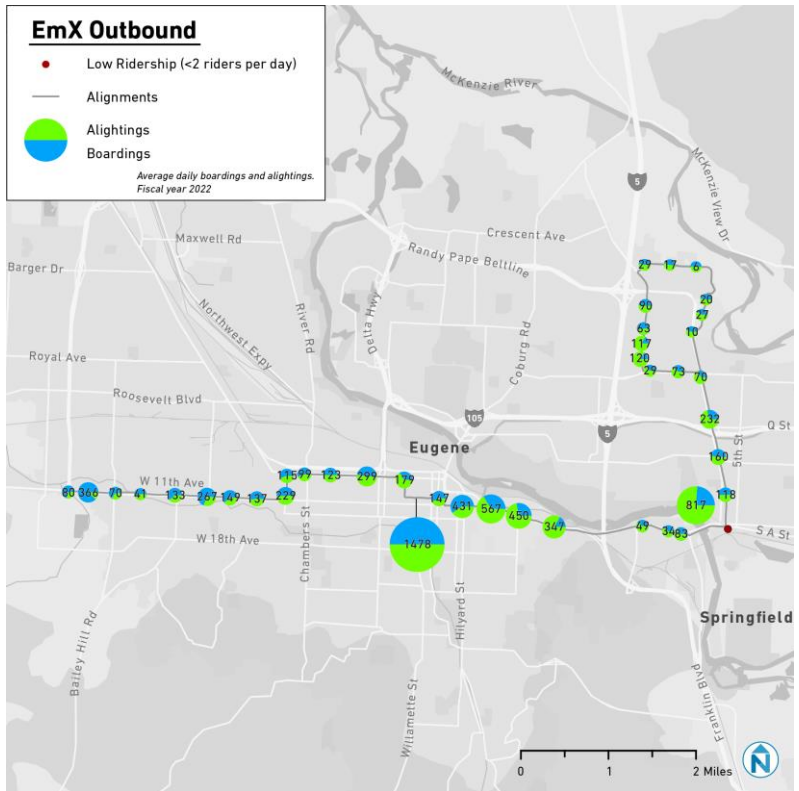
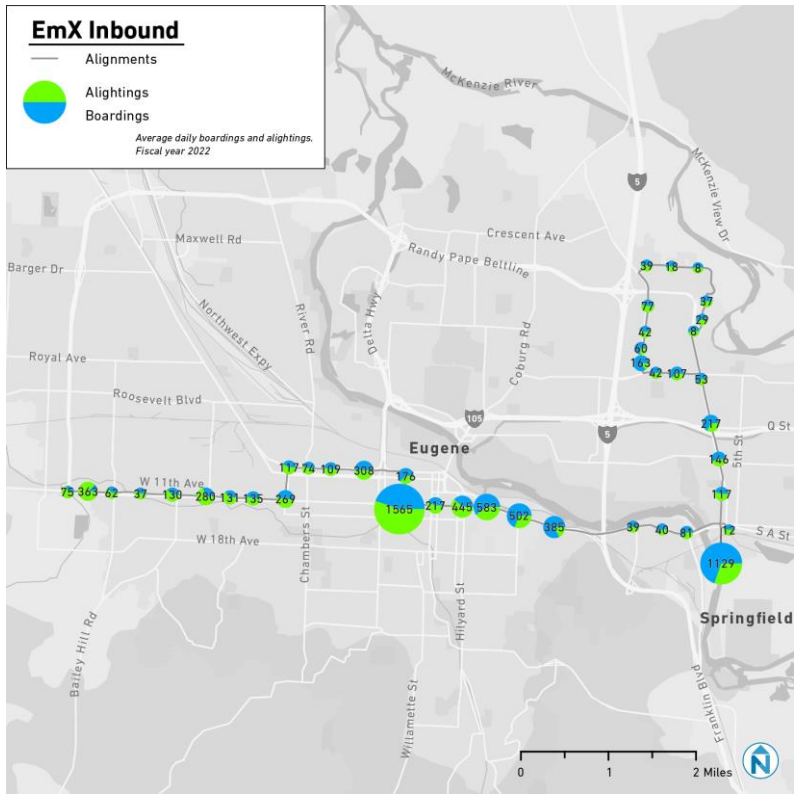
	Weekdays	Saturday	Sunday
Service Span	5:37 a.m. – 11:39 p.m.	6:48 a.m. – 11:38 p.m.	7:45 a.m. – 9:18 p.m.
Headway (peak/midday/eve)	10/15/30	15/15/30	15
Average Daily Boardings	8,949	6,758	4,548
Boardings per Revenue Hour	51.0	49.0	39.9
Peak Vehicles	15	8	8

## Route Strengths

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

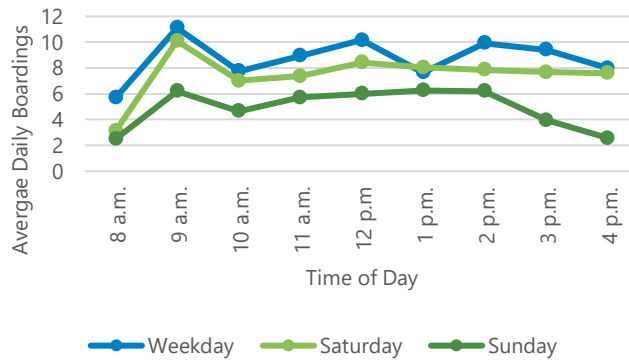
## Route Opportunities

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



# 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.



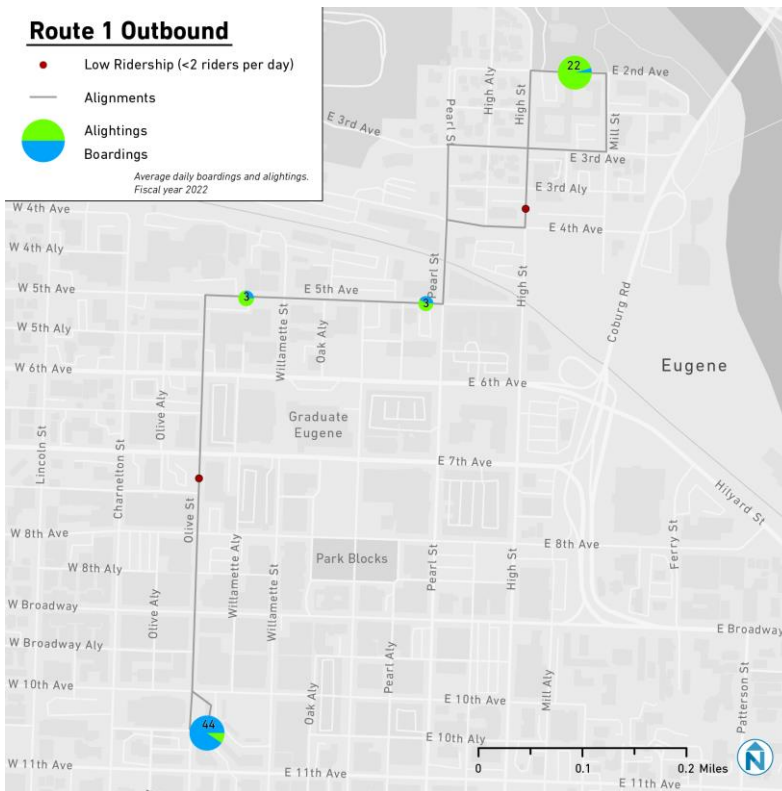
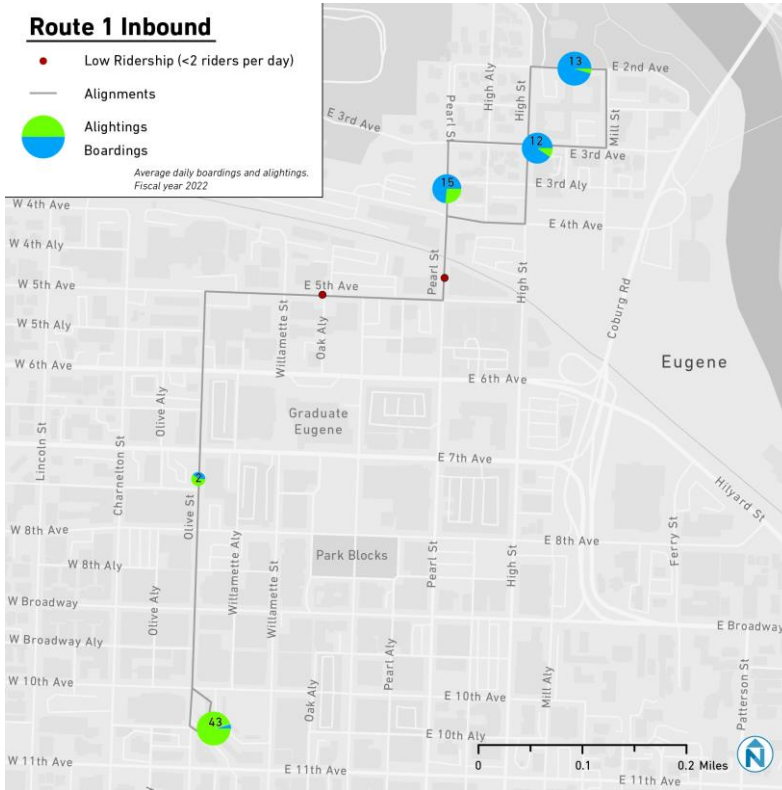
	Weekdays	Saturday	Sunday
<b>Service Span</b>	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.	8:30 a.m. – 4:50 p.m.
<b>Headway (peak/midday/eve)</b>	30/60/60	30/30/60	30/30/60
<b>Average Daily Boardings</b>	78	65	46
<b>Boardings per Revenue Hour</b>	15.4	14.2	9.2
<b>Peak Vehicles</b>	1	1	1

## 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

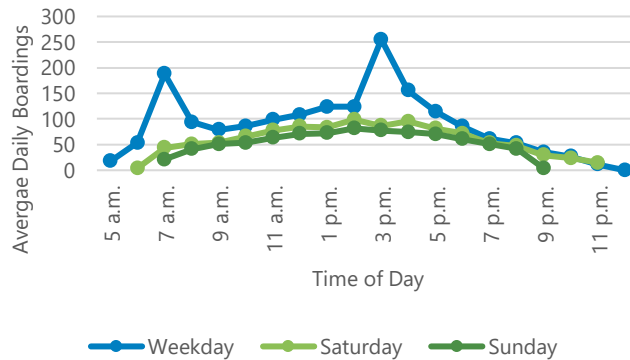
- Service is designed for seniors and social service trip types, as Route 1 only runs from 8:30 a.m. to just before 5 p.m.,
- The busiest trips are between 8 and 9 a.m., at the beginning of service, which suggests possible latent demand for earlier service.
- From a system perspective, Route 1 is the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





# Route 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.



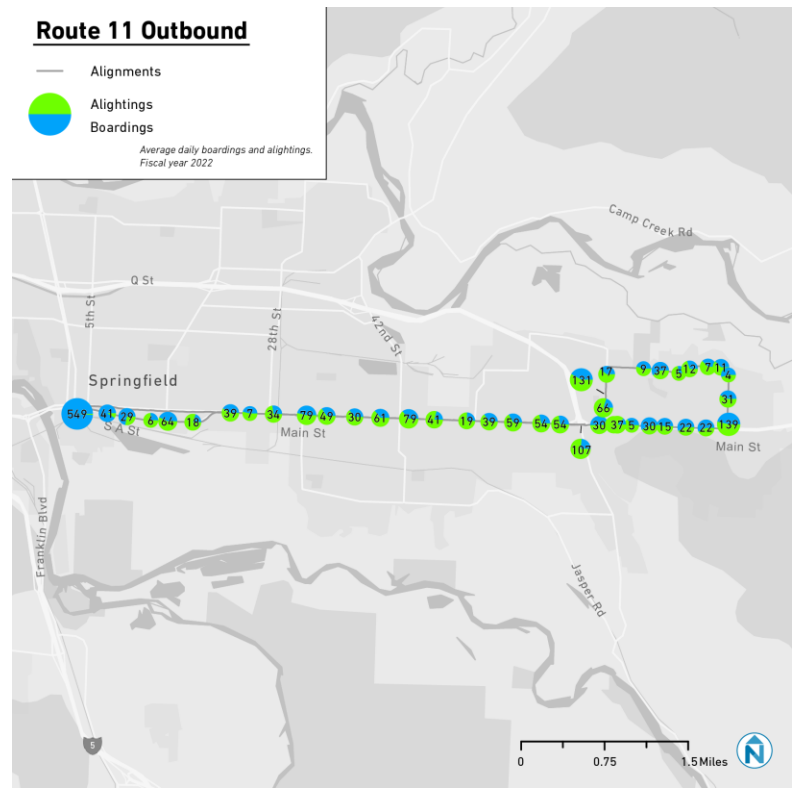
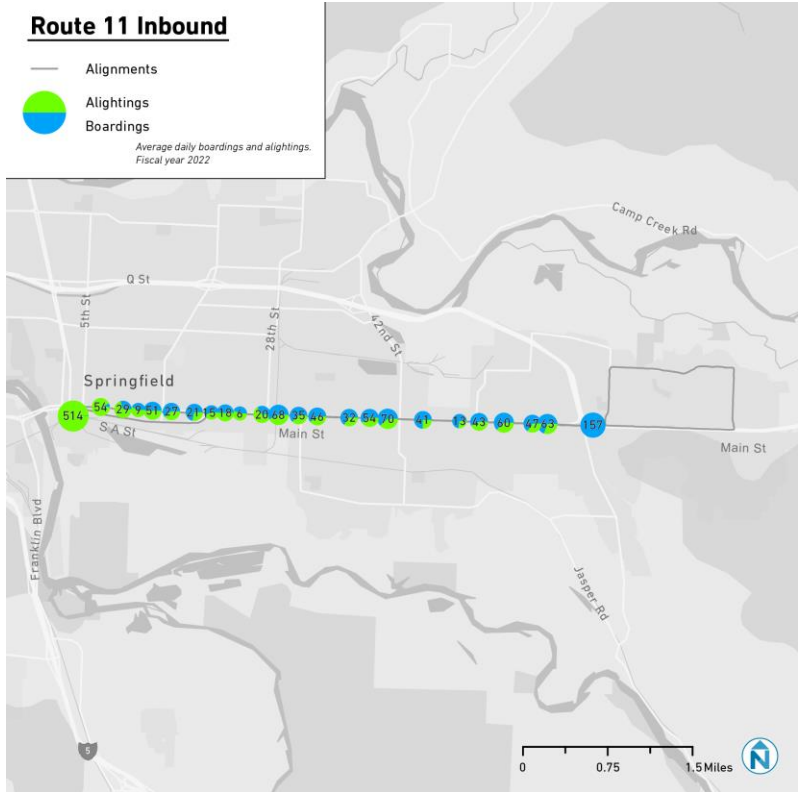
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:25 a.m. – 12:34 a.m.	6:44 a.m. – 11:46 p.m.	7:22 a.m. – 9:30 p.m.
<b>Headway (peak/midday/eve)</b>	10/20/30	15/15/30	15
<b>Average Daily Boardings</b>	1,763	1,114	874
<b>Boardings per Revenue Hour</b>	30.5	19.9	18.2
<b>Peak Vehicles</b>	5	4	4

## 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

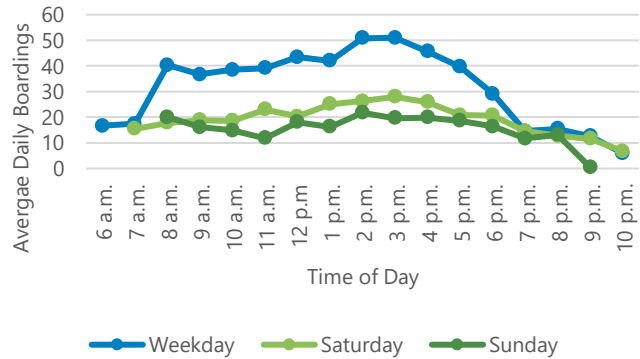
## Route Opportunities

- 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.



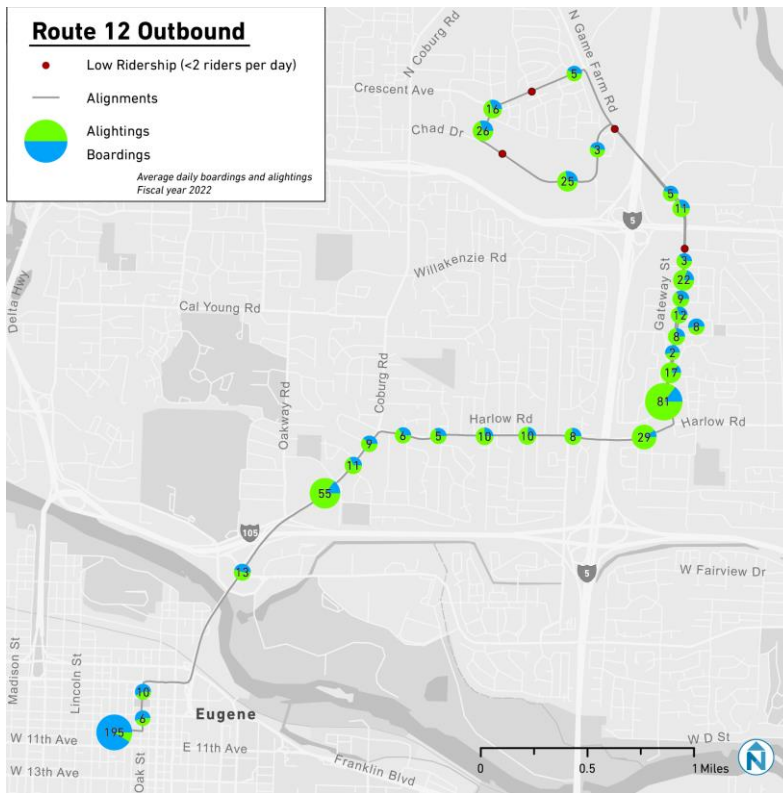
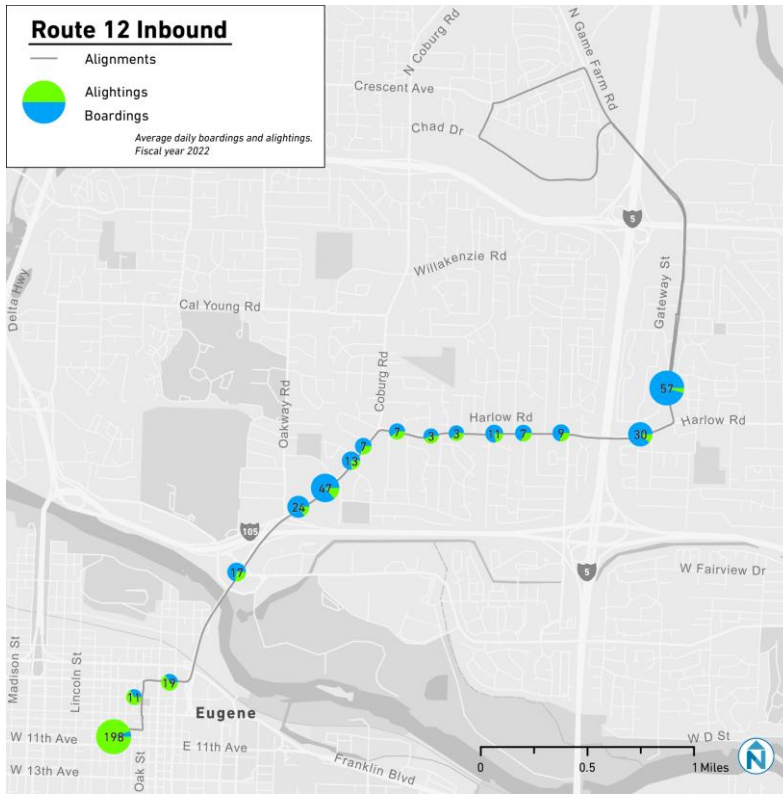
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:02 a.m. – 10:50 p.m.	7:08 a.m. – 10:50 p.m.	8:07 a.m. – 9:16 p.m.
<b>Headway (peak/midday/eve)</b>	30/60/60	60	60
<b>Average Daily Boardings</b>	545	298	229
<b>Boardings per Revenue Hour</b>	19.0	18.2	16.5
<b>Peak Vehicles</b>	2	1	1

### 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

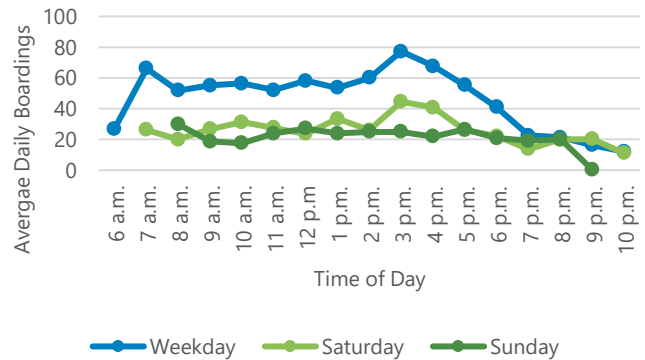
- Route 12 duplicates Route 67 OB and 66 IB between Eugene Station and Harlow Road. Buses are scheduled to run back to back, wasting capacity on this segment.
- Actual Inbound running times are consistently less than scheduled running times.





## 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.



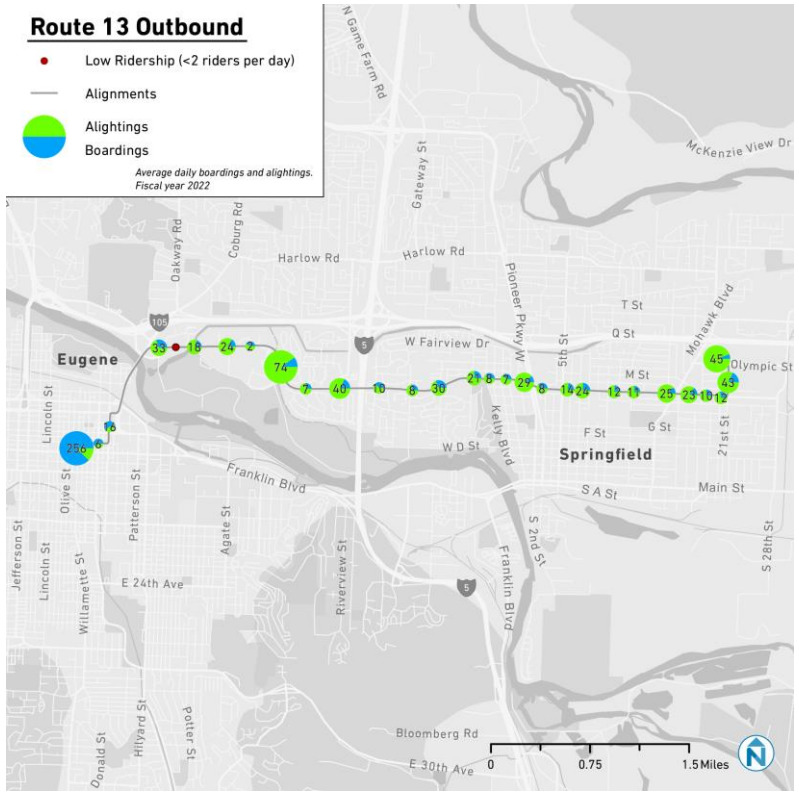
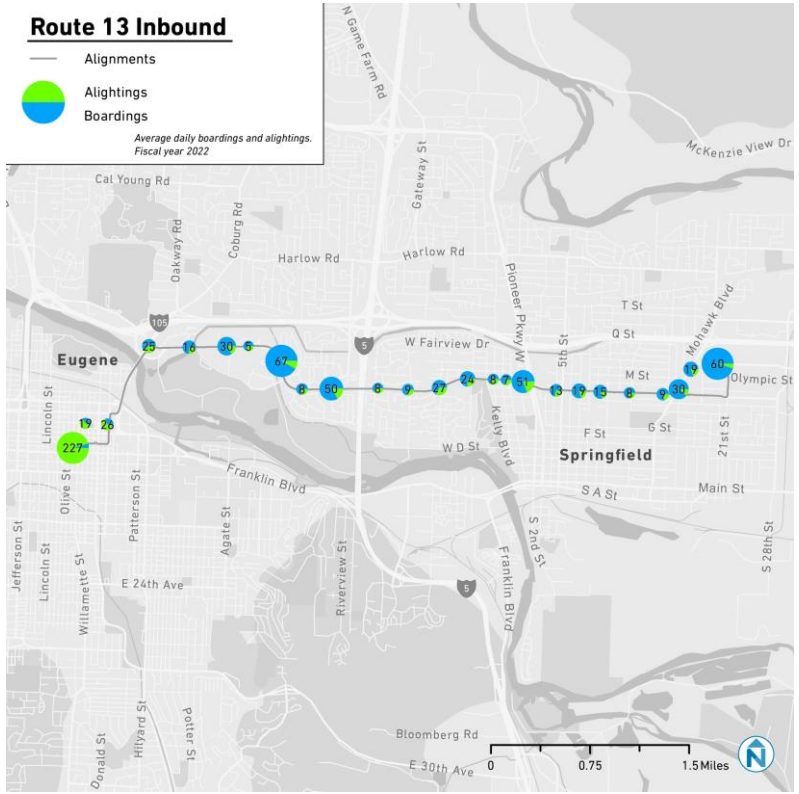
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:03 a.m. – 10:53 p.m.	7:03 a.m. – 10:53 p.m.	8:04 a.m. – 9:11 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	802	485	322
<b>Boardings per Revenue Hour</b>	26.5	25.2	24.5
<b>Peak Vehicles</b>	2	1	1

### 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.

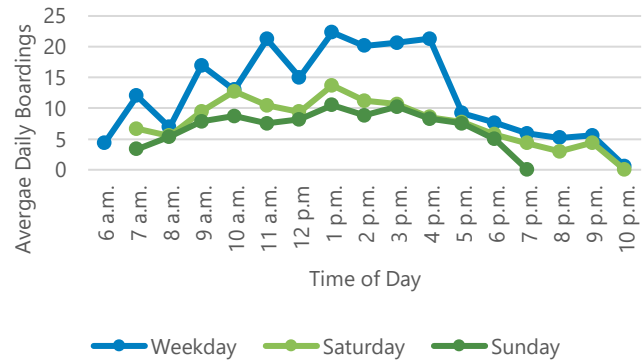
### Route Opportunities

- 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.



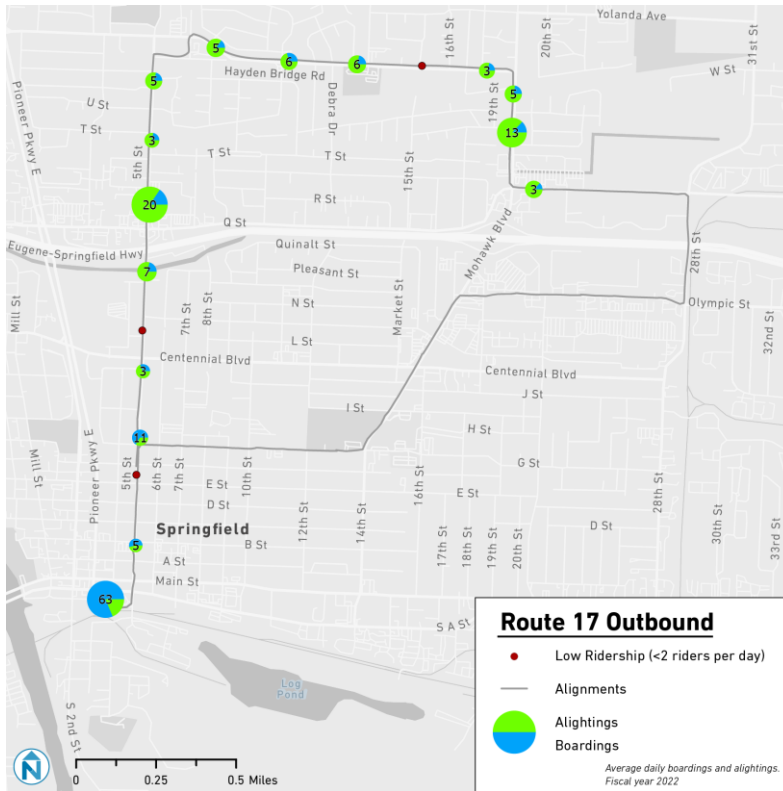
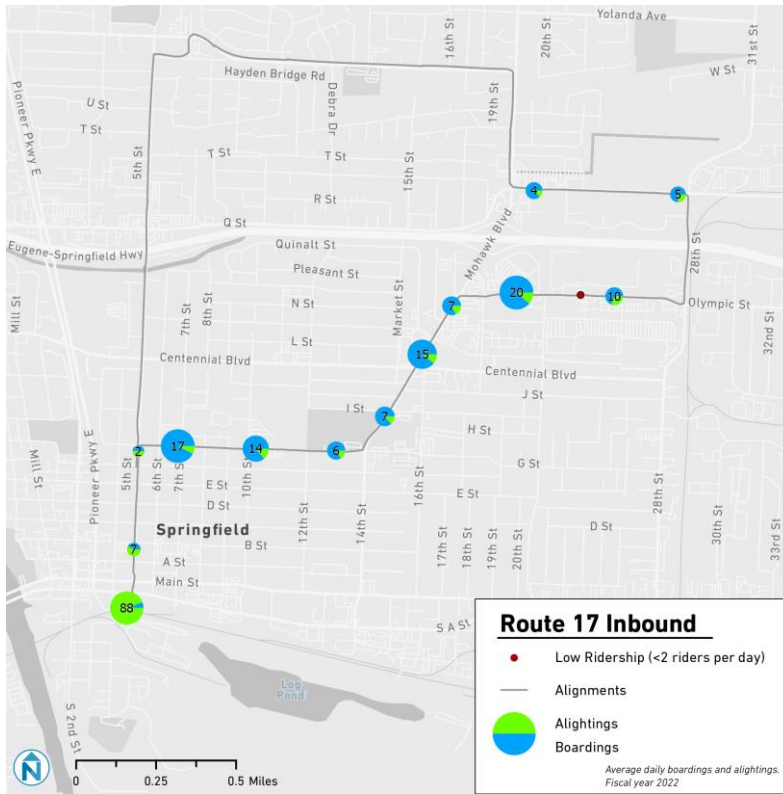
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:02 a.m. – 9:48 p.m.	8:07 a.m. – 9:34 p.m.	8:10 a.m. – 7:36 p.m.
<b>Headway (peak/midday/eve)</b>	35/40/60	60	60
<b>Average Daily Boardings</b>	212	107	89
<b>Boardings per Revenue Hour</b>	16.6	11.2	13.6
<b>Peak Vehicles</b>	2	1	1

### Route Strengths

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

### Route Opportunities

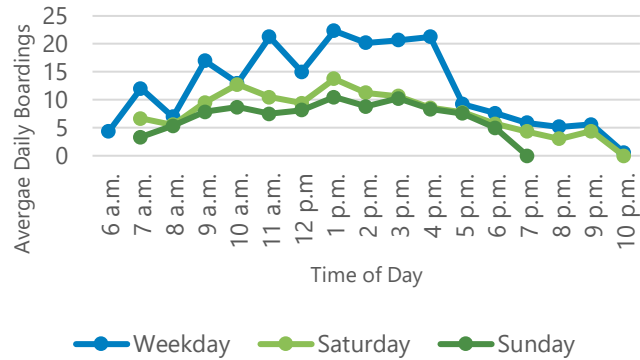
- The one-way loop could be confusing as this route travels clockwise and Route 18 travels counterclockwise, but the two routes don't exactly duplicate each other.
- Inconsistent weekday headways may make it difficult to make plans using this route, particularly as large number of patrons transfer at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



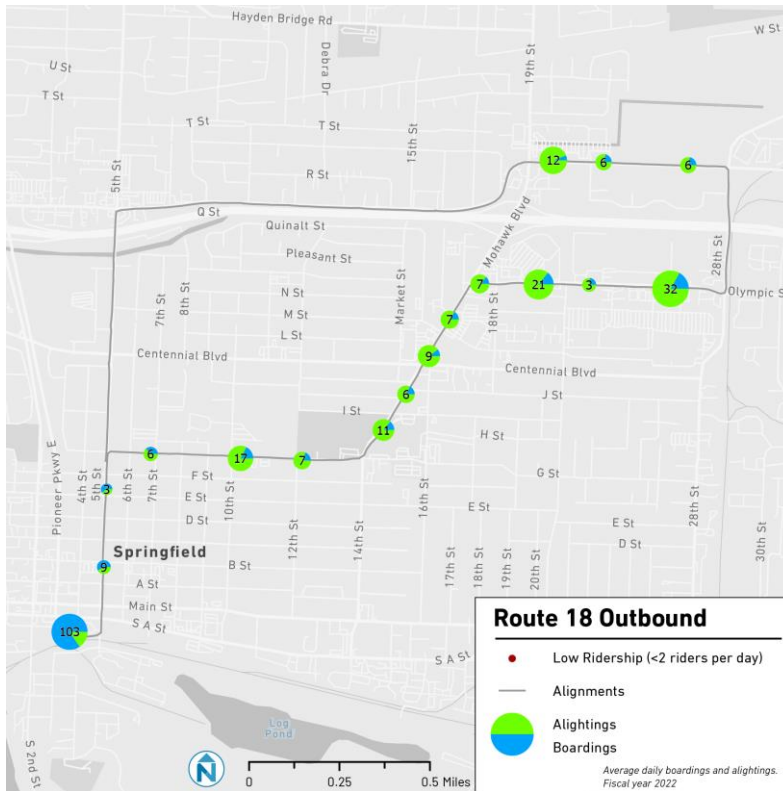
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:29 a.m. – 10:14 p.m.	7:40 a.m. – 10:01 p.m.	7:41 a.m. – 7:04 p.m.
<b>Headway (Minutes)</b>	40/40/60	60/60	60/60
<b>Average Daily Boardings</b>	212	144	98
<b>Boardings per Revenue Hour</b>	16.9	19.6	16.1
<b>Peak Vehicles</b>	1	1	1

### Route Strengths

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

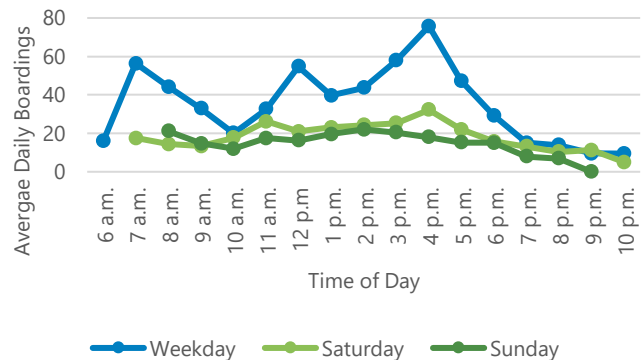
### Route Opportunities

- 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.
- Saturday productivity is higher than weekday productivity



## 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.



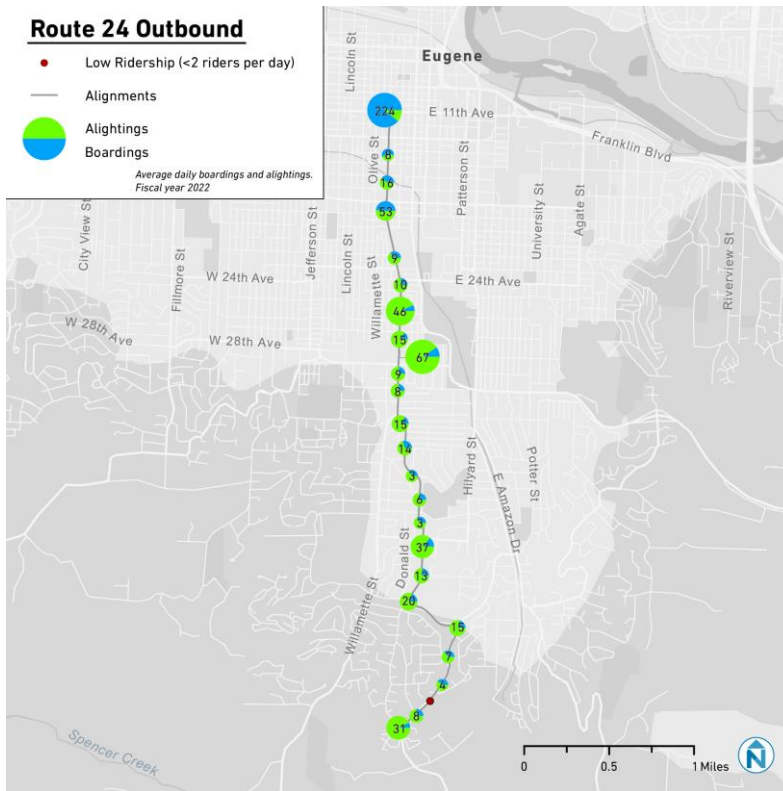
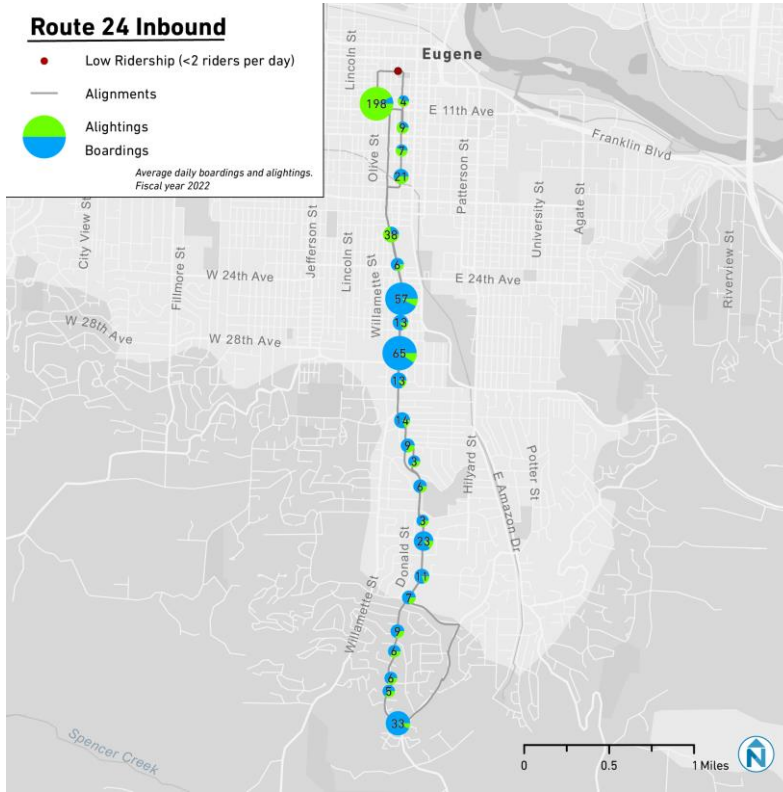
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:06 a.m. – 10:54 p.m.	7:05 a.m. – 10:54 p.m.	8:05 a.m. – 9:05 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	580	339	202
<b>Boardings per Revenue Hour</b>	26.8	23.4	17.8
<b>Peak Vehicles</b>	2	1	1

### 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

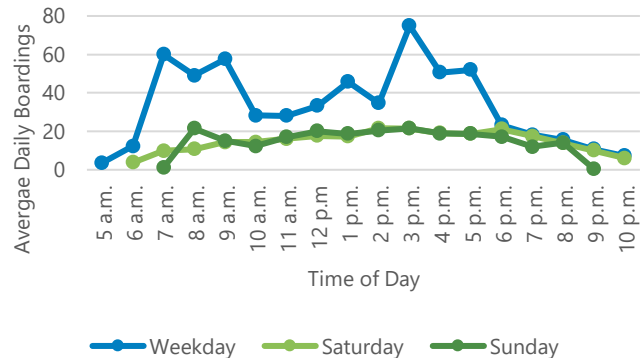
- Ridership south of W. 29<sup>th</sup> Avenue is notably lower than north of W. 29<sup>th</sup> Avenue except for Safeway south of E. 40<sup>th</sup> Avenue and several large apartment complexes near Donald Street and Fox Hollow Road.
- Ridership during the first trip of the day on Saturdays and Sundays 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.



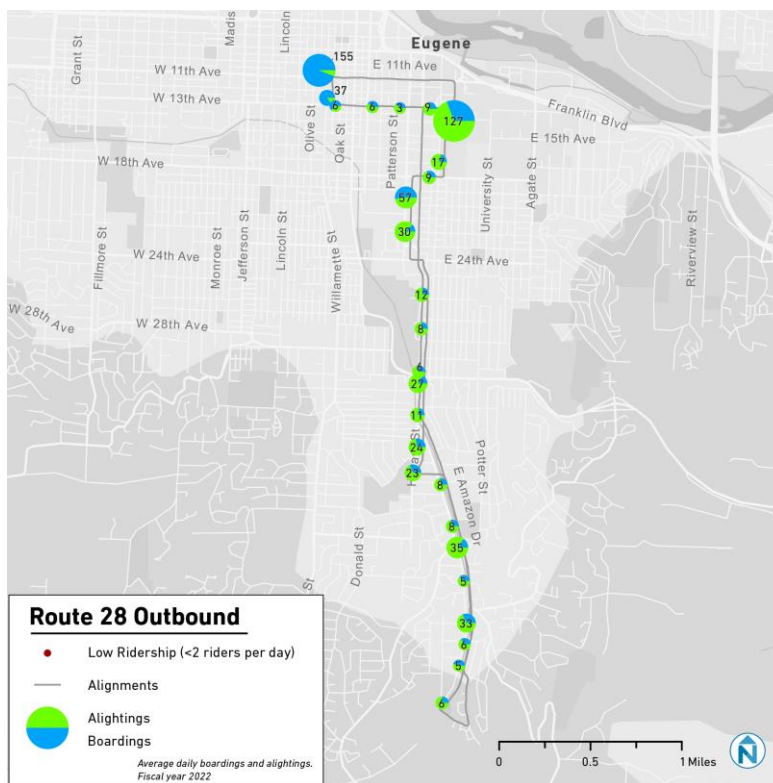
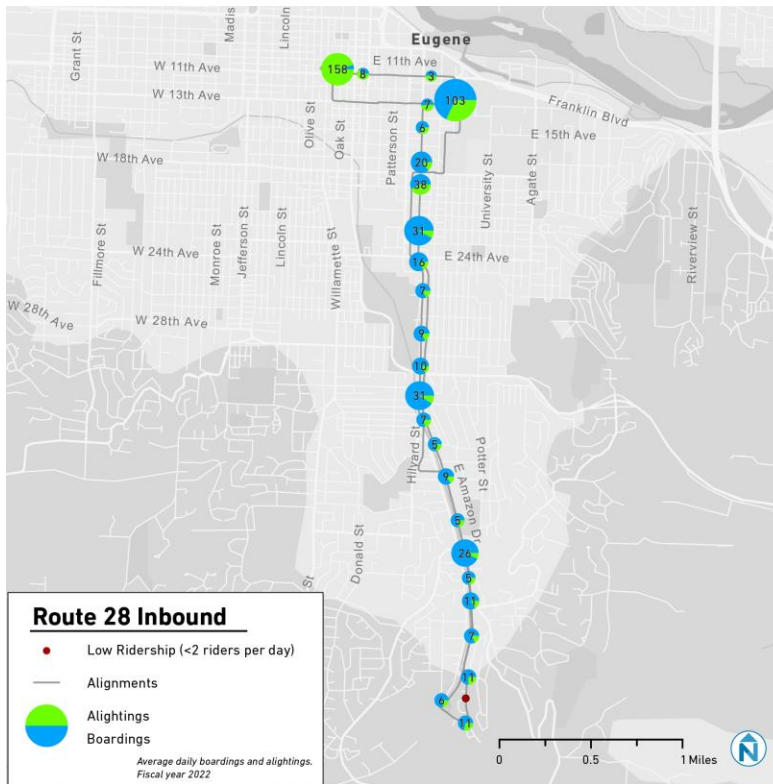
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:52 a.m. – 10:59 p.m.	6:52 a.m. – 10:58 p.m.	7:57 a.m. – 9:15 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	663	300	228
<b>Boardings per Revenue Hour</b>	27.7	19.4	19.8
<b>Peak Vehicles</b>	2	1	1

### 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.

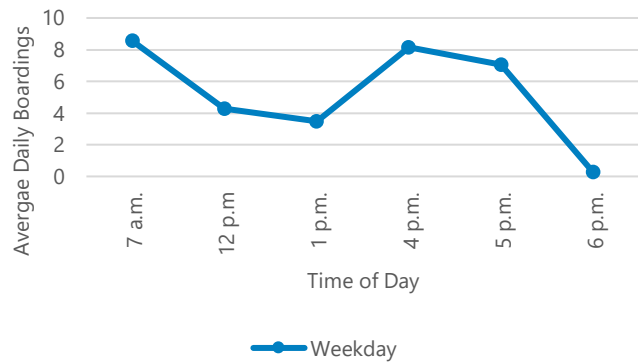
### Route Opportunities

- 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.



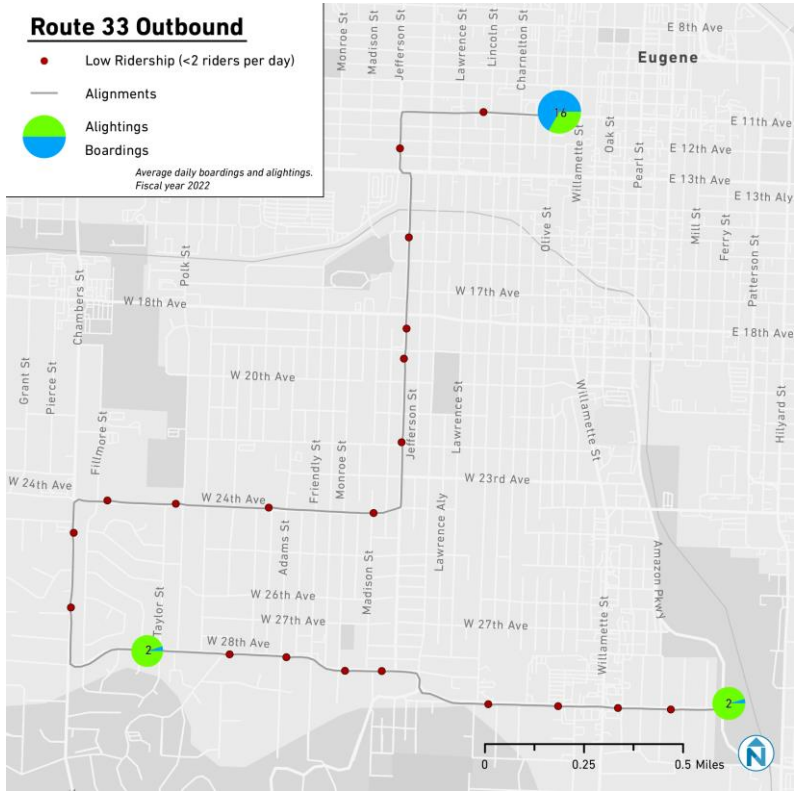
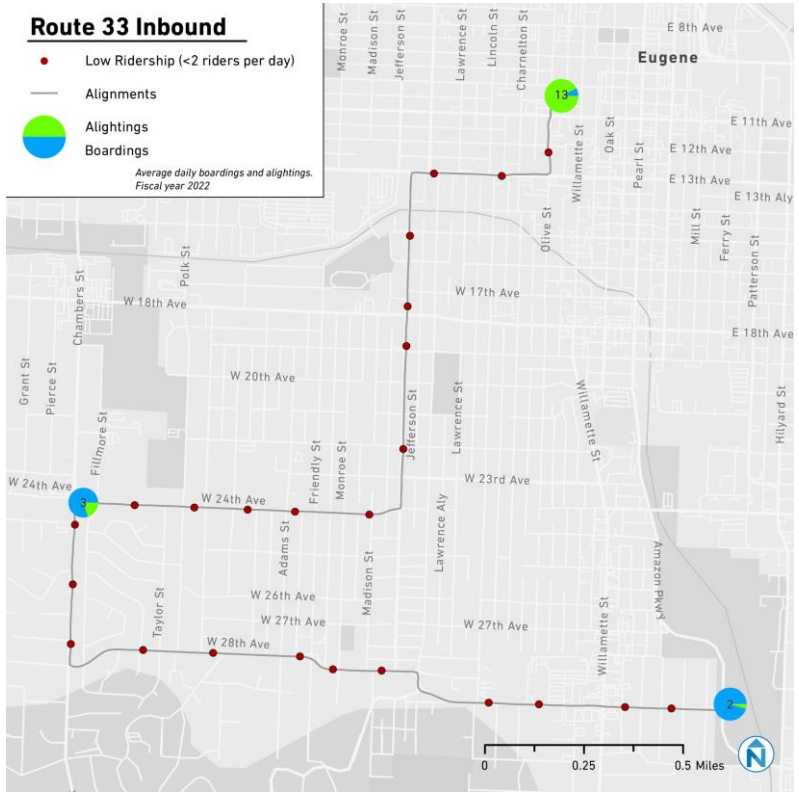
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:15 a.m., 12:45 p.m., 4:30 p.m. 5:30 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	4 round trips daily	N/A	N/A
<b>Average Daily Boardings</b>	32	N/A	N/A
<b>Boardings per Revenue Hour</b>	3.9	N/A	N/A
<b>Peak Vehicles</b>	1	N/A	N/A

### Route Strengths

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

### Route Opportunities

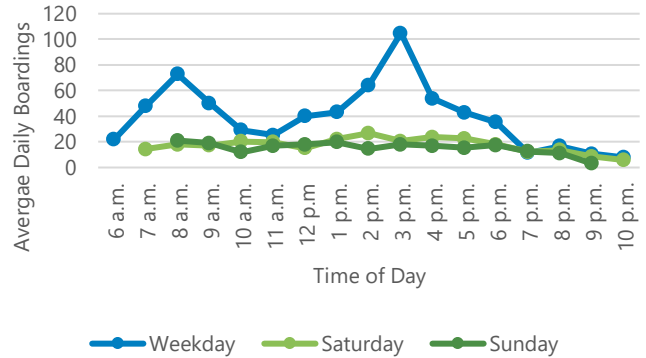
- Four round trips on weekdays is inadequate for almost any trip type other than schools.
- Ridership activity greater than 2 passengers per day only occurs at Eugene Station, Amazon Station, 28<sup>th</sup> and Almaden, and 24<sup>th</sup> and Chambers. Ridership activity is extremely low at all other 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.



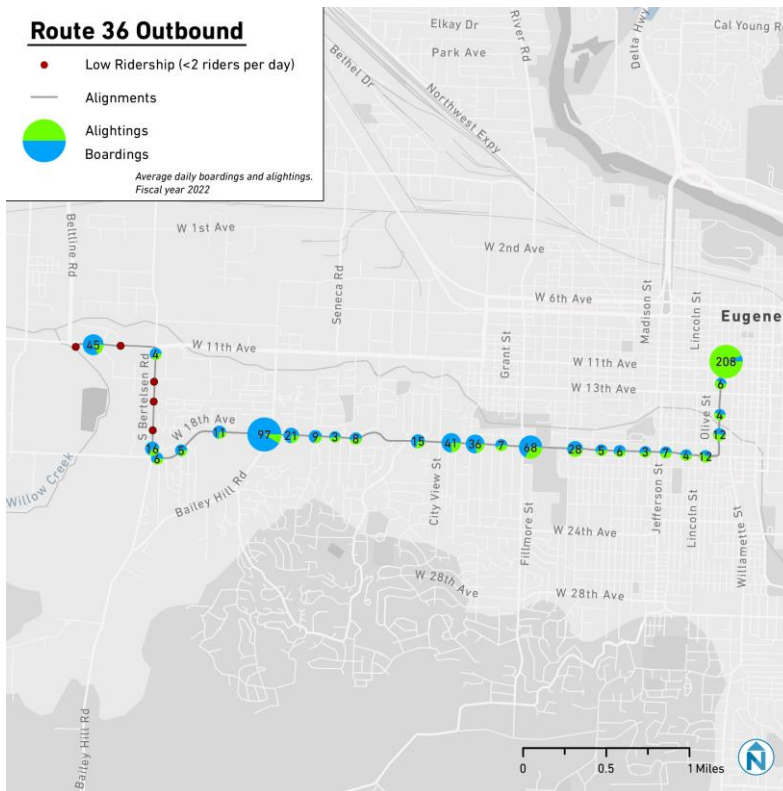
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:06 a.m. – 10:47 p.m.	7:06 a.m. – 10:47 p.m.	8:06 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	720	292	214
<b>Boardings per Revenue Hour</b>	26.7	20.2	16.8
<b>Peak Vehicles</b>	3	1	1

### 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.

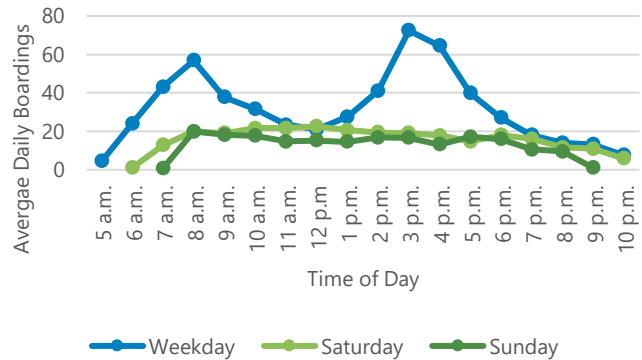
### Route Opportunities

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



## Route 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.



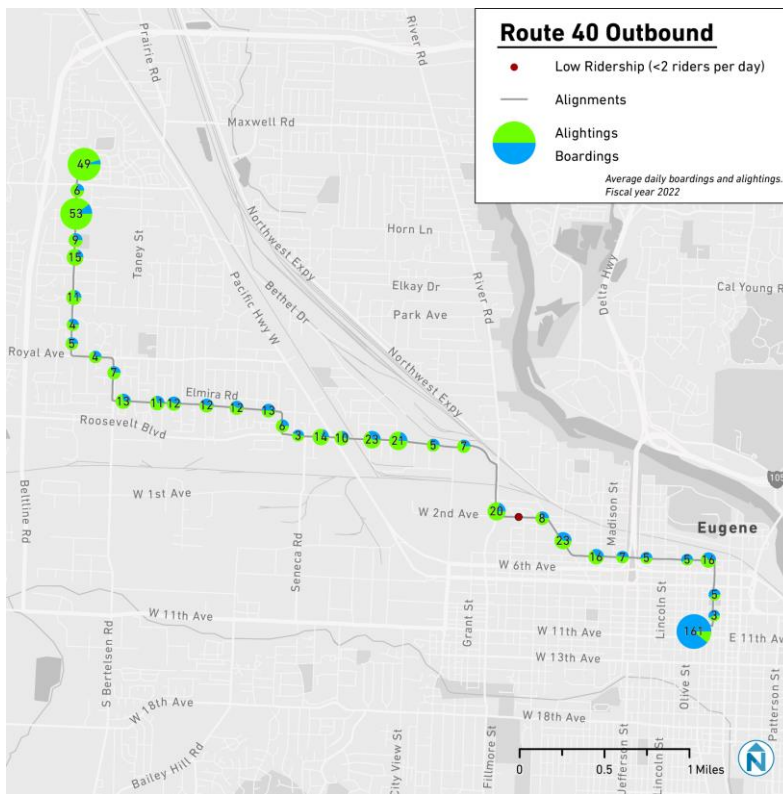
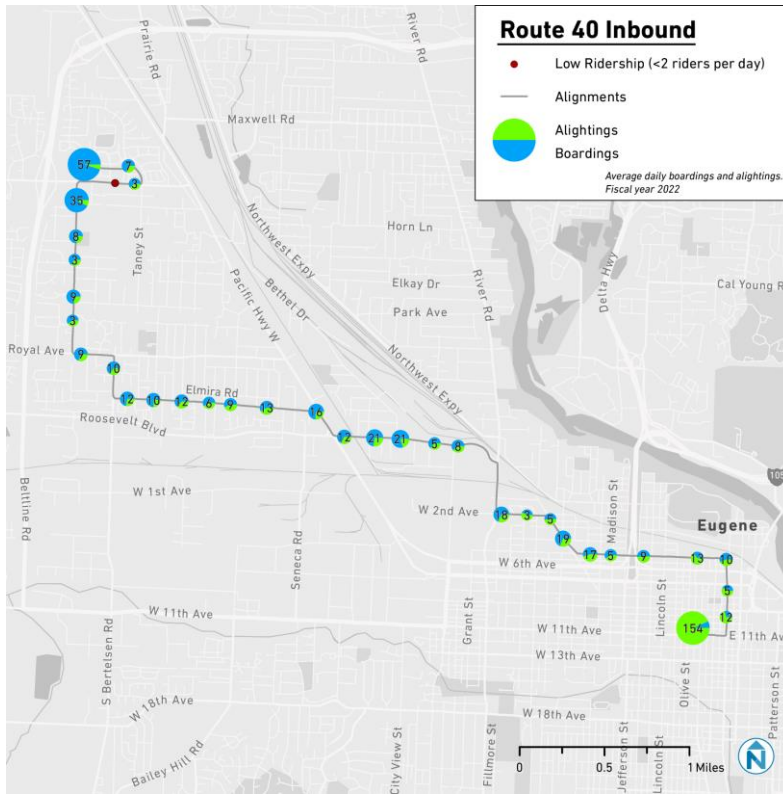
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:57 a.m. – 10:55 p.m.	6:53 a.m. – 10:54 p.m.	7:52 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	15/30/60	60	60
<b>Average Daily Boardings</b>	580	286	226
<b>Boardings per Revenue Hour</b>	18.9	15.7	14.8
<b>Peak Vehicles</b>	4	2	2

### 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

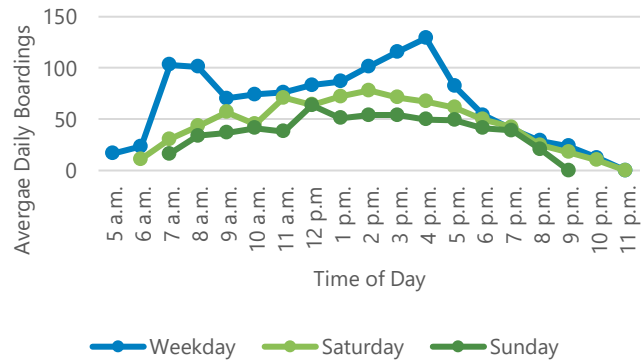
- Route 40 is circuitous, making multiple stairsteps between Echo Hollow and downtown Eugene.





## 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.



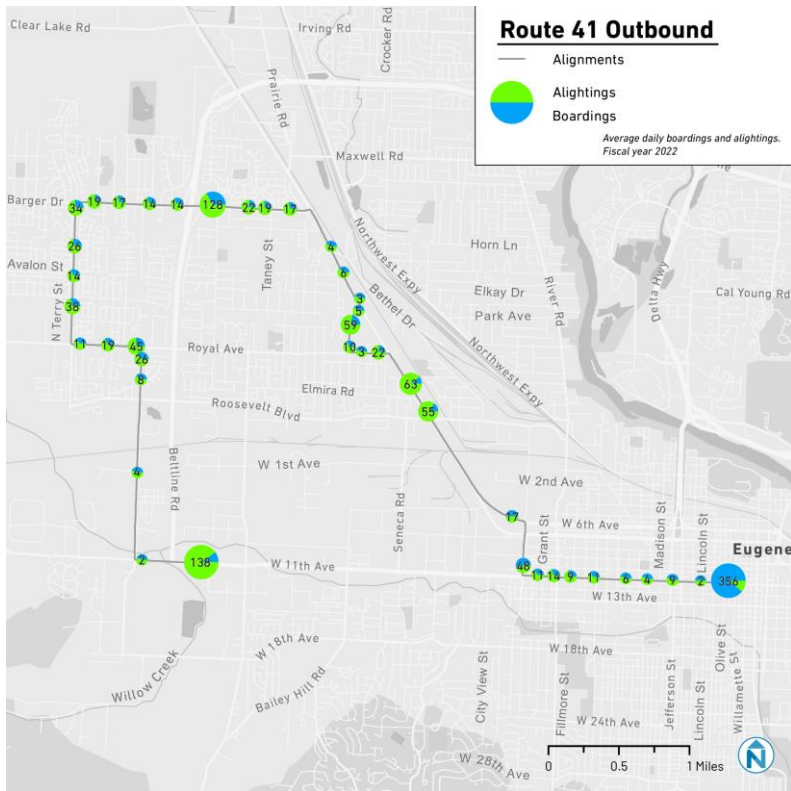
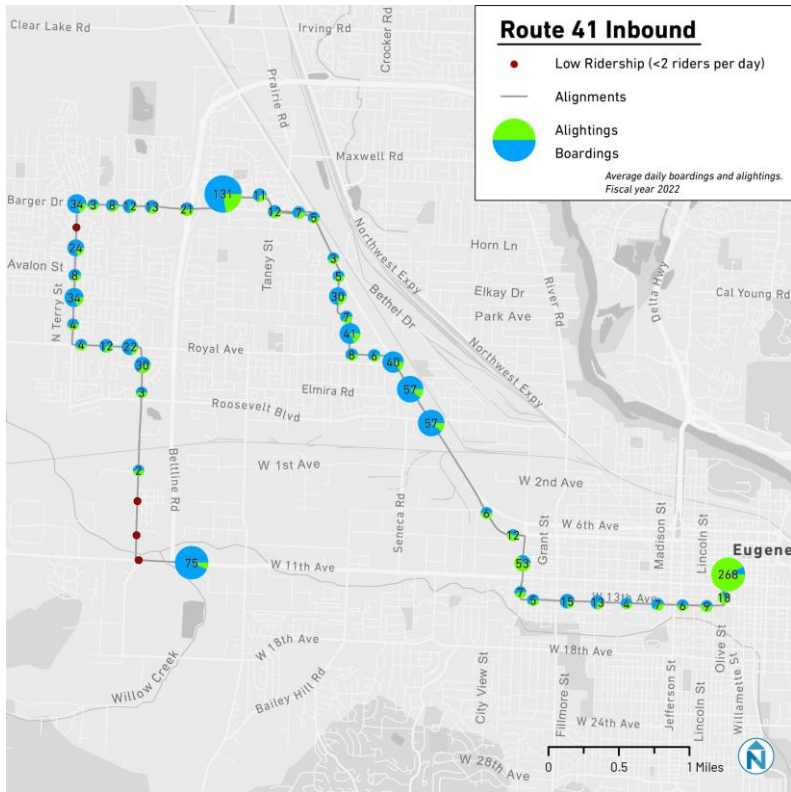
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:31 a.m. – 11:01 p.m.	6:30 a.m. – 11:02 p.m.	7:24 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	15/30/60	30/30/60	30/30/60
<b>Average Daily Boardings</b>	1323	899	654
<b>Boardings per Revenue Hour</b>	23.3	19.5	18.8
<b>Peak Vehicles</b>	6	4	4

### 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.

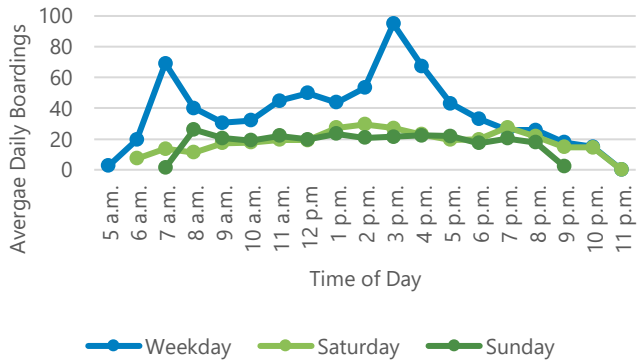
### Route Opportunities

- 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.



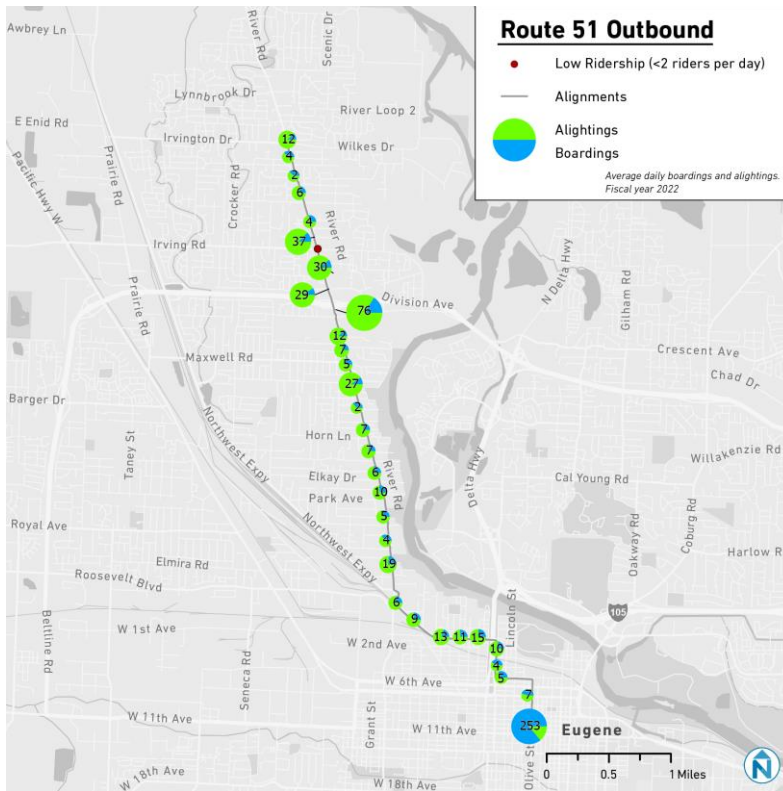
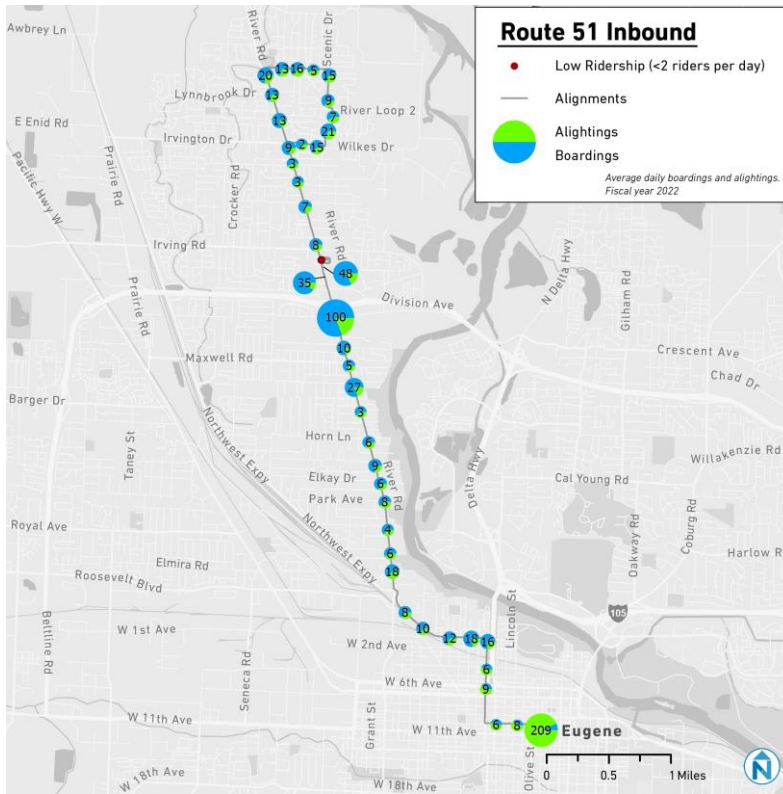
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:52 a.m. – 11:08 p.m.	6:45 a.m. – 11:10 p.m.	7:55 a.m. – 9:25 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/60	60	60
<b>Average Daily Boardings</b>	709	340	319
<b>Boardings per Revenue Hour</b>	20.0	17.6	20.1
<b>Peak Vehicles</b>	3	2	2

### 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

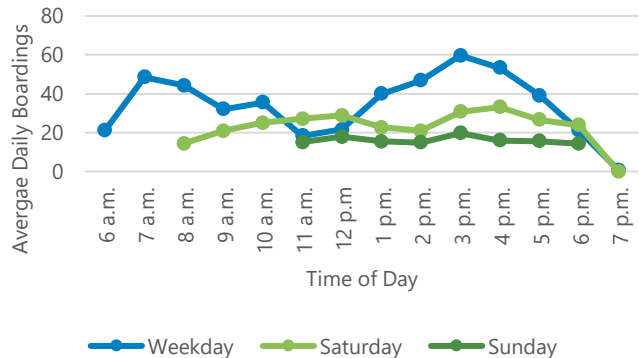
- The terminal loop at the northern termini has relatively strong ridership given the one-way alignment. The terminal loop has very close stop spacing, which may add additional running time.
- The in- and outbound alignments out of Eugene Station are a big loop.
- Outbound on-time performance is not 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.



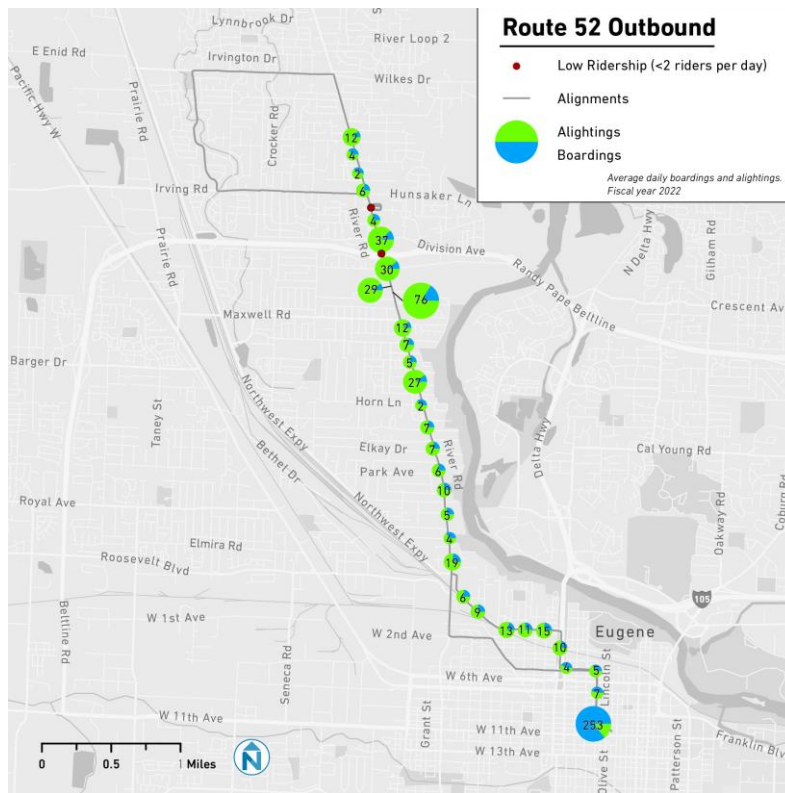
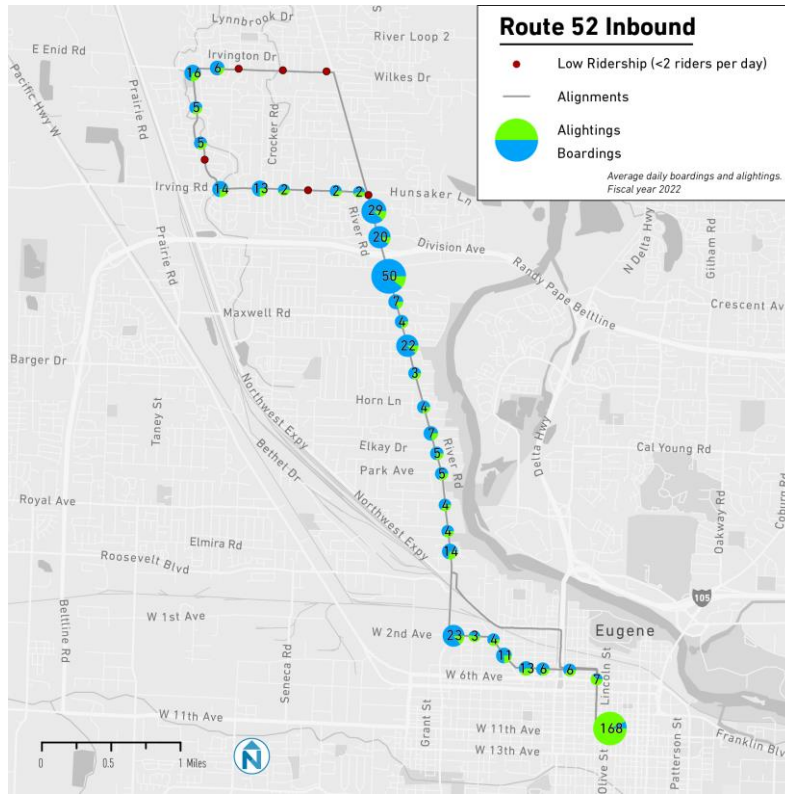
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:38 a.m. – 7:25 p.m.	8:00 a.m. – 7:05 p.m.	11:00 a.m. – 6:55 p.m.
<b>Headway (peak/midday/eve)</b>	30/30/30	60	60
<b>Average Daily Boardings</b>	472	276	130
<b>Boardings per Revenue Hour</b>	16.8	17.7	11.1
<b>Peak Vehicles</b>	3	2	2

## 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.

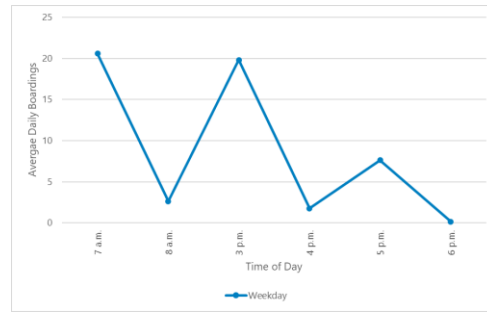
## Route Opportunities

- 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.
- Fourth lowest productivity in the LTD network, lacking a large anchor near the northern terminus of the route.



## Route 55 North Park

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



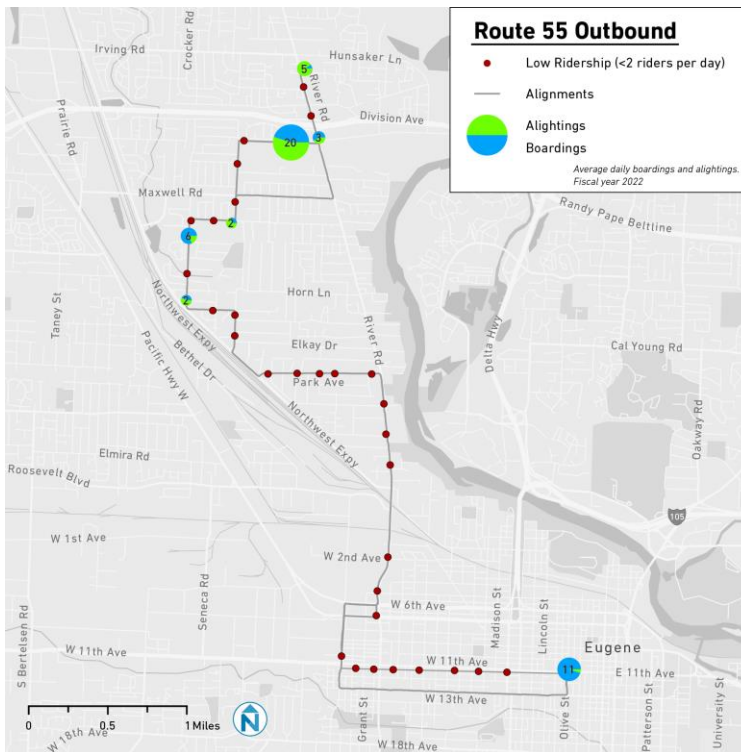
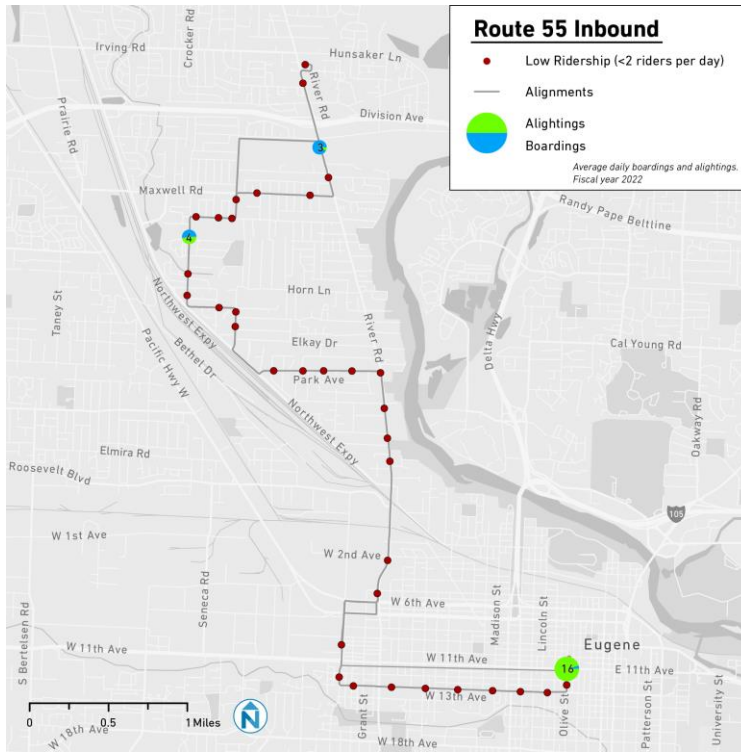
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:15 a.m. – 8:25 a.m. 3:15 p.m. – 4:25 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	1 morning / 1 afternoon trip	N/A	N/A
<b>Average Daily Boardings</b>	48	N/A	N/A
<b>Boardings per Revenue Hour</b>	12.0	N/A	N/A
<b>Peak Vehicles</b>	1	N/A	N/A

### 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

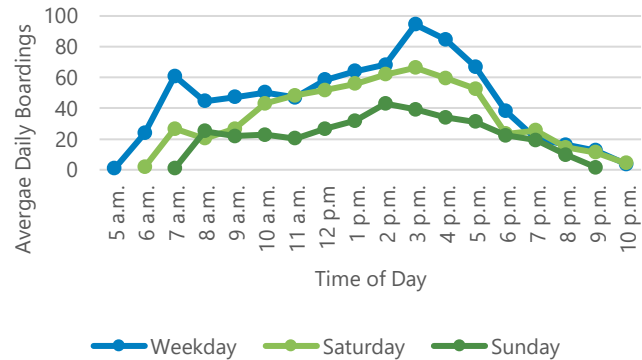
- Only operates one round trip per day, otherwise the River Road neighborhood is not served by transit.
- Most stops on the route are not generating riders.
- Route 55 has the most late trips of any other LTD route.
- Outbound ridership is significantly higher than inbound ridership.





## 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.



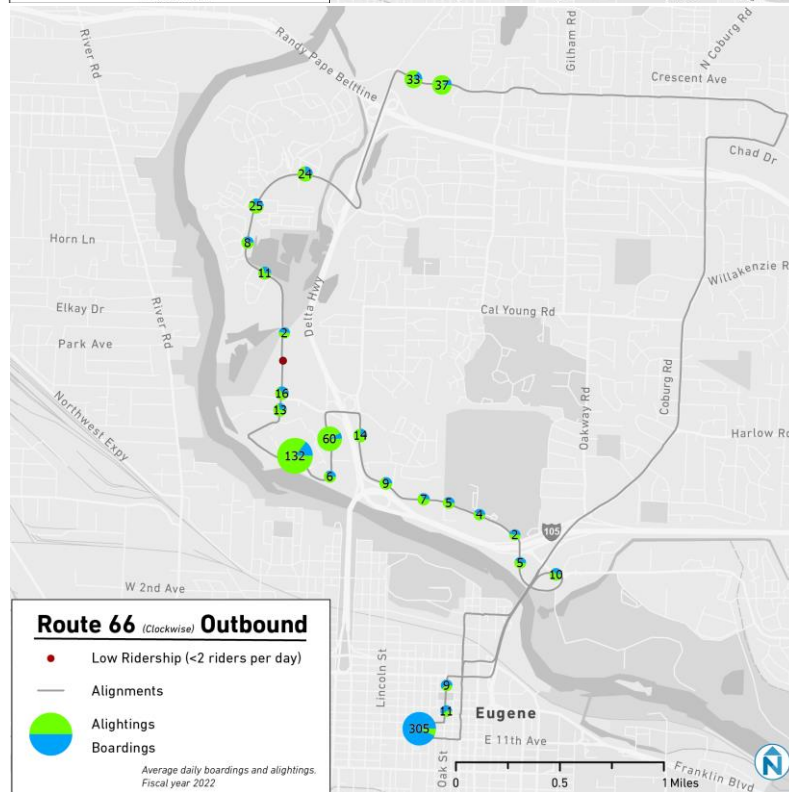
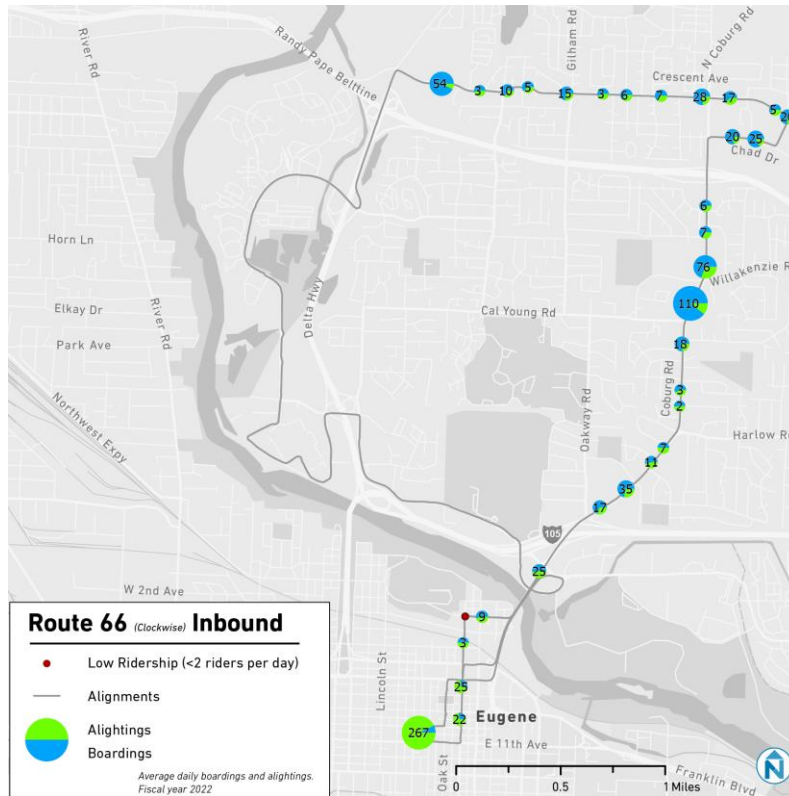
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:04 a.m. – 10:20 p.m.	7:04 a.m. – 10:17 p.m.	8:00 a.m. – 9:13 p.m.
<b>Headway (peak/midday/eve)</b>	20/30/60	30/30/60	60
<b>Average Daily Boardings</b>	792	635	345
<b>Boardings per Revenue Hour</b>	22.3	25.5	24.9
<b>Peak Vehicles</b>	4	2	1

### Route Strengths

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

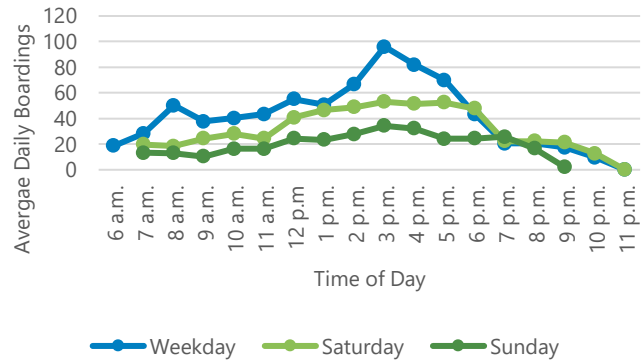
### Route Opportunities

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



## Route 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.



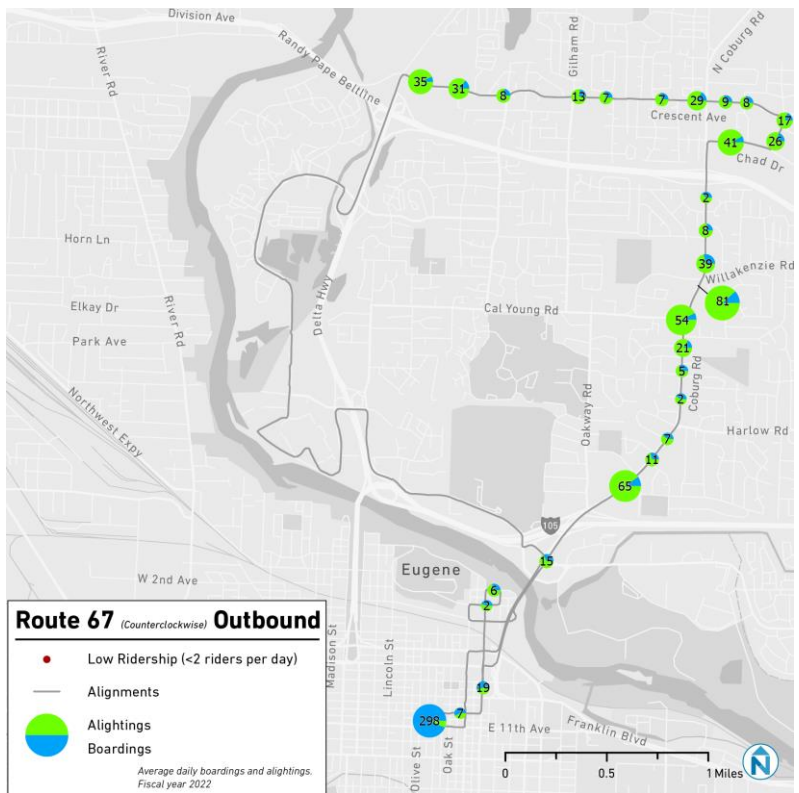
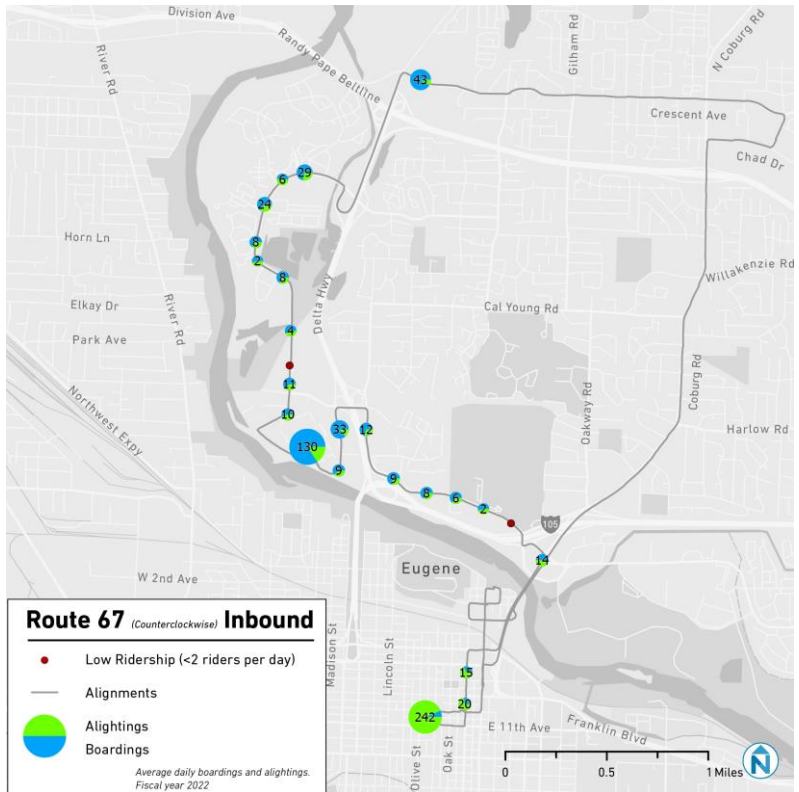
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:10 a.m. – 10:55 p.m.	7:10 a.m. – 10:56 p.m.	7:30 a.m. – 9:19 p.m.
<b>Headway (peak/midday/eve)</b>	20/30/60	30/30/60	60
<b>Average Daily Boardings</b>	756	598	328
<b>Boardings per Revenue Hour</b>	20.4	23.4	22.4
<b>Peak Vehicles</b>	4	2	1

### 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

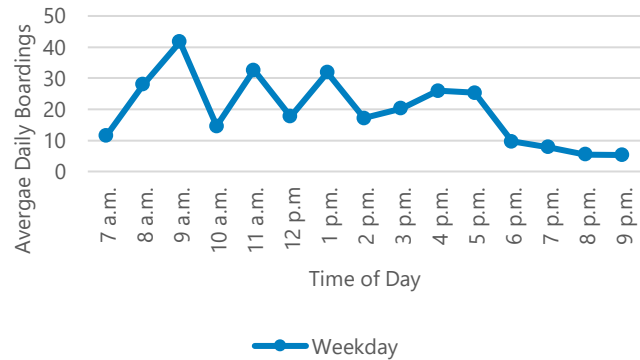
- Routes 66 and 67 leave Eugene Station at the same time, limiting opportunities for more frequent service to north Eugene. Route 12 also duplicates the Eugene Station to Harlow Road segment.
- Route 67 serves the Market District when Route 1 is not operating, which increases travel times for most riders.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



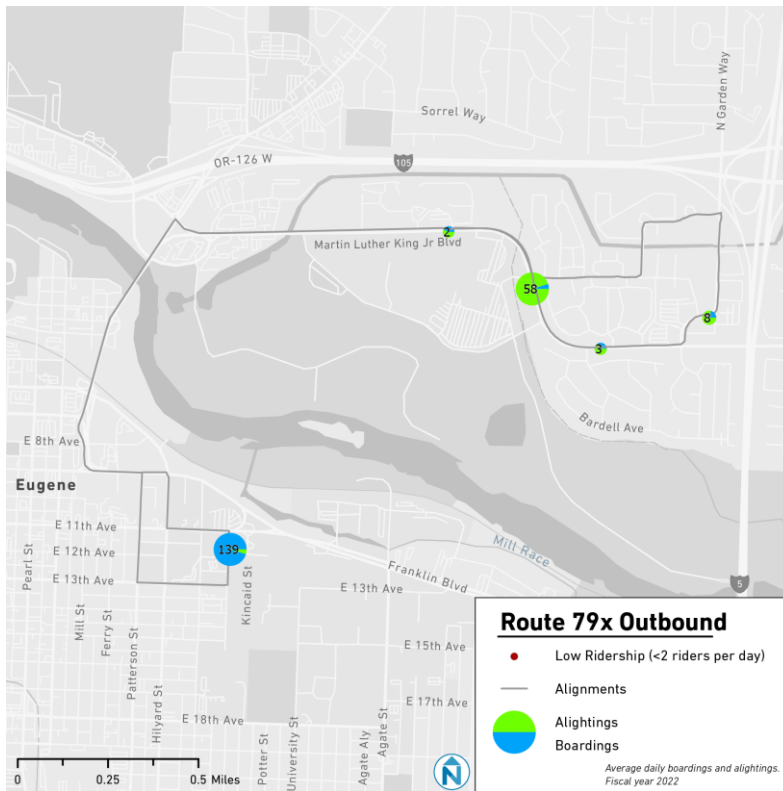
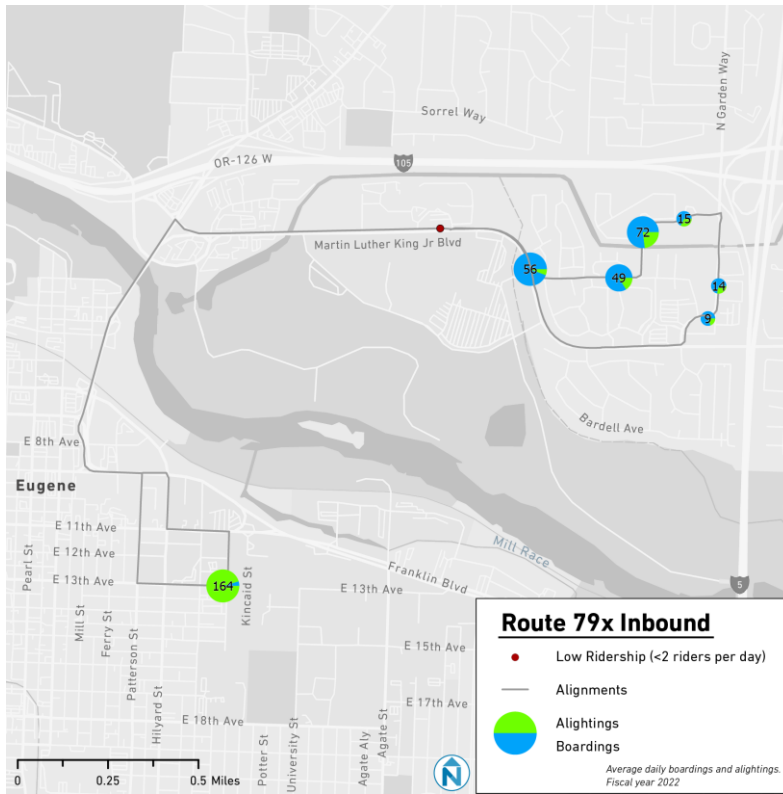
	Weekdays	Saturday	Sunday
<b>Service Span</b>	Inbound only from Kinsrow: 7:30 a.m. – 10:15 a.m. Round trip between UO and Kinsrow: 10:55 a.m. – 10:22 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	30 / 60 / 60	N/A	N/A
<b>Average Daily Boardings</b>	418	N/A	N/A
<b>Boardings per Revenue Hour</b>	32.9	N/A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

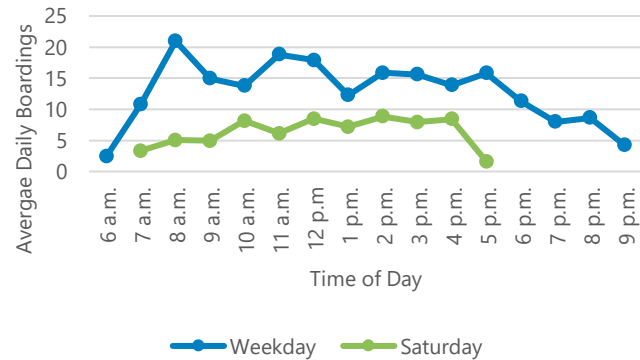
### Route Opportunities

- High passenger loads may indicate the need for more frequent service, particularly in the inbound direction in the morning.
- 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.



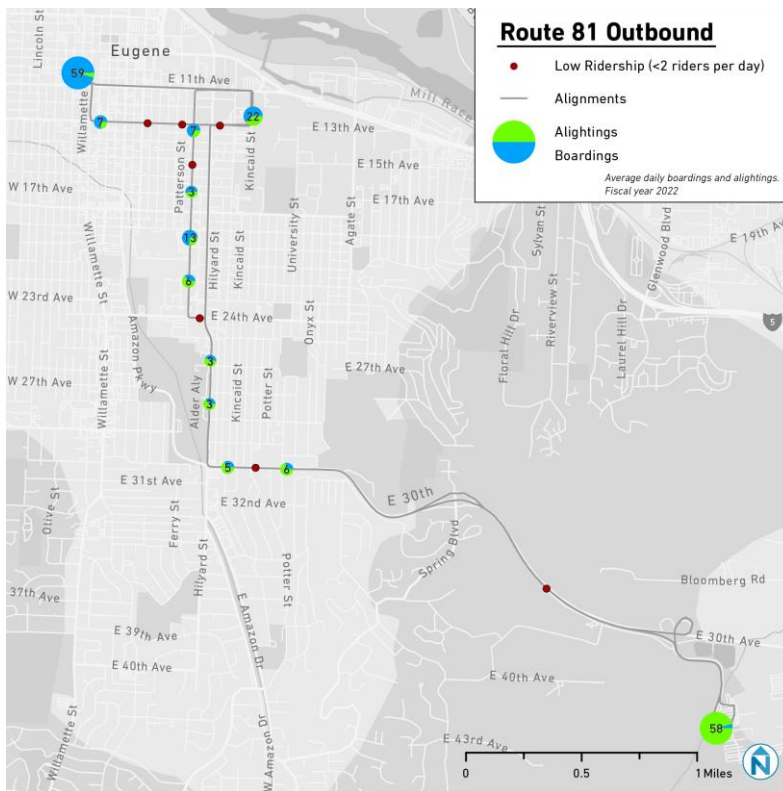
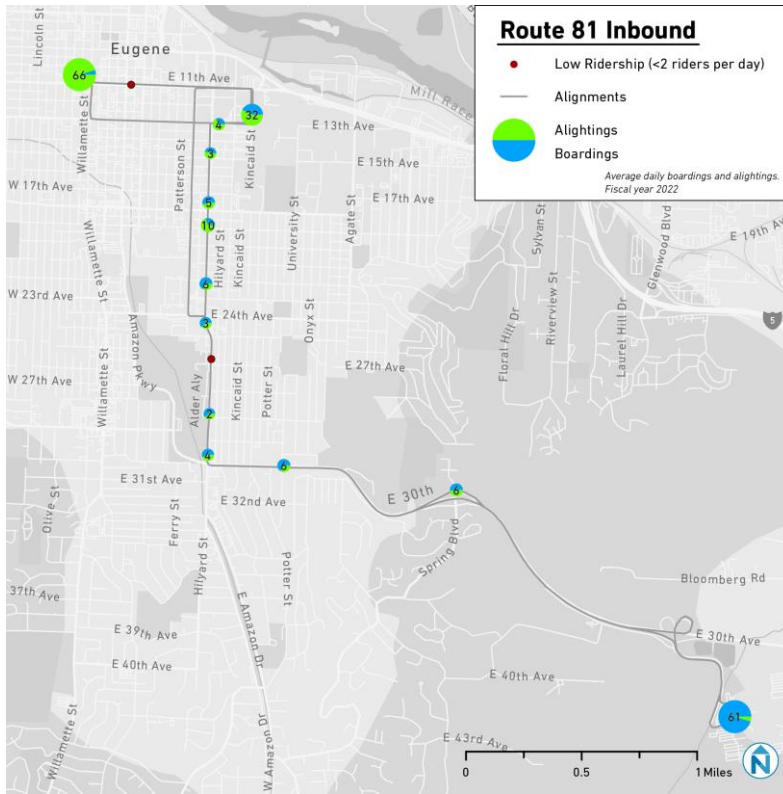
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:30 a.m. – 9:25 p.m.	7:30 a.m. – 5:20 p.m.	N/A
<b>Headway (peak/midday/eve)</b>	60	60	N/A
<b>Average Daily Boardings</b>	262	62	N/A
<b>Boardings per Revenue Hour</b>	17.0	6.5	N/A
<b>Peak Vehicles</b>	1	1	N/A

### Route Strengths

- One-seat connection between LCC and UO.

### Route Opportunities

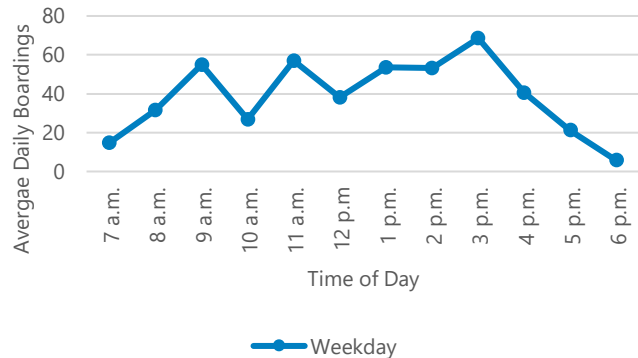
- Lower weekday productivity than many other LTD routes (6<sup>th</sup> lowest), and lowest productivity of any LTD route on Saturday.
- Route 81 duplicates the alignment and schedule of Route 28 between 30<sup>th</sup> Avenue and downtown Eugene.
- Routes 81 and 82 both connect LCC and Downtown Eugene. 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.



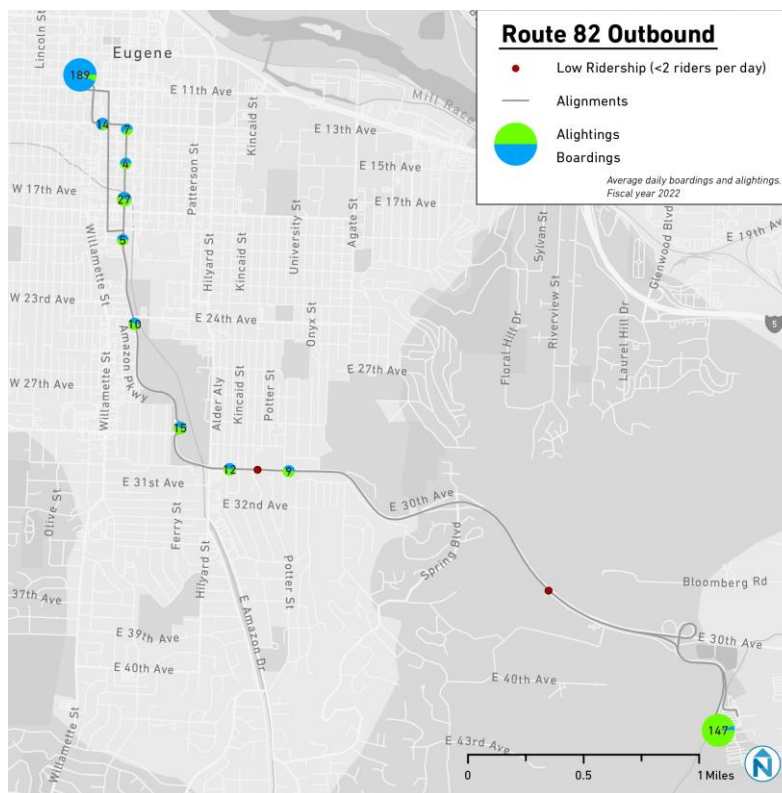
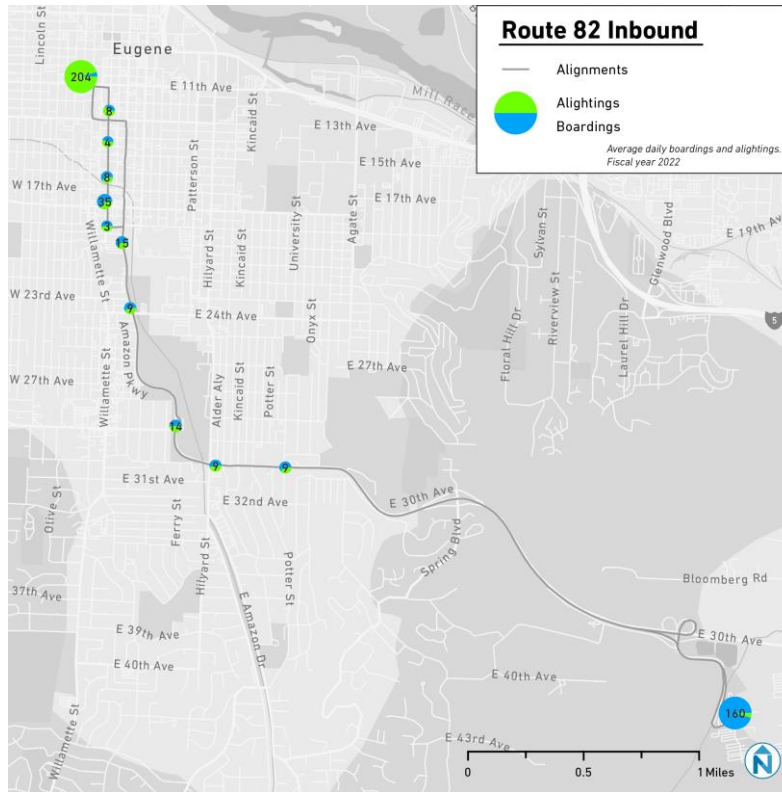
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:00 a.m. – 6:25 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	School year: 10-25/30-60/0 Summer: 60/60	N/A	N/A
<b>Average Daily Boardings</b>	437	N/A	N/A
<b>Boardings per Revenue Hour</b>	18.9	N/A	N/A
<b>Peak Vehicles</b>	3	N/A	N/A

### Route Strengths

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

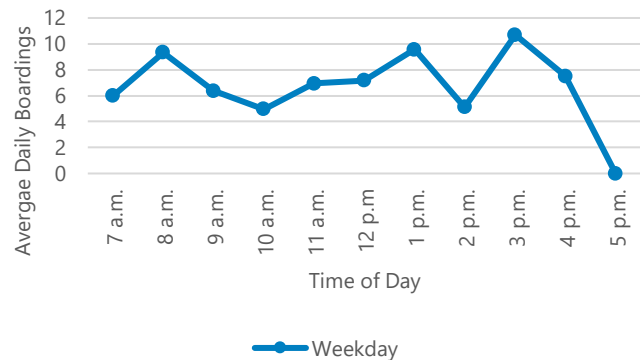
### Route Opportunities

- 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 82 provides evening and Saturday service to LCC instead of the higher ridership Route 81.
- When LCC is in session, weekday Route 82 service has irregular headways, which complicate transfers and potentially confuse passengers. Headways vary from 15 to 20 to 25 minutes.
- Summer and break service on Route 82 is limited.



## Route 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.



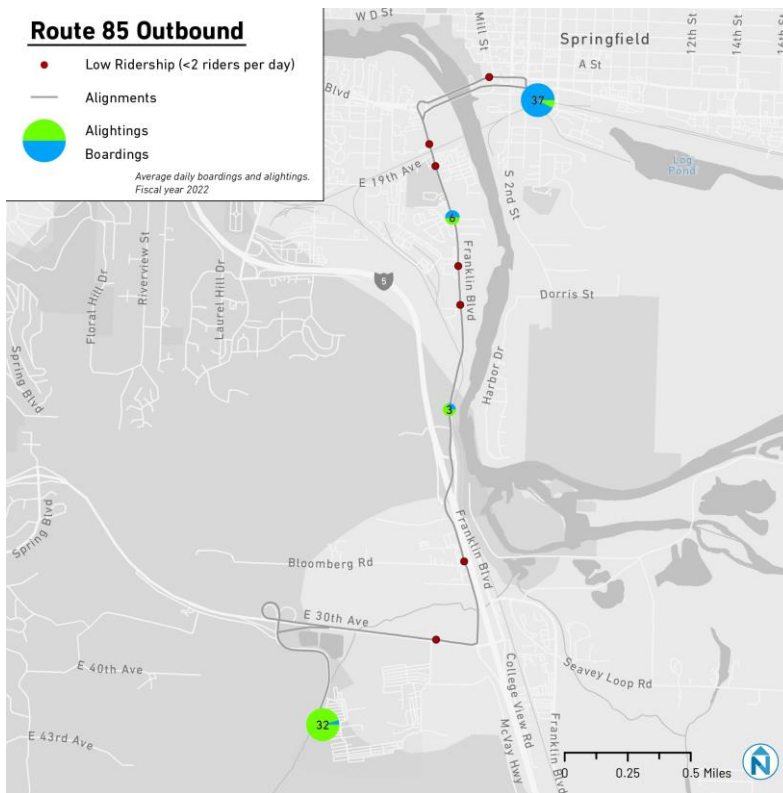
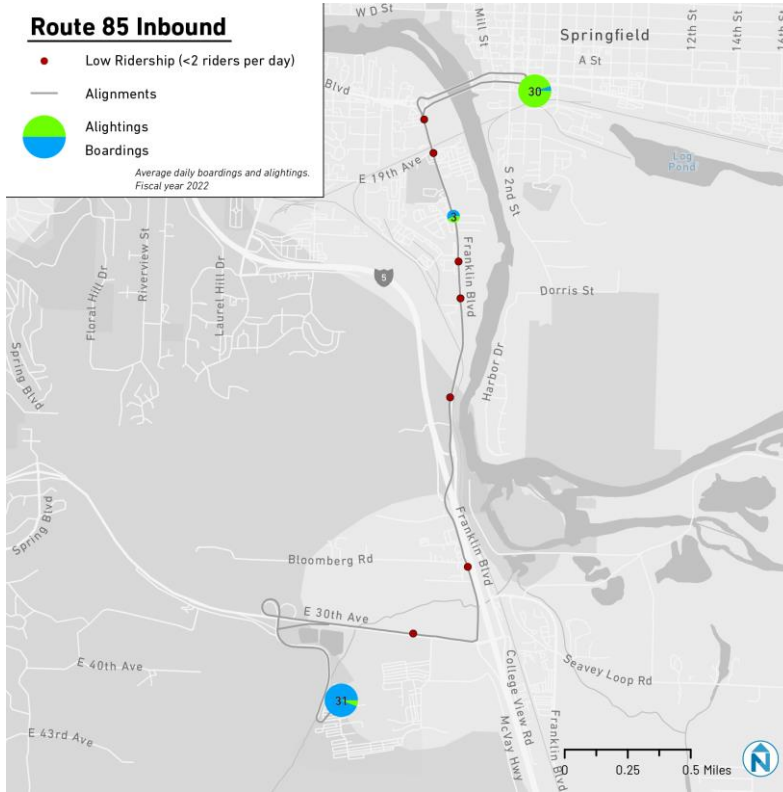
	Weekdays	Saturday	Sunday
<b>Service Span</b>	7:40 a.m. – 5:10 p.m.	N/A	N/A
<b>Headway (peak/midday/eve)</b>	60	N/A	N/A
<b>Average Daily Boardings</b>	79	N/A	N/A
<b>Boardings per Revenue Hour</b>	12.4	N/A	N/A
<b>Peak Vehicles</b>	1	N/A	N/A

### 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

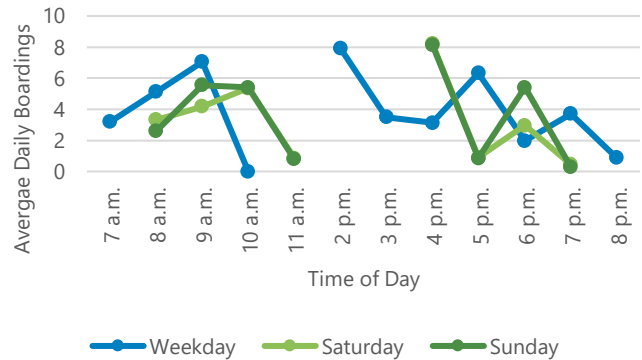
- Hourly service provides limited opportunities to travel between Springfield and the LCC campus.
- While there are no other corridors to connect these two destinations, stop activity along Franklin Boulevard very is limited.
- No weekend service.
- This route is the least productive route in the system.





## 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.



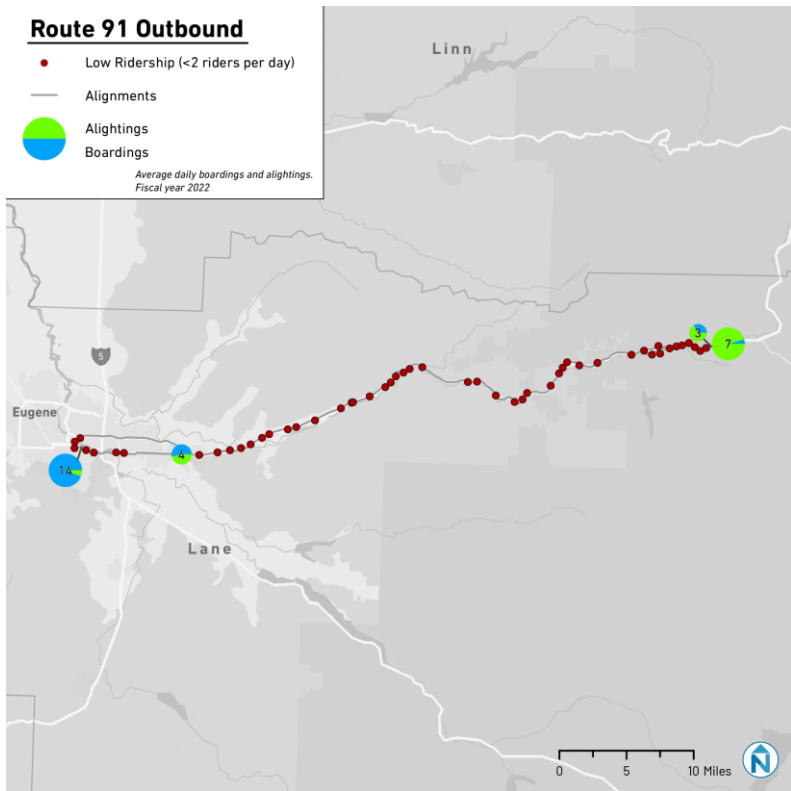
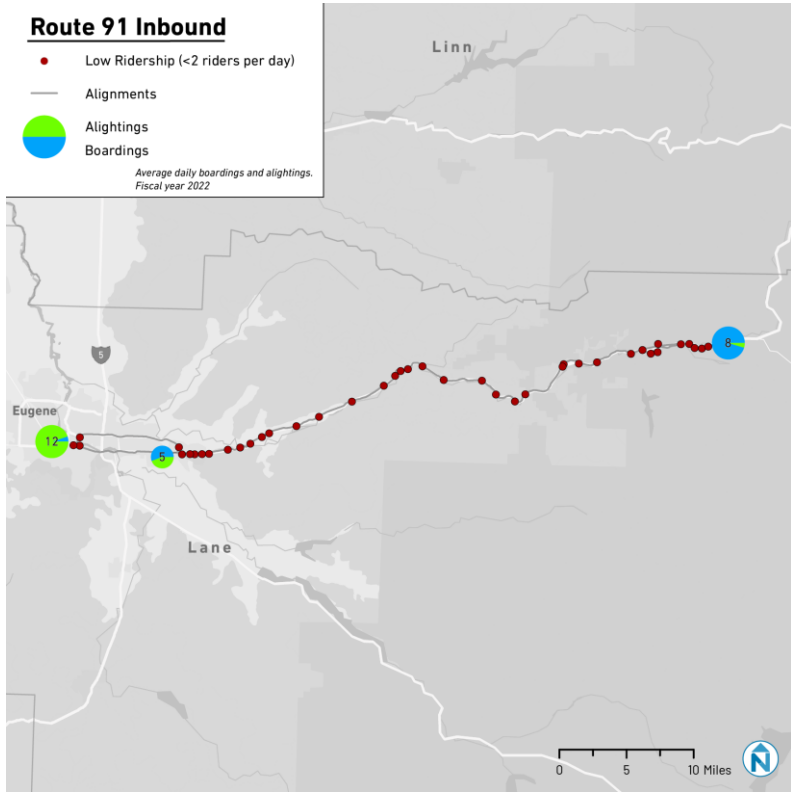
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:00 a.m., 11:20 a.m. 2:20 p.m., 8:40 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.	8:30 a.m., 11:25 a.m. 4:30 p.m., 7:20 p.m.
<b>Headway (peak/midday/eve)</b>	2 morning round trips 2 afternoon round trips	1 morning round trip 1 afternoon round trip	1 morning 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.

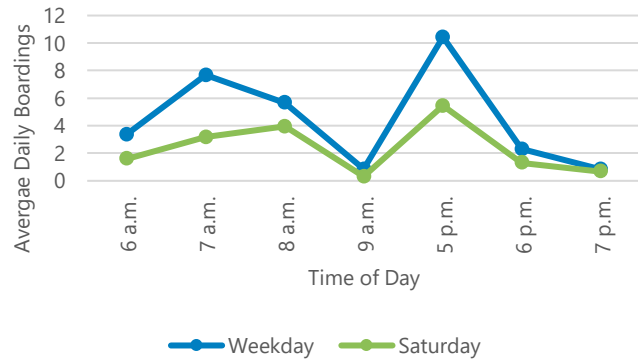
### Route Opportunities

- 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.



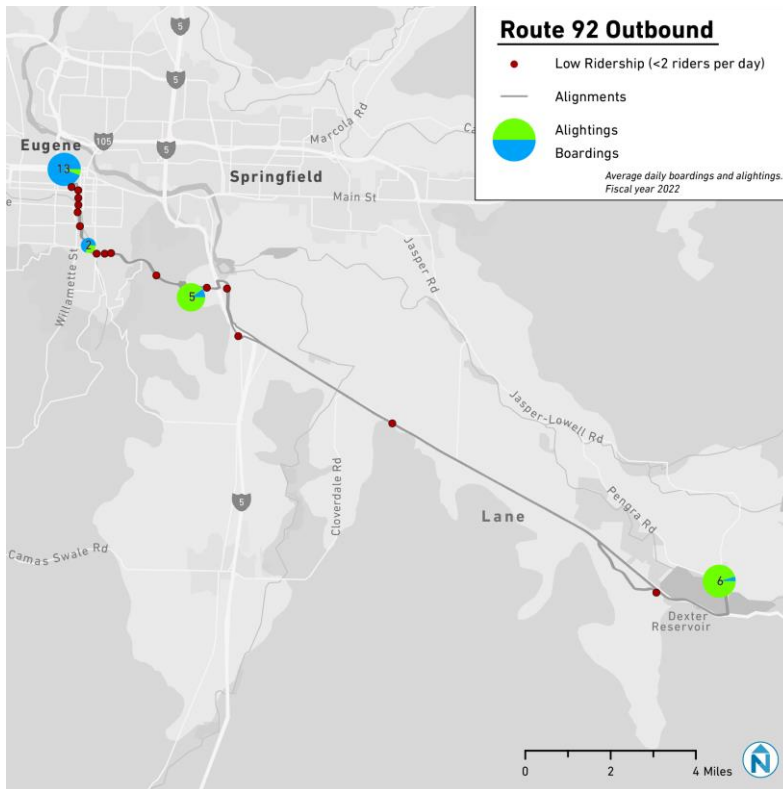
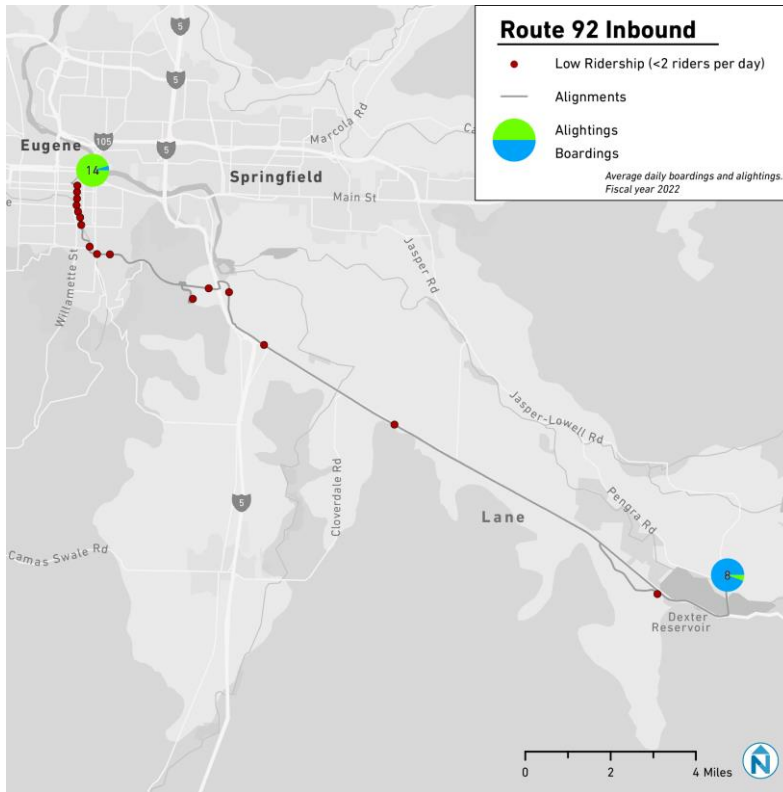
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	6:31 a.m., 9:15 a.m. 5:35 p.m., 7:10 p.m.	N/A
<b>Headway (peak/midday/eve)</b>	1.5 morning round trips 1 afternoon round trip	1.5 morning round trips 1 afternoon round trip	N/A
<b>Average Daily Boardings</b>	28	14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

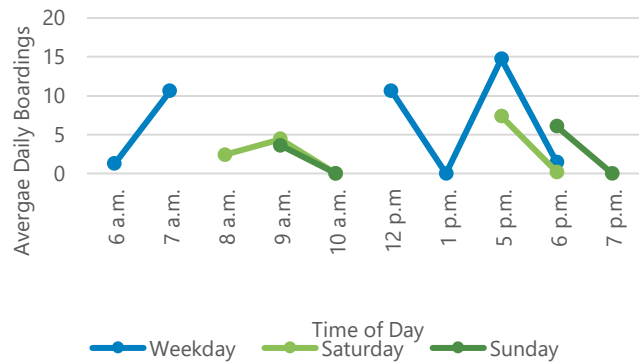
- 5.6 passengers per trip on weekdays is low compared to other express/limited routes in the LTD network.
- Saturday ridership is very low.





## Route 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.



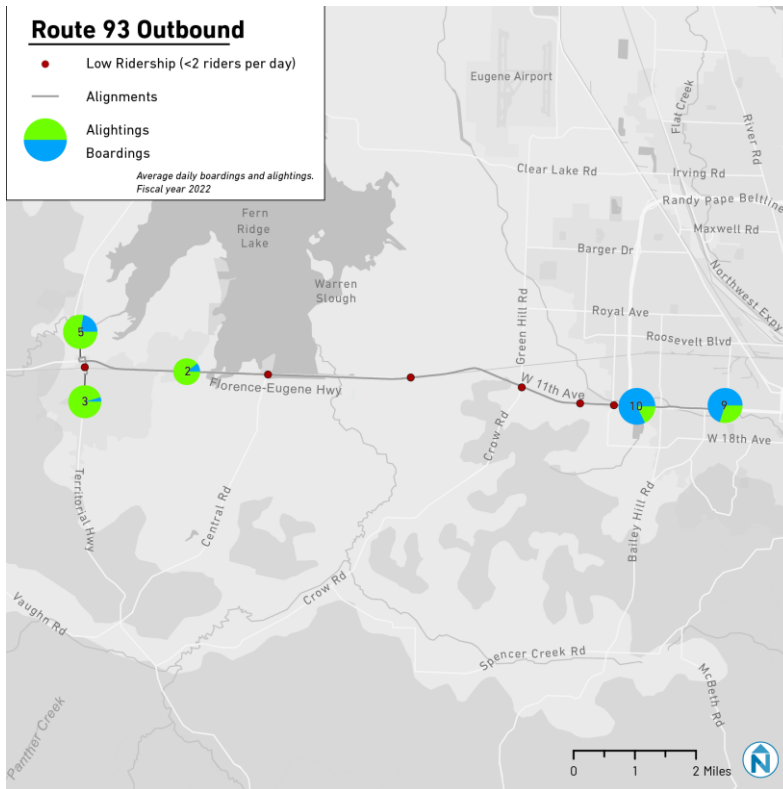
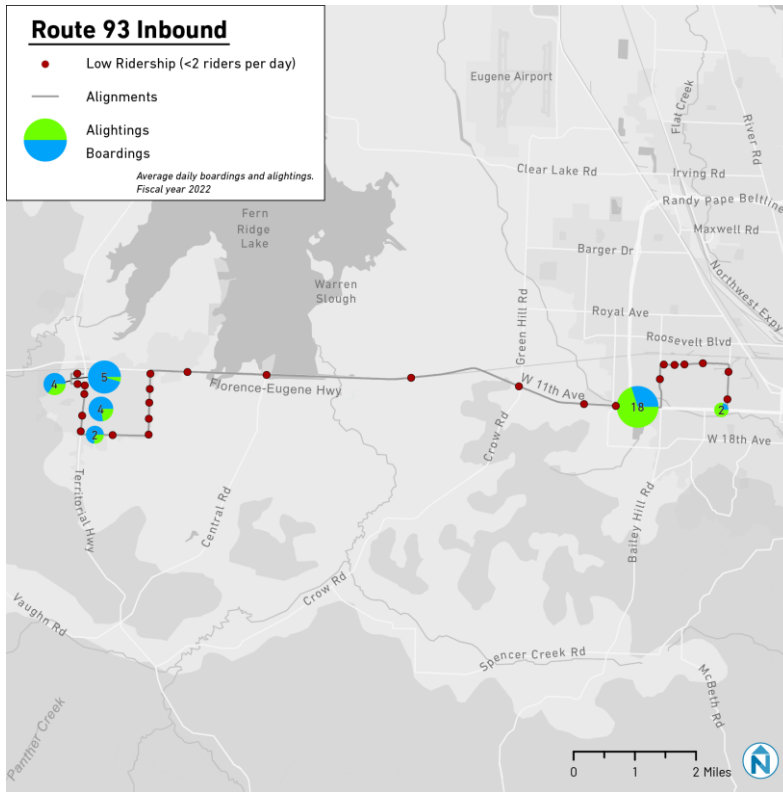
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:46 a.m. – 7:45 a.m. 12:05 p.m. – 1:03 p.m. 5:30 p.m. – 6:29 p.m.	8:16 a.m. – 10:08 a.m. 5:32 p.m. – 6:24 p.m.	9:16 a.m. – 10:08 a.m. 6:17 p.m. – 7:08 p.m.
<b>Headway</b>	1 morning round trip, 2 afternoon round trips	2 morning round trips, 1 afternoon round 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.

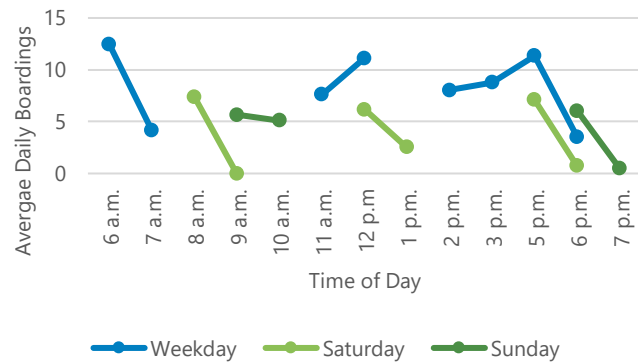
### Route Opportunities

- 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 does not warrant two trips.



## 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.



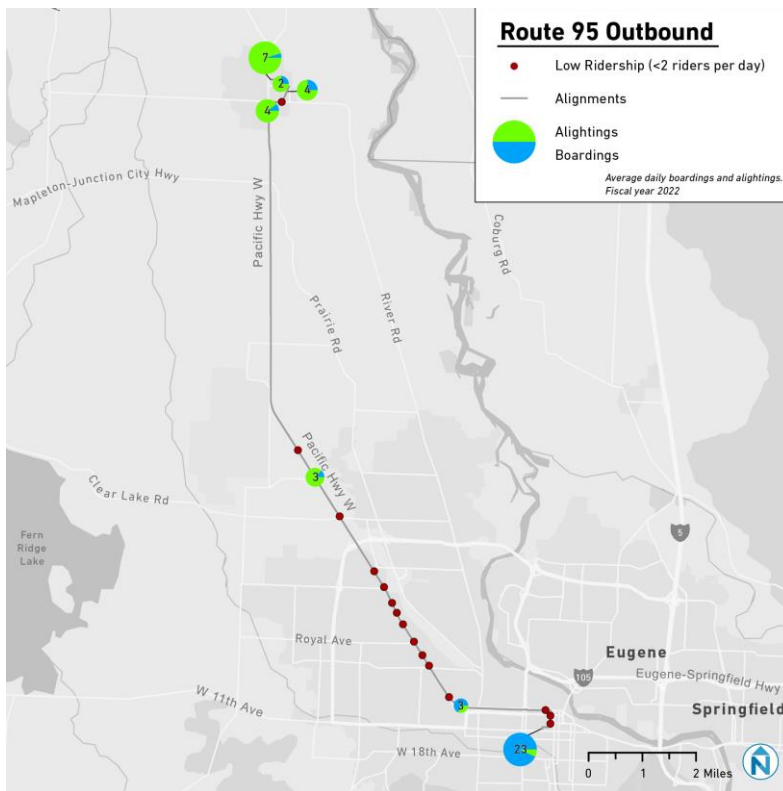
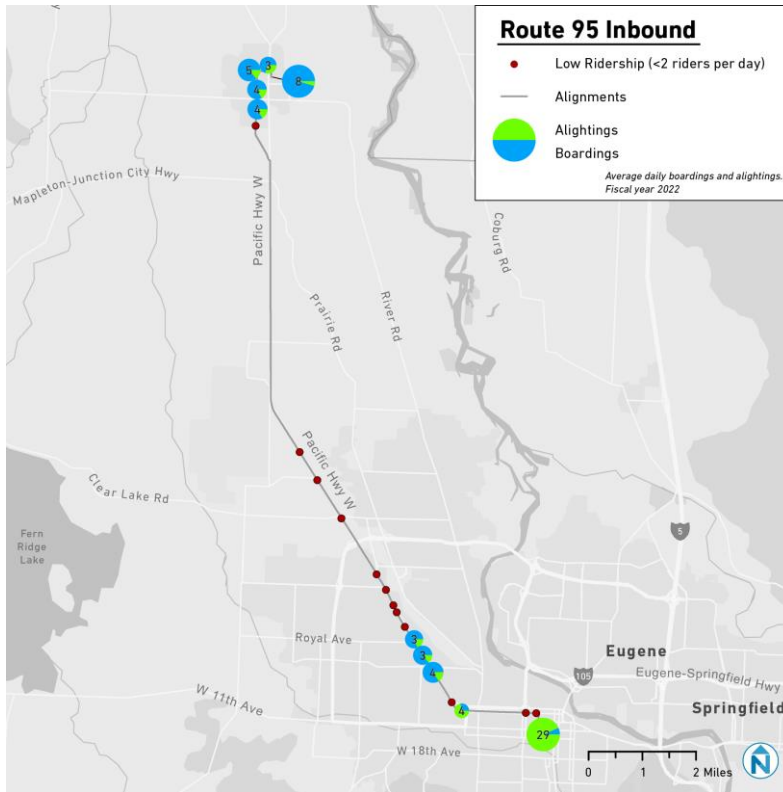
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:10 a.m. – 7:25 a.m. 11:30 a.m. – 12:45 p.m. 2:30 p.m. – 3:45 p.m. 5:30 p.m. – 6:55 p.m.	8:05 a.m., - 9:15 a.m. 12:05 p.m. – 1:15 p.m. 5:05 p.m. – 6:15 p.m.	9:05 a.m. – 10:15 a.m. 6:05 p.m. – 7:15 p.m.
<b>Headway</b>	2 morning round trips, 2 afternoon round 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

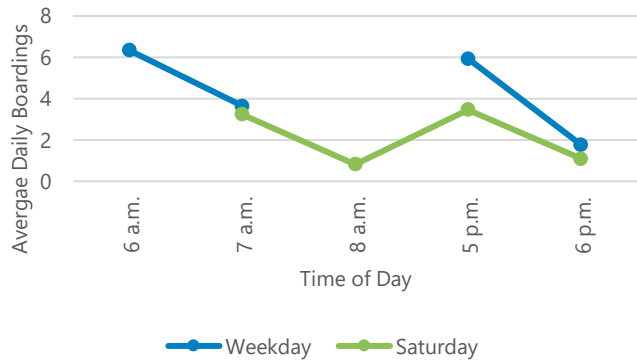
- This route comes closest to serving the Eugene Airport, which is about 2 miles from Highway 99 N.





## 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.



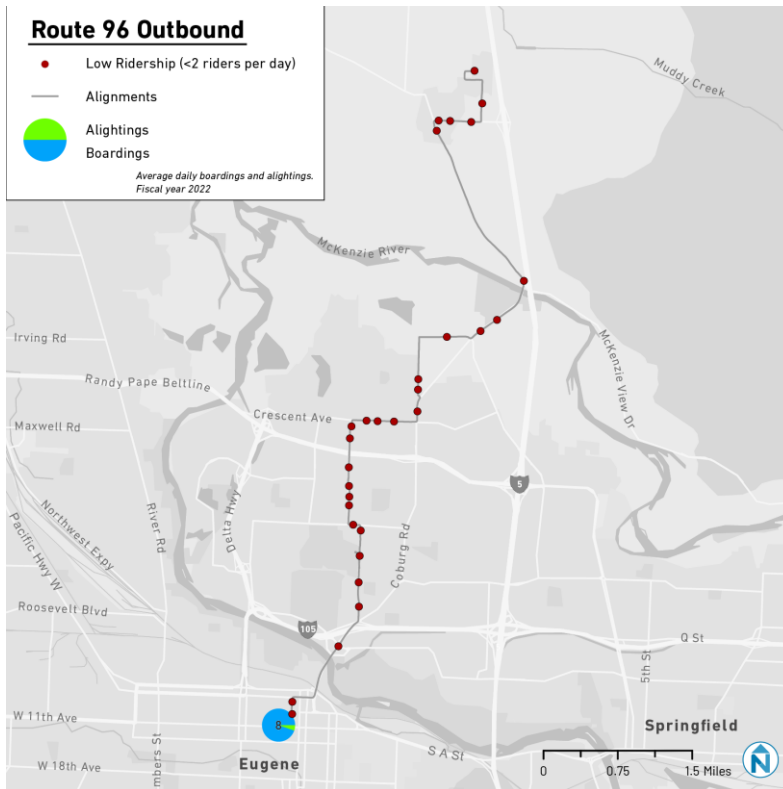
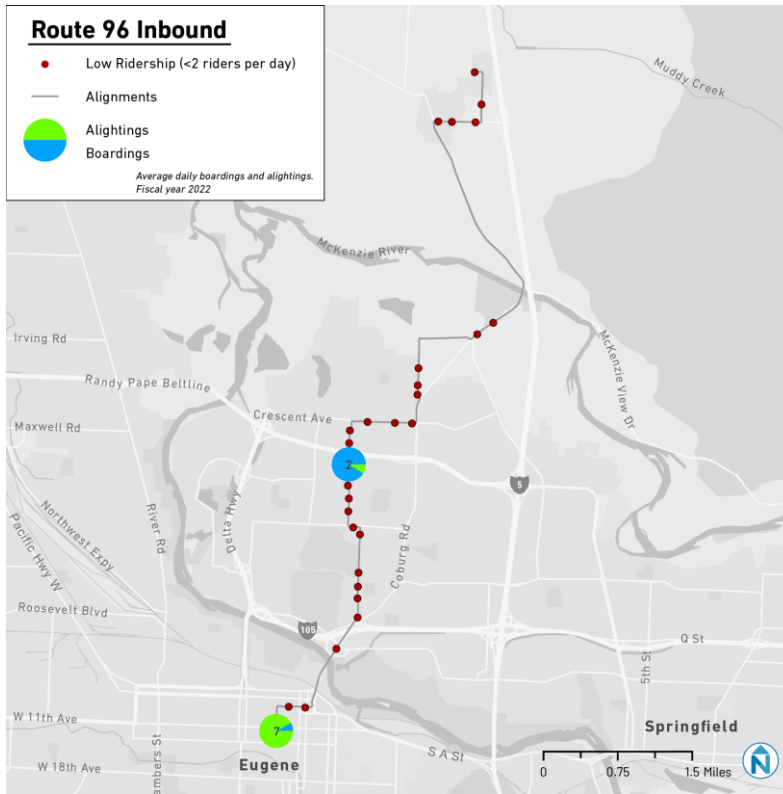
	Weekdays	Saturday	Sunday
<b>Service Span</b>	6:30 a.m. – 7:25 a.m. 5:35 p.m. – 6:40 p.m.	7:20 a.m. – 8:25 a.m. 5:35 p.m. – 6:40 a.m.	N/A
<b>Headway</b>	1 morning round trip 1 afternoon round trip	1 morning round trip 1 afternoon round trip	N/A
<b>Average Daily Boardings</b>	18	7	N/A
<b>Boardings per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

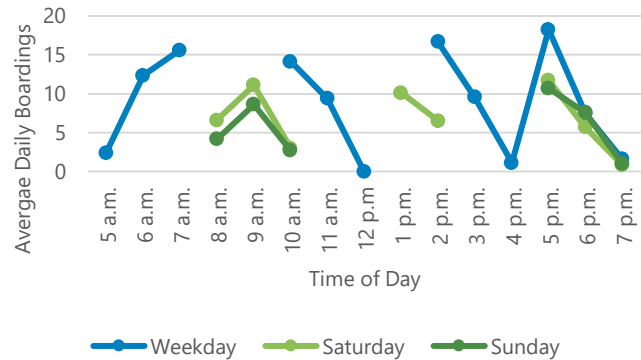
- Second lowest productivity of express and limited routes.
- Almost every stop has less than two riders.
- Route 96 does not take the most direct route between Coburg and downtown Eugene.



## 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/>.



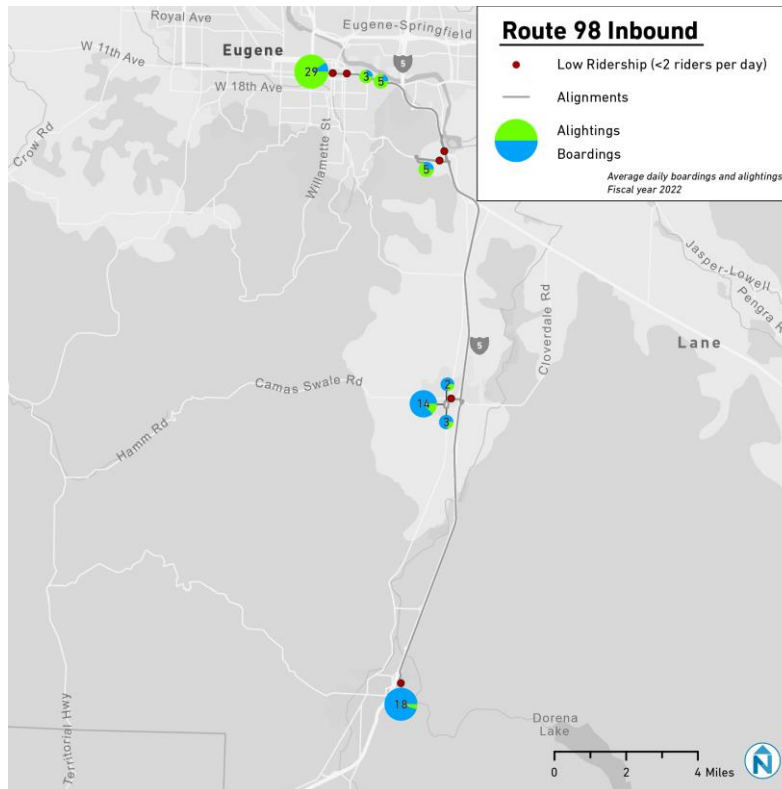
	Weekdays	Saturday	Sunday
<b>Service Span</b>	5:28 a.m., - 7:35 p.m.	8:35 a.m. – 10:25 a.m. 1:00 p.m. – 2:52 p.m. 5:35 p.m. – 7:25 p.m.	8:35 a.m. – 10:25 p.m. 5:35 p.m. – 7:25 p.m.
<b>Headway</b>	3 morning round trips, 2 afternoon round trips	1 morning round trip, 2 afternoon round trips	1 morning round 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

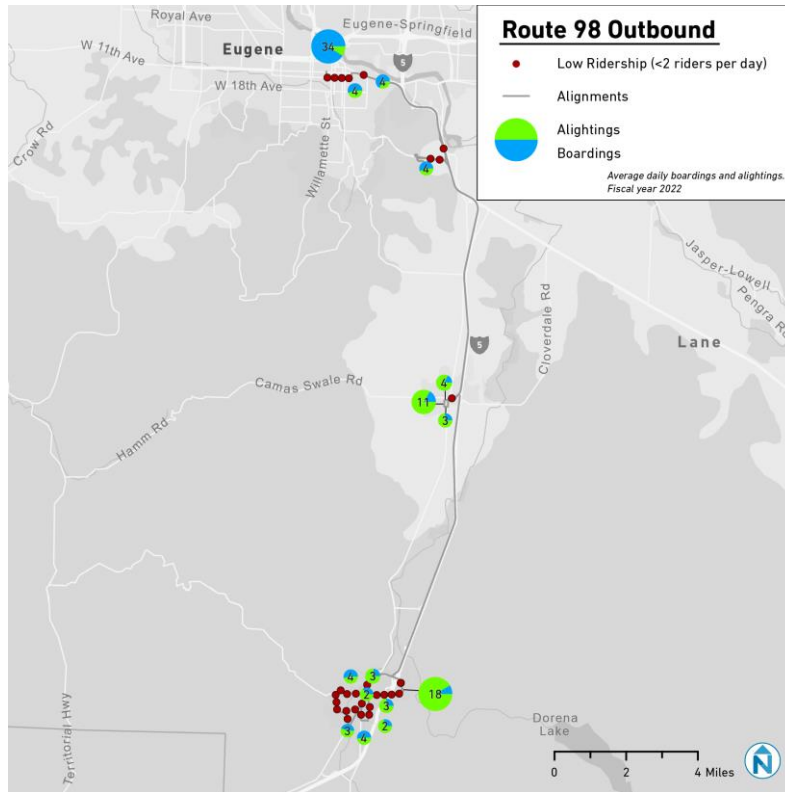
- Provides a connection between Cottage Grove and Creswell into Eugene.
- Second most productive of the rural/limited routes.

## 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.





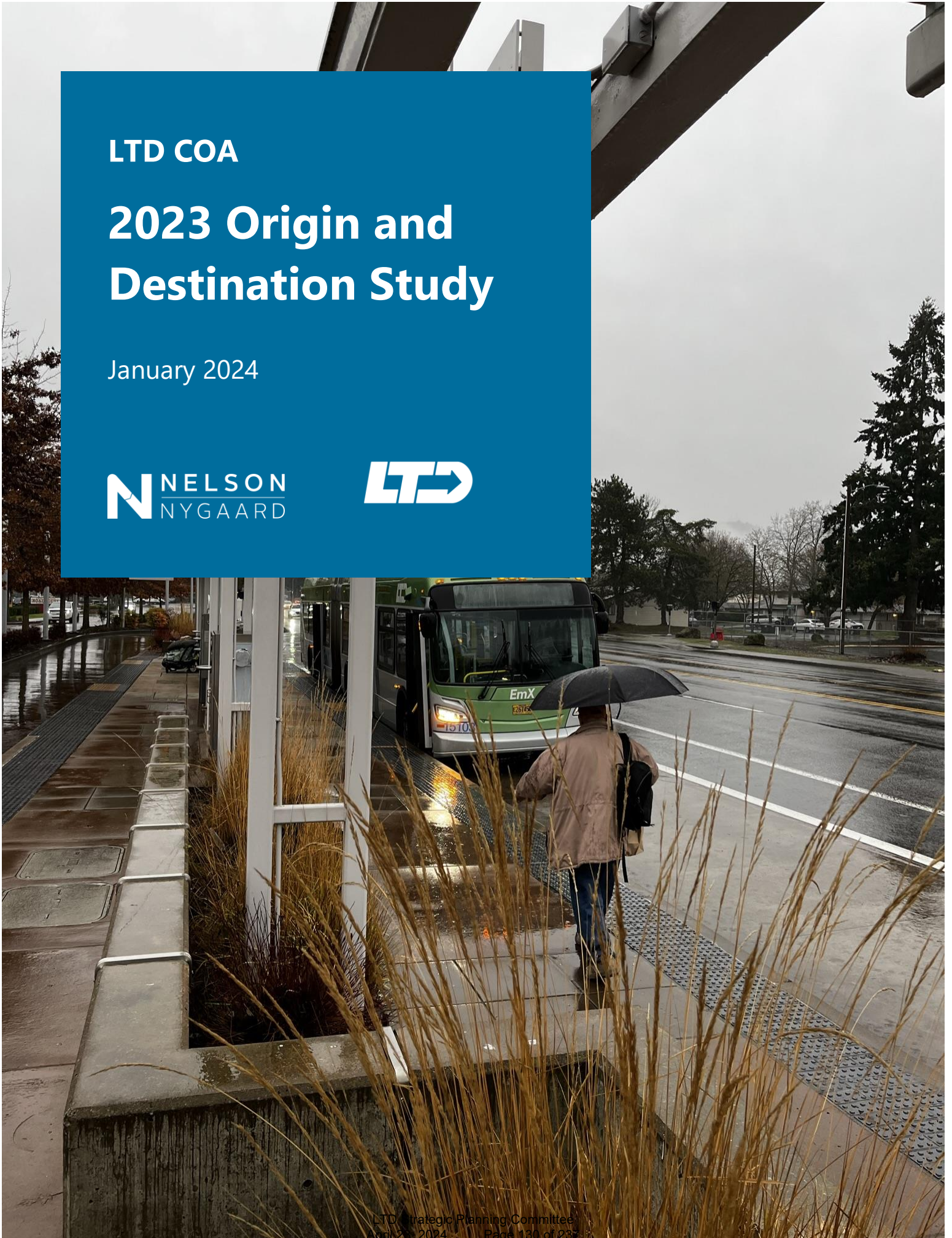


LTD COA

# 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**

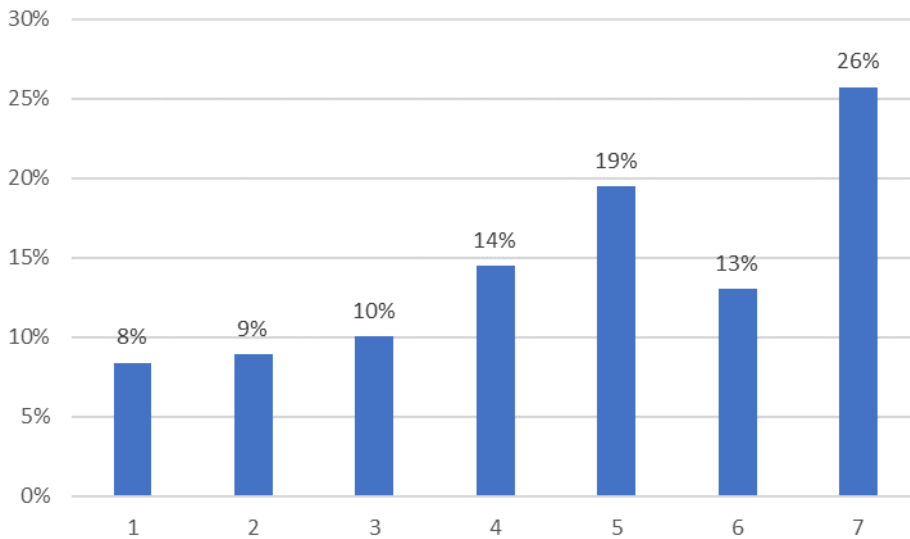
Route No.	Day/Time Unknown	Saturday	Sunday	Time of Day				Total
				Weekday AM	Weekday Mid-day	Weekday Night	Weekday PM	
1	0	2	8	1	5	0	0	16
11	0	85	74	5	0	3	0	167
12	0	11	36	0	36	0	0	83
13	0	69	26	19	5	28	9	156
17	0	1	11	0	25	1	0	38
18	0	10	9	0	20	2	0	41
24	0	38	42	19	24	2	0	125
28	0	47	26	12	19	6	0	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
<b>Total</b>	<b>67</b>	<b>670</b>	<b>452</b>	<b>235</b>	<b>623</b>	<b>140</b>	<b>214</b>	<b>2,401</b>

## 2 FREQUENCY OF USE

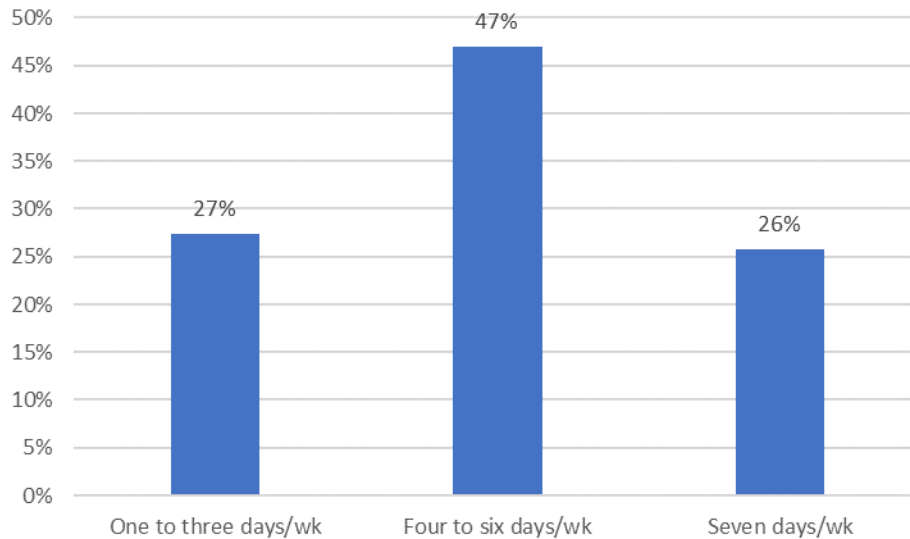
The following sections describe LTD's ridership based on the responses to the 2023 passenger survey.

### 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.

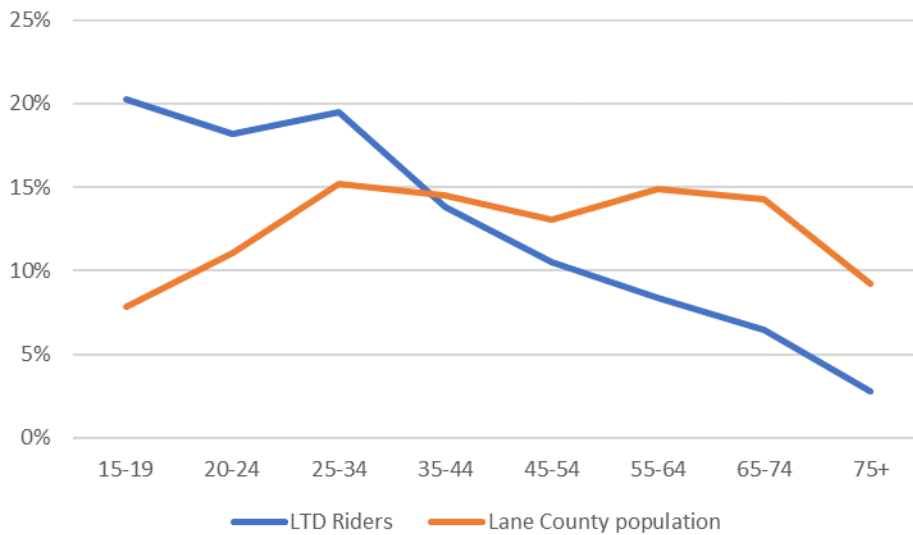
**Figure 3 Defining the Rider Frequency Segments**

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!

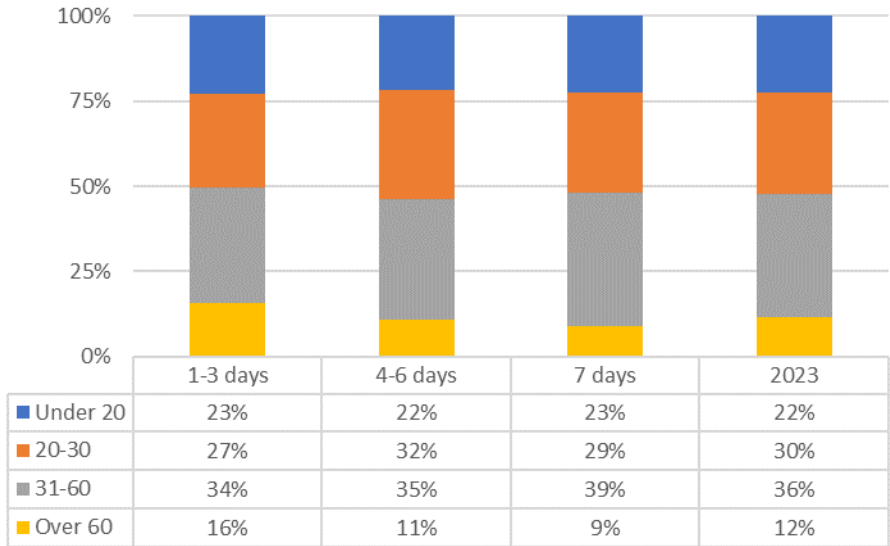


A comparison of the age distribution of the population 15 years of age and over of Lane County<sup>1</sup>, with the age distribution of LTD riders in 2023, provides the following observations (Figure 4):

- 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.

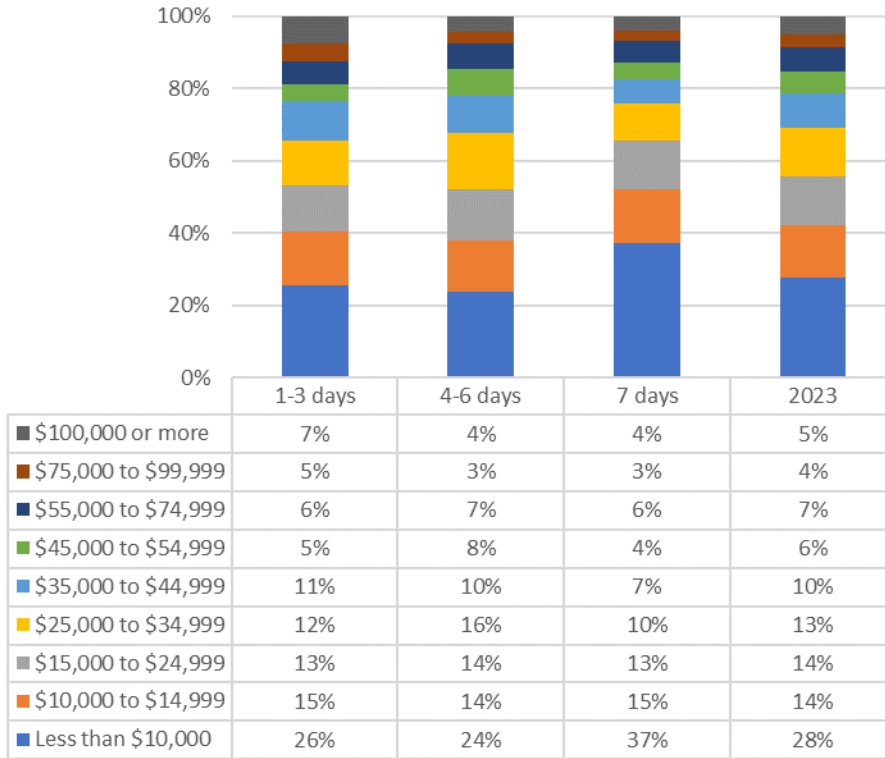
**Figure 5 Age by frequency segments!**



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

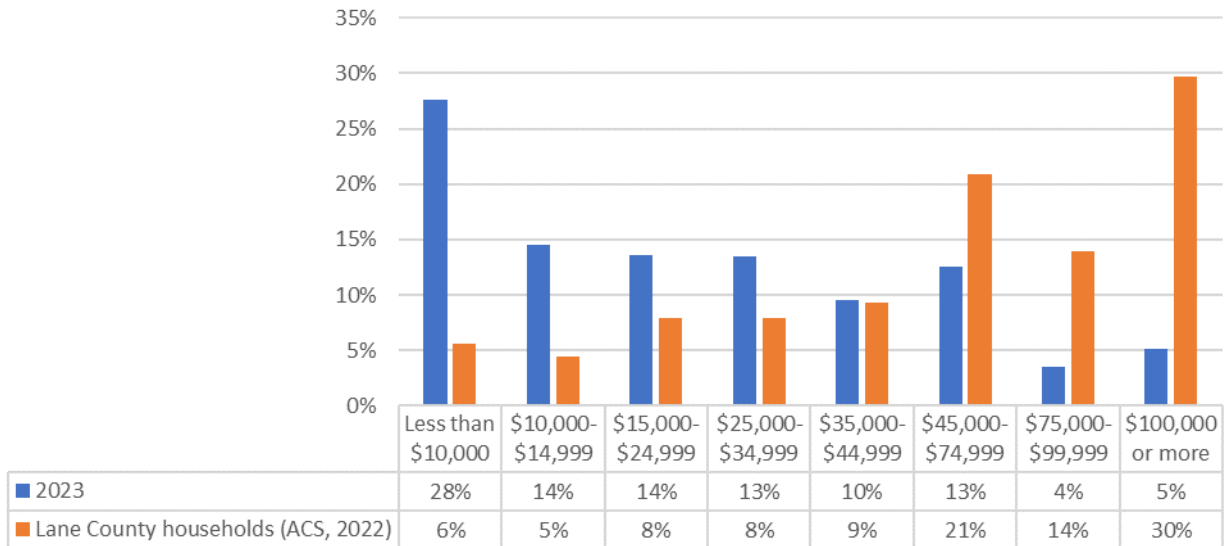
Riders are categorized into age groups of under 20, 20 to 30, 31 to 60, and over 60 (Figure 5). Those under 30 comprise 50% or more of riders across all three frequency segments and in 2023. Those aged 31 to 60 comprise over a third of riders across the frequency segments and in 2023.

**Figure 6 Household income by frequency segments!**



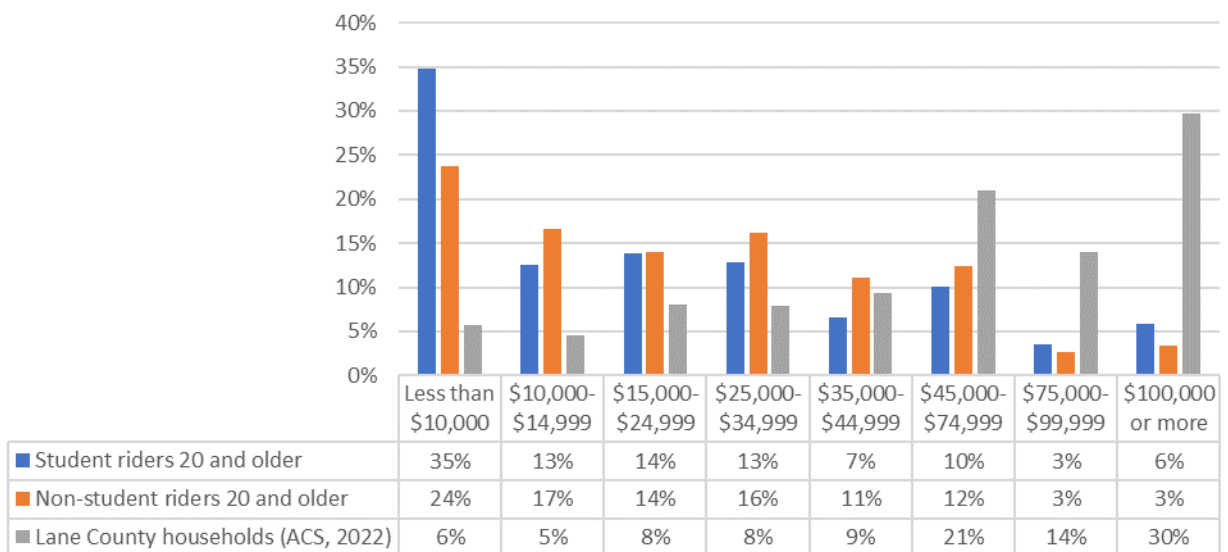
LTD riders with a household income less than \$10,000 are the highest proportion of riders across the three frequency segments and in 2023, and they comprise over a third of riders who ride every day (Figure 6). Every ridership frequency group includes a majority with household incomes of less than \$25,000.

**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.

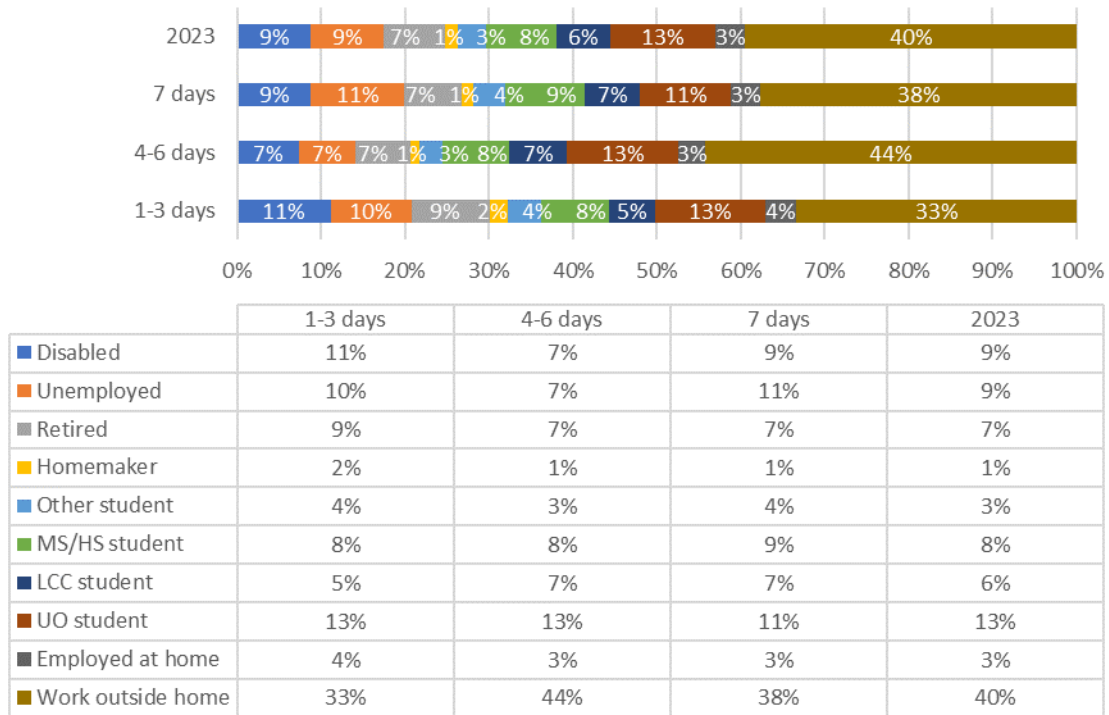
**Figure 8 Incomes of student and non-student households**



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**



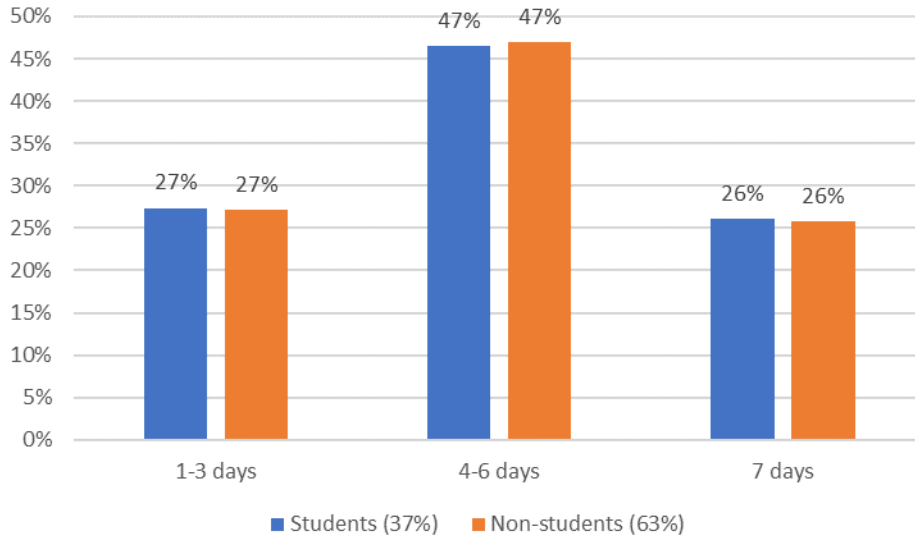
Most riders (73%) are either employed or a student (Figure 9). Of all riders:

- 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%).

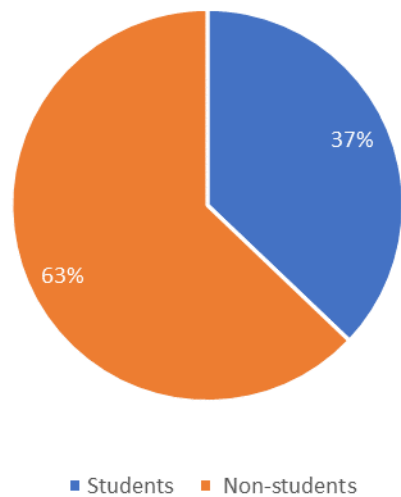


**Figure 10 Student status and riding frequency**

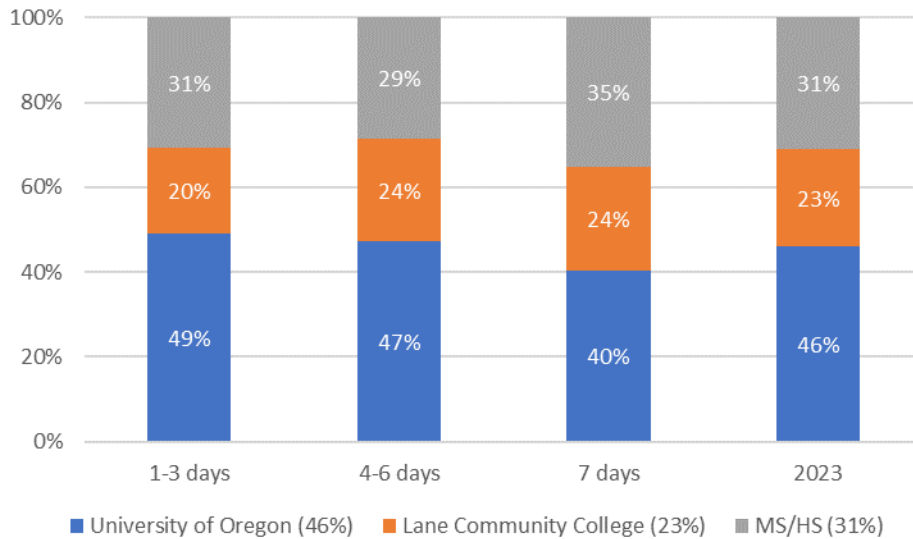


The proportion of student and non-student rides are roughly equivalent across the frequency groups (Figure 10). The 4–6-day group contains the largest proportion of student and non-student riders, 47%, respectively.

**Figure 11 Student status among riders**

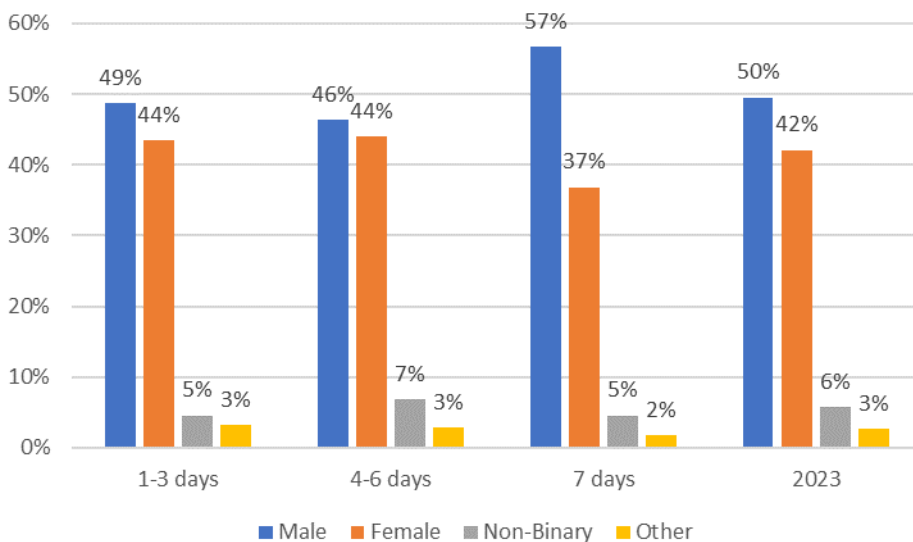


**Figure 12 Student rides by school**



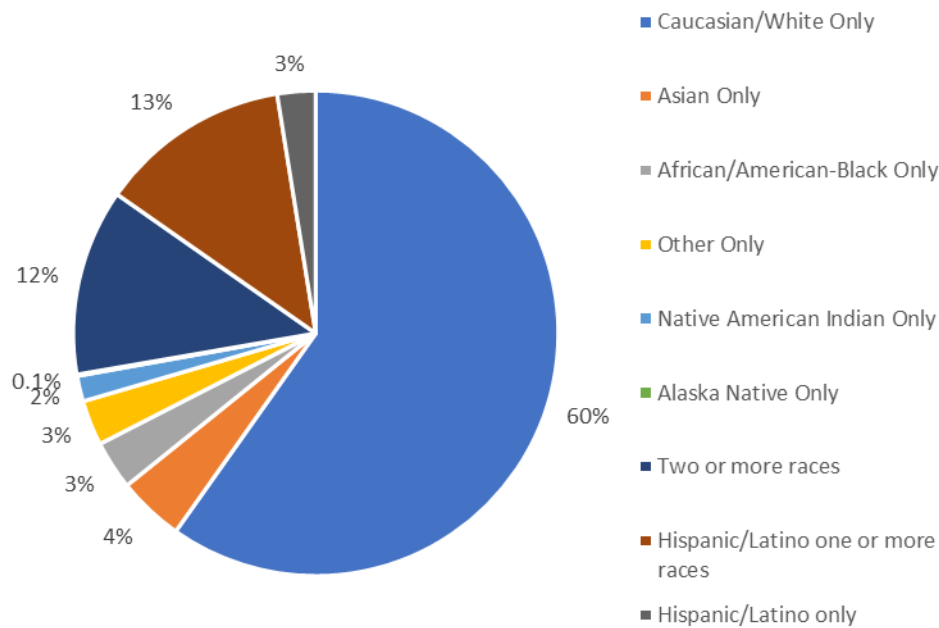
The employment/student status question allowed respondents to mark whether they are a Middle/High School student, UO student, or LCC student. Over a third of riders in 2023 are students (Figure 11). About half (46%) of student riders are University of Oregon students, who comprise the largest share of 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**



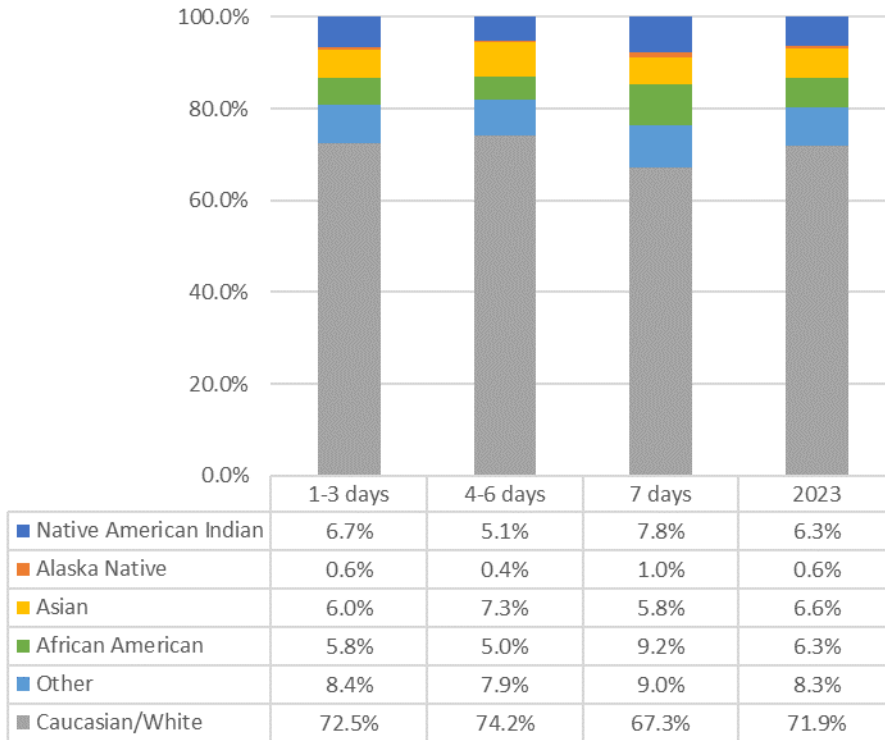
The percentages of riders that identify as male, female, non-binary, or other are presented (Figure 13). Males make up the largest proportion of riders within each frequency group as well as the largest share of riders overall. The discrepancy between the proportion of males and females is greatest (20%)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

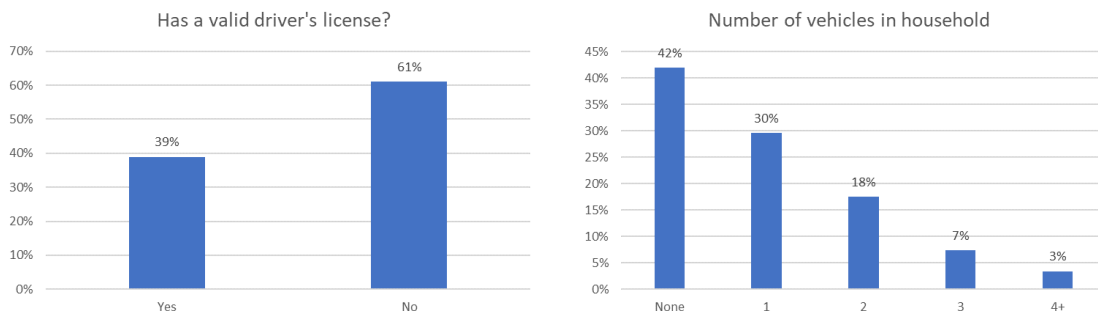
**Figure 15 Race by frequency segments**

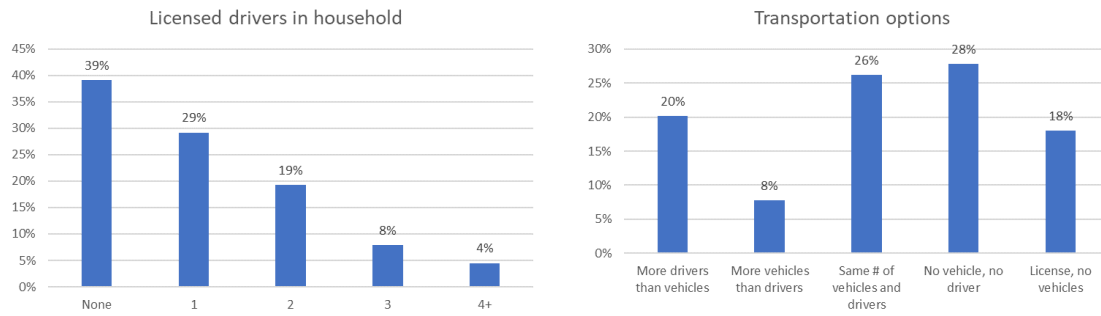


Riders’ race, without distinguishing riders of Hispanic or Latino descent, is presented (Figure 15). Almost three-quarters of LTD riders identify as Caucasian/White. The remaining 28% are mostly evenly distributed among the other race categories on the questionnaire except for Alaska Native, which represents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

## HOUSEHOLD VEHICLE OPTIONS

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





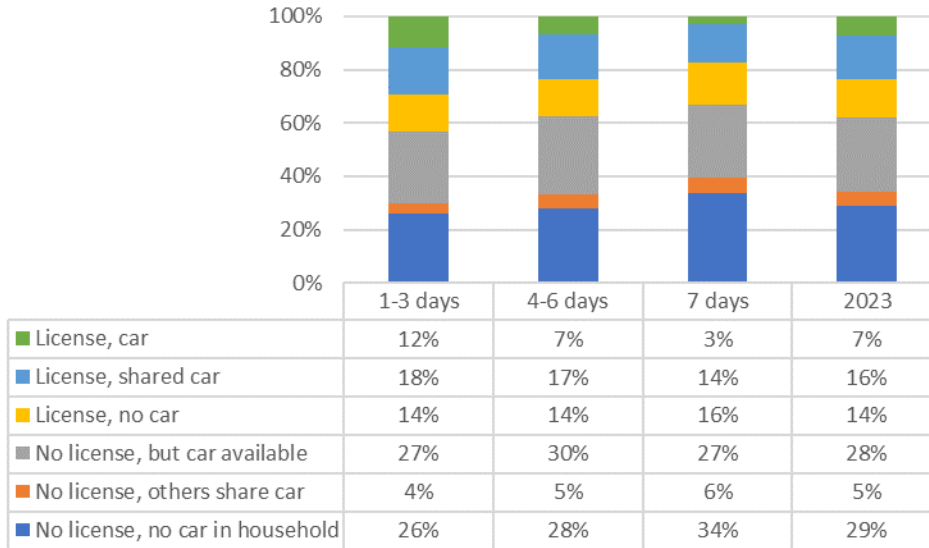
Transit dependency is often reported based on having a vehicle in the household, but actual dependency is more complex. Whether the rider has a driver's license or access to a vehicle in the household are also involved. For some, access is a matter of sharing a vehicle, not an absolute.

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.



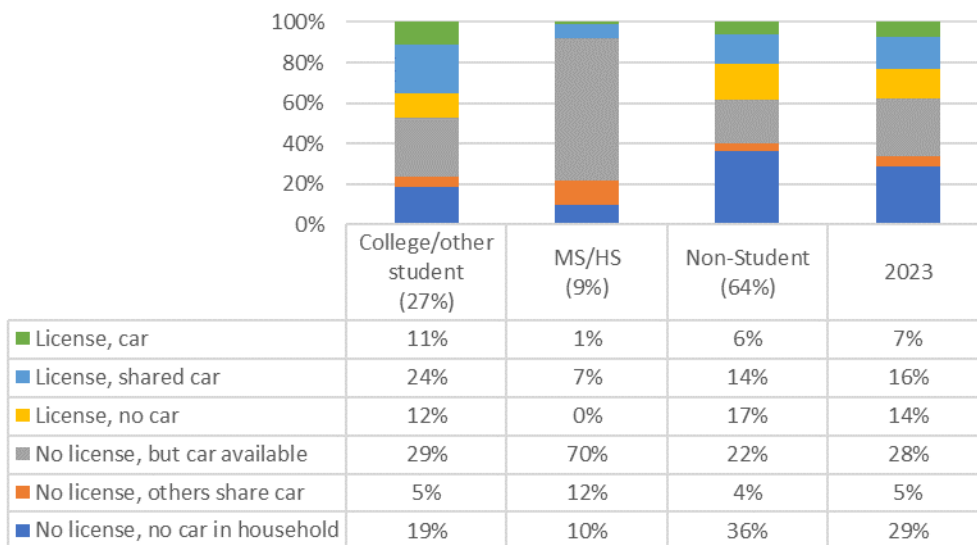
**Figure 17 Personal vehicle options by frequency segments**



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**



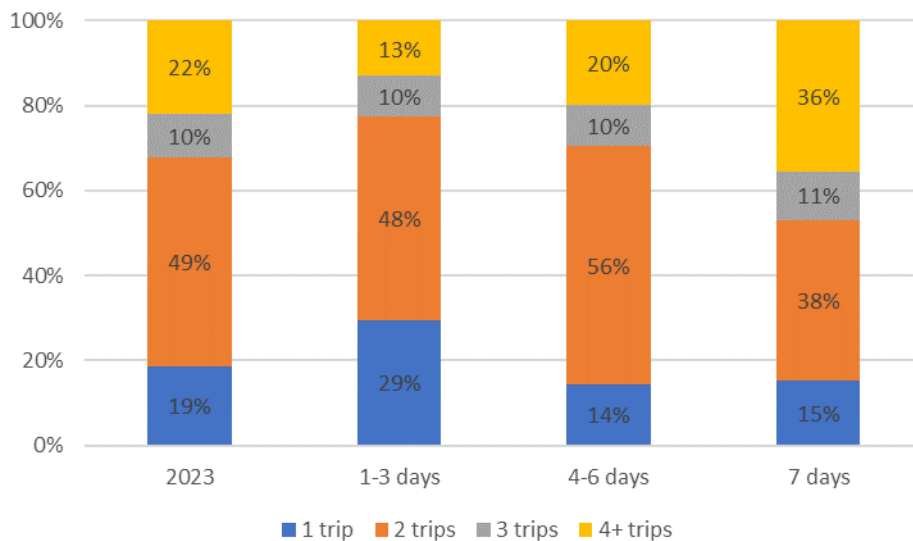
Student status has a role in the extent of transit dependency (Figure 18). Among students attending middle or high school (MS/HS), which comprise a relatively small portion (9%) of riders, 82% have some access to a vehicle if they were to get a license.

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

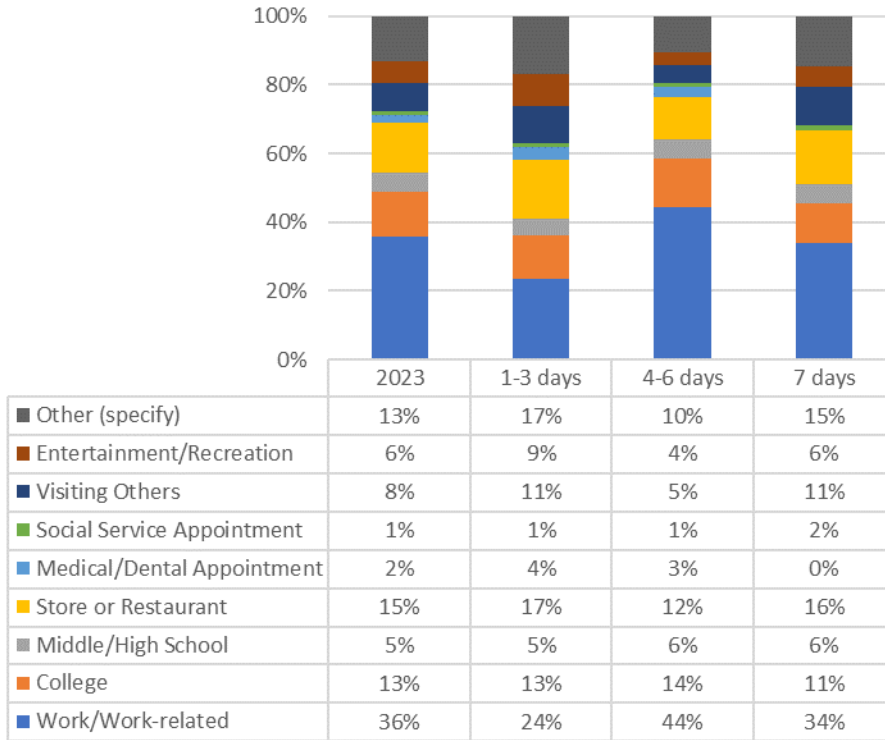
Figure 19 Trips per day by frequency segments



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%).

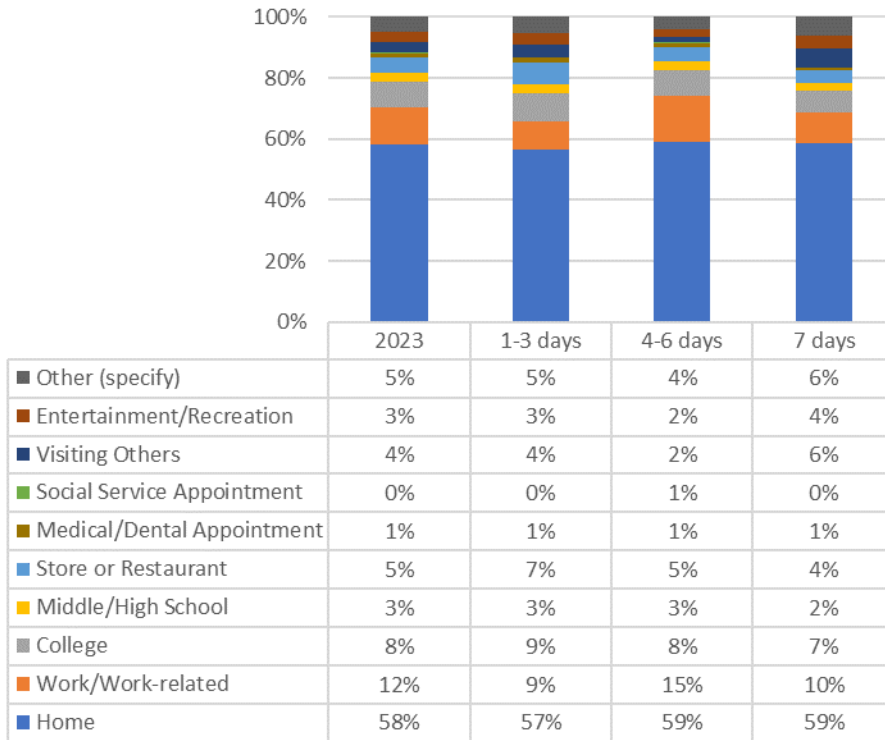
Fewer 7-day riders take one trip per day than the 1–3-day group (15% compared to 29%) and more of them take four or more trips per day than the 1–3-day group (36% compared to 13%).

**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%).

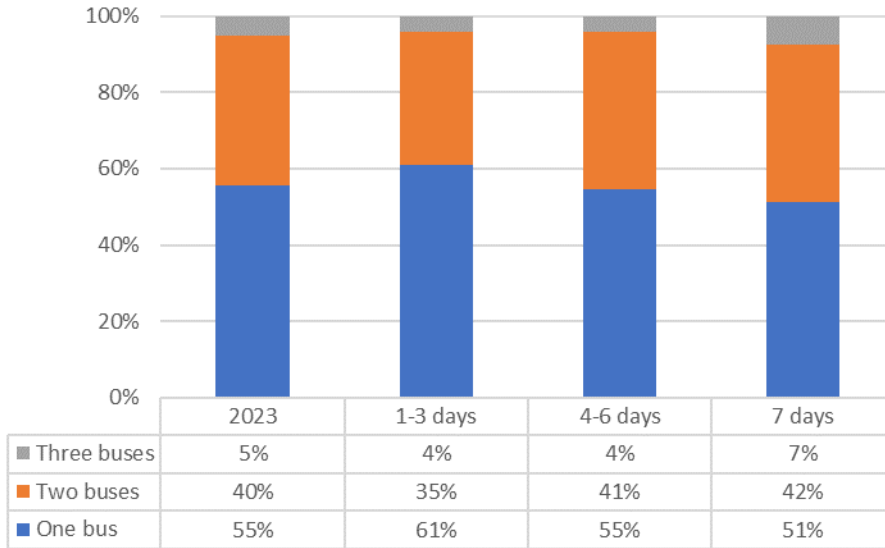
**Figure 21 Where trips begin**



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%).

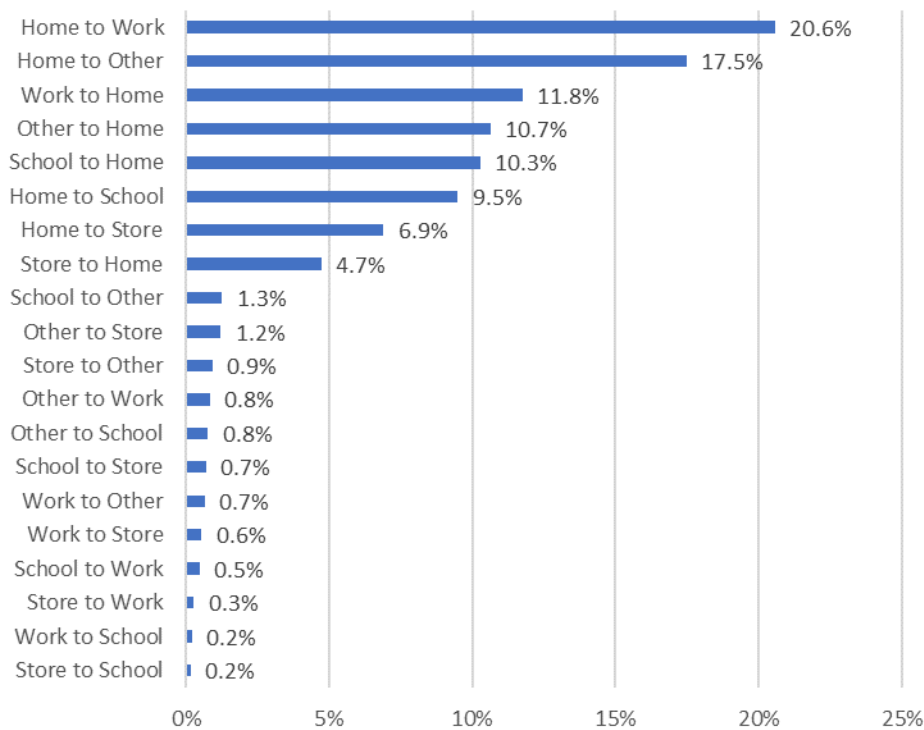


**Figure 22** Number of buses used for this one-way trip



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%).

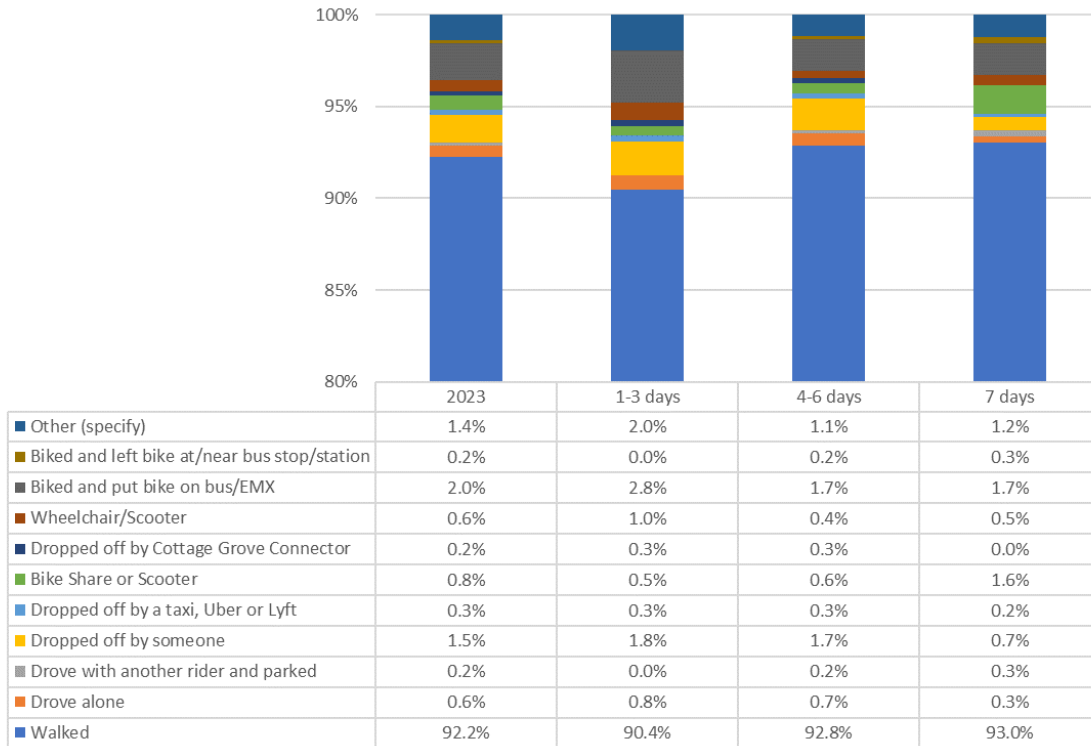
**Figure 23 Origin-Destination pairs, functional**



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.

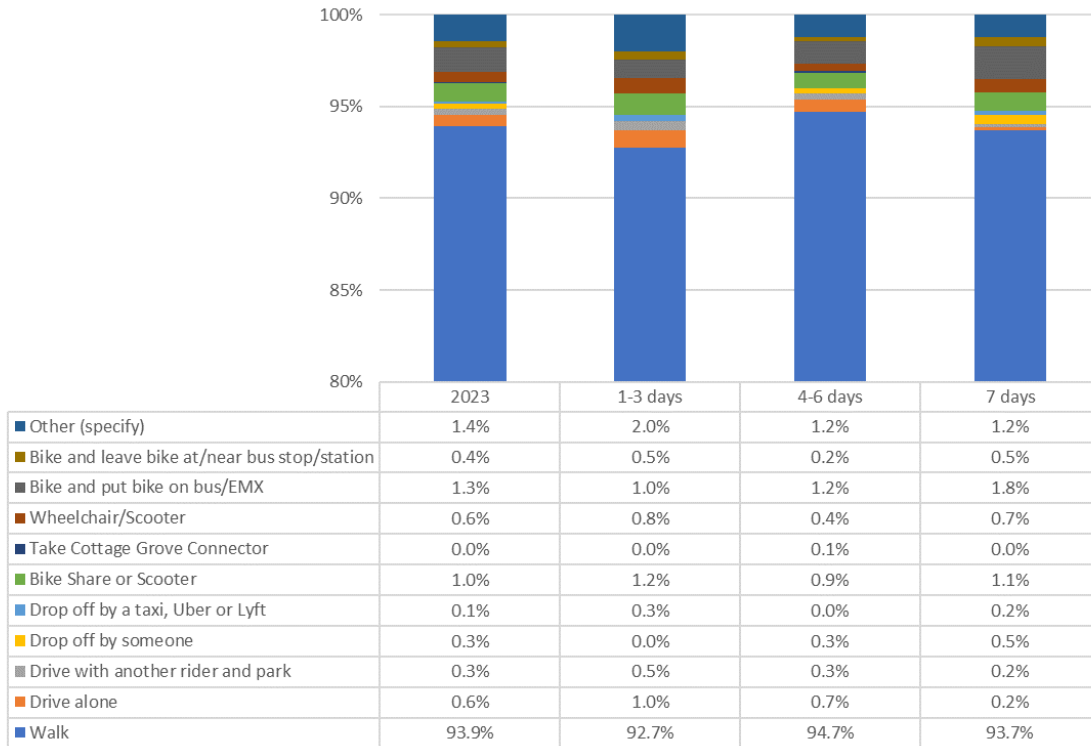
Most riders are traveling from Home to Work (21%). Thereafter riders are mostly traveling from Home to Other. Trips from Work to Home comprise 12%. Trips between Home and School or Work (30%) and School or Work and Home (22%) comprise the majority (52%) of origin and destination pairs.

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



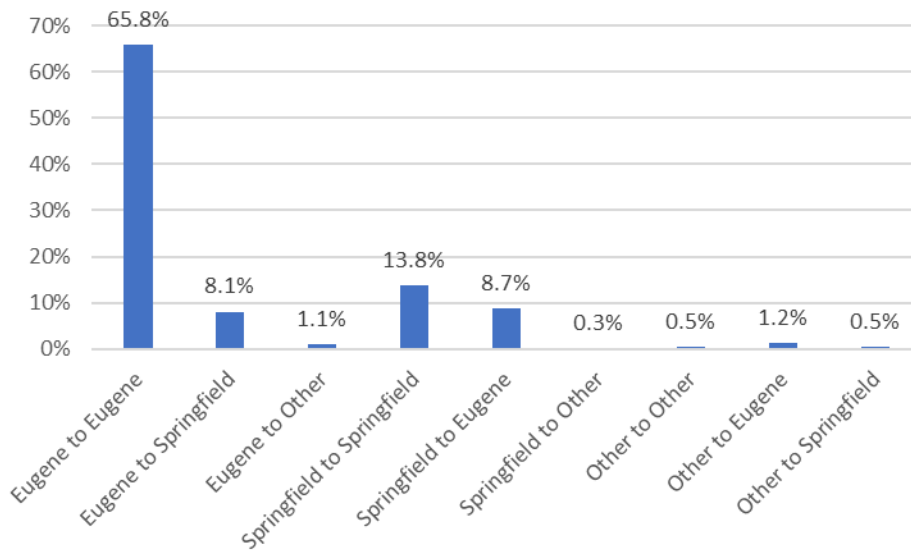
Most riders in 2023 (Figure 24) walk to their first bus stop (92%). The next most common modes are bicycling, including bike share or scooter (3%), and dropped off by someone, including taxi, Uber, or Lyft (1.8%). The 7-day group includes the lowest proportion of riders that either drove to their first 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**

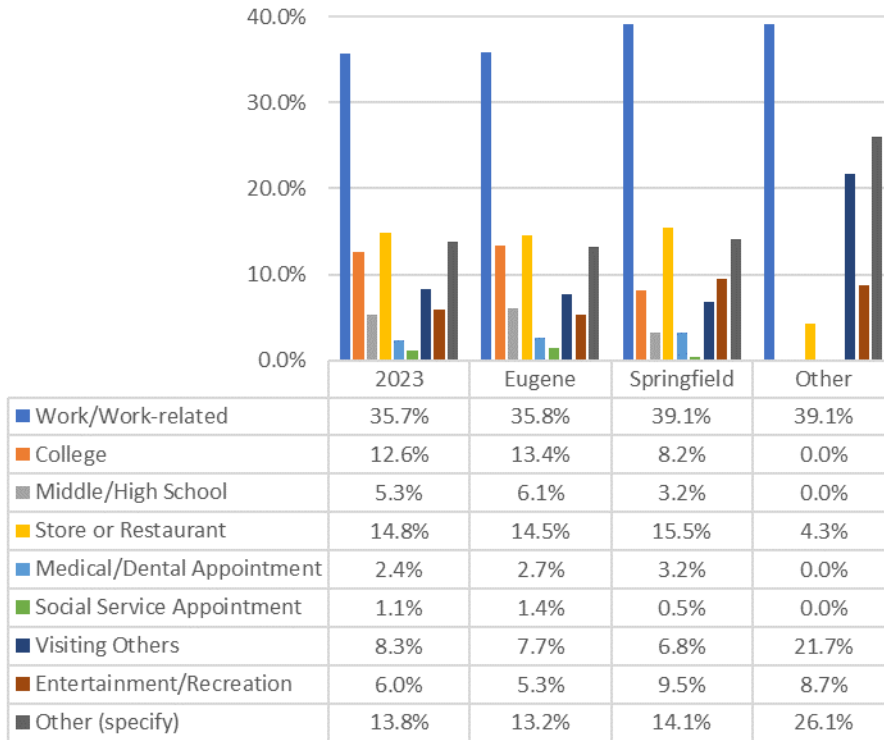


The patterns of intercity, intracity, and other travel in 2019 is presented (Figure 26). Most trips in 2023 are within Eugene (65.8%). Trips within Springfield are the second most common (13.8%), and trips from Springfield to Eugene make up the third largest group (8.7%), with trips from Eugene to Springfield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



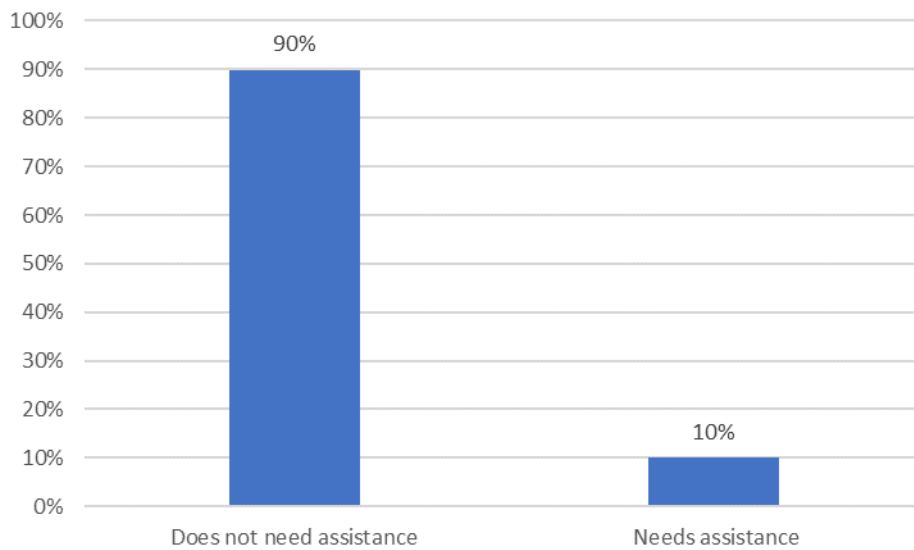
**Figure 27 Destination by city of origin (home excluded)**



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%).

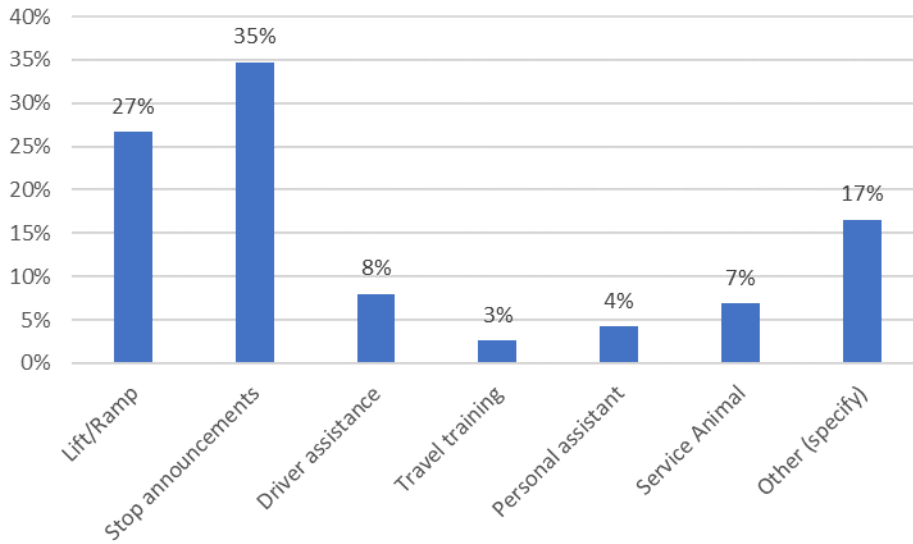
# 5 NEEDING ASSISTANCE TO USE LTD

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%).

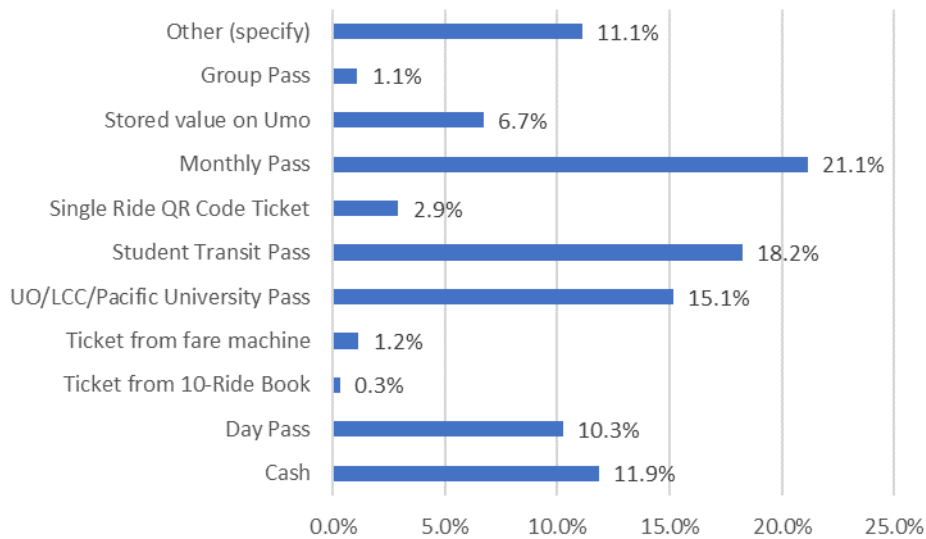
**Figure 29 Type of assistance needed**



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.

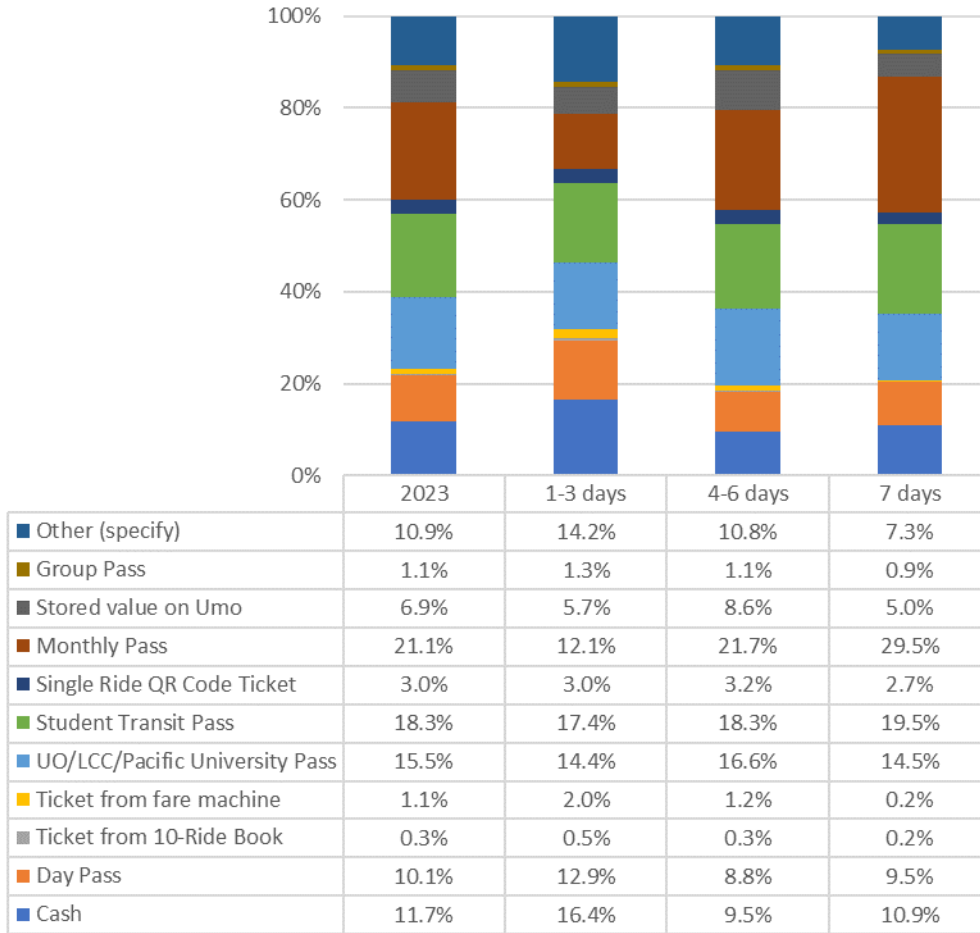
# 6 FARE MEDIA

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%).

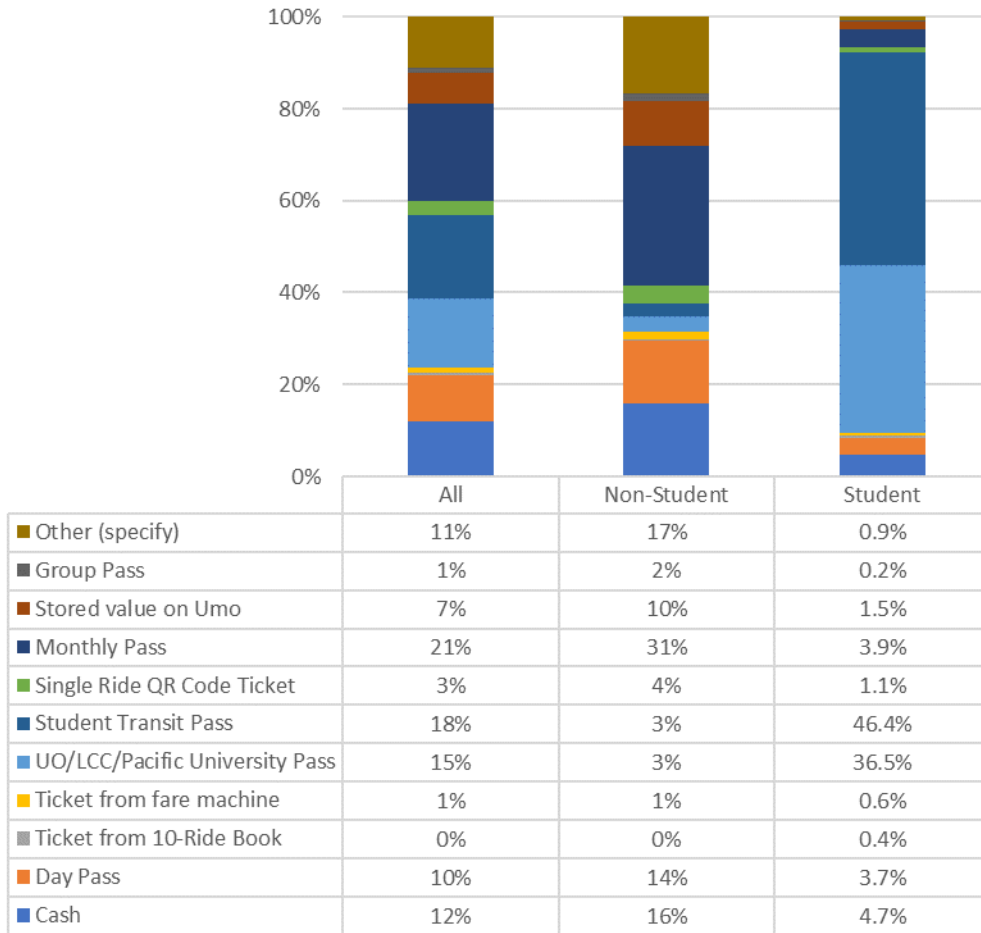
**Figure 31 Fare media by frequency group**



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.

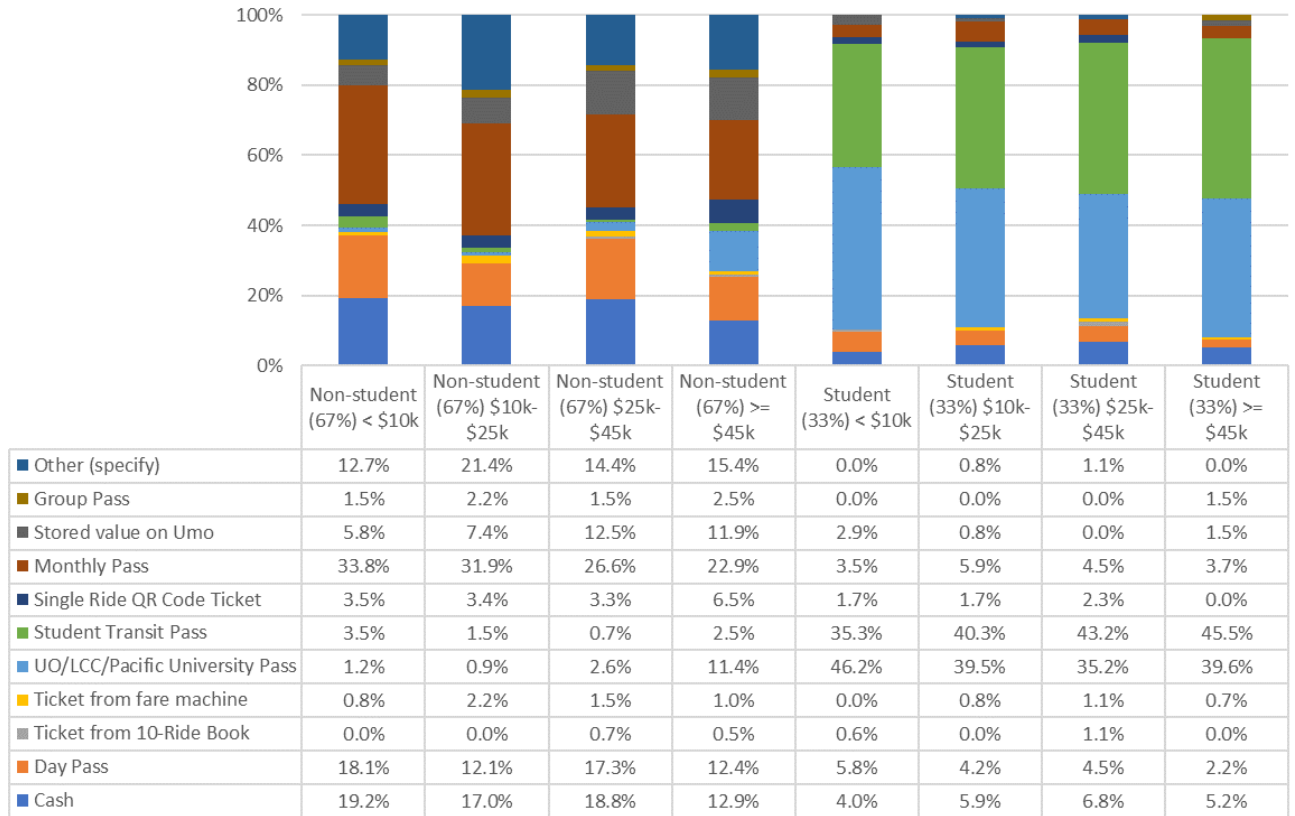


**Figure 32 Fare media for student and non-student riders**



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).

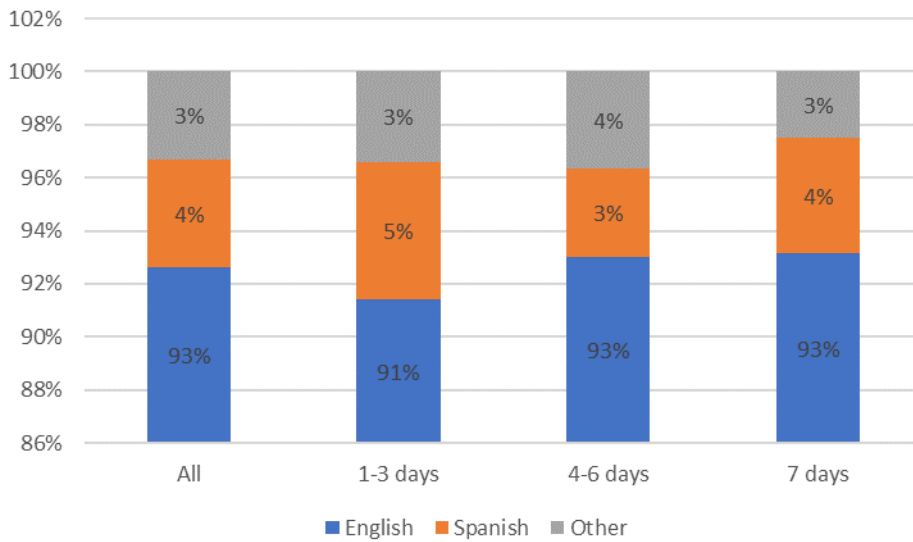
**Figure 33 Fare medium by income comparison of student and non-student riders**



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%).

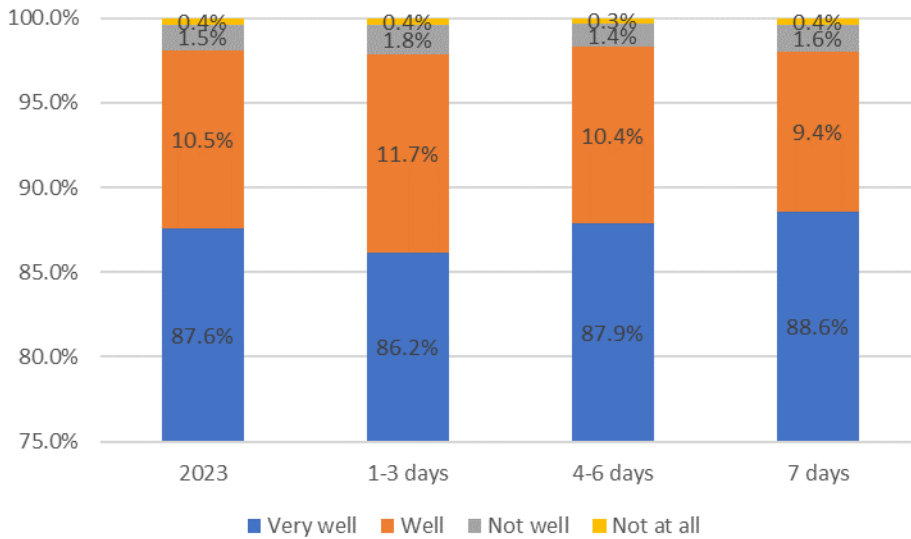
# 7 COMMUNICATION

Figure 34 Language riders speak most often at home



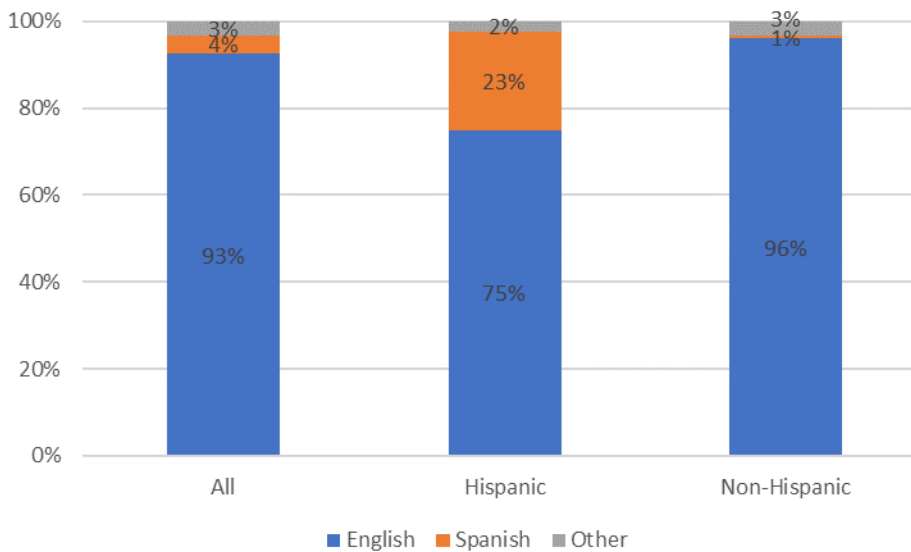
Most riders (93%) speak English most often at home (Figure 34). Riders speaking Spanish most often at home account for 4%. These results vary slightly across frequency groups.

**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.

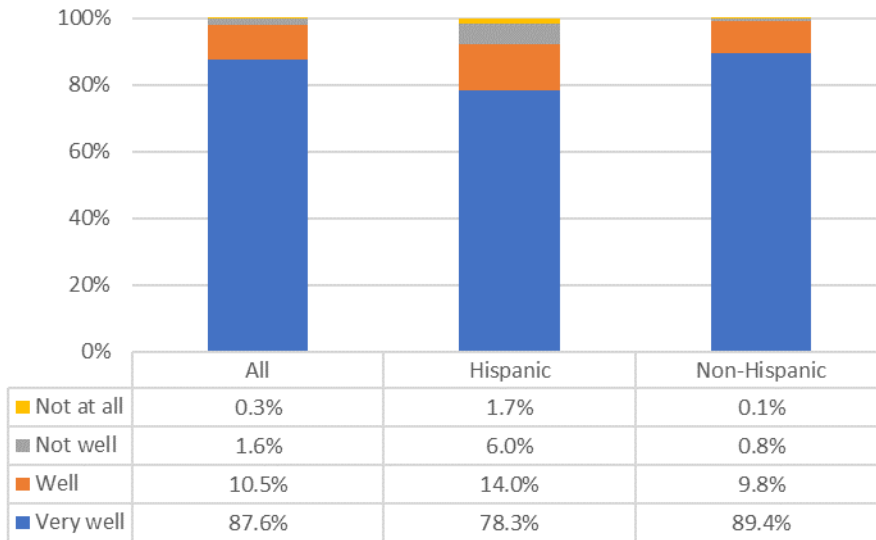
**Figure 36 Language spoken most often at home by Hispanic and non-Hispanic riders**



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.

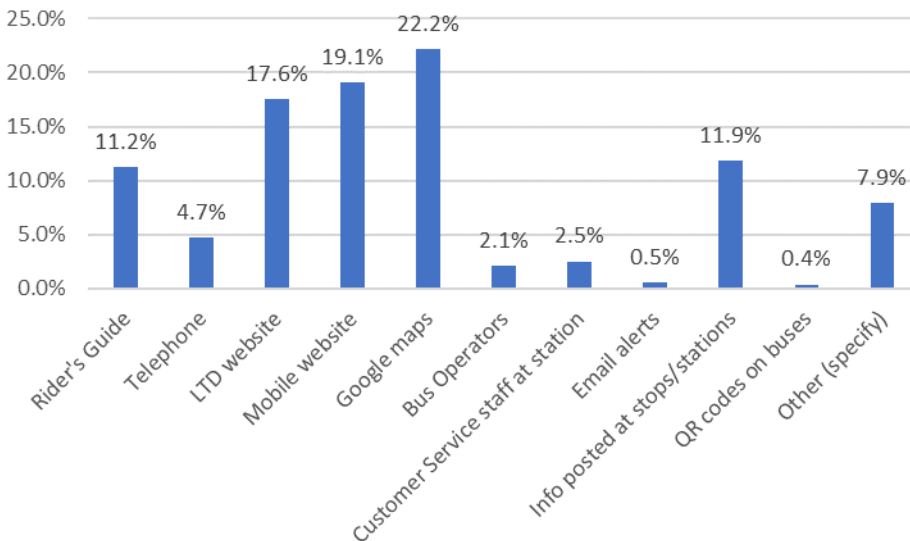
Riders that speak a language besides English or Spanish most often at home represent 3% of the total. The proportion of riders that speak a language besides English or Spanish most often at home is smaller among Hispanic riders than among other riders (2% compared to 3%).

**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**

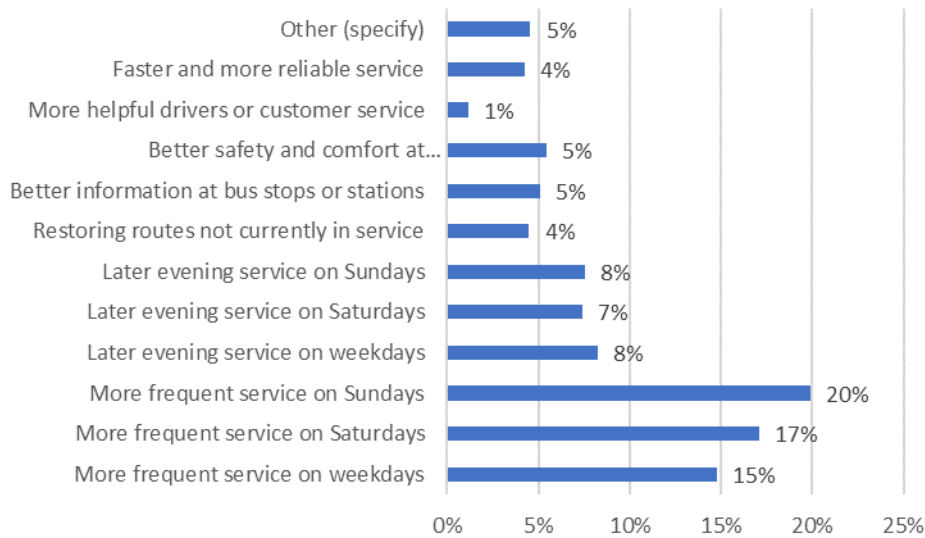




More riders use Google maps for route and schedule information than any other source (Figure 38). A mobile website is the second most common source (19.1%), followed by the LTD website (17.6%).

# 8 SERVICE RATINGS

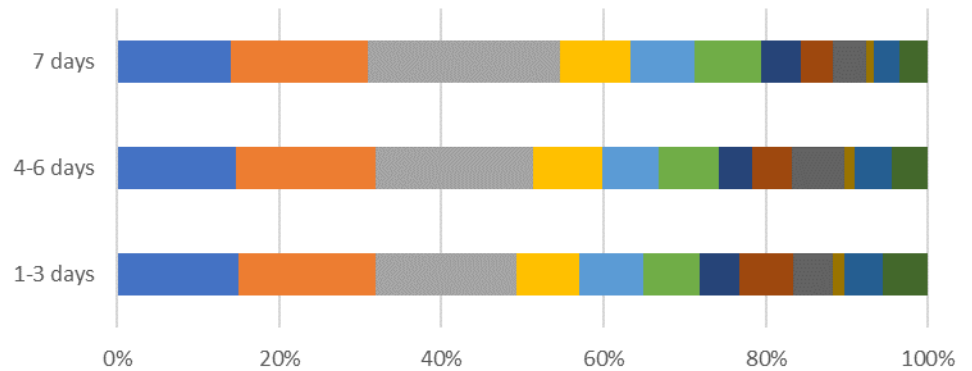
Figure 39 Which improvements would make riding LTD buses better, or encourage you to use LTD more often?



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**

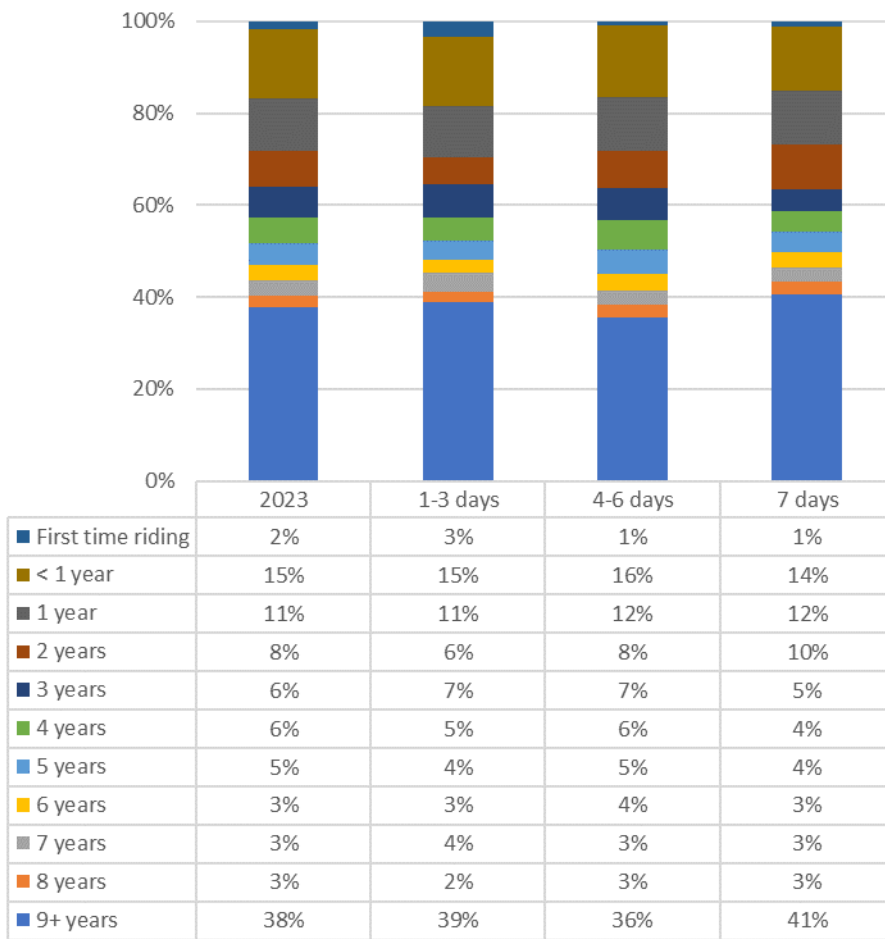


	1-3 days	4-6 days	7 days
More frequent service on weekdays	15%	15%	14%
More frequent service on Saturdays	17%	17%	17%
More frequent service on Sundays	17%	19%	24%
Later evening service on weekdays	8%	8%	9%
Later evening service on Saturdays	8%	7%	8%
Later evening service on Sundays	7%	8%	8%
Restoring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

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

# 9 RIDER ATTRACTION AND RETENTION

Figure 41 How long riders have been using LTD



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

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

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



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

## Coverage (where it goes)

No changes to alignment are recommended.

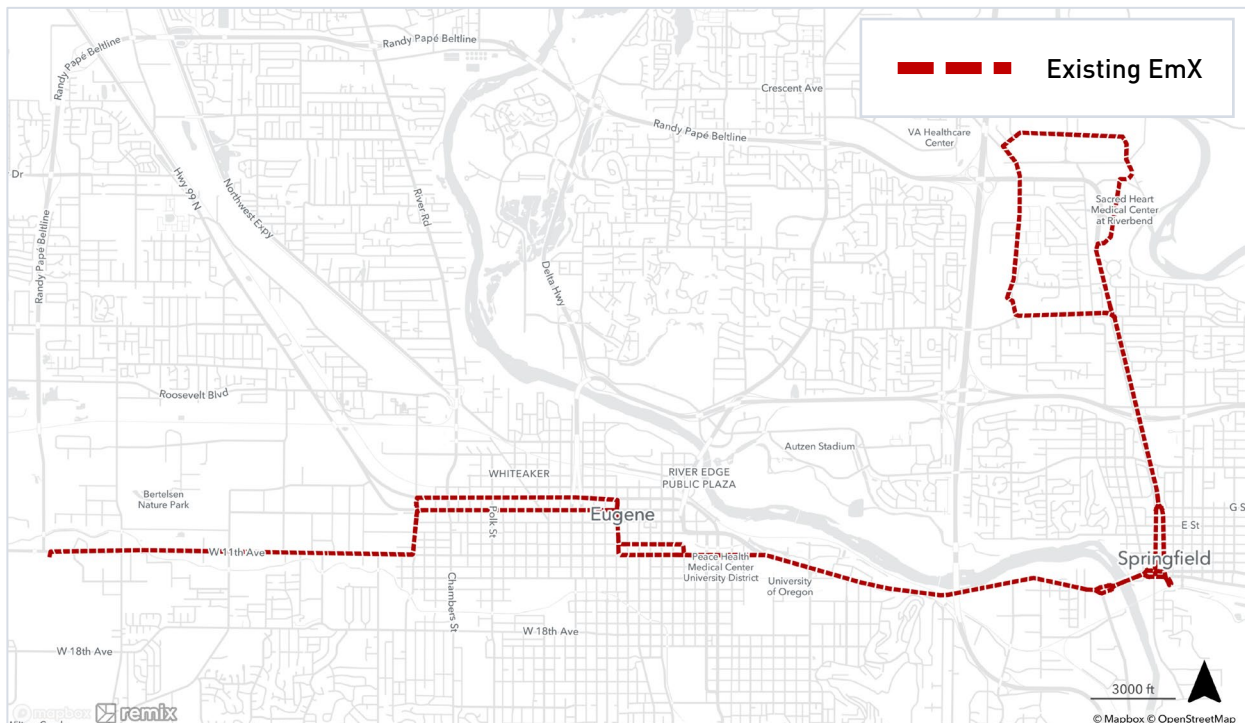
## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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



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

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

## Cobertura (a dónde va)

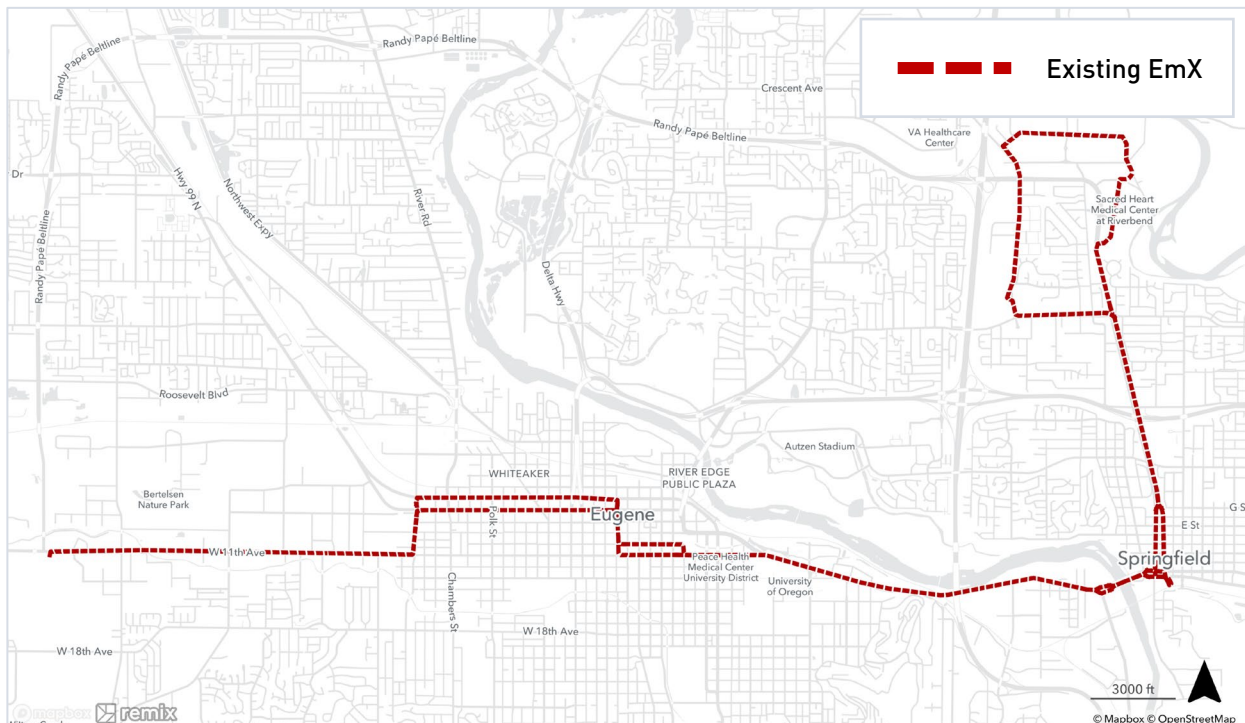
No se recomienda realizar cambios en la alineación.

## Frecuencia (frecuencia con la que se ejecuta)

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

## Horas de servicio (cuando se ejecuta)

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



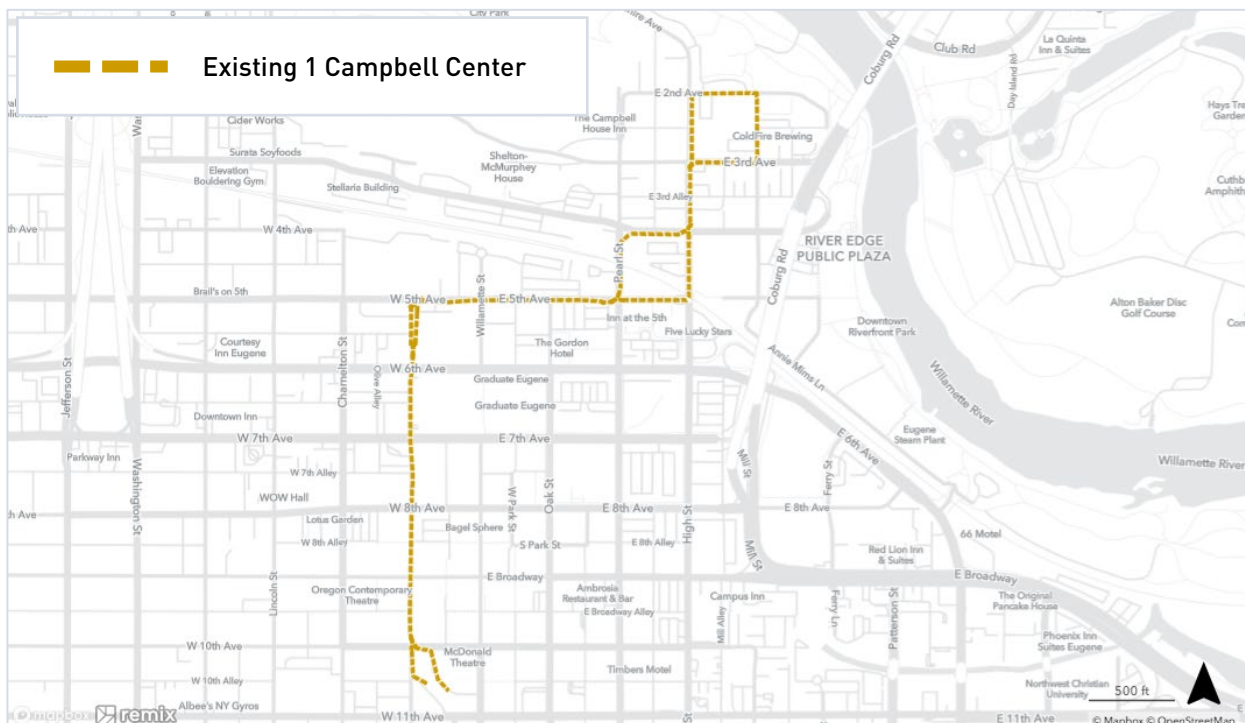
# Route 1 Campbell Center

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

## Recommendations

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

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



# Route 11 Thurston

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

## Coverage (where it goes)

No changes to alignment are recommended.

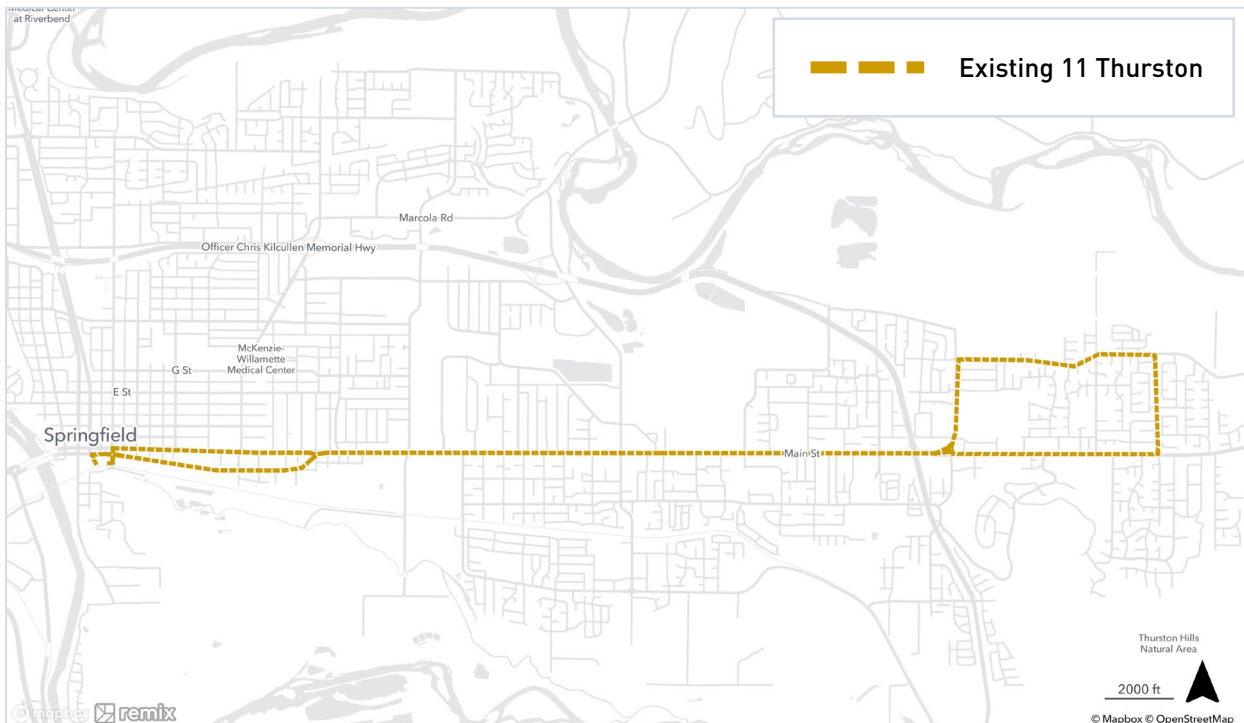
## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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









# Route 13 Centennial

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

## 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)

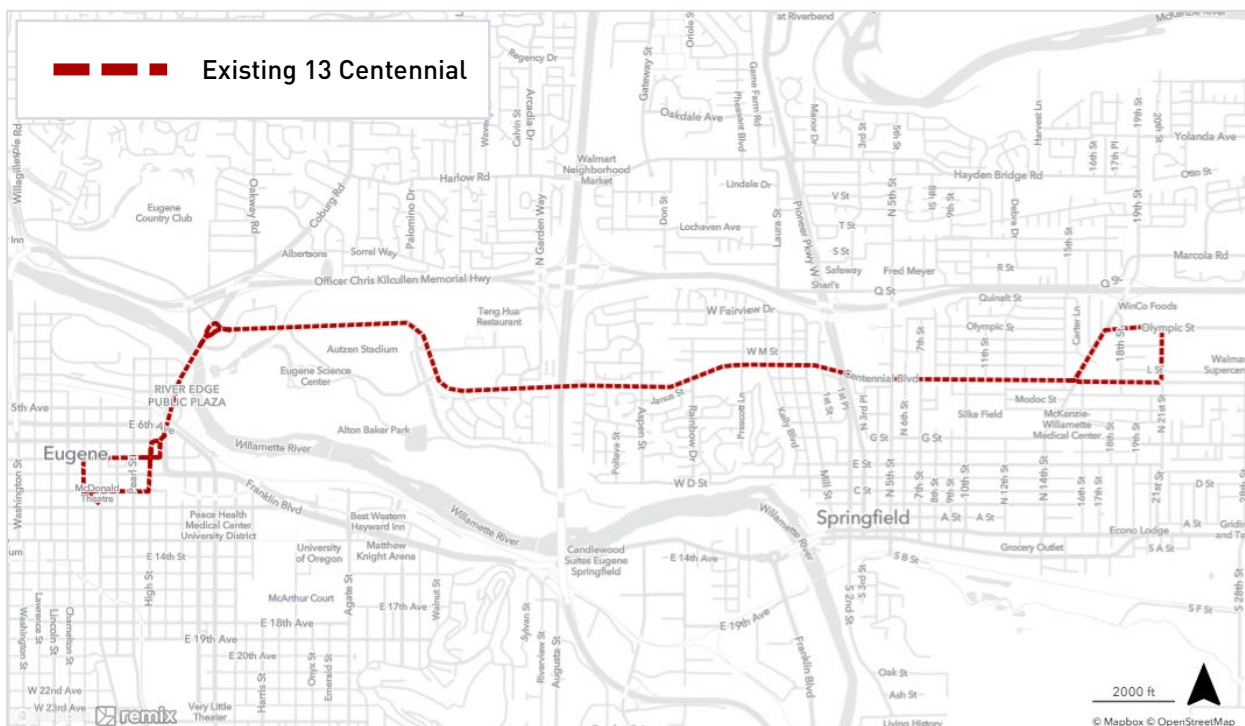
No changes to frequency are recommended in the Short-Term.

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.

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



# Route 17 5<sup>th</sup>/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.

## Coverage (where it goes)

No changes to alignment are recommended.

## Frequency (how often it runs)

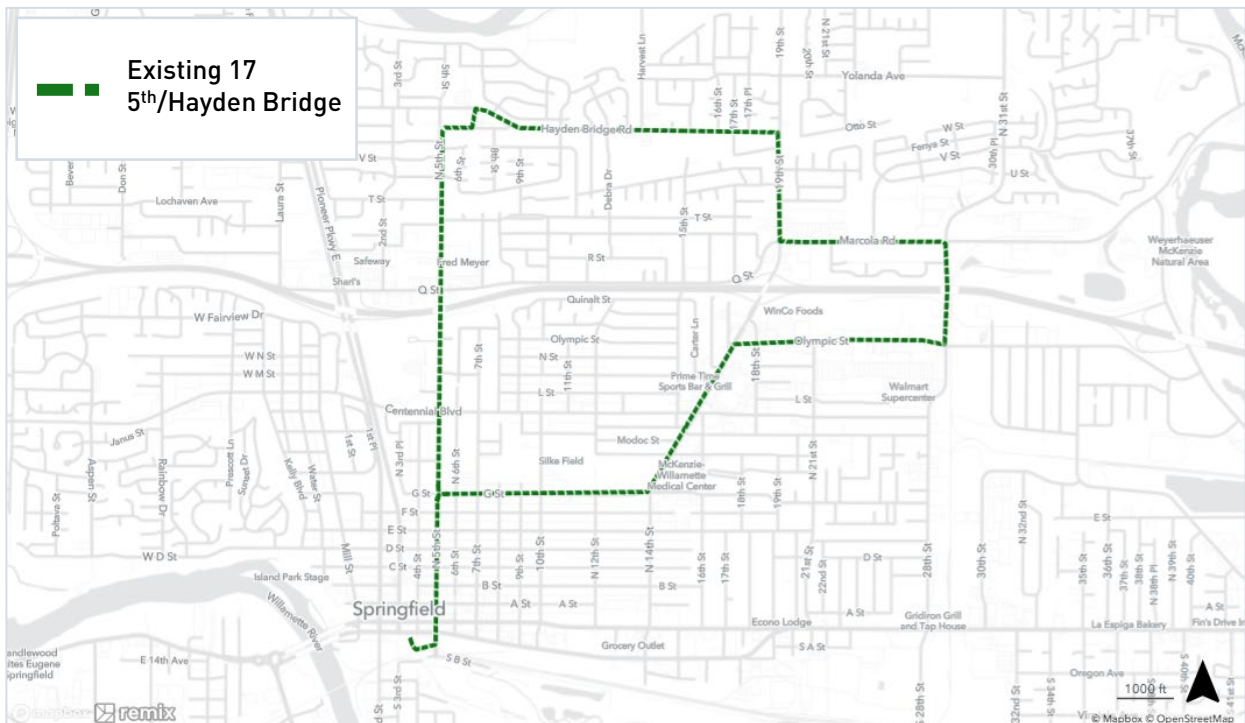
No changes to frequency are recommended in the Short-Term.

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

## Hours of service (when it runs)

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

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



# 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.

## Coverage (where it goes)

No changes to alignment are recommended.

## Frequency (how often it runs)

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

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

## Hours of service (when it runs)

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

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



# 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.

## Coverage (where it goes)

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

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

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

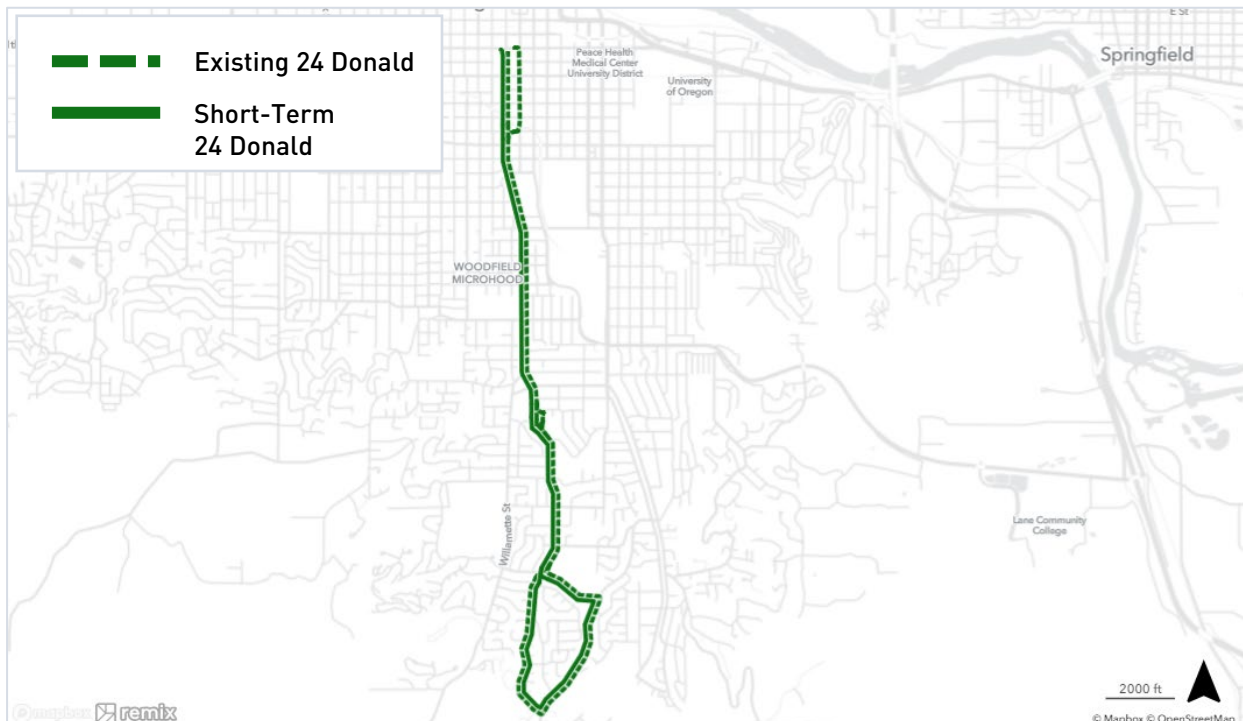
## Frequency (how often it runs)

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

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

## Hours of service (when it runs)

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



# Route 27 Fairmount

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

## Recommendations

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

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



# Route 28 Hilyard

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

## Coverage (where it goes)

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

## Frequency (how often it runs)

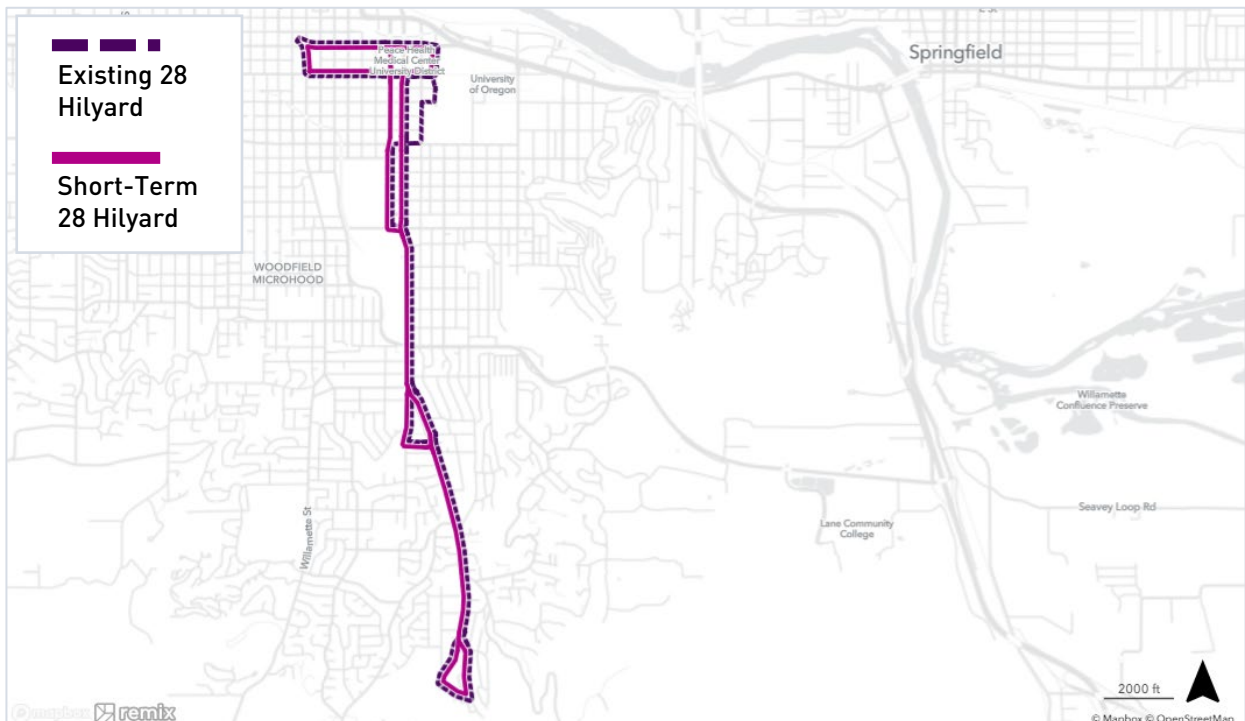
Route 28's weekday late morning frequency was reduced from 30-minutes to 60-minutes. As more operators become available, frequency should be increased to every 30-minutes.

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

## Hours of service (when it runs)

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

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



# 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.

## Recommendations

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

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

## Coverage (where it goes)

No changes are recommended.

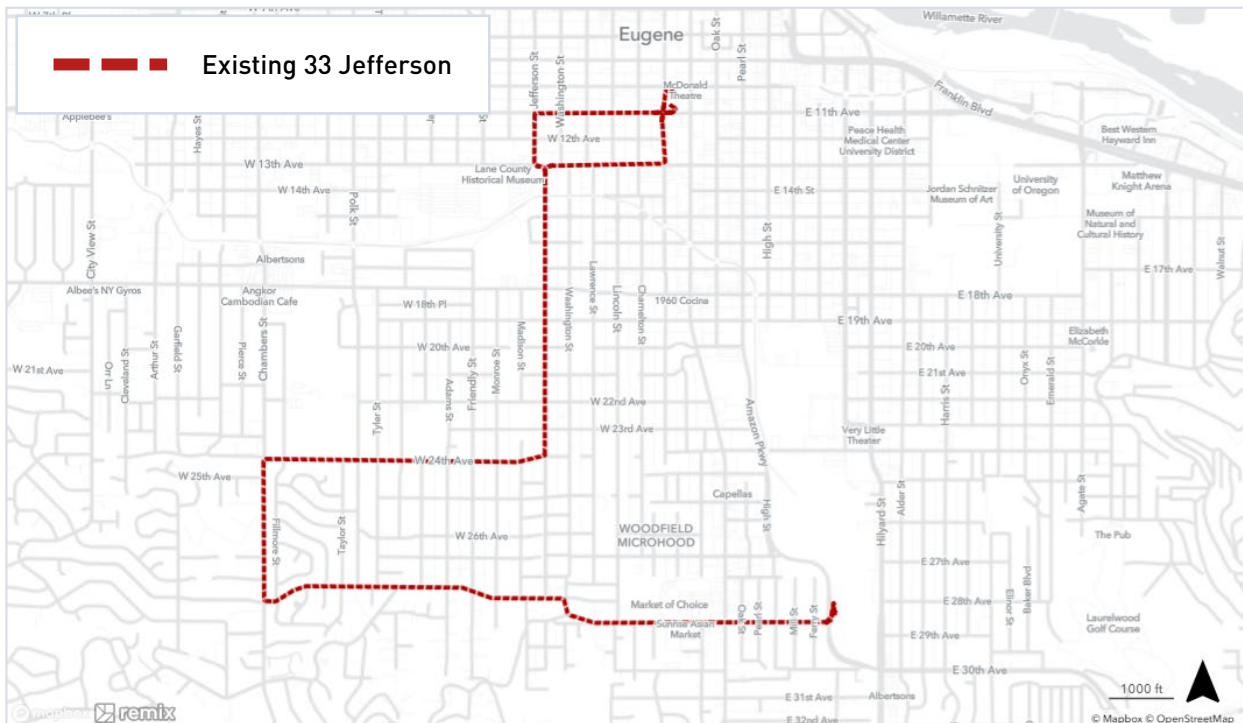
## Frequency (how often it runs)

No changes are recommended.

## Hours of service (when it runs)

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

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



# Route 36 w 18<sup>th</sup>

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

## Coverage (where it goes)

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

## Frequency (how often it runs)

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

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

## Hours of service (when it runs)

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

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



# Route 40 Echo Hollow

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

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

## Coverage (where it goes)

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

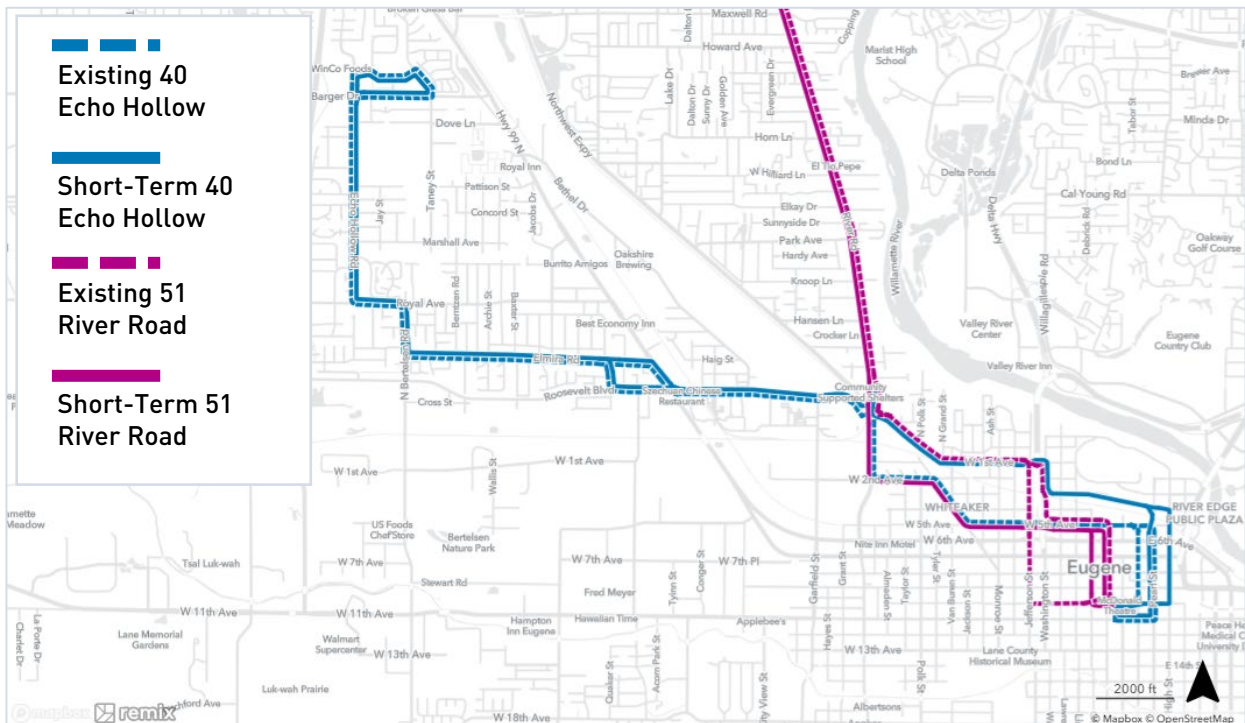
In the long-term with additional operators, Route 40 should be extended to Santa Clara Station via Maxwell Road. This will provide a key connection between two northwest Eugene areas, and provide better access to high density housing, North Eugene and Willamette High Schools, and Kelly and Cascade Middle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

## Frequency (how often it runs)

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

## Hours of service (when it runs)

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





# Route 41 Barger/Commerce

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

## 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)

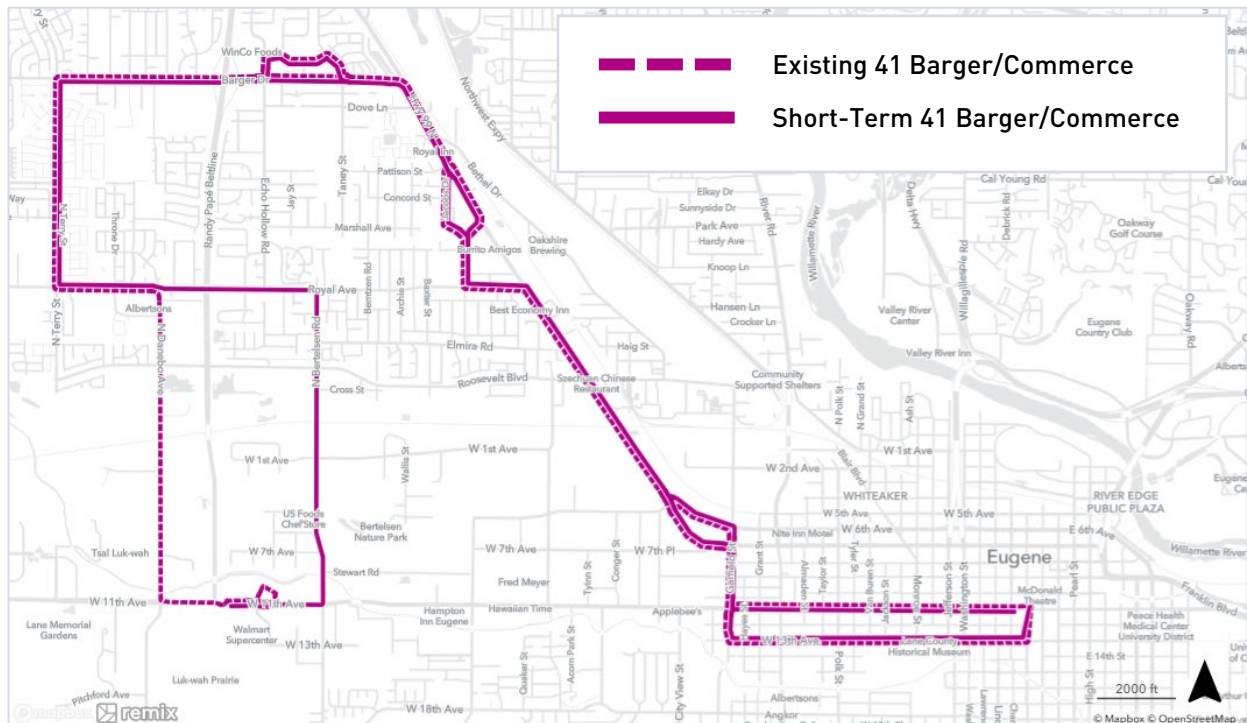
In the Short-Term, no changes to frequency are recommended.

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.

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





# Route 51 Santa Clara

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

## Coverage (where it goes)

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

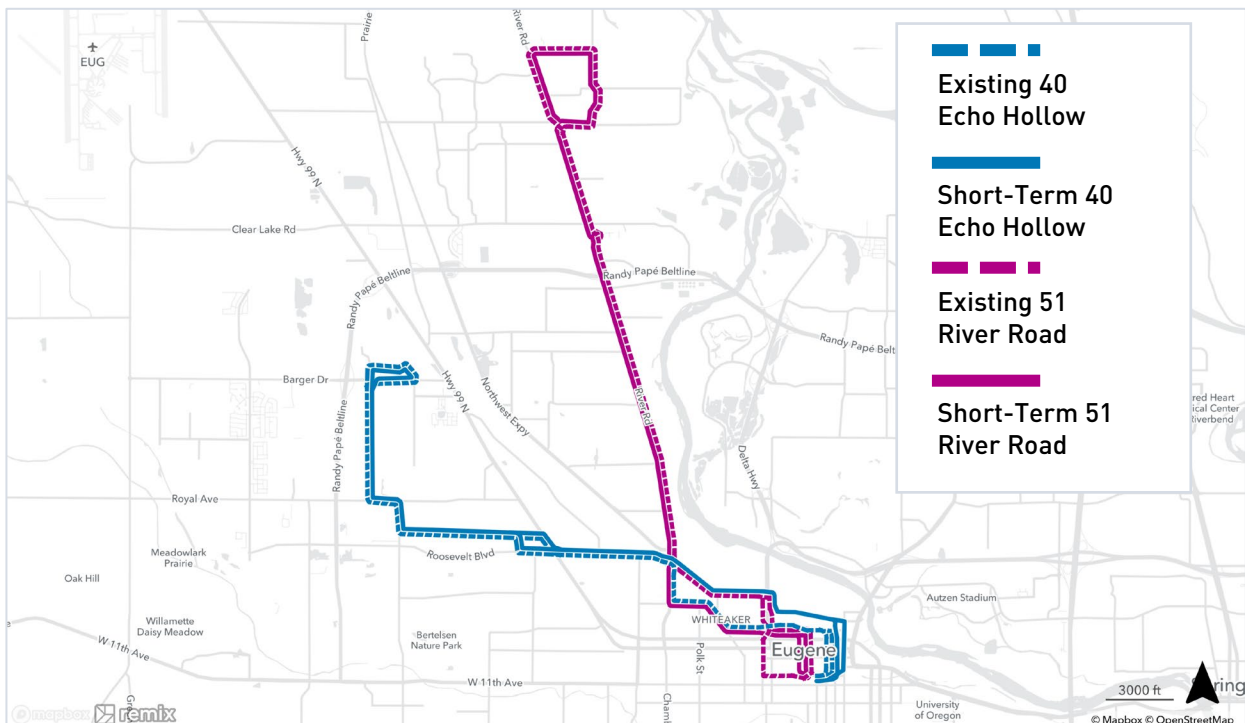
## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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



# Route 52 Irving

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

## Coverage (where it goes)

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

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

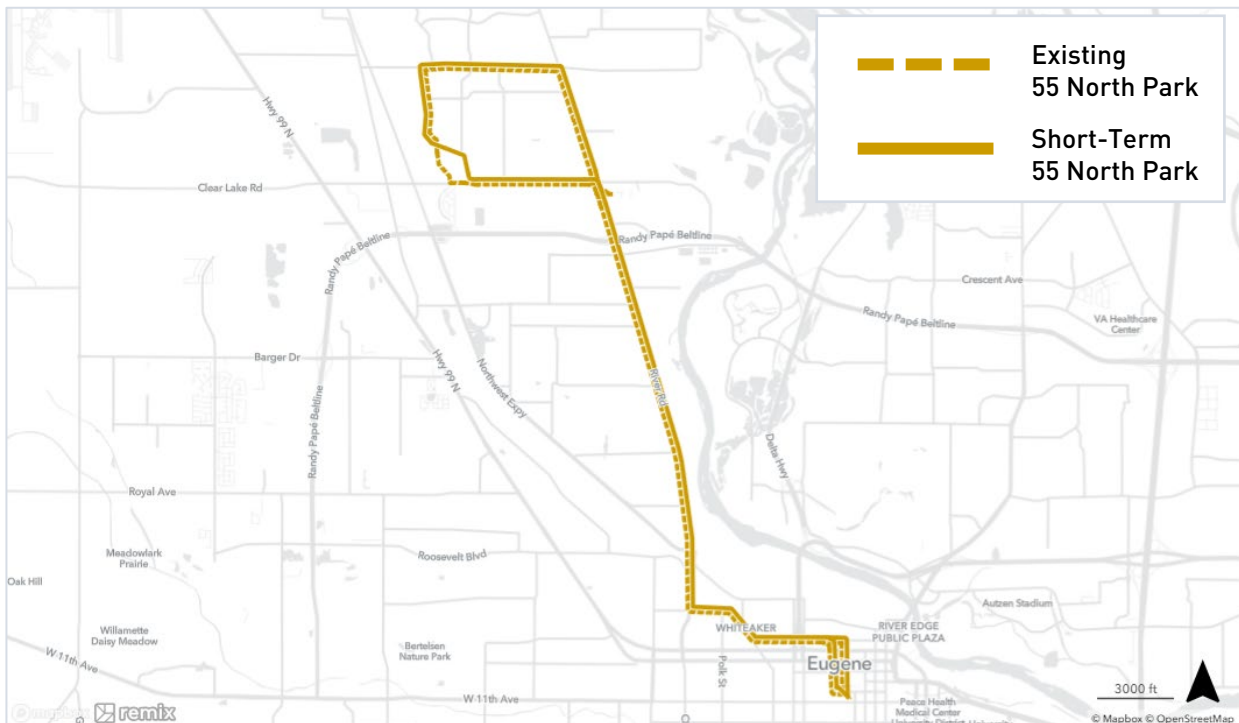
## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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





# Routes 66 & 67 VRC/Coburg

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

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

## Frequency (how often it runs)

### Short-Term

No changes in frequency are recommended.

### Long-Term

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

## Hours of service (when it runs)

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

## Coverage (where it goes)

### Short-Term

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

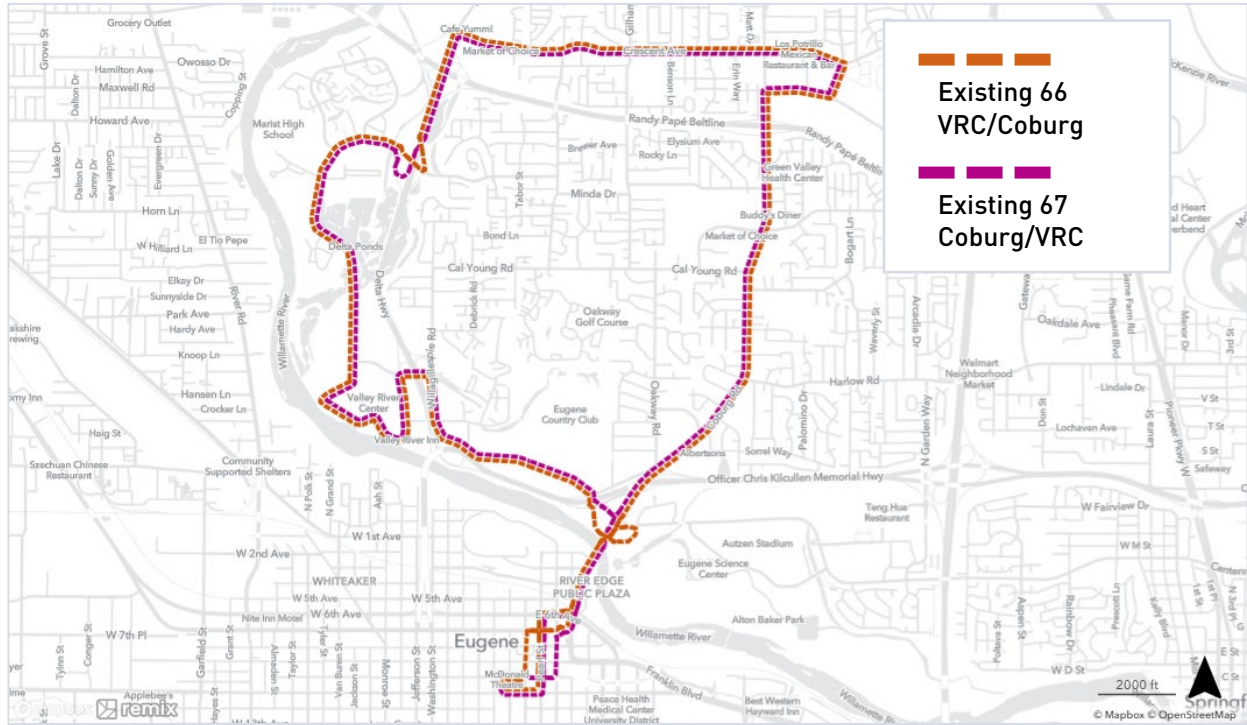
### Long-Term

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

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

**See Routes 66 & 67 map on reverse side**

# Routes 66 & 67 VRC/Coburg





# Route 73 UO/Willamette

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

## Recommendations

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

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

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

# Route 78 UO/Seneca/Warren

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

## Recommendations

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

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

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

# Route 79X UO/Kinsrow

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

## Coverage (where it goes)

### Short-Term

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

### Long-Term

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

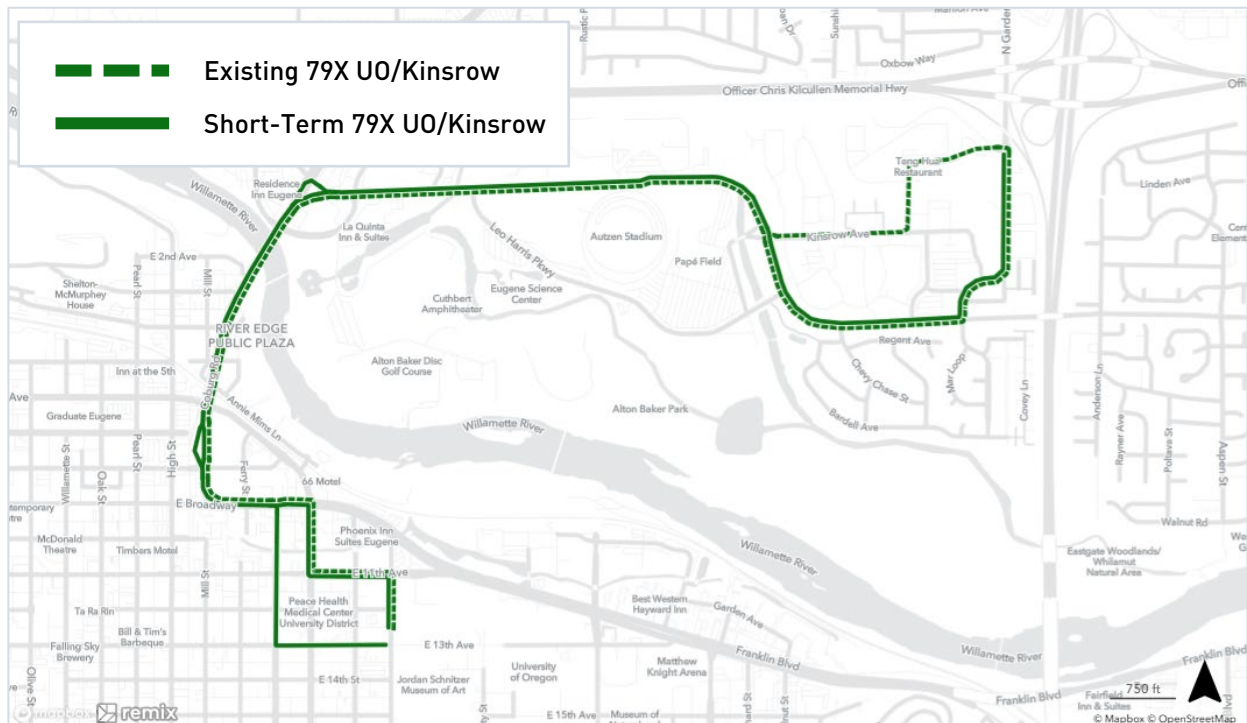
	Day	Headways (peak / midday / evening)	Hours of Service
Existing	Weekday	30/60/60	Inbound only from Kinsrow: 7:30 a.m. – 10:15 a.m. Round trip between UO and Kinsrow: 10:55 a.m. – 10:22 p.m.
	Saturday	-	-
	Sunday	-	-
Short-Term	Weekday	30/60/60	No change from existing
	Saturday	-	
	Sunday	-	
Long-Term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

## Frequency (how often it runs)

No changes in frequency are recommended.

## Hours of service (when it runs)

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



# Route 81 LCC/Hilyard

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

## Coverage (where it goes)

No changes are recommended.

## Frequency (how often it runs)

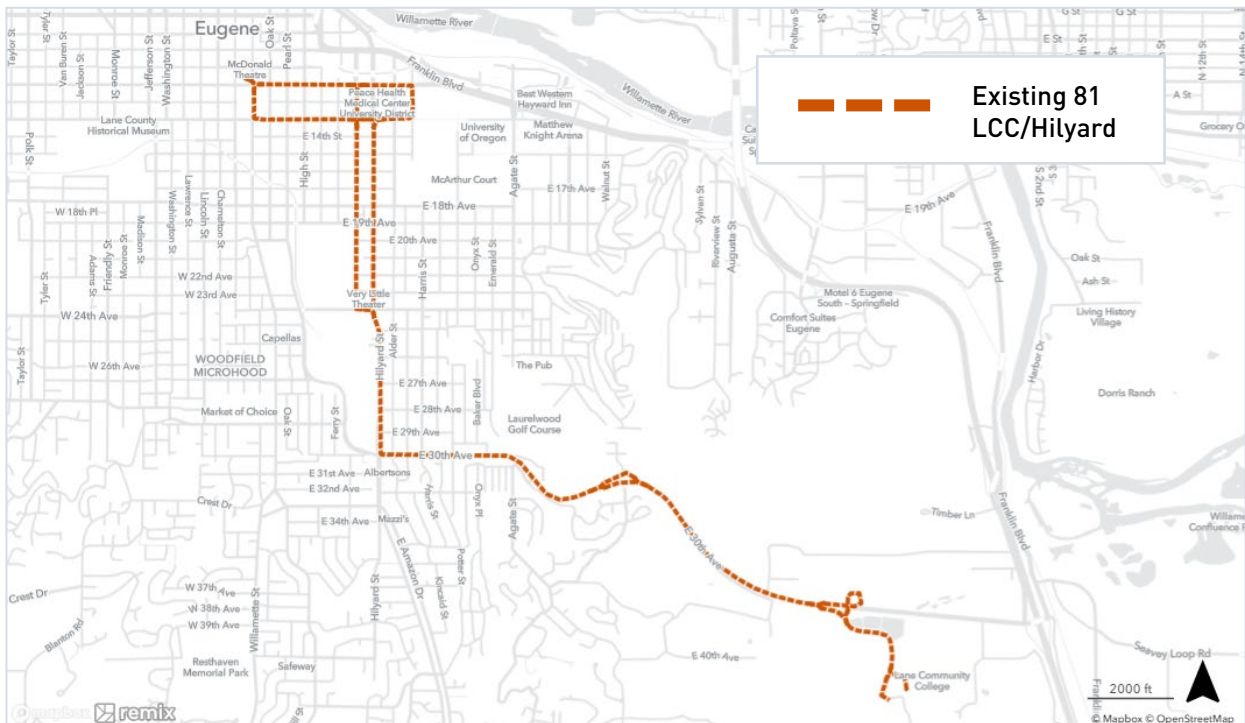
Routes 81 and 82 connect Eugene with LCC. Resources currently spent to operate Route 82 more frequently should be reallocated to Route 81 to provide a consistent 30-minute schedule between Eugene Station and LCC leaving 0:15 and 0:45 past the hour. On Saturday and weekdays after 6:00 p.m. Route 81 should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

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

## Hours of service (when it runs)

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

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



# Route 82 LCC/Pearl

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

## Coverage (where it goes)

No changes are recommended.

## Frequency (how often it runs)

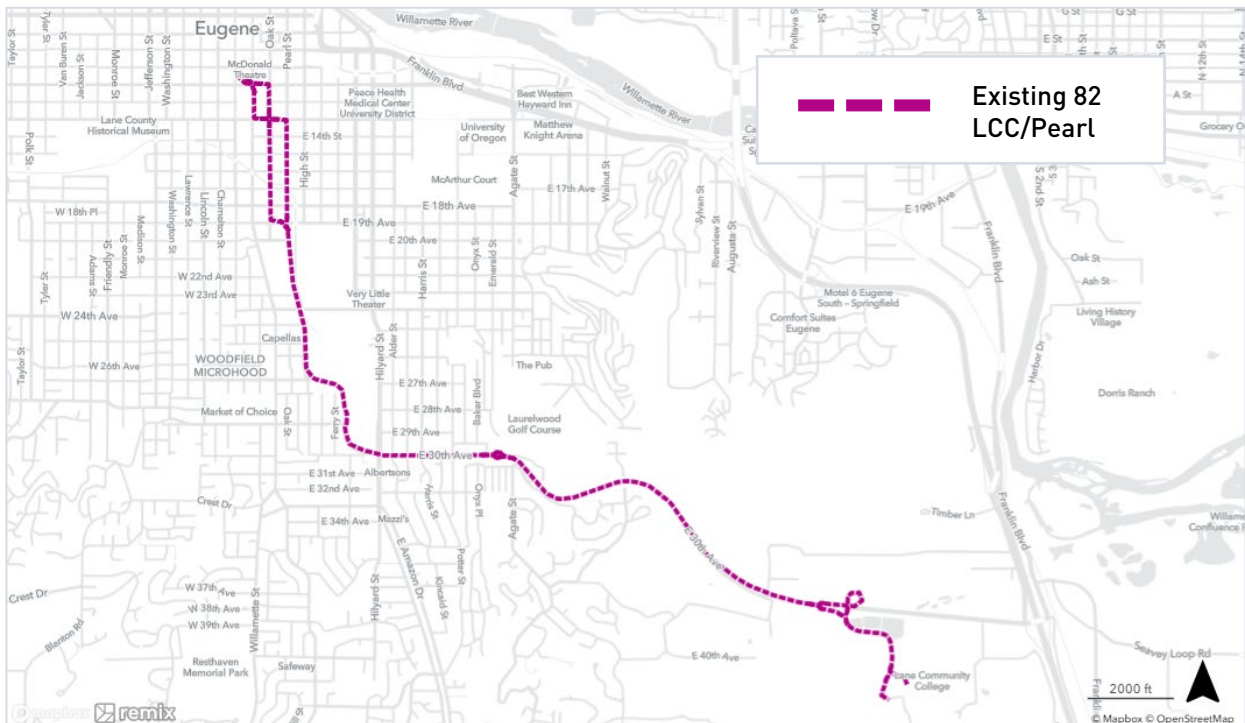
Routes 81 and 82 connect Eugene with LCC. Resources currently spent to operate Route 82 more frequently should be reallocated to Route 81. Route 82 service should be rescheduled to supplement Route 81 service.

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.

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





# Route 85 LCC/Springfield

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

## Coverage (where it goes)

No changes are recommended.

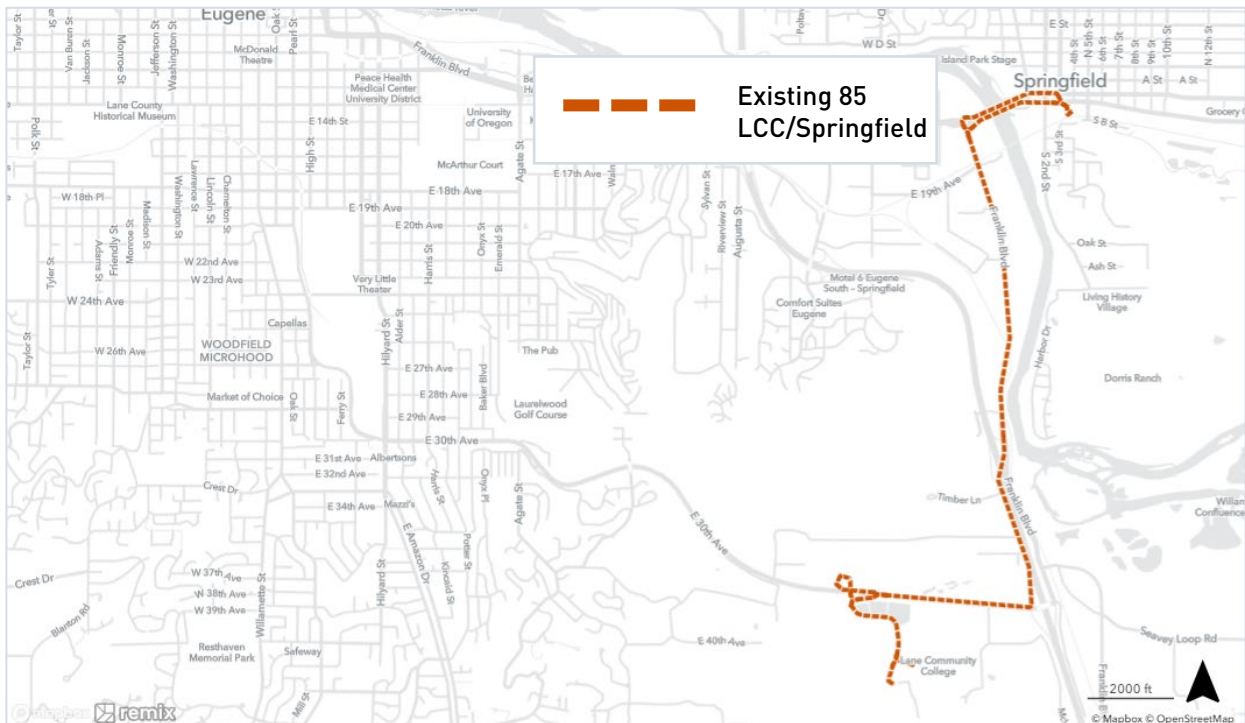
## Frequency (how often it runs)

No changes are recommended.

## Hours of service (when it runs)

No changes are recommended.

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



# Route 91 McKenzie Bridge

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

## Recommendations

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

## Coverage (where it goes)

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

## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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



# Route 92 Lowell/LCC

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

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

## Coverage (where it goes)

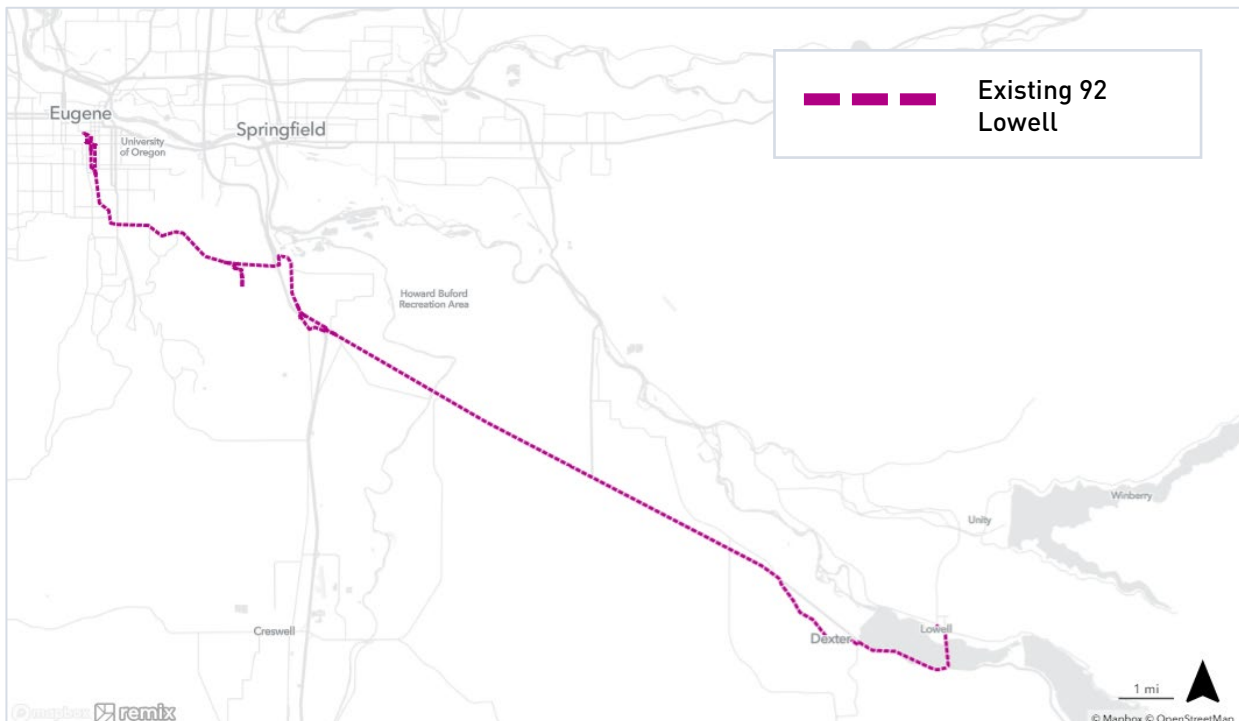
Diamond Express, a regional bus service between Oakridge and Eugene/Springfield operates along Highway 58, overlapping with Route 92. Consideration should be given to partnering with this service to add a stop at Lowell so that these trips complement one another.

## Frequency (how often it runs)

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

## Hours of service (when it runs)

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



# Route 93 Veneta

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

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

## Coverage (where it goes)

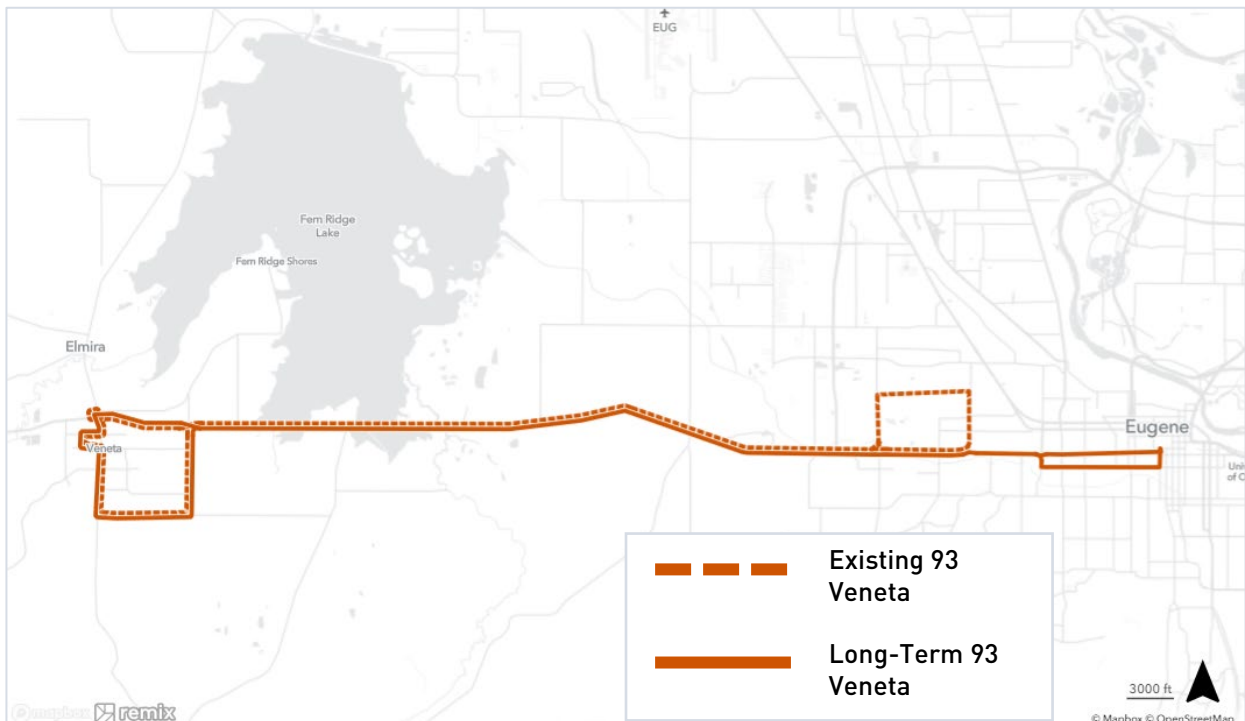
Ridership on Route 93 dropped dramatically after it was shortened and no longer served Eugene Station. Restoring direct Veneta to Eugene Station service is recommended. Route 93 should no longer serve the Bertelsen / 1st Ave / Seneca loop and instead directly travel to downtown Eugene via W 11th Ave.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

## Frequency (how often it runs)

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

## Hours of service (when it runs)

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



# Route 95 Junction City

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

## Coverage (where it goes)

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

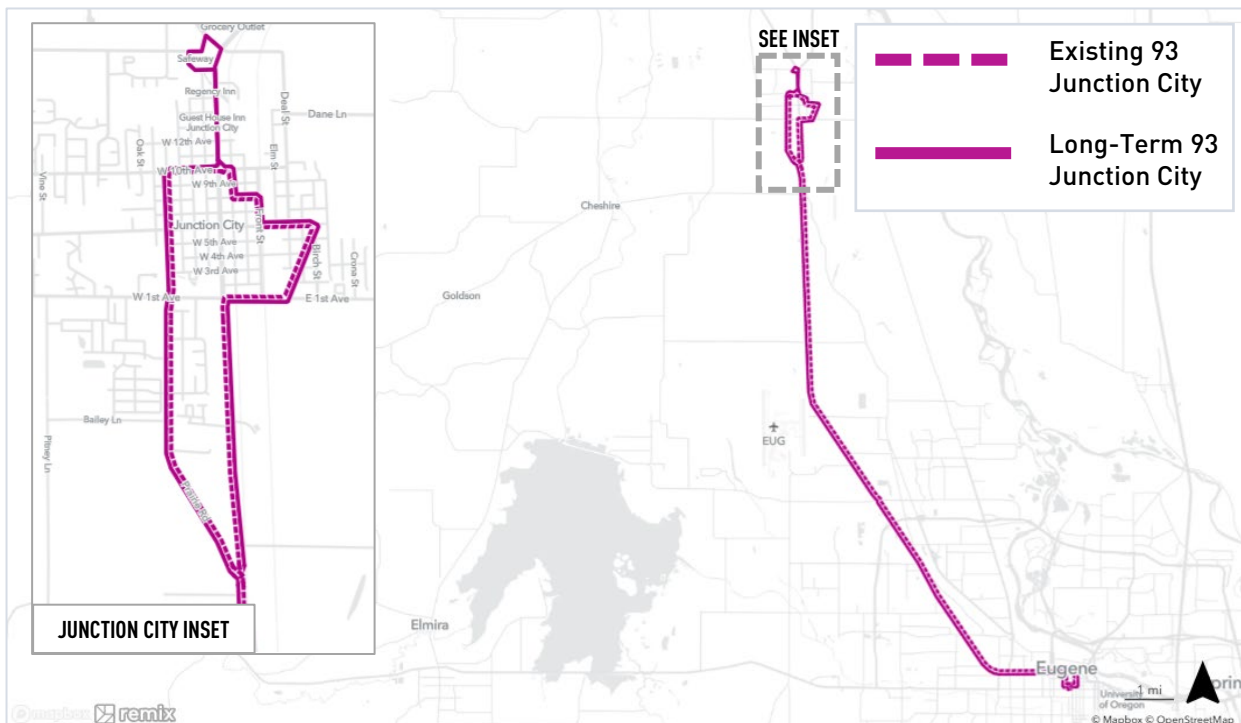
## Frequency (how often it runs)

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

## Hours of service (when it runs)

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

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





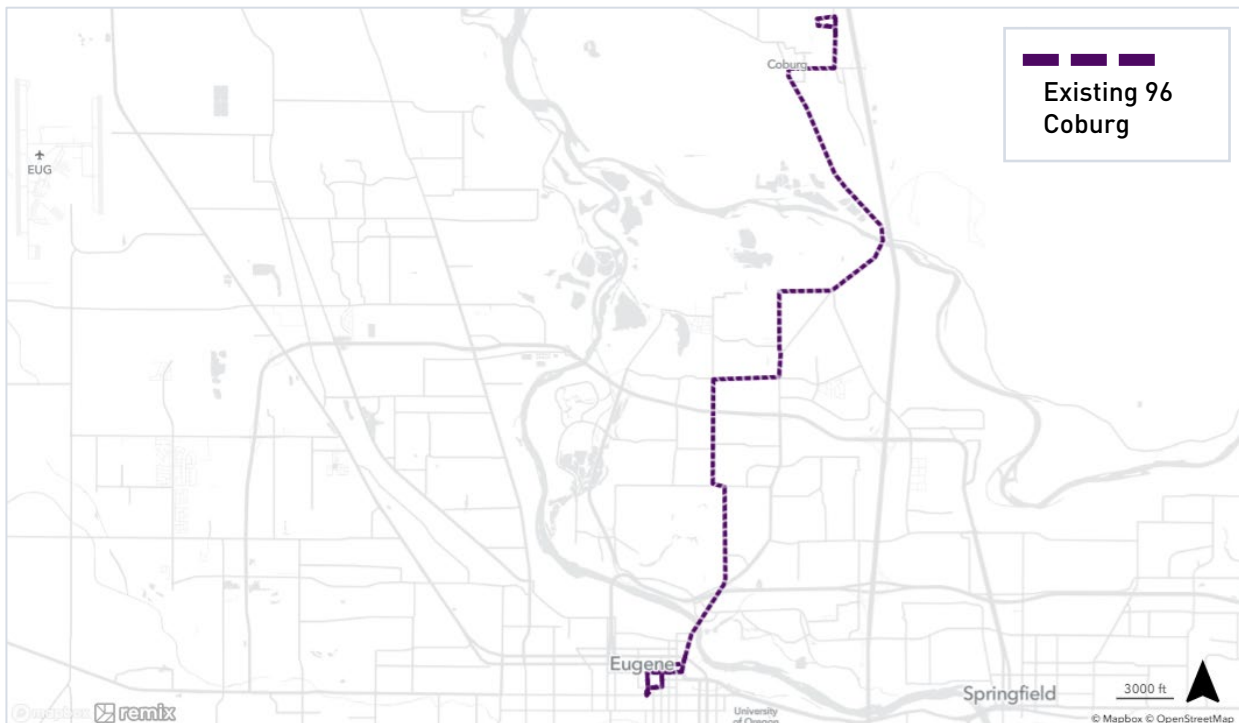
# Route 96 Coburg

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

## Recommendations

No changes are recommended for Route 96.

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









Lane Transit District

*Connecting our Community*

**SPC Meeting**

April 23, 2024

Lane Transit District | LTD.org

# Why are we doing a System Review?



## COVID-19

The pandemic changed when and how people travel



## Staffing Shortages

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



## Service Levels

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

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

# What data did we look at?



Ridership and connections for every route



Fall 2022 travel patterns – using cell phone data



Population and employment data



Socioeconomic data



Future growth projections and plans



Public Input






# Initial Community Engagement

# Outreach Efforts So Far

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




**LTD Travel Survey - October 2023**

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

Time: \_\_\_\_\_  
 Surveyor Use Only  
 Do Not Complete

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

One-way-trip:



**1. Where did you START this one-way trip?**  
*(Mark the one best answer)*

<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?**

<input type="checkbox"/> Walked	<input type="checkbox"/> Dropped off by Cottage Grove Connector
<input type="checkbox"/> Drove alone	<input type="checkbox"/> Wheelchair/Scooter
<input type="checkbox"/> Drove with another rider and parked	<input type="checkbox"/> Biked and put bike on bus/EMX
<input type="checkbox"/> Dropped off by someone	<input type="checkbox"/> Biked and left bike at/near bus stop/station
<input type="checkbox"/> Dropped off by a taxi, Uber, or Lyft	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Bike Share or Scooter	

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

**5. My first bus was on Route Number:** \_\_\_\_\_

**6. Will you use more than one bus to complete this one-way trip?**

No, this is my only and last bus

I will use a second bus route # \_\_\_\_\_

I will use a third bus route # \_\_\_\_\_

**7. Where will you get off the last bus?**  
Station name \_\_\_\_\_  
Or Stop location (street name) \_\_\_\_\_  
(and nearest cross street) \_\_\_\_\_  
City:  Eugene  Springfield  Other \_\_\_\_\_

**8. How will you get to your destination when you get off the last bus?**

<input type="checkbox"/> Walk	<input type="checkbox"/> Take Cottage Grove Connector
<input type="checkbox"/> Drive alone	<input type="checkbox"/> Wheelchair/Scooter
<input type="checkbox"/> Drive with another rider and park	<input type="checkbox"/> Bike and put bike on bus/EMX
<input type="checkbox"/> Drop off by someone	<input type="checkbox"/> Bike and leave bike at/near bus stop/station
<input type="checkbox"/> Drop off by a taxi, Uber, or Lyft	<input type="checkbox"/> Other (specify) _____
<input type="checkbox"/> Bike Share or Scooter	

**9. Where will you END this one-way trip?**

<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) _____

**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?**

<input type="checkbox"/> Cash	<input type="checkbox"/> Student Transit Pass
<input type="checkbox"/> Day Pass	<input type="checkbox"/> Single Ride QR Code Ticket
<input type="checkbox"/> Ticket from 10-Ride Book	<input type="checkbox"/> Monthly Pass
<input type="checkbox"/> Ticket from fare machine	<input type="checkbox"/> Stored value on Umo
<input type="checkbox"/> UO/LCC/Pacific University Pass	<input type="checkbox"/> Group Pass
	<input type="checkbox"/> 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:**

<input type="checkbox"/> Employed for pay outside your home	<input type="checkbox"/> Other student
<input type="checkbox"/> Employed for pay in your home	<input type="checkbox"/> Stay at home parent/caregiver
<input type="checkbox"/> UO student	<input type="checkbox"/> Retired
<input type="checkbox"/> LCC student	<input type="checkbox"/> Unemployed
<input type="checkbox"/> Middle/High School student	<input type="checkbox"/> Disabled

**19. What is your age?** \_\_\_\_\_

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

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

[www.ltdsystemreview.org/](http://www.ltdsystemreview.org/)

5

LTD Strategic Planning Committee  
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5



# Community Survey Regarding Service Priorities

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

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



## LTD Design Your Service Improvements

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**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).

**Your Overall Benefits**

Ridership

Speed & Reliability

Access

Passenger Experience

**Your Costs**

Total Cost (Max \$16)

**Improve Existing Bus Routes**

**Restore EmX service to every 10-minutes on weekdays**

Restore EmX service levels to pre-pandemic service levels.

**Ridership**

**Speed & Reliability**

**Access**

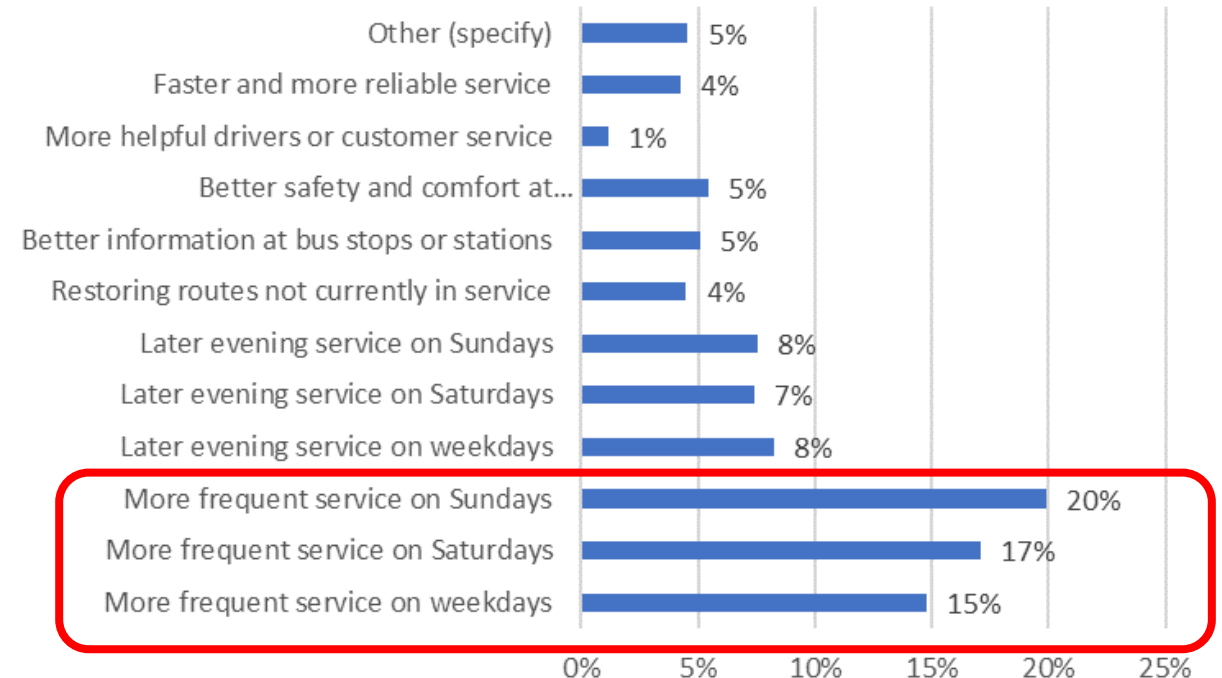
**Passenger Experience**

**Cost**

\$\$

# Current Rider Service Priorities – Key Findings

- **2,401 On-Board Surveys completed in October 2023**  
(~12% of LTD riders were surveyed)
- **Key findings**
  - **Additional frequency is the most desired improvement**
  - **Almost half of riders transfer**



# Outreach to the Latino Community

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

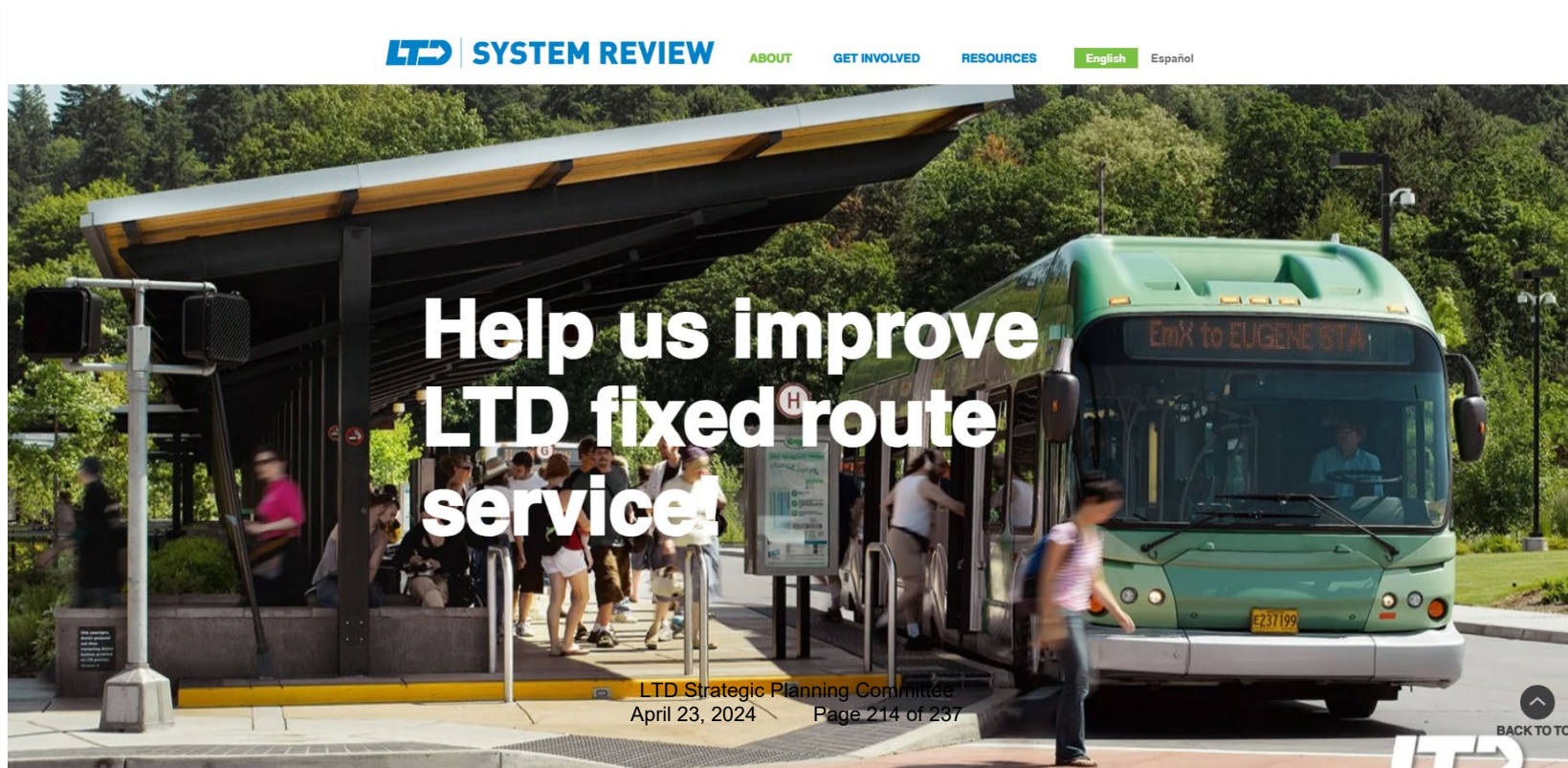




# Project Website

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

[www.ltdsystemreview.org/](http://www.ltdsystemreview.org/)







# Service Scenarios



# Service Scenario Key Improvements

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



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

# Short-Term Recommendations (up to one year)

## Assumptions

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

## Short-Term Recommendation Priorities

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

# Long-Term Recommendations

## Assumptions

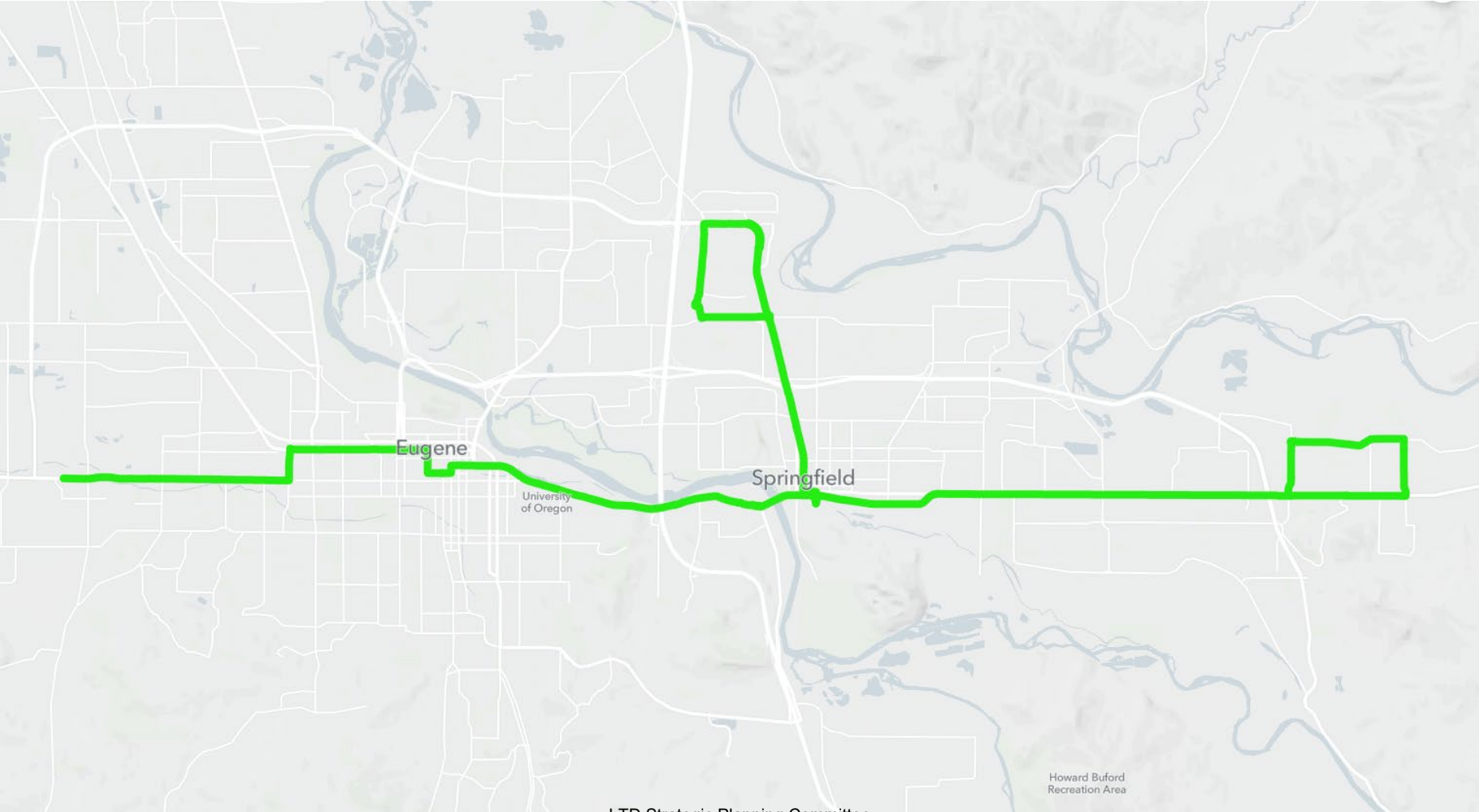
- Goal is to reach pre-pandemic service levels
- Requires additional buses, operating hours, or operators
- Phased implementation as operators are added – they cannot happen all at once

## Long-Term Recommendation Priorities

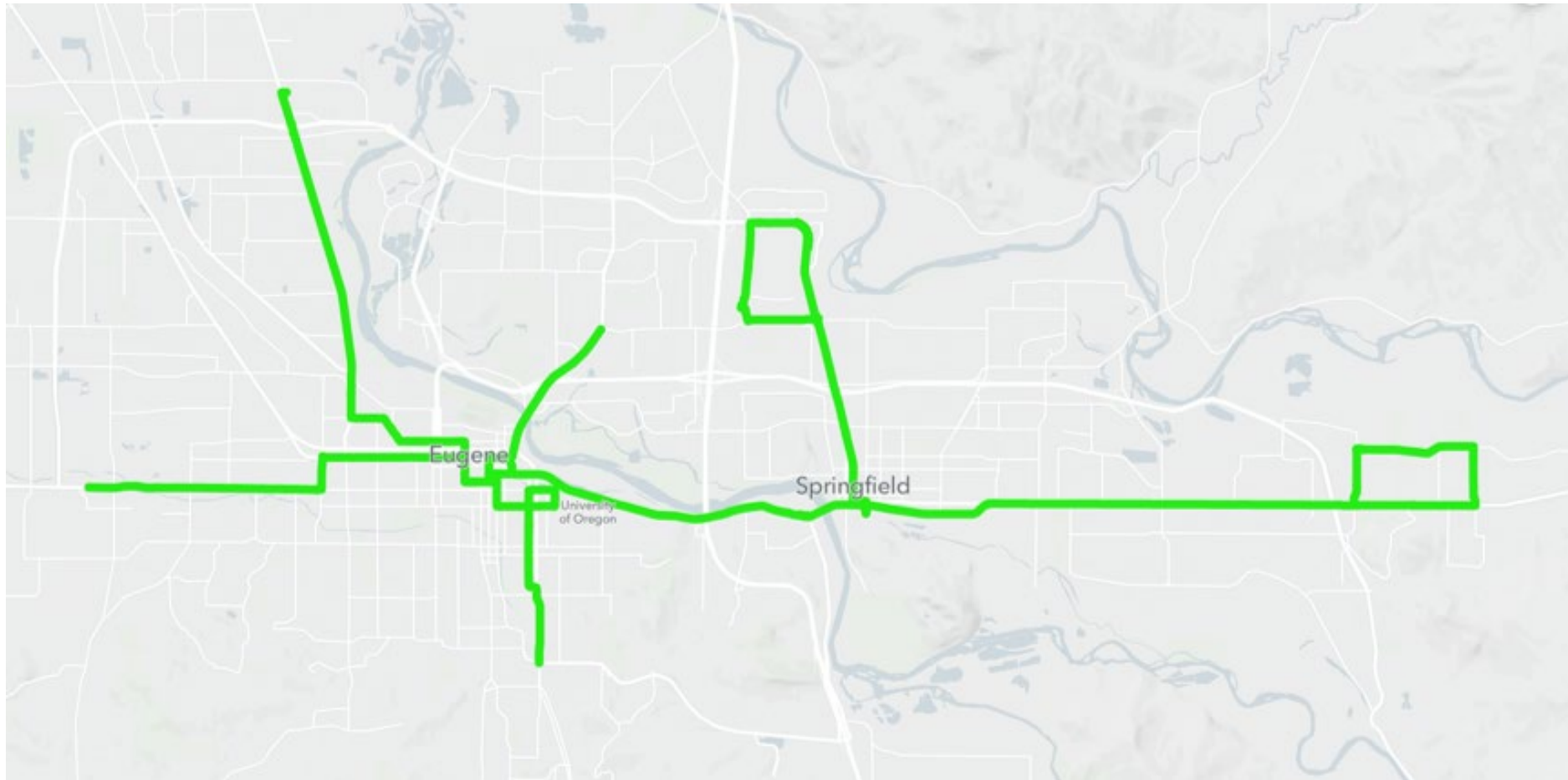
- **Improve frequency when additional operators become available**
  - A primary focus is on weekday morning service and weekend service
- **Expand number of high-frequency corridors (W 18th, MLK/Centennial, and Hwy 99)**
- **Improve transit circulation in downtown Eugene**
- **Improve service to rural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



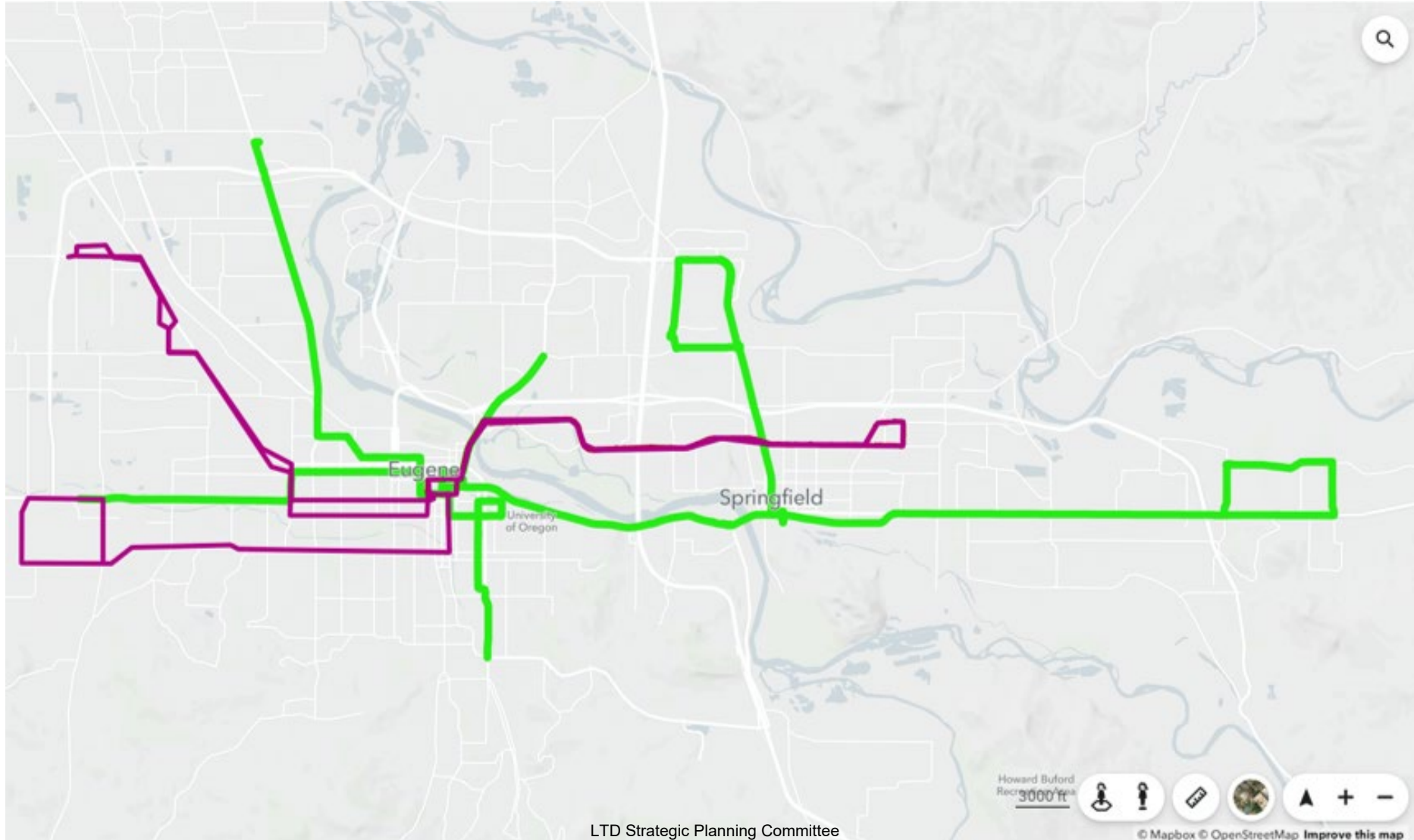
# Today's 15-Minute Weekday Network



# Short-Term: Expand 15-Minute Weekday Network



# Long-Term: Add More 15-Minute Weekday Service



# Routes with Frequency Improvements

## Short-Term Frequency Improvements – *Requires more operators than today*

- EmX
- Route 11 Thurston
- Route 24 Donald
- Route 28 Hilyard
- Route 36 W 18<sup>th</sup>
- Route 81 Hilyard/LCC

## Short-Term Frequency Reductions

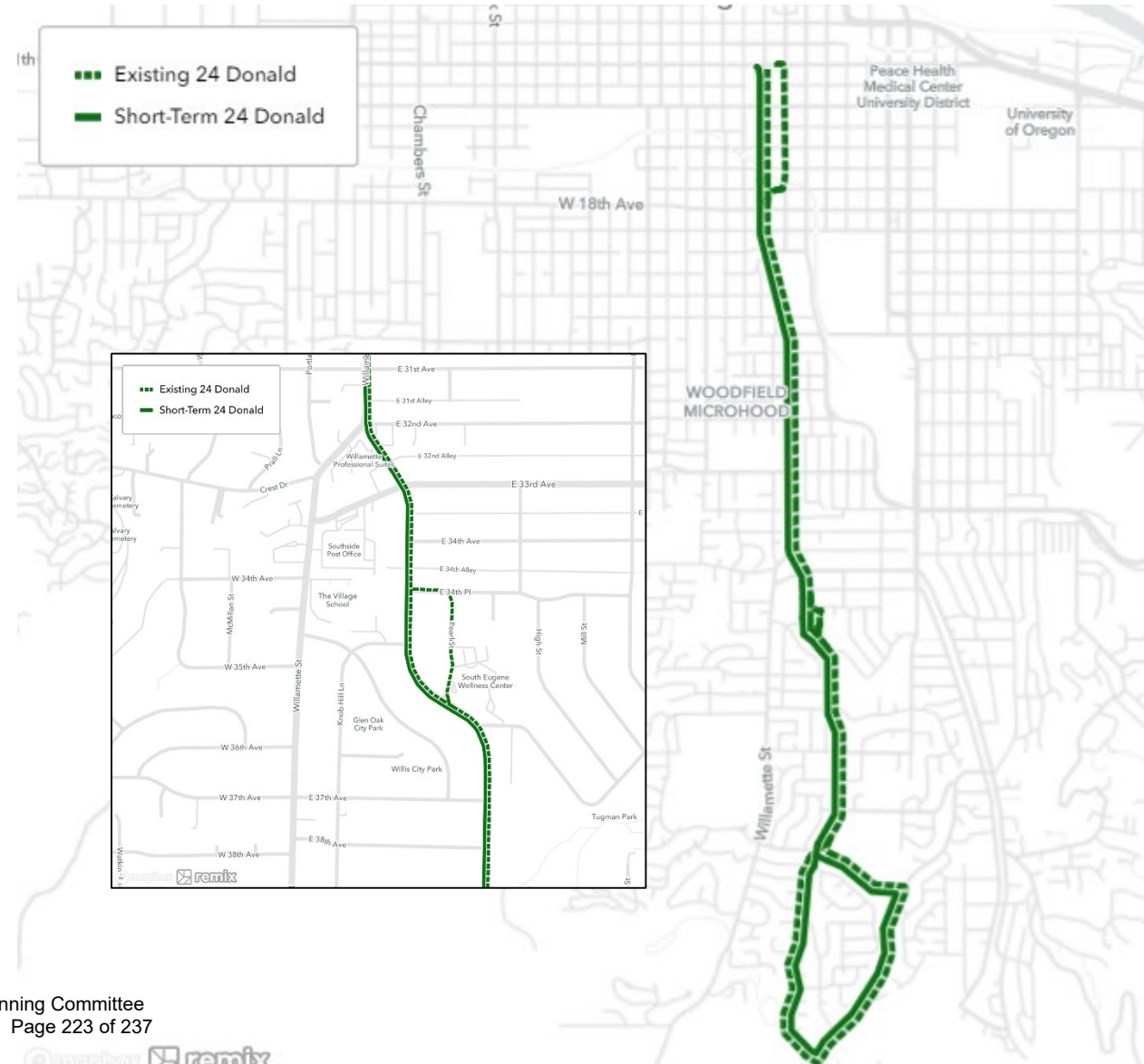
- Route 82 Pearl/LCC

## Long-Term Frequency Improvements – *Requires more operators than today*

- Route 13 Centennial
- Route 17 5<sup>th</sup> / Hayden Bridge
- Route 18 Mohawk
- Route 24 Donald
- Route 36 W 18<sup>th</sup>
- Route 40 Echo Hollow
- Routes 66/67 VRC / Coburg
- Route 81 LCC/Hilyard
- Rural Routes to Veneta, McKenzie Bridge, Lowell, Junction City, and Cottage Grove

# Short-Term Route Changes – Route 24

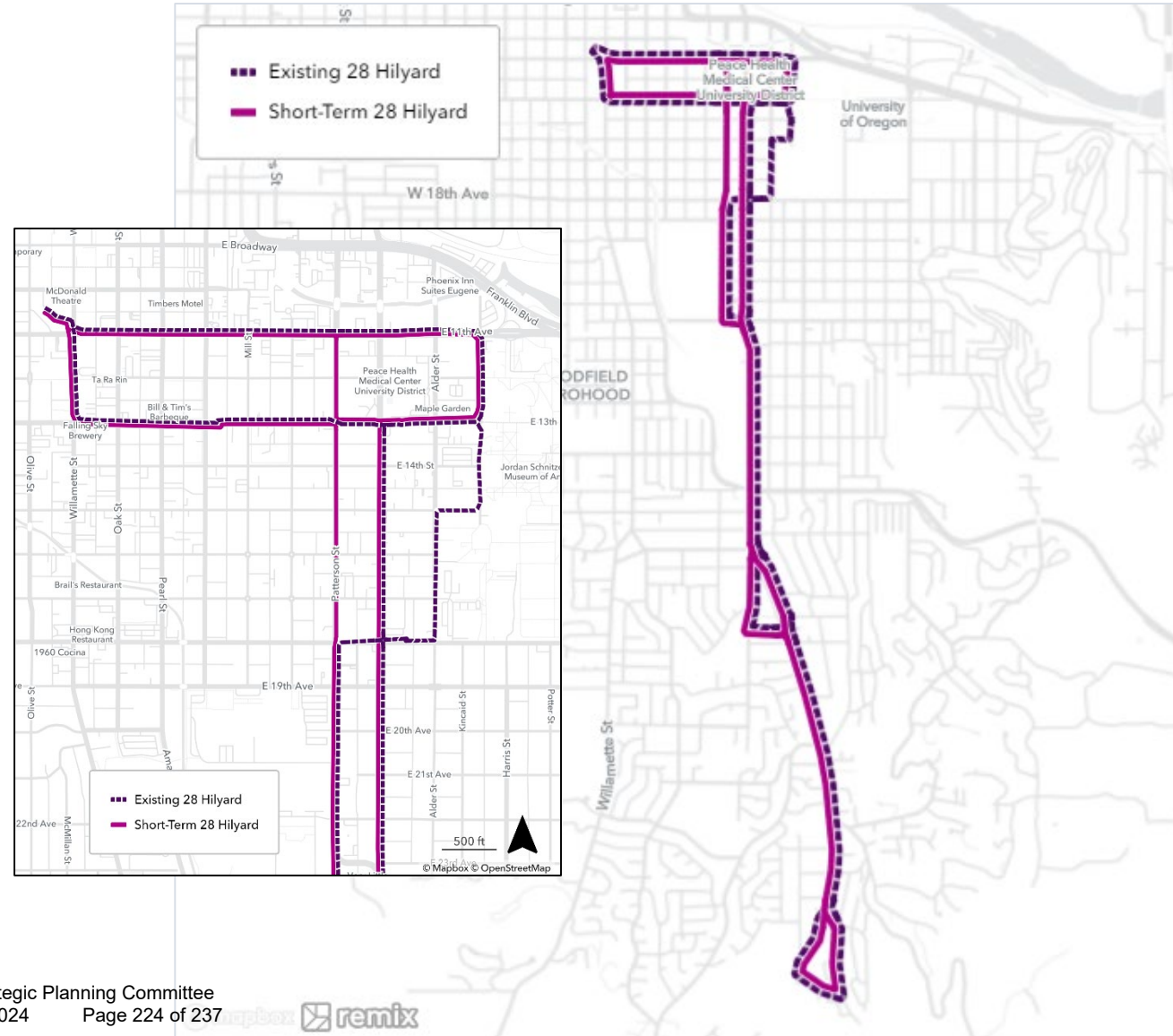
- Use Willamette St between Eugene Station and 20<sup>th</sup> Ave to improve travel times
- Remove the 34<sup>th</sup>/Pearl St deviation to improve travel times





# Short-Term Route Changes – Route 28

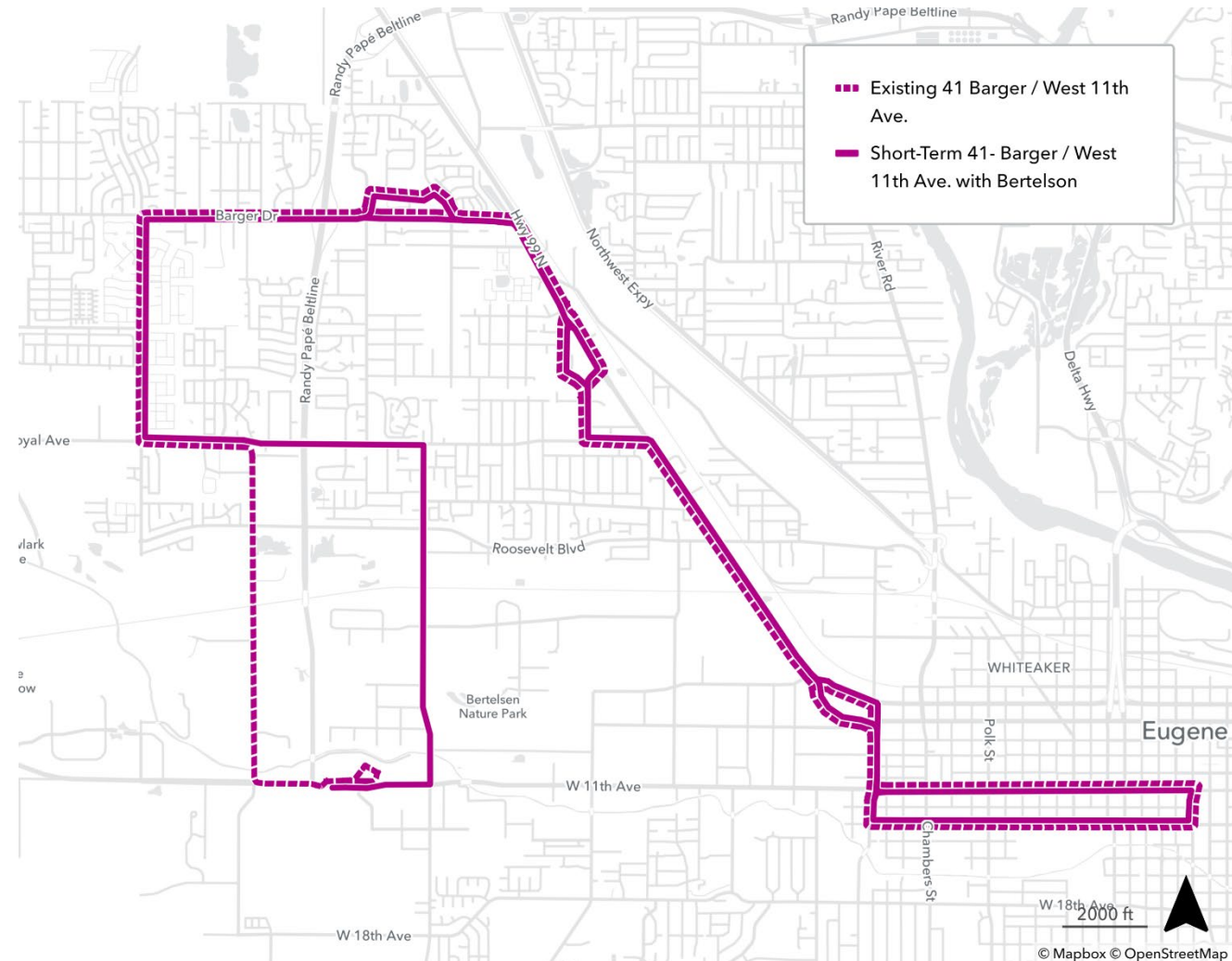
- Change alignment between UO and Hilyard to be consistent with Route 81 and avoid pedestrian/bicycle/auto conflicts on 15<sup>th</sup> Ave and Alder





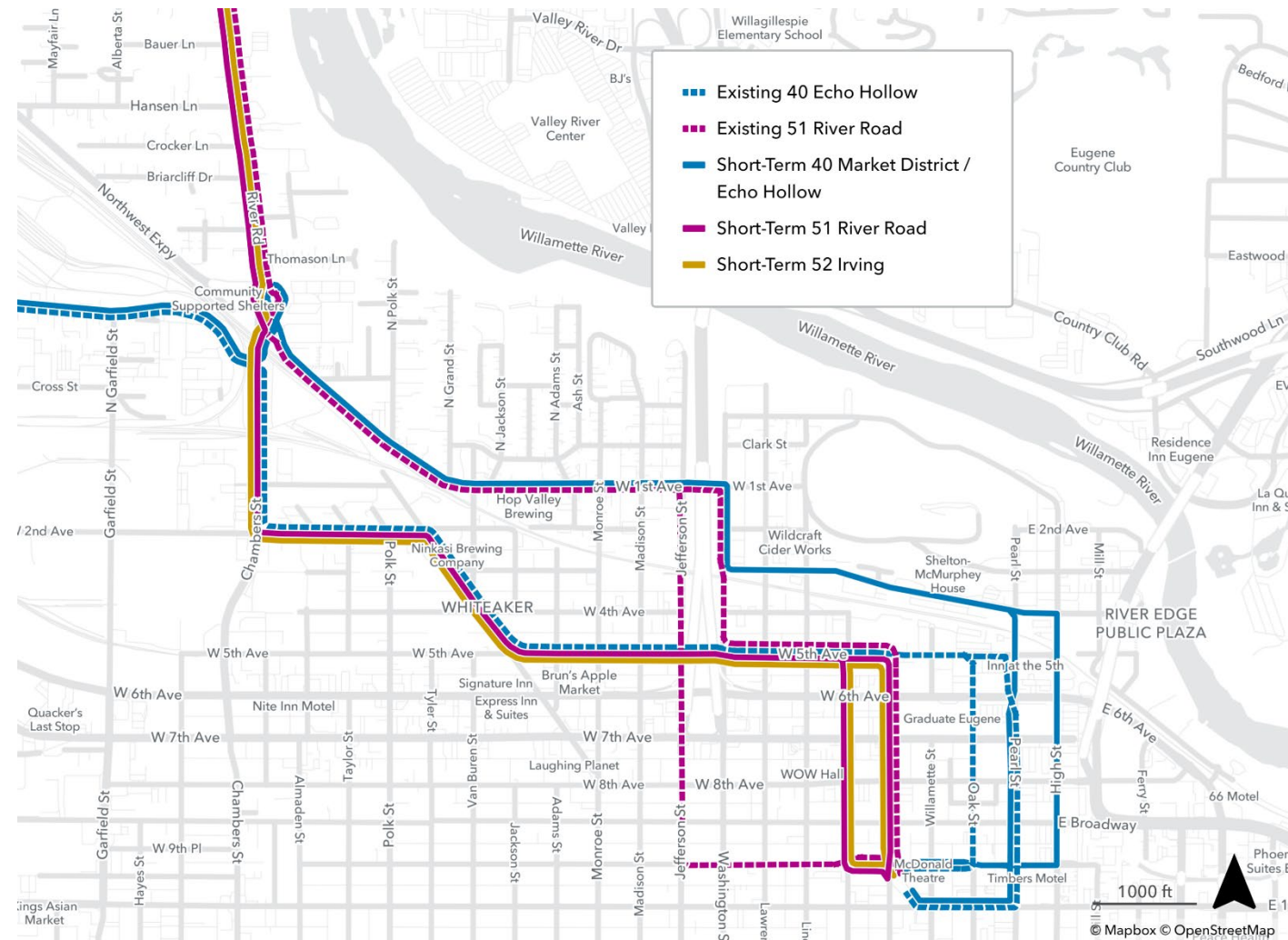
# Short-Term Route Changes – Route 41

- 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.



# Short-Term Route Changes – Routes 40 & 51

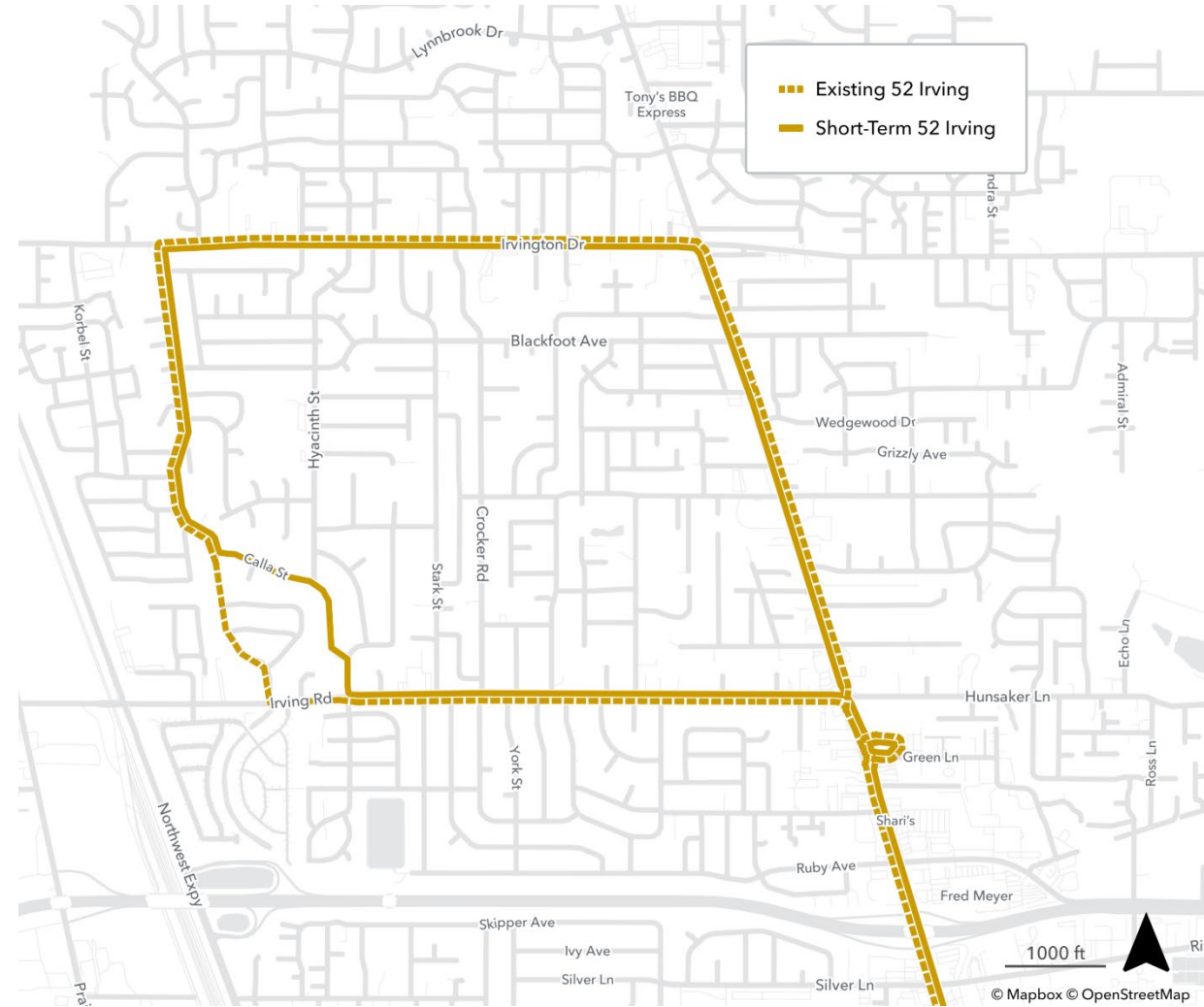
- Create 15-minute weekday and 30-minute weekend service between Santa Clara and Eugene
- Route 51 should follow Route 52's alignment between Santa Clara & Eugene
- Route 40 should replace Route 51 on W 1st Ave, and extend to downtown Eugene via Washington Street, W 3rd Ave, Shelton McMurphey Blvd, E 4th Ave, and Pearl/High St





# Short-Term Route Changes – Route 52

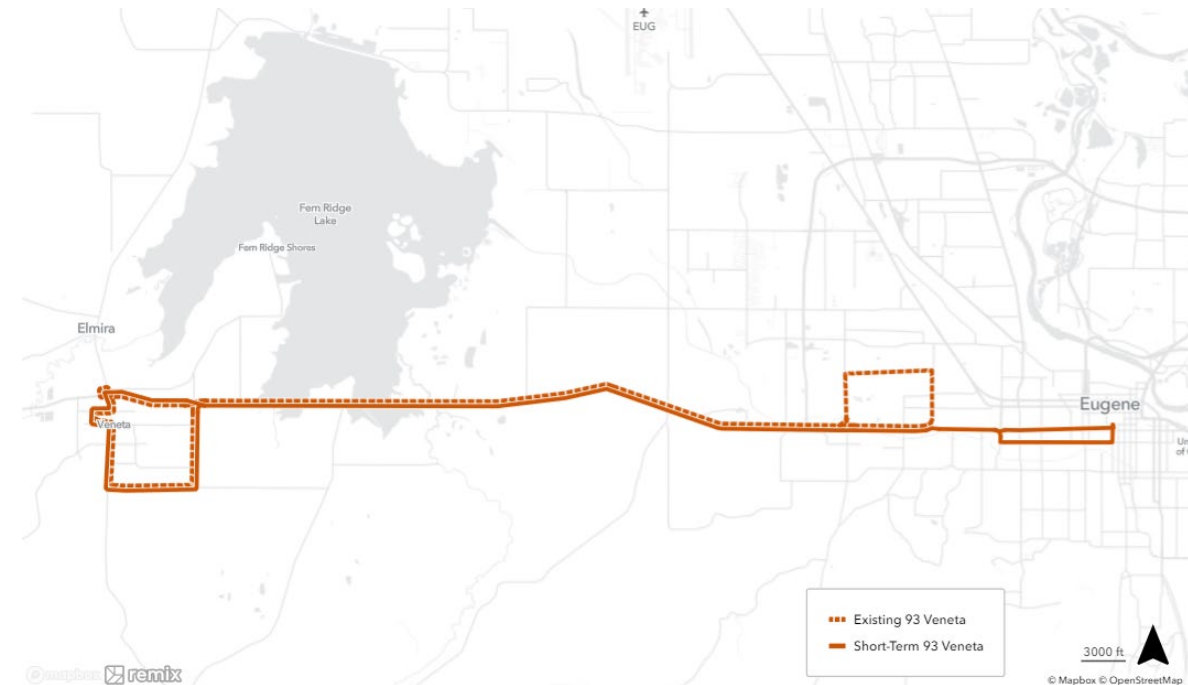
- Consideration should be given to realign Route 52 to use Calla St and Kalmia St to Irving Rd, so that buses could use a signal to safely make the left turn.





# Short-Term Route Changes – Route 93

- Route 93 should no longer serve the Bertelsen / 1st Ave / Seneca loop and instead directly travel to downtown Eugene via W 11th Ave.
- Between Bertelsen and downtown Eugene, operate in limited stop mode, with pickups only in the westbound direction and drop offs only in the eastbound direction.



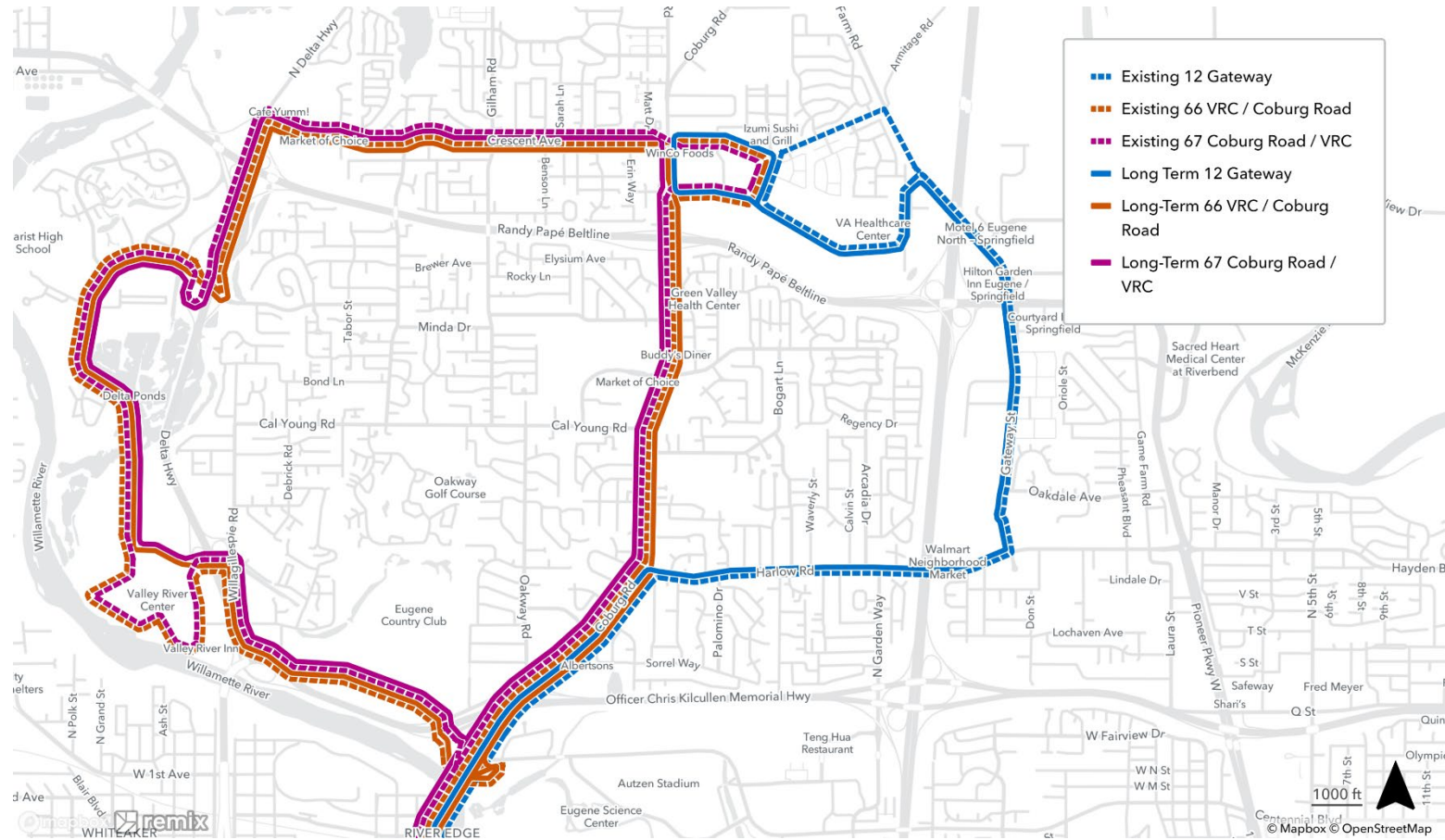
# Short-Term Route Changes – Route 98

- Operate all Route 98 trips via LCC to improve access and reduce potential customer confusion
- In Cottage Grove, the Walmart is the top destination, yet it is only accessible in one direction for Cottage Grove residents. Modify Route 98 to provide bi-directional service from Cottage Grove points to the Walmart.
- Use 4th St S between Goshen Divide Hwy and Taylor Ave. This provides a slightly faster trip for most riders.



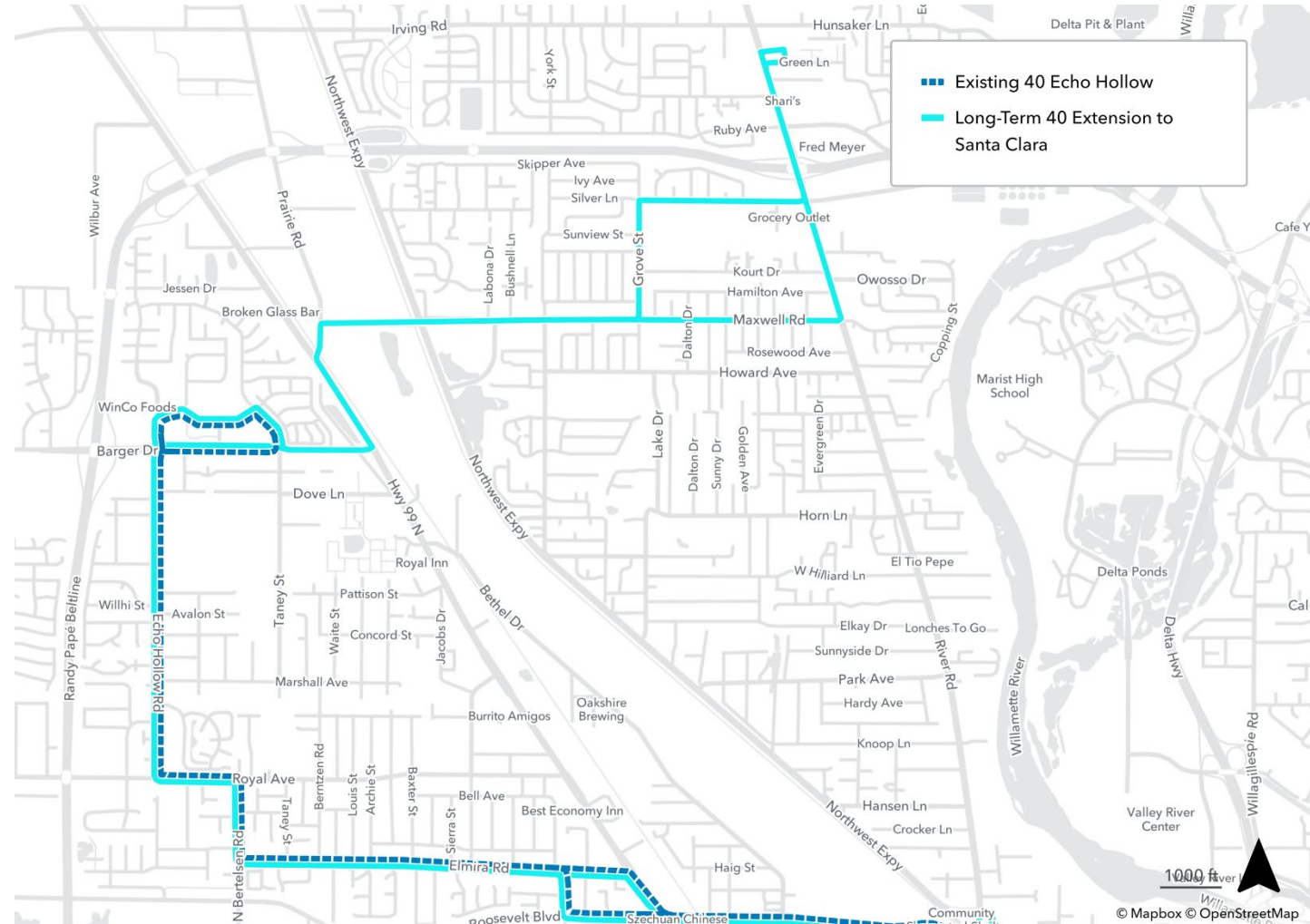
# Long-Term Route Changes – Routes 66/67/12

- Shorten Routes 66/67 to allow for better transfers at Eugene Station
- With a new capital facility, move the VRC stop to the north side of the mall
- Remove Shadowview Dr deviation and serve via Coburg Rd instead
- Improve Route 66/67 to 20-minute service during high demand time
- Extend Route 12 to Coburg Road



# Long-Term Route Changes – Routes 40

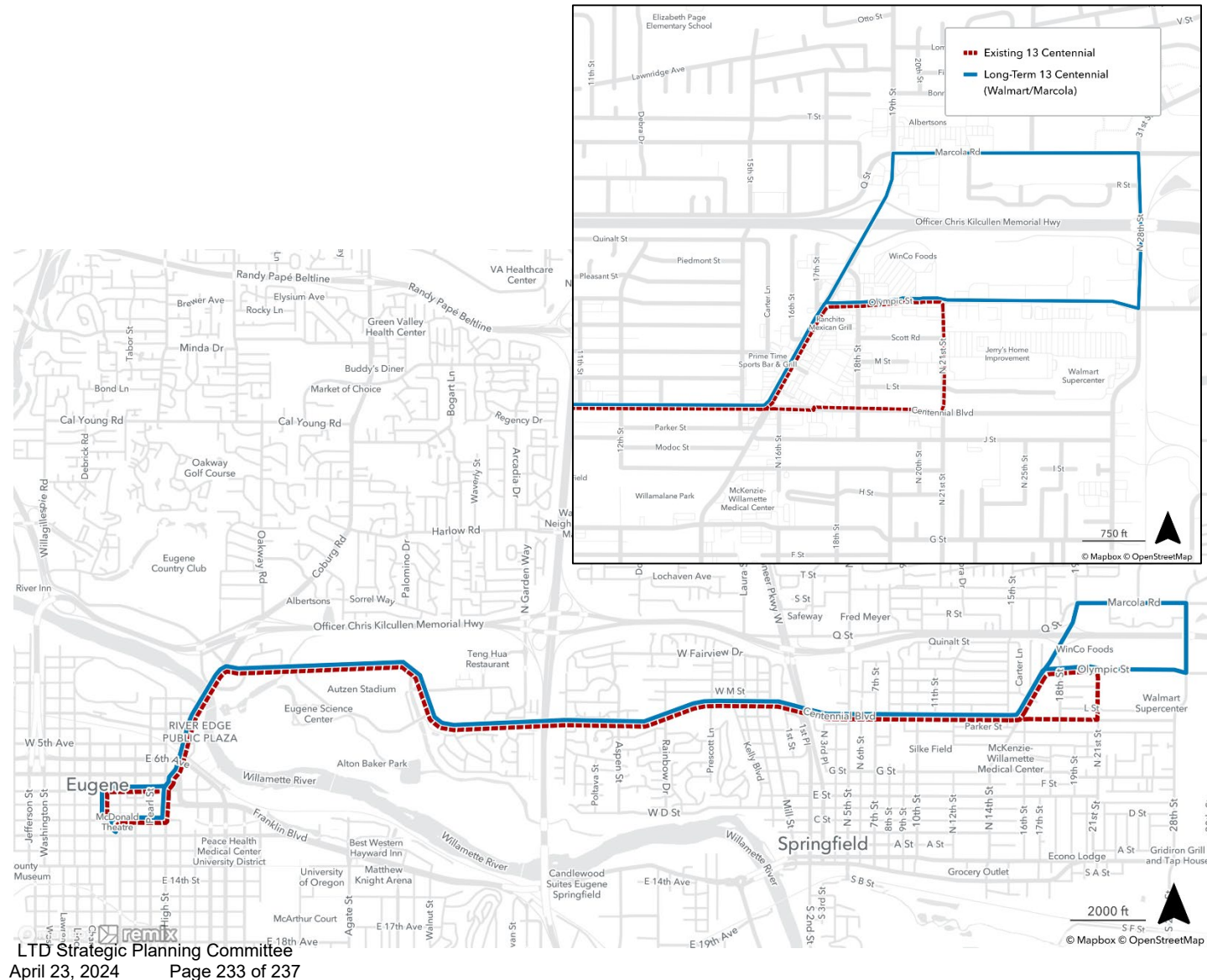
- Extend Route 40 to Santa Clara Station to provide better connectivity commercial and residential growth happening along SR 99 and River Road





# Long-Term Route Changes – Routes 13

- Extended to Walmart and Marcola Road to improve access to the new housing in Marcola Meadows
- Improve weekday frequency to every 15-minutes







EmX to GATEWAY/  
RIVERBEND

EmX

OREGON  
E297821  
PUBLICLY OWNED

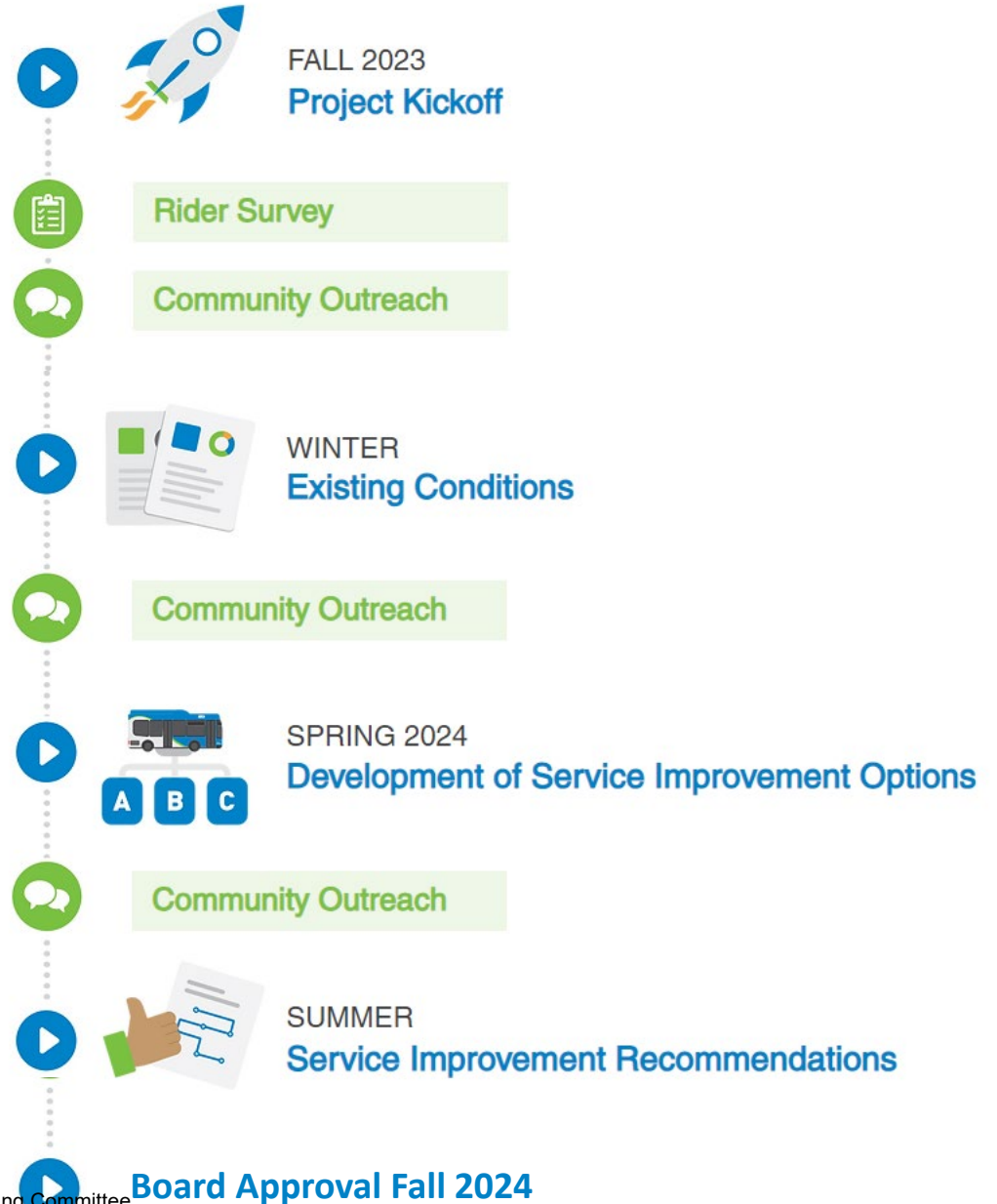
# Phase 2 Outreach

# Phase 2 Outreach to Begin in April 2024

Activity	Timeline
Notification of community and organization of potential changes	Early April
Online Survey	April through May
Community Meetings, such as: <ul style="list-style-type: none"> <li>• Neighborhood Associations</li> <li>• Rural Communities</li> <li>• University of Oregon</li> <li>• Spanish-speaking Communities</li> </ul>	April and May
Virtual Open House	May
Tabling (Going to where People are), such as <ul style="list-style-type: none"> <li>• Saturday Market</li> <li>• Art Walk</li> <li>• Street Faire</li> <li>• Better Transportation Fair</li> <li>• First Fridays Communities of Color &amp; Allies Network (CCAN)</li> </ul>	April - May

# Next steps

We are here!





# Lane Transit District Items for review at future meeting

## Strategic Planning Committee

**April 23**

**Business Updates, Discussions, and Presentations**

- a. Community Resource Liaison Overview.....Sarah Koski, Community Resource Liaison
- b. Recruitment and Retention Update.....Camille Gandolfi, Chief of Staff
- c. Reimagine the Ride .....Tom Schwetz, Director of Planning

**June 25**

**Business Updates, Discussions, and Presentations**

- a. COA Scenarios Adoption..... Jeramy Card, Development Planner
- b. LRMP Process Update.....Jeramy Card, Development Planner
- c. Ridesource.....John Ahlen, Accessible Services
- d. COA Update