



**LANE TRANSIT SPECIAL-PURPOSE DISTRICT OF OREGON (LTD)
BOARD OF DIRECTORS MEETING AGENDA**

**Regular Business Meeting
Wednesday, February 19, 2025, 5:30 p.m.
Glenwood Administrative Office – Boardroom
3500 E 17th Avenue, Eugene, OR 97478**

LTD Board Business meetings are also available via web video stream. Anyone can access the broadcast live or view archived meetings at <https://govhub.ompnetwork.org/>

A seven-member Board of Directors, appointed by the Governor of Oregon, governs LTD. Board members represent, and must live in, geographical subdistricts. The Board provides policy direction and collaborates with local elected officials on regional transportation planning.

Subdistrict	Description	Board Member
Subdistrict 1	East Springfield to McKenzie Bridge	Gino Grimaldi, President
Subdistrict 2	West Springfield	Michelle Webber
Subdistrict 3	SE Eugene, Creswell, Cottage Grove, and Lowell	Heather Murphy
Subdistrict 4	North Eugene (east of River Road), and Coburg	Kelly Sutherland
Subdistrict 5	Central and West Eugene	Pete Knox, Secretary
Subdistrict 6	West Eugene, OR 99, River Road, and Junction City	Lawrence Green, Treasurer
Subdistrict 7	SW Eugene, Veneta and Fern Ridge	Susan Cox, Vice President

Public Comment:

Public comment occurs at the beginning of each Board meeting. In-person sign-up is available on the day of the meeting in the Boardroom. Attendees can participate virtually via Zoom. To join virtually, follow the link provided on LTD’s Events Calendar on the day of the meeting at <https://www.ltd.org/events-calendar/>. In order to provide public comment, participants should use the "Raise Hand" feature on Zoom. For phone participants, press *9. Speakers will be called by name when it’s their turn. Individual comments are generally limited to three minutes; however, the presiding Board officer will determine the final time limits based on the number of speakers and the time available.

For those unable to attend in person or virtually but who wish to submit written testimony, email clerk@ltd.org. Comments must be received by noon on the day prior to the meeting.

REGULAR BUSINESS MEETING AGENDA:

1. **CALL TO ORDER & ROLL CALL:** Gino Grimaldi (President), Susan Cox (Vice President), Pete Knox (Secretary), Kelly Sutherland, Lawrence Green (Treasurer), Michelle Webber, Heather Murphy
2. **PUBLIC COMMENT**
3. **BOARD REPORTS**
 - Lane Council of Governments (LCOG) Board of Directors – Pete Knox
 - Metropolitan Policy Committee (MPC) – Susan Cox, Kelly Sutherland
 - Lane Area Commission on Transportation (LaneACT) – Heather Murphy
 - Strategic Planning Committee (SPC) – Gino Grimaldi, Pete Knox
 - Finance Committee – Lawrence Green, Susan Cox
 - Real Estate Subcommittee – Susan Cox, Michelle Webber, Kelly Sutherland
4. **CEO REPORT**
 - Employee of the Month
 - Monthly Performance Update
 - Monthly Department Reports
 - Delegated Authority Report
 - Strategic Plan Update
 - Introductions: Chief Financial Officer & Chief Operations Officer
5. **CONSENT AGENDA**

Items appearing below are considered to be routine and may be approved by the Board in one blanket motion. Any Board member may remove an item from the “Consent” portion of the agenda for discussion or questions by requesting such action prior to consideration of this portion of the agenda.

 - No items for this meeting.
6. **EXECUTIVE SESSION**
 - ORS 192.660(2)(d): To conduct deliberations with persons designated by the governing body to carry on labor negotiations.
 - ORS 192.660(2)(e): To conduct deliberations with persons designated by the governing body to negotiate real property transactions.
7. **ADDITIONAL BUSINESS ACTION ITEMS**
 - Approve Collective Bargaining Agreement
 - Resolution 2025-02-19-06 - Declaring Certain Real Property as Surplus
8. **ADJOURN BUSINESS MEETING**

UPCOMING MEETINGS:

March 4, 2025 – Strategic Planning Committee Meeting
Glenwood Administrative Office – Boardroom
3500 E 17th Avenue, Eugene, OR 97478

March 19, 2025 – Board of Directors Meeting
Glenwood Administrative Office – Boardroom
3500 E 17th Avenue, Eugene, OR 97478

The facility used for this meeting is accessible for those using mobility devices. 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 Agenda Item Summary (AIS)

Presented By: Jameson T. Auten, Chief
Executive Officer

Title: Employee of the Month February 2025

Action: Information Only

Kathleen joined Lane Transit District (LTD) as a Grant Specialist on February 6, 2023, and has made significant contributions to the organization since then. She played a pivotal role in the development of LTD's Statewide Transportation Improvement Fund (STIF) grant process. Working internally and with external organizations, including Lane Council of Governments (LCOG) and city governments, Kathleen facilitated a cooperative experience. She also coordinated the STIF Advisory Committee, ensuring broad input in the process.

As a result of Kathleen's leadership, a collaborative STIF Plan was adopted, allocating over \$37 million in funding for transportation projects over the next two years. She received an outpouring of positive feedback for this work.

"It is an absolute pleasure to award Kathleen Flynn LTD's February Employee of the Month," said John Ahlen, LTD's Mobility Services Manager. "Her integrity, compassion, hard work, and unwavering commitment to serving our community reflect the best qualities of our organization."

Award:

Kathleen will attend the February 19 Board Meeting to be introduced to the Board and receive her award.



Lane Transit District Agenda Item Summary (AIS)

Presented By: Jameson T. Auten, Chief Executive Officer

AIS Title: Monthly Performance Update

Action: Information Only

The February 2025 Performance Update to the Board includes performance insights from: Ridership; Fleet Maintenance; Operations Management; Customer Service; and Public Safety. This is noteworthy as a calendar year snapshot.

Highlights

- EmX and Fixed Route Ridership were up 1% compared to this time last year, and remain up 1.1% on the 12-month rolling average comparison. EmX saw an expected -2.2% decline during the University of Oregon winter break.
- EmX and Fixed Route Revenue hours are up 4.9% over the same time last year. Revenue hours remain flat year over year.
- Ridership per Revenue Hour is down -3.7% this year compared to last, but up 1.9% on the 12-month rolling average comparison.
- Mobility Services Ridership across all services was up 13% on the 12-month rolling comparison.
- Maintenance costs are down -29% from the same time last year, but flat on the 12-month rolling average comparison. This extreme mismatch across measures can be attributed to the problem of volatility in fleet repair requirements.
- (NEW) Customer Service reporting underwent a careful process assessment through a small group of subject matter experts and district stakeholders. The Customer Input process has been better defined and standardized, with quality control measures in place on data inputs. Please note that Complaints and Compliments on the monthly report represent fixed route Operations (Transit Ops; Public Safety; Customer Service Center). These statistics include incidents that have been verified through investigation. For December 2024, compliments show a lot of customer satisfaction. Complaints suggest a sharp increase on the 12-month rolling comparison, despite remaining down from this time last year. Cosette Rees, Director of Mobility Services, reports that upon review, there were several passengers reporting buses running early. Investigation revealed new operators have not been through a school break yet, and therefore were running school routes faster than usual without all the student riders. Additional training will be provided, and dispatch will monitor these runs more closely for new operators.



Lane Transit District Agenda Item Summary (AIS)

- Absenteeism includes a breakdown by absence type. Overall absenteeism is higher this year when compared to last at 19.1%, and on the 12-month rolling average comparison at 17.77%.
- Operator Count remains up on the 12-month rolling average comparison by 7.5%, but our net add remains slow due to noted absenteeism. Note that operator count on this report represents an average for the month, not a single point in time.
- Ordinance 36 Violations based on LTD statute remain down on the month/year comparison (-14.7%) and the 12-month rolling average comparison (-28.7%). Criminal Activity is the most common ordinance for LTD.
- Assault Reporting shows physical and non-physical assaults per Federal Transit Authority guidelines, updated in Jan 2024. No year-over-year analysis is available at this time. Year to date, Dec is even with Nov, which was a high for the year at 19 assaults.

Attachments: December 2024 LTD Performance Report



Board Performance Report

December 2024

Fixed Route and EmX Ridership

Ridership

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Fixed Route Service	263,052	254,399	3.4%	291,821	289,943	0.6%
EmX Service	189,506	193,727	-2.2%	227,459	223,545	1.8%
Total	452,558	448,126	1.0%	519,280	513,488	1.1%

Revenue Hours

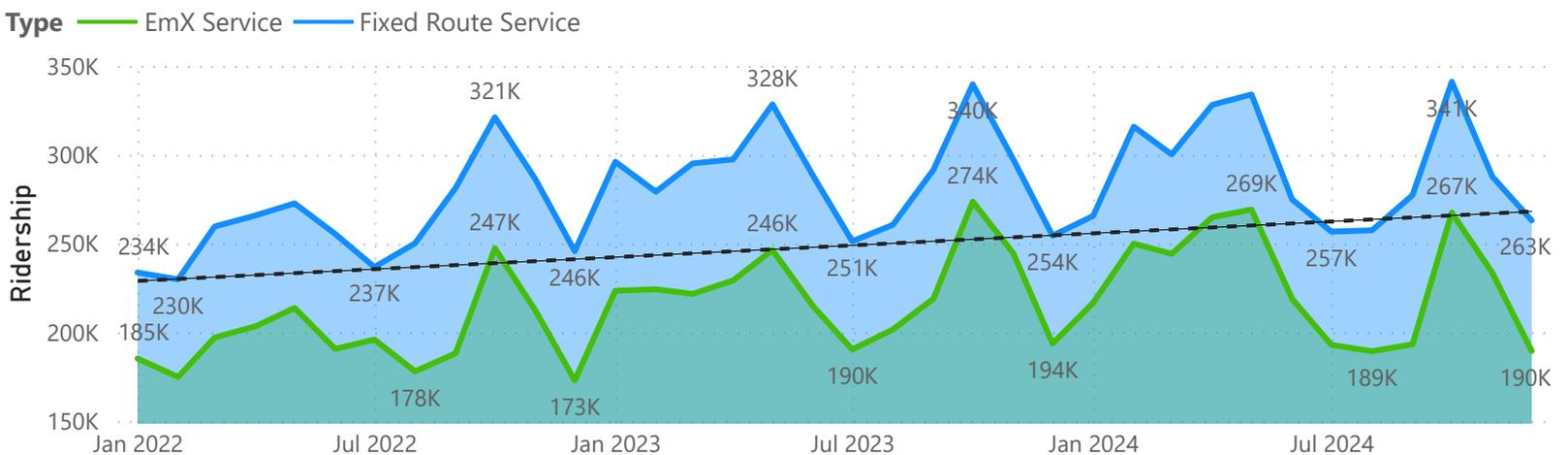
Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	5,215	4,813	8.4%	4,933	4,873	1.2%
Fixed Route Service	14,491	13,979	3.7%	14,078	14,293	-1.5%
Total	19,706	18,792	4.9%	19,011	19,166	-0.8%

Ridership per Revenue Hour

Mode	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
EmX Service	36.34	40.25	-9.7%	46.11	45.87	0.5%
Fixed Route Service	18.15	18.20	-0.3%	20.73	20.29	2.2%
Total	22.97	23.85	-3.7%	27.31	26.79	1.9%

Ridership Last 36 Months

Jan 2022 - Dec 2024





Board Performance Report

December 2024

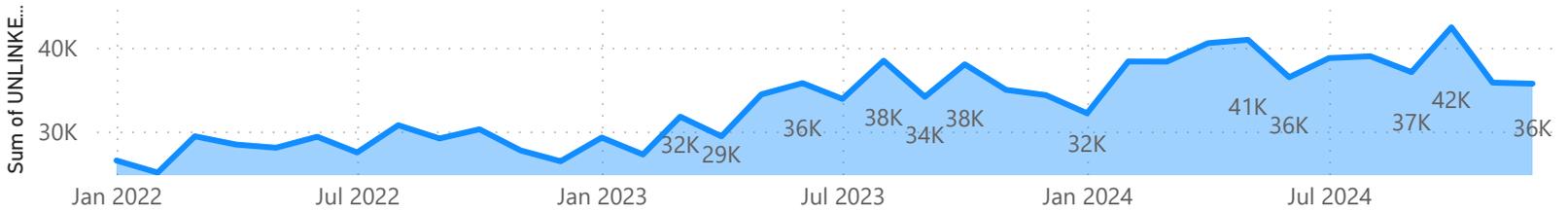
Mobility Services

Ridership

Service	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
RideSource NEMT	20,947	21,143	-0.9%	23,079	21,097	9.4%
RideSource	10,864	9,935	9.4%	10,973	8,883	23.5%
Cottage Grove Connector	1,171	1,216	-3.7%	1,174	1,183	-0.8%
Rhody Express	1,096	412	166.0%	842	539	56.0%
Diamond Express	728	507	43.6%	699	584	19.6%
Vanpool	711	814	-12.7%	939	992	-5.3%
Florence ADA	99	110	-10.0%	85	85	-1.0%
Cottage Grove O2D	80	195	-59.0%	170	203	-16.3%
Total	35,696	34,332	4.0%	37,960	33,567	13.1%

Mobility Services Ridership Last 36 Months

Jan 2022 - Dec 2024



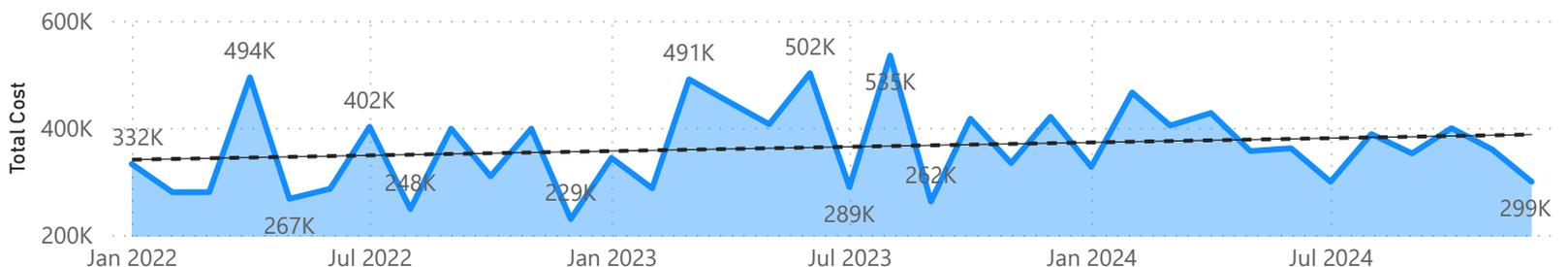
Fleet Maintenance

Maintenance Cost Per Mile

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Pm Service	\$0.30	\$0.31	-5.6%	\$0.31	\$0.27	16.2%
Repair	\$1.62	\$2.38	-32.2%	\$2.14	\$2.22	-3.8%
Total	\$1.91	\$2.70	-29.1%	\$2.45	\$2.49	-1.6%

Maintenance Cost Last 36 Months

Jan 2022 - Dec 2024





Board Performance Report

December 2024

Customer Service

Compliments

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Compliment	12	7	71.4%	10.3	12.9	-26.3%
Customer Relations				4.0	1.0	75.0%
Safety				1.0	1.0	0.0%
Total	12	7	71.4%	15.3	14.9	2.0%

Complaints

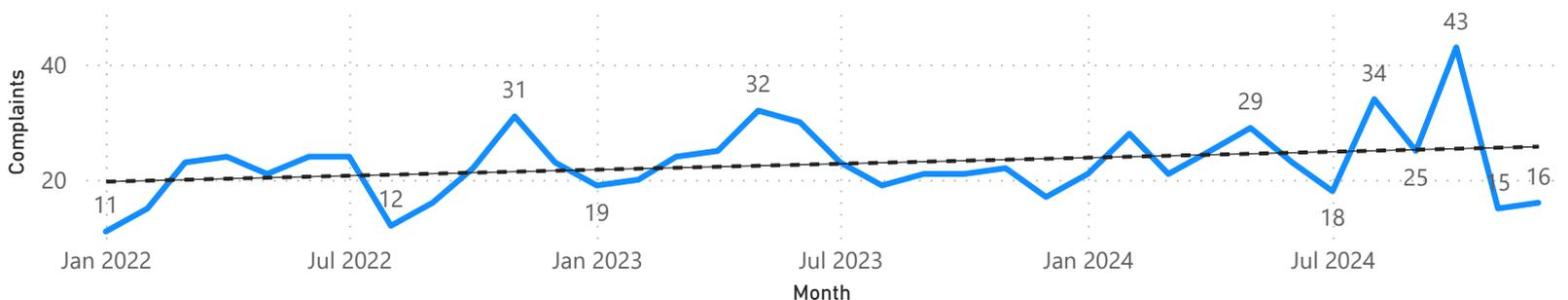
Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Customer Relations	6	4	50.0%	19.9	15.6	21.8%
Miscellaneous		1	-100.0%	2.5	2.3	9.1%
Reliability	10	11	-9.1%	12.7	10.3	18.6%
Safety		1	-100.0%	9.4	6.2	33.9%
Total	16	17	-5.9%	44.5	34.4	22.7%

Complaints per 100k Boardings

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Customer Relations	1.33	0.89	48.53%	3.84	3.00	27.88%
Miscellaneous		0.22	-100.00%	0.48	0.44	10.00%
Reliability	2.21	2.45	-9.98%	2.44	1.99	22.83%
Safety		0.22	-100.00%	1.81	1.20	51.27%
Total	3.54	3.79	-6.80%	8.57	6.62	29.41%

Complaints Trend Last 36 Months

Jan 2022 - Dec 2024





Board Performance Report

December 2024

Operations

Operator Unanticipated Absenteeism Rate

Goal 10%

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
On The Job Injury Time Loss	0.7%	4.3%	-84.9%	2.13%	3.62%	-41.16%
Other	0.5%	2.0%	-72.8%	2.22%	2.28%	-2.34%
Protected	9.6%	6.0%	58.1%	6.59%	5.17%	27.40%
Sick	8.3%	6.1%	36.6%	6.83%	4.52%	50.98%
Total	19.1%	18.4%	3.6%	17.77%	15.59%	13.99%

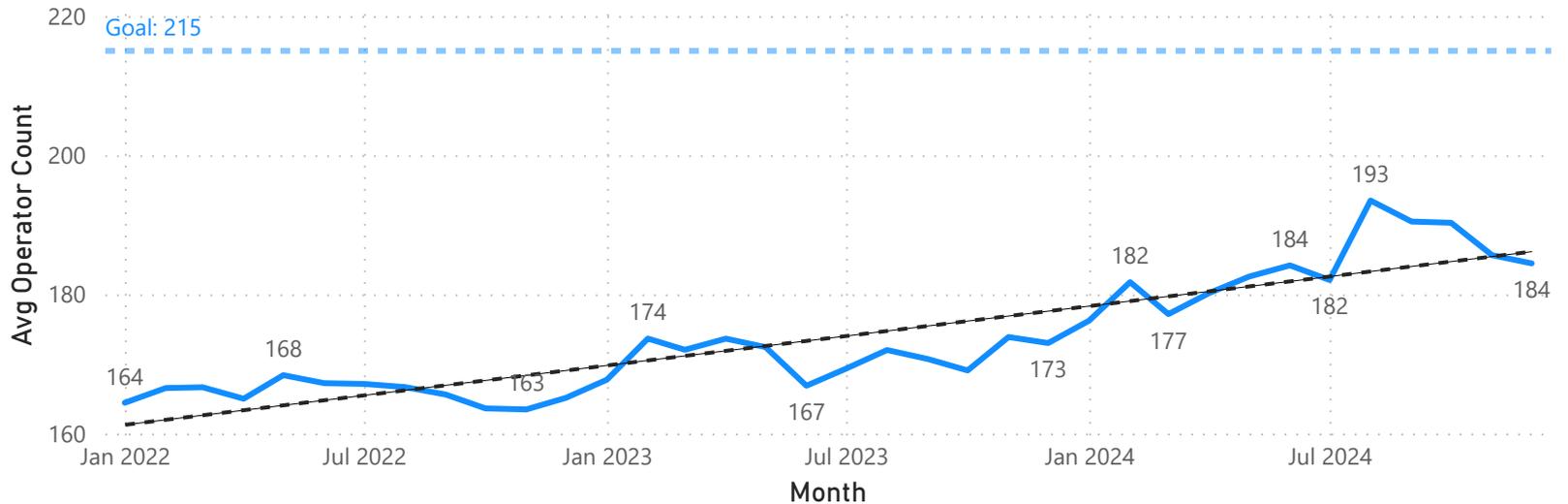
Average Operator Count

Goal: 215

% of Goal	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
85.8%	184	173	6.6%	184	171	7.5%

Operator Count Trend Last 36 Months

Jan 2022 - Dec 2024





Board Performance Report

December 2024

Public Safety

Ordinance 36 Violations

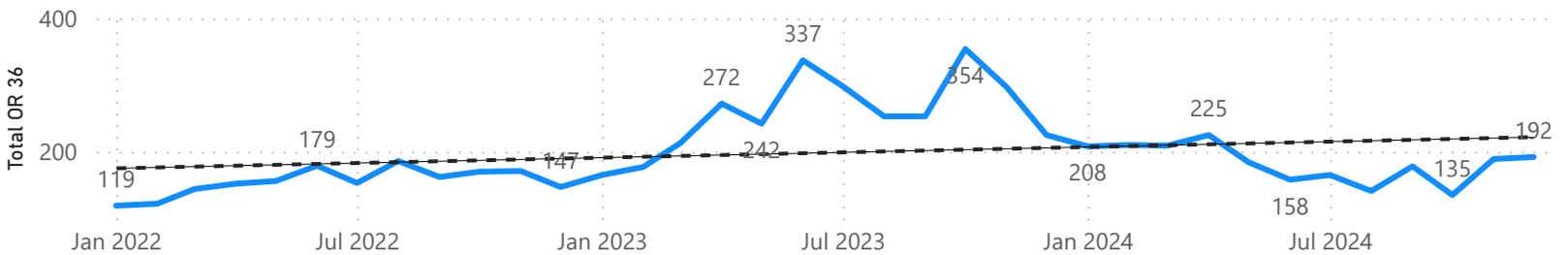
Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Ordinance 36 Violations	192	225	-14.7%	190	266	-28.7%

Ordinance 36 Violations Per 100 Revenue Hours

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Ordinance 36 Violations	9.74	11.97	-18.6%	9.62	13.42	-28.3%

Ordinance 36 Trend Last 36 Months

Jan 2022 - Dec 2024

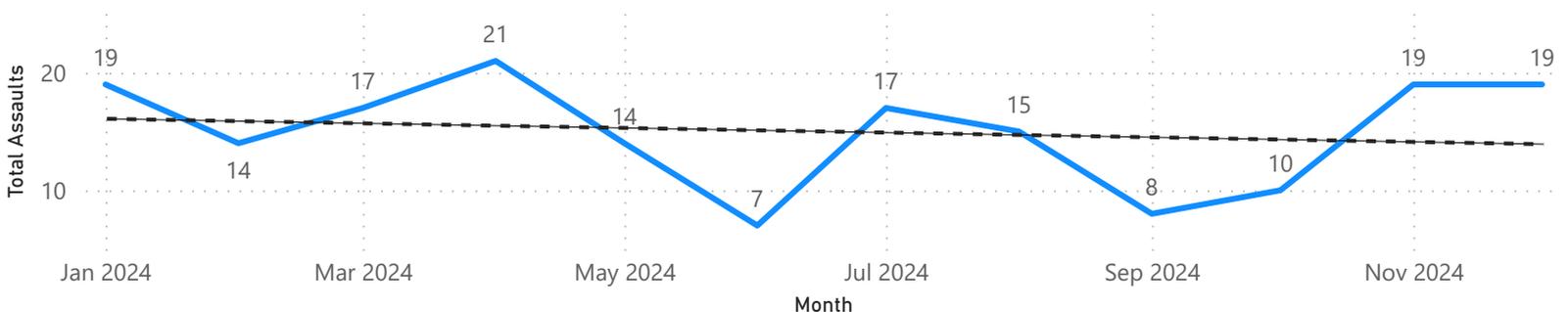


Assaults

Type	Current Month	Prior Year Month	% Change Monthly	12 Month Avg	Prior 12 Month Avg	% Change Rolling 12
Non-Physical	17	12	41.7%	10.6	3.2	234.2%
Physical	2	2	0.0%	4.4	1.7	165.0%
Total	19	14	35.7%	15.0	4.8	210.3%

Assaults Trend Last 36 Months

Jan 2024 - Dec 2024





Lane Transit District

Monthly Department Reports

Administration

Wendi Frisbie, Chief Administrative Officer

COMPLIANCE

The Compliance Department is currently in the final states of the Triennial Review, working internally to address any remaining information still required by the Federal Transit Administration (FTA). We are focused on ensuring all outstanding issues are resolved promptly and anticipate completing this process by the end of May 2025.

In light of the recent public meeting law rule changes that took effect on October 1, 2024, LTD is committed to enhancing transparency and accountability. We are in the process of posting our grievance procedures on our website, making it easier for the public to access and understand how grievances are handled.

Additionally, to further improve public access, LTD public meetings are now listed on the [Oregon Transparency Public Meetings calendar](#). This new initiative provides an additional avenue for the public to easily find and attend our meetings, ensuring community members have multiple ways to stay engaged.

HUMAN RESOURCES

- We are training 13 new bus operators in the January 20th class. Four are already scheduled for the next class starting March 13.
- HR hired Chief Financial Officer Julie Lindsey, who started January 21, and Chief Operations Officer Mike Hursh who started February 3.
- We are moving forward with the Bus Operator Apprenticeship, with signatures and approval. We are continuing our efforts on a Mechanic Apprenticeship.
- We rolled out a new Rewards and Recognition program for employees, focusing on their anniversary dates of one year, five years, 10 years, etc. We are updating retirement recognitions in order to have cohesiveness throughout LTD.

MARKETING

Focus areas for the Marketing Department include ongoing preparations for winter service changes, communication planning for the implementation of EmX fare validation, and planning the Eugene Station Ribbon Cutting event.

Marketing is working on brand development to refine and update messaging by the fourth quarter of FY2025. This will lay the foundation for a campaign focused on the value LTD provides to the community, and inspire new ridership.

Improving agency-wide internal communications is an additional focus area. Marketing, in conjunction with HR and the Executive Office, updated the internal communications workplan to increase the frequency and quality of agency-wide communication.

EMPLOYER PROGRAMS (Group Pass, Emergency Ride Home, commute patterns and Vanpool):



Lane Transit District Monthly Department Reports

- On January 5, LTD staff, the Oregon Accelerator team, and three of LTD's NIL athletes gathered at Autzen Stadium to create content for LTD's UO Student Ridership Campaign. The team successfully produced a "How to Get Your Free Bus Pass and Ride the Bus" instructional video, a "73 Questions" segment (based on Vogue Magazine's successful social media campaign), and captured additional campaign photos.
- The new Transportation Sales Coordinator is meeting with area schools and existing Group Pass clients. She brought on two Group Pass customers: DPI Security (25 employees) and ServiceMaster Commercial Cleaning (20 employees).

WEBSITE & SOCIAL MEDIA HIGHLIGHTS:

Date range December 20 – January 15

- 170,000 website page views
- 9 new Facebook page followers; 7,014 total Facebook page followers
- 19,300 Facebook accounts reached
- -4 new X followers; 3,622 total X followers
- 18 new LinkedIn followers; 1,476 total LinkedIn followers
- 11 new Instagram followers; 1,409 total Instagram followers
- 1,900 Instagram accounts reached

OUTREACH & EVENTS

- Dad's Gates Station Outreach for the EmX Fare Validation Project – January 8
Summary: Staff engaged UO students to inform them of the new fare validators, and over 30 people redeemed their bus passes.
- Network Charter School Field Trip – January 10
Summary: Approximately 20 students and staff joined LTD for a tour of the Glenwood campus. The group was welcomed by CEO Jameson Auten, and was introduced to becoming a bus operator, by LTD's trainers. Students, themselves frequent LTD riders, were engaged throughout the visit.
- Building Unity Community Resource Fair for Local Family Resiliency – January 11
Summary: Event at Willamalane Adult Activity Center focused on providing resources for families, including emergency preparedness binders and guides. The event allowed LTD staff to engage with approximately 50 community members.

TEXT MESSAGE SERVICE

Total users as of January 15, 2025

- Total Subscriber Profiles: 3,464 (up 96)
- Total Subscriptions: 19,135 (up 1,486)



Lane Transit District Monthly Department Reports

Development Services

Joe McCormack, Chief Development Officer

LONG RANGE MOBILITY PLAN

Foundational work to update LTD's Long Range Mobility Plan, known as "LTD Connect 2045," is underway. LTD has contracted with the University of Oregon's Sustainable City Year Program to leverage the work of undergraduate and graduate students in the Community and Regional Planning program and the School of Journalism between January 2025 and March 2026. Planning students are focusing on policy concepts related to outcomes including health, housing, workforce, and education. Journalism students are focusing on developing engagement strategies, with a specific focus on underserved and marginalized populations. LTD has also contracted with the UO to host an undergraduate student intern during winter and spring terms of this year to support "LTD Connect 2045." LTD staff continue to coordinate with the local Transportation and Growth Management (TGM) program manager to complete the Oregon Department of Transportation solicitation process and release the RFP for consultant in early 2025.

SENECA STATION PARK & RIDE

Following the completion of LTD's year-long System Review project, several recommendations were made to adjust routing to best serve the community. One of the short-term changes that took effect with the February 2 service update is the discontinuation of bus routes passing through Seneca Station. During an upcoming Board meeting, we will present on the Seneca Station and discuss potential next steps regarding the future of the property.

BUS STOP AND SHELTER REMOVAL

With the upcoming service changes this month, Facilities will remove 153 bus stops, including six fixed-route shelters. This work, expected to be completed by end of February, aims to reduce community confusion by eliminating unused infrastructure. The removed infrastructure will be transported back to LTD's campus for inspection and potential rehabilitation, before being added back into inventory. LTD also has a planned project under our Community Investment Plan (CIP) called Fixed Route Infrastructure Rehabilitation, which will be a comprehensive review of all our stops/shelters to ensure they meet updated standards and best practices. An aspect of this project will be to redeploy these shelters.

Finance

Julie Lindsey, Chief Financial Officer

MATERIALS MANAGEMENT

- 2024 year-end inventory percentage was completed with 99.71% count accuracy. Inventory was counted eight times with a part number count of 29,141. Year-end net adjustment was only -\$1,321.66.
- Warranty reorganization and development is 75% complete. We are currently in the process of adding new commercial claims into the system.



Lane Transit District Monthly Department Reports

- EAM (Enterprise Asset Management), Fleet and Materials Management's software, is in the process of admin cleanup. Materials Management team added two new workflow process improvements.

PROCUREMENT

- RFP 2024-0853: Transit Vehicle Camera Replacement Project
 - All four proposals were received from the proposers by the due date January 9, 2025
 - The proposals are being formally evaluated by LTD, with a completion date of January 30, 2025
 - Contract is expected to be awarded in the April 2025 timeframe
- IFB 20250048: Fleet Bay 1 Fall Protection and Crane Project
 - Invitation for Bid issued on January 20, 2025
 - Proposals due on March 11, 2025 and materials will be submitted in anticipation of the April 2025 Board Meeting to obtain Notice to Proceed
- RFP TBD: Ridesource Vehicle Procurement for Fleet Department Project
 - RFP expected to be issued January 21, 2025 and materials will be submitted in anticipation of the March 2025 Board Meeting to obtain Notice to Proceed.

Information Technology and Business Intelligence

Aimee Reichert, Chief Performance Officer

Initiated

- **On Bus Validator Installations - EmX and Ridesource**
Installations will help improve fare monitoring and collection on EmX and deepen fare insights from tap data collection across Fixed Route, EmX, and paratransit services.
- **Operations Scheduling Upgrade**
Work is underway with Giro, Inc. to update and expand LTD's current 20+ year old system, with a modern operations scheduling and bid solution.

In Progress

- **CAD/AVL Improvement**
Next phase of work will be focused on making turn by turn technology available from the Mobile Display, a major improvement for operator experience.
- **ERP Operationalization**
The operationalization of the Enterprise Resource Planning (ERP) system continues, with the aim of streamlining processes and improving resource management.
- **NTD Revisions and Improvements**
Revisions to the National Transit Database (NTD) submission continue, concurrently with major BI development to mitigate manual submission challenges for the FY2025 reporting cycle.



Lane Transit District Monthly Department Reports

- **Report Improvements (Board, Departments, Federal)**

Reporting improvements are focused on Strategic Scorecard areas that need development and streamlining processes to meet Federal Reporting requirements.

Upcoming

- **M365 Go-Live**

The go-live of Microsoft 365 is scheduled for February 2025.

- **Mobile Video Upgrade**

This project is currently under bid.

- **Digital Radio Implementation**

This project is in the pipeline to be scheduled.

- **(NEW) Facilities AV Upgrades – Board Room, NextStop, OCC:** plan is being finalized for modernizing conference and other shared space technologies.

**LANE TRANSIT DISTRICT
DELEGATED AUTHORITY REPORT
January 2025**

Contracts									
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	CONTRACT VALUE	CONTRACT INCREASE AMOUNT	NEW CONTRACT VALUE	SIGNER	NOTES
1/6/2025	Chambers Construction	6th & Garfield EmX Repair	Task Order	Jan 3, 2025 - Jun 1, 2025	\$8,500,000.00	None - the task order is part of the original contract value	Task Order (TO) NTE: \$12,627.00	M. Imlach	Repair handrail at 6th and Garfield EmX stop due to personal vehicle damage.
1/6/2025	EAN Holdings, LLC	Vanpool Services	Amendment	Oct 1, 2023 - Nov 26, 2025	\$144,000.00	None	no change	E. Breitenstein	Amendment to revised Effective Date and update Key Personnel.
1/6/2025	Ninfa's Elite Janitorial Services	Janitorial Services	Amendment	Sep 1, 2022 - June 30, 2025	\$2,416,445.00	None	no change	M. Imlach	Amendment to update bus stop cleaning locations and add a daily cleaning checklist.
1/13/2025	Chambers Construction	2025 Fixed Route Stop Removal	Task Order	Jan 10, 2025 - April 15, 2025	\$8,500,000.00	None - the task order is part of the original contract value	Task Order (TO) NTE: \$57,725.00	M. Imlach	Removing 6 shelters and 61 bus stop poles due to findings from LTD's system review.
1/13/2025	Chambers Construction	Seneca Park and Ride Decommission	Task Order	Jan 10, 2025 - April 15, 2025	\$8,500,000.00	None - the task order is part of the original contract value	Task Order (TO) NTE: \$25,881.00	M. Imlach	Removing Seneca Park and Ride station platform and deliver to LTD Glenwood.
1/15/2025	Chambers Construction	Santa Clara Station Cabinet Retrofits	Task Order	Jan 13, 2025 - Jun 1, 2025	\$8,500,000.00	None - the task order is part of the original contract value	Task Order (TO) NTE: \$31,919.00	M. Imlach	Retrofit (8) Santa Clara Station informational cabinets.
Group Pass/Non-Profit Program - Revenue Agreements									
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	ANNUAL CONTRACT VALUE	CONTRACT INCREASE AMOUNT	NUMBER of PARTICIPANTS	SIGNER	NOTES
1/1/2025	ServiceMaster Commercial Cleaning	Group Pass Program	Revenue Agreement	Jan 1, 2025 - ongoing	\$1,300.80	N/A	20	E. Breitenstein	New Contract
1/17/2025	Eugene Waldorf School	Student Pass Program	Revenue Agreement	Jan 1, 2025 - ongoing	varies	N/A	varies	E. Breitenstein	New Contract
Lease/Revenue Agreements									
DATE EXECUTED	CONTRACTOR	DESCRIPTION	CONTRACT TYPE	CONTRACT TERM	ANNUAL CONTRACT VALUE	CONTRACT INCREASE AMOUNT	NUMBER of PARTICIPANTS	SIGNER	NOTES
1/15/2025	Los Faroles	Springfield Station Lease Agreement	Revenue Agreement	Feb 1, 2025 - Jan 31, 2030	\$36,960.00	N/A		M. Imlach	New Contract
1/22/2025	City of Eugene	Garfield Lease Agreement	Amendment	Feb 25, 2025 - Feb 26, 2026	\$18,900.00	N/A		M. Imlach	Amendment to extend agreement for the renewal option year.



Lane Transit District Agenda Item Summary (AIS)

Presented By: Joe McCormack, Chief
Development Officer

AIS Title: Declaring Certain Real Property as Surplus

Action: Adoption of Resolution No. 2025-02-19-05 Declaring Certain Real Property as Surplus

Agenda Item Summary: In 2015, Lane Transit District (LTD) purchased the undeveloped 8-acre parcel along River Road between Hunsaker Lane and Green Lane to pursue the design and construction of the Santa Clara Station. Santa Clara Station, which utilizes 3-acres, went into revenue service in February 2021; resulting in a 5-acre remnant commonly referred to as the Hunsaker Property. Pursuant to ORS 271.310, the LTD Board of Directors must take action to declare the property as surplus. The Hunsaker Property meets the criteria to be declared surplus because it is no longer needed for public use. No federal requirements apply because this property was not purchased with federal funds.

Attachments: N/A

I certify that my Department Chief has reviewed and approved this AIS:

Proposed Motion: I move to Adopt Resolution No. 2025-02-19-05 Declaring Certain Real Property as Surplus.



Lane Transit District Agenda Item Summary (AIS)

Presented By: Jameson T. Auten, Chief Executive Officer **AIS Title:** Strategic Plan Update

Action: Information Only

Lane Transit District (LTD) began implementing the [FY22-24 Strategic Business Plan in October 2021](#). The adopted plan outlined an annual cycle for monitoring progress using a strategic scorecard, with outcomes focused on customer satisfaction, employee engagement, community value, financial health, and sustainability. Key touchstones in this cycle include quarterly tactical team reviews on milestone progress; and annual tactic and [scorecard analysis](#), with a report to the Board of Directors. LTD has delivered on this plan and continued the cycle into FY2025.

For FY2025, LTD is mostly staying the course from our refreshed [plan for FY2024](#). We remain guided by our mission, vision, and values. We have deepened our commitment to community value through focusing on key outcomes in health, education, workforce and housing. We have consolidated work plans from nine down to six but have kept the spirit of work focused on setting a secure organizational foundation, building meaningful relationships, and engaging in a transformational process through our service offerings.

The biggest adjustment for FY2025 is a rebalancing of our scorecard to keep priorities in focus. While we will continue to maintain a commitment to minimal emissions impact from fleet, we've consolidated sustainability outcomes under community value. We have also clarified sets of annual, quarterly, and monthly scorecard inputs to ensure good internal and public monitoring of our progress. Finally, we have set ambitious measurement goals related to transit access and operational efficiency challenges.

The included reports provide details on FY2025 plan in progress, updated scorecard, and noteworthy annual results. In addition, quarterly indicators are up to date on LTD's Strategic Dashboard at ltd.org/performance.

Attachments: LTD Strategic Business Portfolio; LTD Strategic Scorecard; Work Plan Reviews – Jan 2025; Customer Satisfaction Annual Update; Employee Engagement Annual Update



LTD RESOLUTION NO. 2025-02-19-05

DECLARING CERTAIN REAL PROPERTY AS SURPLUS

WHEREAS, LTD purchased an eight-acre undeveloped parcel along River Road between Hunsaker Lane and Green Lane to pursue design and construction of the Santa Clara Transit Station;

WHEREAS, the Santa Clara Transit Station encompasses approximately three acres of the southern portion of the property, leaving approximately five acres (the “Hunsaker Property”) unused and no longer needed for public use; and

WHEREAS, the public interest would be furthered by declaring the Hunsaker Property “surplus”;

NOW, THEREFORE, BE IT RESOLVED that the LTD Board of Directors hereby declares the Hunsaker Property as “surplus” property as it is no longer needed for public use.

ADOPTED BY THE LANE TRANSIT DISTRICT BOARD OF DIRECTORS ON THIS 19th DAY OF FEBRUARY, 2025.

Gino Grimaldi, Board President



Lane Transit District Strategic Scorecard

Objective	Key Results		
Community Value	Annual	Quarterly	Monthly
	Access Measures	Job Connectivity Measures	Ridership
	Community Perception	Fleet Availability	Vehicle Revenue Hours
	GHG Emissions	Renewable Fuels	Road Calls Between Miles
	Key Partnerships	Student Passes	
Customer Satisfaction	Annual	Quarterly	Monthly
	Customer Impression of Bus Operator Courtesy	Accidents/100,000 Miles	Assaults
	Customer Impression of Safety and Security	On-Time Performance	Bus Operator Complaints/100,00 Boarding
	Net Promoter Score		
Employee Engagement	Annual	Quarterly	Monthly
	Employee Engagement Composite	Operator Turnover	Operator Count
	Performance Reviews	PSO Count	Operator Absenteeism
	Training	Mechanic Count	
	Exit Interviews		
Financial Health	Annual	Quarterly	Monthly
	Budgetary Analysis	Operating Cost/Boarding	Maintenance Cost/Mile
	Grant Recovery		Ridership/Revenue Hour

	Active
	Requires Development



LTD Strategic Business Portfolio

Portfolio owner: Aimee Reichert

Achieve Sustainable Fixed Route Service. At risk Jan 15, 2025	Owner: michael.hursh@lt...
Task progress 62%	
Strategic Outcome Customer Satisfaction; Employee Engagement; Financial Health; Community Value	
Develop Internal Strengths On track Jan 14, 2025	Owner: Wendi Frisbie
Task progress 62%	
Strategic Outcome Employee Engagement	
Improve System Security and Safety On track Jan 17, 2025	Owner: michael.hursh@lt...
Task progress 41%	
Strategic Outcome Customer Satisfaction; Community Value	
Maintain Financial Health At risk Jan 17, 2025	Owner: julie.lindsey@ltd...
Task progress 69%	
Strategic Outcome Financial Health; Community Value	
Engage the public to connect the community. On track Jan 14, 2025	Owner: Aimee Reichert
Task progress 65%	
Strategic Outcome Community Value	
Development Services Strategic Work On track Jan 17, 2025	Owner: Joe McCormack
Task progress 56%	
Strategic Outcome Customer Satisfaction; Financial Health; Community Value	
SBP Project Management On track Jan 19, 2025	Owner: Aimee Reichert
Task progress 61%	
Strategic Outcome Employee Engagement	



LTD Strategic Business Portfolio

Portfolio owner: Aimee Reichert

Achieve Sustainable Fixed Route Service. At risk Jan 15, 2025		Owner: michael.hursh@lt...
<p>Task progress 62%</p> <p>Strategic Outcome Customer Satisfaction; Employee Engagement; Financial Health; Com...</p>	<p>Achieve Sustainable Fixed Route Service</p> <p>FY2025 Work Plan and Update</p> <p>Key Milestones</p> <ul style="list-style-type: none"> Recruit and Train +50 Operators Recruit and Train+5 Mechanics Reduce Employee Turnover <p>Scorecard Monitoring</p> <ul style="list-style-type: none"> Ridership/Revenue Hour Ridership Maintenance Cost/Mile Operator Absenteeism Job Connectivity from Downtown Origin Job Connectivity Income Disparity Job Connectivity Service Area GHG Emissions Renewable Fuel Access to Frequent Transit Access to Resource Connectivity from Transit Fleet Availability Operating Cost/Boarding Operator Count Operator Turnover Mechanic Count <p>Status Update - Jan 2025</p> <p>The Fixed-Route focused team met on Jan 15, 2025 to review progress toward milestones. Several were noted as high priority including Maintain Fleet Size to support a peak of 85; Recruit and Train+5 Mechanics; and Achieve Service increases at each Bid in FY25. Recruit and Train +50 Operators is on track, but Operator Turnover remains high. This means total Operator Count net gain is slower than planned bid increases. For this reason, work has been escalated to at-risk. The next status update for this group is scheduled for April 2025. Q3 priority focus is Operator Turnover.</p>	

Task progress 62%
Strategic Outcome Employee Engagement

Develop Internal Strengths

FY2025 Work Plan and Update

Key Milestones

- [Reduce Employee Turnover](#)
- [Implement onboarding workflow](#)
- [Invest in people manager's continued training and skills development](#)

Scorecard Monitoring

- [Employee Engagement](#)
- [Performance Reviews](#)
- [Staff Onboarding](#)
- [Exit Interviews](#)
- [Operator Count](#)
- [Mechanic Count](#)
- [Operator Turnover](#)
- [Manager Training](#)
- [Operator Absenteeism](#)

Status Update - Jan 2025

The Internal Strengths team met on Jan 14th, 2025 to review progress toward milestones. All work is on track. The [✓ Reassess and prioritize internal communication improvements](#) milestone is complete with new work defined focused on implementing a [Content Management Solution](#). Milestones and measurements related to HR standard processes including Onboarding, Offboarding, Training, and Performance Management have been assigned to project team members for defining. The next status update is scheduled for April 2025. Q3 Priority Focus is [Operator Turnover](#) in support of [Achieve Sustainable Fixed Route Service](#).

Task progress 41%
Strategic Outcome Customer Satisfaction;
 Community Value

Improve System Security and Safety

FY2025 Work Plan and Update

Key Milestones

- [Achieve 24 Public Safety Officer's in service.](#)
- [Implement marketing incorporating safety/security focus](#)
- [Complete Mobile Video Surveillance Upgrades](#)

Scorecard Monitoring

- [Assaults](#)
- [Customer Perceptions of Safety and Security](#)
- [Accidents per 100,000 Miles](#)
- [Achieve 24 Public Safety Officer's in service.](#)

Status Update - Jan 2025

The Safety and Security team met on Jan 17th, 2025 to review progress toward milestones. All work is on track. The [✓ Consider perceptions of system security in marketing strategy](#) milestone is complete, with work started on [Customer Perceptions of Safety and Security](#). [✓ Increase Public Safety Presence - Emx Focused](#) continues to be a priority as well as hiring public safety officers. The next status update is scheduled for April 2025. Q3 priority focus is maintain.

Maintain Financial Health At risk Jan 17, 2025

Owner: julie.lindsey@ltd...

Task progress 69%
Strategic Outcome Financial Health; Community Value

Financial Health

FY2025 Work Plan and Update

Key Milestones

- [Streamline Federal Reporting](#)
- [Establish grant plan and recovery goals based on draft capital plan.](#)
- [Adopt updated Budget](#)

Scorecard Monitoring

- [Ridership/Revenue Hour](#)
- [Maintenance Cost/Mile](#)
- [Grant Recovery](#)
- [Operating Cost/Boarding](#)
- [Student Passes Issued](#)

Status Update - Jan 2025

The Financial Health strategic team will convene to review current state in Feb 2025, with renewed Sponsorship by incoming Chief Financial Officer, Julie Lindsey. At this time work remains in progress with improvements happening related to [ERP Reporting Operational](#) and [Streamline Federal Reporting](#) This work is marked at risk due to delayed review with team. Q3 Priority is [Draft Department Budgets](#).

Engage the public to connect the community. On track Jan 14, 2025

Owner: Aimee Reichert

Task progress 65%
Strategic Outcome Community Value

Public Engagement Process

FY2025 Work Plan and Update

Key Milestones

- [FY2025 Annual Stakeholder Event](#)
- [Enact Key Stakeholder Communication Plan](#)
- [Research Youth and Education Engagement Programs in Transit](#)

Scorecard Monitoring

- [Customer Perceptions of Safety and Security](#)
- [Student Pass Ridership](#)
- [Student Passes Issued](#)
- [Access to Resource Connectivity from Transit](#)
- [Access to Frequent Transit](#)
- [Job Connectivity Service Area](#)
- [Key Partnerships](#)

Status Update - Jan 2025

The Public Engagement team met on Jan 13th, 2025 to review progress toward milestones. All work is on track. The [✓ Define Youth and Education Engagement Program](#) milestone was updated to [Research Youth and Education Engagement Programs in Transit](#) and tasks were added to consider joining [LYTAC](#) and explore a [Youth Board Member](#) process. The [Marketing](#) Team added a milestone to initiate a youth [Art Contest](#) this spring. New measurements are in development for Public Engagement including: [Community Value Survey](#), [✓ Transit Access - Lane County; Affordable Housing; Healthcare](#), and [Key Partnerships](#). The next status update for this group is scheduled for April 2025. Q3 Priority is [Enact Key Stakeholder Communication Plan](#).

Task progress 56%

Strategic Outcome Customer Satisfaction;
Financial Health; Com-
munity Value

Development Services Strategic Work

FY2025 Work Plan and Update

Key Milestones

- [Develop Pilot Prioritization Methodology](#)
- [Implement LRMP Public Involvement Plan](#)
- [Conduct Ridesource Service Analysis \(ROA\)](#)

Scorecard Monitoring

- [Job Connectivity Service Area](#)
- [Access to Frequent Transit](#)
- [Access to Resource Connectivity from Transit](#)
- [GHG Emissions](#)
- [Renewable Fuel](#)
- [On-Time Performance](#)
- [Student Pass Ridership](#)
- [Student Passes Issued](#)
- [Fleet Availability](#)
- [Ridership](#)
- [Net Promoter Score](#)

Status Update - Jan 2025

The Strategic Service transformation group met on Jan 17, 2025. Key work is in progress and on track, including work on Fare Validation and Initiating the Long Range Mobility Plan work through partnership with the University of Oregon Planning Department. Key work ahead for the rest of FY2025 includes to [Develop Pilot Prioritization Methodology](#) and being the process of Pilot selection for Fall 2025. Next review session is scheduled for April 2025. Q3 Priority is [Complete partnership with U of O Planning](#).

Customer Satisfaction Outcome

Published Jan 18, 2025 at 5:40pm



Aimee Reichert · 24 days ago (edited)

Status

● On track

Goal

△ Customer Satisfaction

Time period

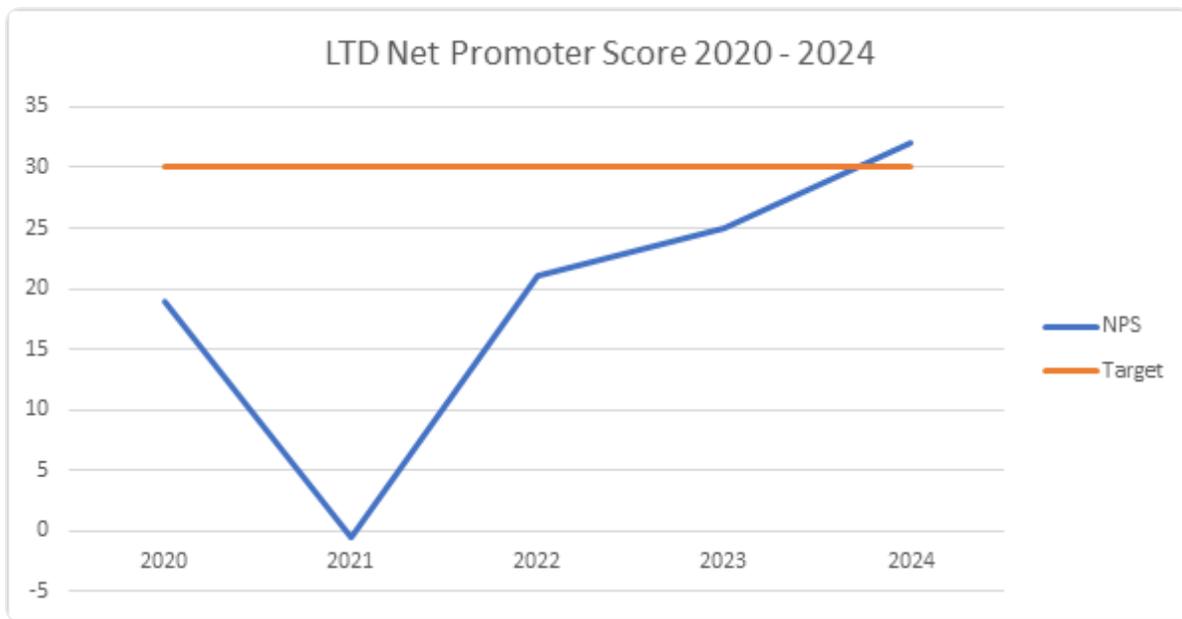
FY25

Summary

Customer Satisfaction annual results are collected through the American Bus Benchmarking Group Customer Satisfaction survey, an online survey delivered across 19 participating transit groups. LTD had above average engagement compared to peer groups, with 2,215 participants. LTD has been monitoring, Net Promoter Score (NPS); Customer Perception of Safety and Security; and Customer impression of Bus Operator Courtesy for the last 4 years. In 2024, LTD also took a closer look at variations by age, race, gender, and household income.

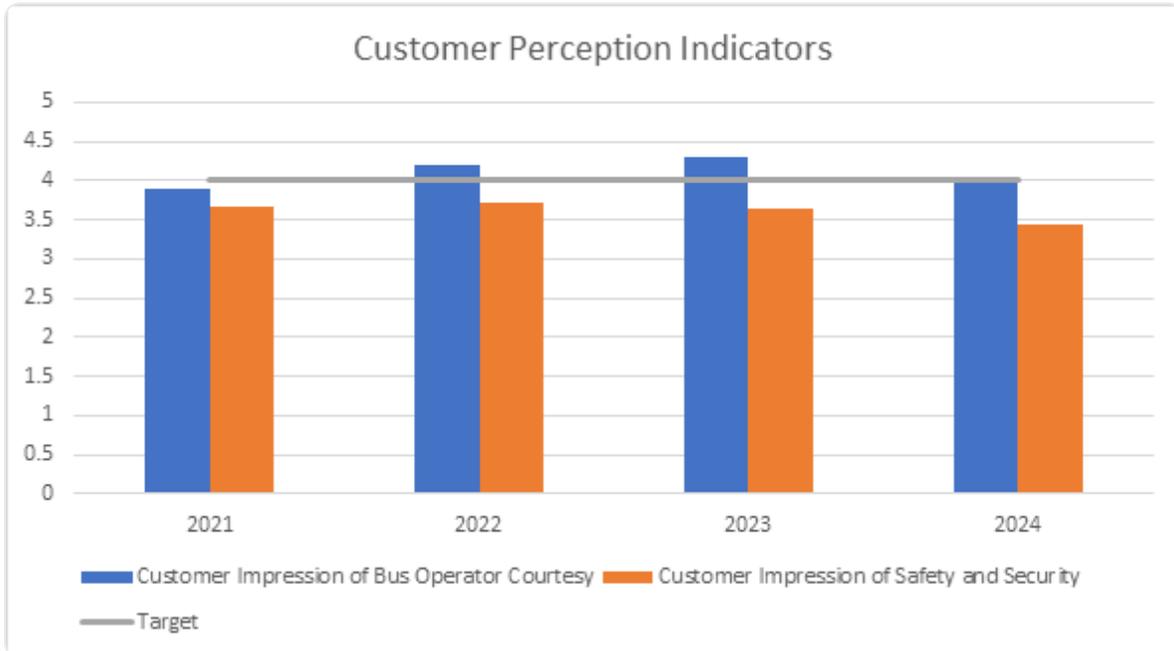
Net Promoter Score Results

Net Promoter Score (NPS) is a metric used to measure customer loyalty and satisfaction. It's calculated by asking customers how likely they are to recommend a company's products or services to others. For 2024, LTD has fully rebounded from our 2021 low of -.6% with a 5 year high of 32%, exceeding target. This indicates riders are steadily converting from detractors to promoters of our services in the community. For comparison, within the ABBG peer agency benchmarking group, LTD has an above average NPS.



Customer Perception Indicators

LTD is able to monitor customer perception indicators, which are collected through customer ratings of the transit service experience from trip planning to arriving. For the last several years LTD has focused on 2 key service quality areas: 1) Customer impression of bus operator courtesy, which is useful as an indicator expected to be stable, and high; and 2) Customer perception of safety & security, which is important as an indicator consistently below target over time. Both indicators showed slippage this year, though Impression of Bus Operator Courtesy remains at target. LTD remains committed to our value of safety, as reflected in our Improving System Safety and Security strategic work plan.



Rider Priorities by Demographic

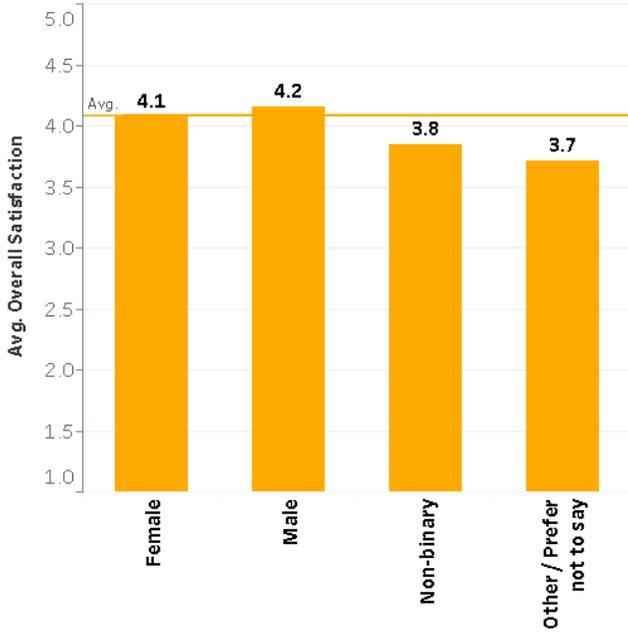
LTD customers indicate 'Availability' and 'Time' are the 2 most important service qualities, which is consistent across the transit industry. For 2024, LTD also took a closer look at priority variations by demographics. No differences were observed based on age or income. Differences were observed for gender, and race.

ABBG 2024 Service Quality Priorities by Gender

"Non-binary" and "prefer not to say" riders reported 'overall satisfaction' below the LTD average. 'Security' was rated above 'Time' as a service quality priority for "prefer not to say" riders.

Average Overall Satisfaction by Gender (2024)

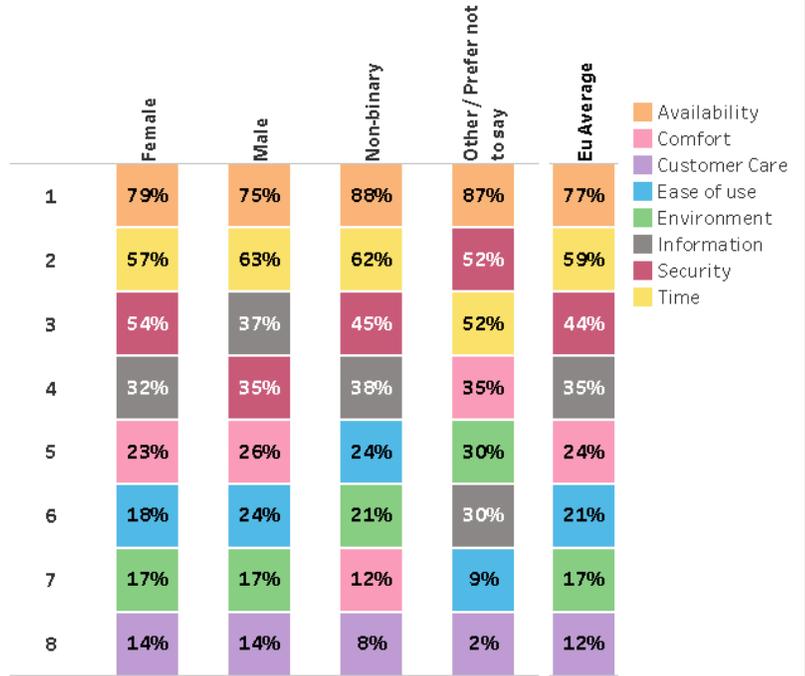
Eugene LTD



Note: Avg. line represents the overall satisfaction score for Eu (as shown in section 4.2)

Top 3 Most Important By Gender (2024)

Eugene LTD

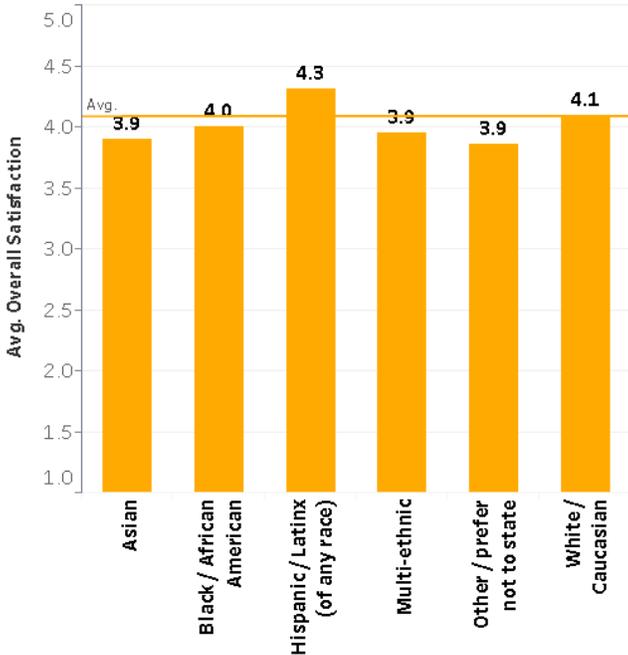


ABBG 2024 Service Quality Priorities by Race/Ethnicity

"Asian", "Black", "Multi-ethnic", and "prefer not to say" riders report lower 'overall satisfaction' than the organizational average. "Asian" riders noted 'security' above 'time' for service quality priorities.

Average Overall Satisfaction by Race/ethnicity (2024)

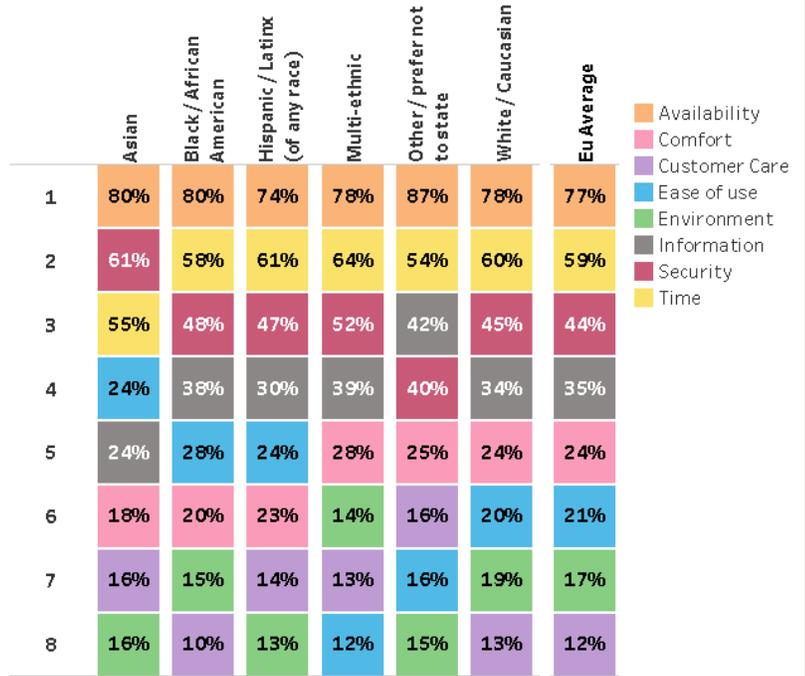
Eugene LTD



Note: Avg. line represents the overall satisfaction score for Eu (as shown in section 4.2)

Top 3 Most Important By Race/ethnicity (2024)

Eugene LTD



For 2025, LTD will continue to focus on customer experience through quarterly and monthly indicators. LTD will also continue to prioritize perceptions of safety and security, as well as expanding customer surveying beyond fixed route.

Employee Engagement Annual Update

Published Jan 18, 2025 at 5:47pm

 **Aimee Reichert** · 24 days ago (edited)

Status

● On track

Goal

△ Employee Engagement

Time period

FY25

Summary

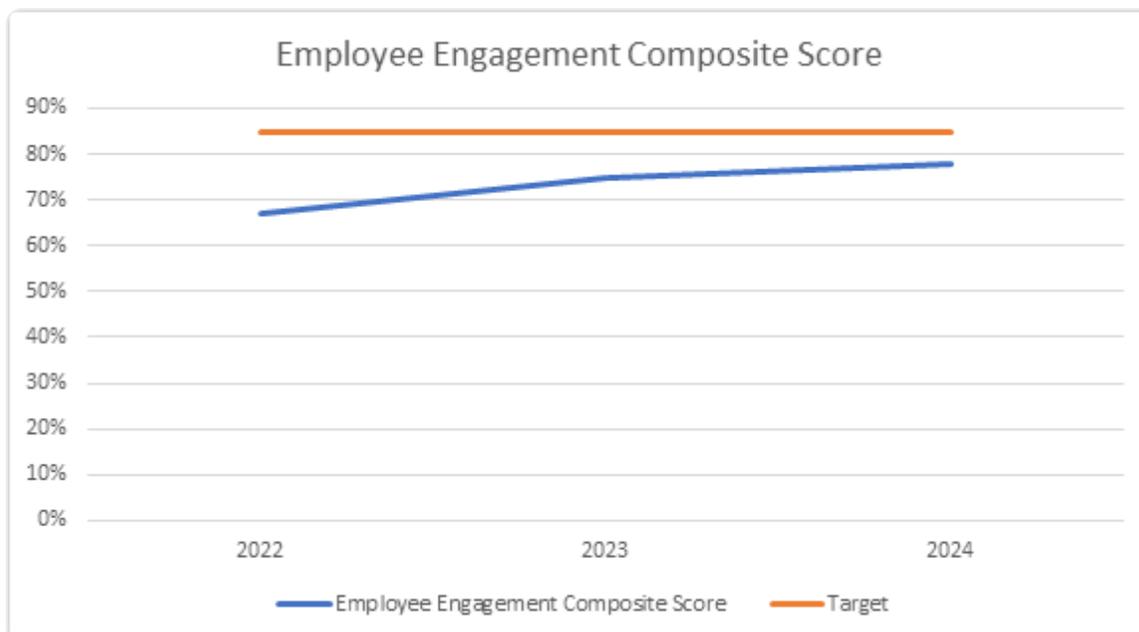
Employee Engagement annual results are collected through an annual survey facilitated by an independent 3rd party via online delivery. For the past 3 years LTD has partnered with Cascade Employer's Association, allowing us to build reliable year over year comparison. LTD had the minimum engagement required for reliable results, at 58% of all employees. The sample was representative, with the majority of respondents from Operations.

Employee Engagement Annual Composite Score

LTD has been monitoring the following indicators for the last 3 years:

- Employees Would Recommend LTD as a good place to work
- Employees Understand How Their Performance is Linked to LTD's Success
- Employees Agree Leadership is Invested in Their Success
- Employees Agree they are Provided with the Tools Needed to Work Successfully
- Employees Agree Departments in Our Organization Work Well Together.

Overall, each year LTD has shown improvement across each indicator, except "Departments in Our Organization Work Well Together," which has remained flat, and below target.



For 2024, a representative from HR has met with all department groups to review results and define actionable next steps to address concerns. For 2025, LTD will continue strategic work focused on Developing Internal Strengths, including development of new indices that can be measured outside of the survey process including: performance reviews, training, and hiring. LTD will also continue to monitor monthly indicators related to operator turnover, and other key positions.



Employee Recognition Program



- **Objective:** LTD provides essential services to the community thanks to the dedication of employees. A recognition program, implemented consistently throughout LTD, celebrates employees and acknowledges their commitment.
- **Summary:** LTD introduced a new monthly event in January to honor Employee of the Month, retirees, and milestone anniversary achievements. Milestone anniversary honorees will receive a custom lanyard/lapel pin and a link to an online catalog to select a branded gift. Retirees will receive a gift and be recognized by their supervisor at the event. All new employees will receive a welcome gift on their first day that includes information about LTD's mission, vision, and values.

Bus Operator Apprenticeship

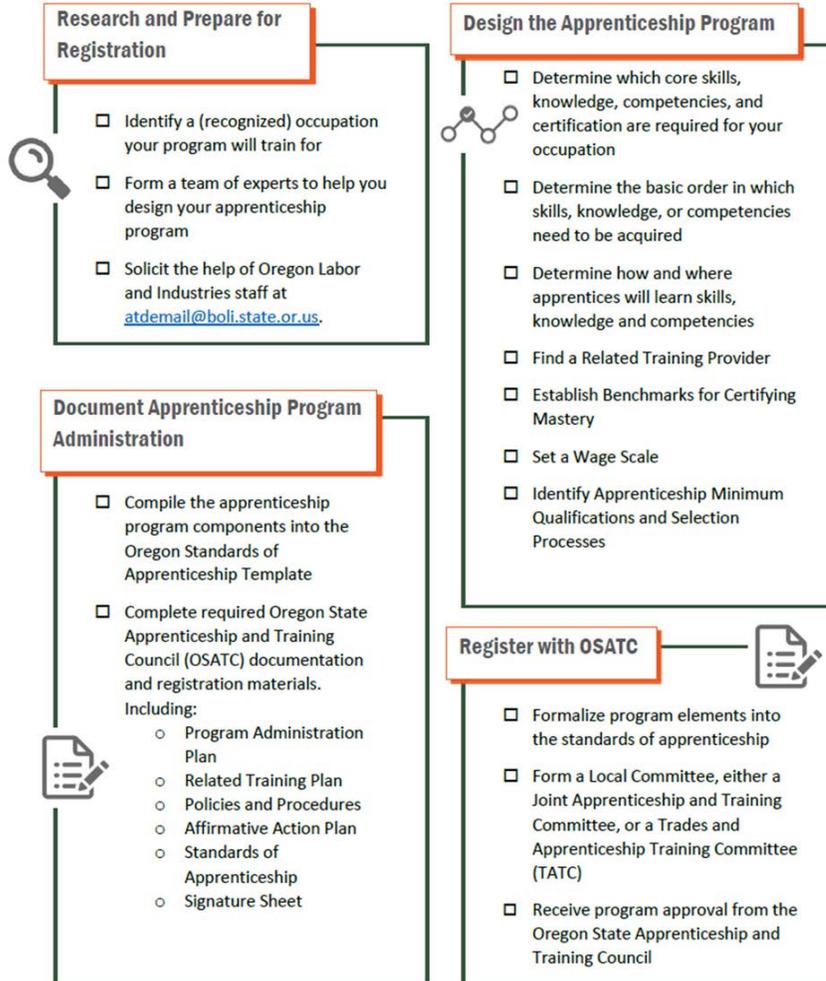


- Objectives:
 - Advance awareness of Public Transportation careers at Lane Transit District.
 - Design training programs that lead to permanent hires and retention (i.e. Mentorship).
 - Recruit and hire a diverse demographic of candidates.
 - Offer additional educational opportunities to our workforce through partnerships with local community colleges.

Bus Operator Apprenticeship Process



Registering an Apprenticeship Program: Key Steps



- **BOLI Apprenticeship and Training Division** confirms official recognition of LTD and ATU Bus Operator Apprenticeship committee (2/5/2025) and approves program standard.
- **Training & Development Manager** will present the final version of the training plan in-person (3/13/2025) for final approval.

Bus Operator Apprenticeship



- Upon approval:
 - Program Launch in Q3 2025: The first Bus Operator Apprenticeship in the State of Oregon.
 - Access to additional resources that can be invested into our training and workforce needs.
 - Foster partnerships with local community colleges and non-profits that will promote employment in the community.

Brand Development



- **Objective:** Establish a distinct and consistent image and message for LTD that resonates with our audiences and supports and enhances our mission.
- **Summary:** A series of internal brand strategy sessions were conducted between September 2024 and January 2025. This work will inform ongoing marketing work including updated Brand Guidelines and an external-facing brand marketing campaign to highlight LTD's positive community impact.

Name, Image & Likeness Campaign



- **Objective:** Increase ridership and brand affinity among University of Oregon students and community by partnering with UO student-athletes.
- **Summary:** In January, LTD launched a social media influencer campaign. This campaign featured student-athlete generated content on each participants' social media accounts, which was also shared on LTD's Instagram account.

Long Range Mobility Plan



Connect 2045

Mobility Solutions for a Connected Community



- LTD is collaborating with the University of Oregon's Sustainable City Year Program, involving students in public relations and transportation policy to develop outreach strategies and analyze transit impacts on health, housing, workforce, and education.
- A request for proposals for transit consultants will be issued in February, with contracting set for summer, and LTD will recruit volunteers for the Community Advisory Committee in spring.

Fixed Route Bus Stop Removal



- **Project Timeline:** January - February 2025
- **Contracted Cost:** NTE \$57,725.00
 - 147 bus stops with poles being removed
 - 6 bus stops with shelters being removed
 - 1016 active remaining stops (not including EmX)