

LTD's RideSource Program

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Lane Transit District

LTD.org



RIDESOURCE SERVICES

- ADA Paratransit – Metro Eugene/Springfield and Florence
- Medicaid NEMT & Waivered Non-Medical Transportation
- RideSource Call Center
- Crucial Connections
- Shopper Shuttle
- Senior Companions, Volunteers, Rural Medical Escort
- Veterans Transportation
- White Bird Clinic – Behavioral Health Trips
- Work Trips for Local Residents with Developmental Disabilities

RideSource Call Center



- Operates 363 days a year (closed Thanksgiving and Christmas)
- Over 100 employees
- 19,500 calls a month
- Dispatches approximately 1,000 trips per day

ADA Paratransit Service

- Origin-to-Destination Service for riders who are unable to use the bus due to a disability
- In-person eligibility assessments
- Serves Eugene/Springfield metro area and Florence
- \$3.50 per one-way trip
- 53 vehicles
- 122,818 trips in FY25
- \$3 million in STIF funding per FY



Medicaid Non-Emergent Medical Transportation

- Free transportation to eligible medical appointments for Oregon Health Plan members
- Contract with Trillium
- 237,181 rides provided in FY25



Shopper Shuttle



- Pre-arranged, grouped neighborhood shopping trips
- Driver assists with loading and unloading purchases
- \$2.00 round trip
- STIF funding for vehicles



Crucial Connections & Veterans Programs

- **Crucial Connections**

- Provides trips to persons throughout the county on a short-term, urgent basis where no transportation benefit program is identified



- **Veterans Transportation**

- Provides rides to Veterans and their families to medical appointments
- **Funding:** STIF supports both these programs and provides match for federal \$5310 funding

Volunteer & Rural Medical Escort



- Services provided to older adults who do not have another transportation option
- Mileage Reimbursement for volunteers
- STIF supports reimbursement programs by providing match for federal §5310 funding

Questions and Answers



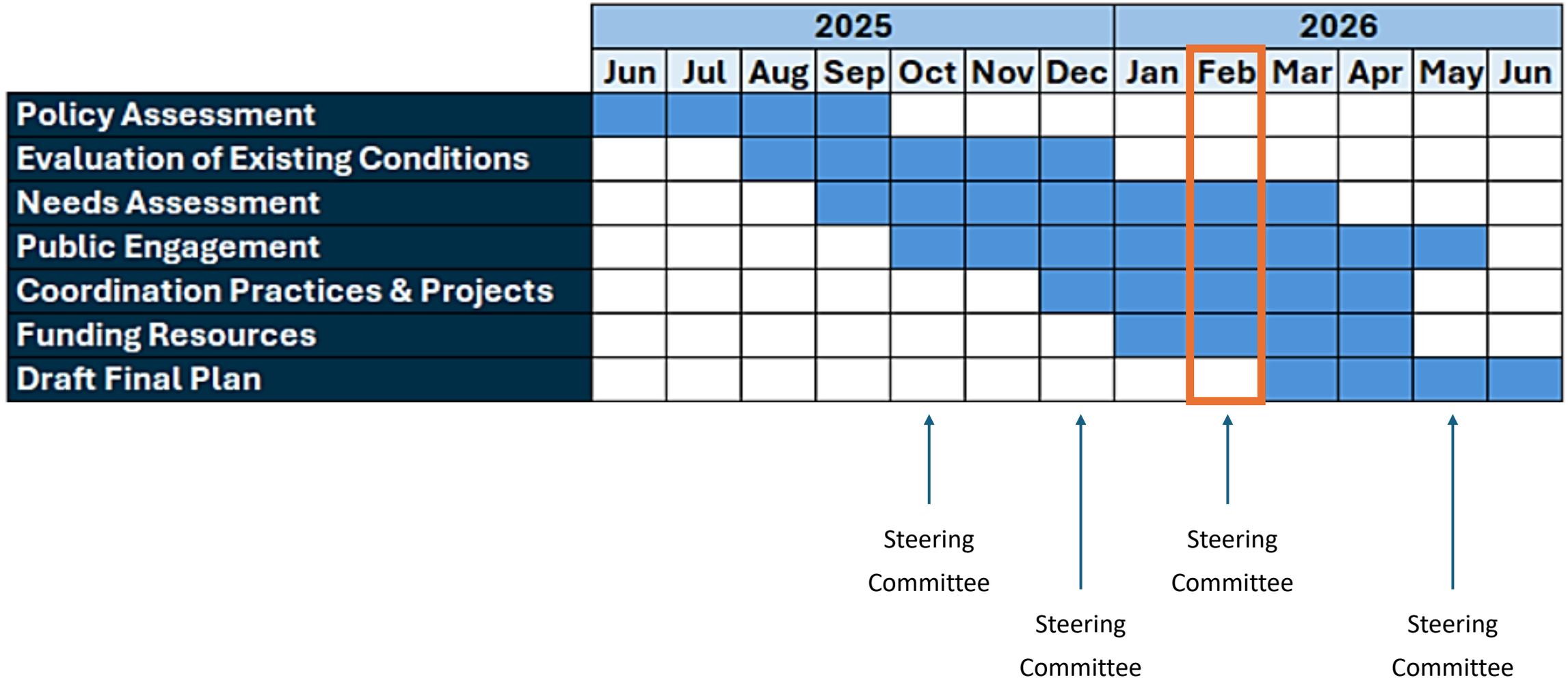
Lane Coordinated Plan

- Coordination Practices and Project List
- Funding Resources

Coordinated Plan Refresher

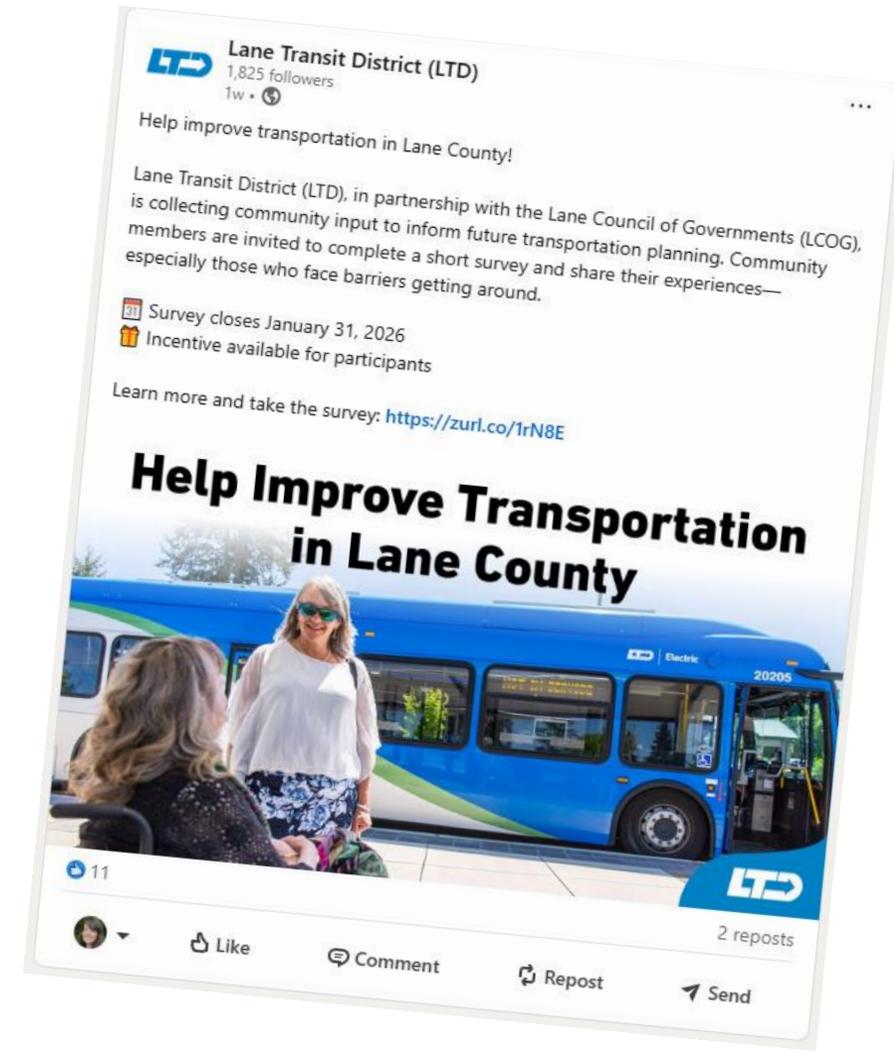
- Update to 2019 Plan
- Improve Transportation Services for
 - Older Adults (65+)
 - Individuals with Disabilities
- Identify Needs of Stakeholders
- Inventory Services
- Identify Gaps and Overlaps in Coverage
- Develop Priorities & Strategies to Guide Investments
- Steering Committee

Plan Development Timeline

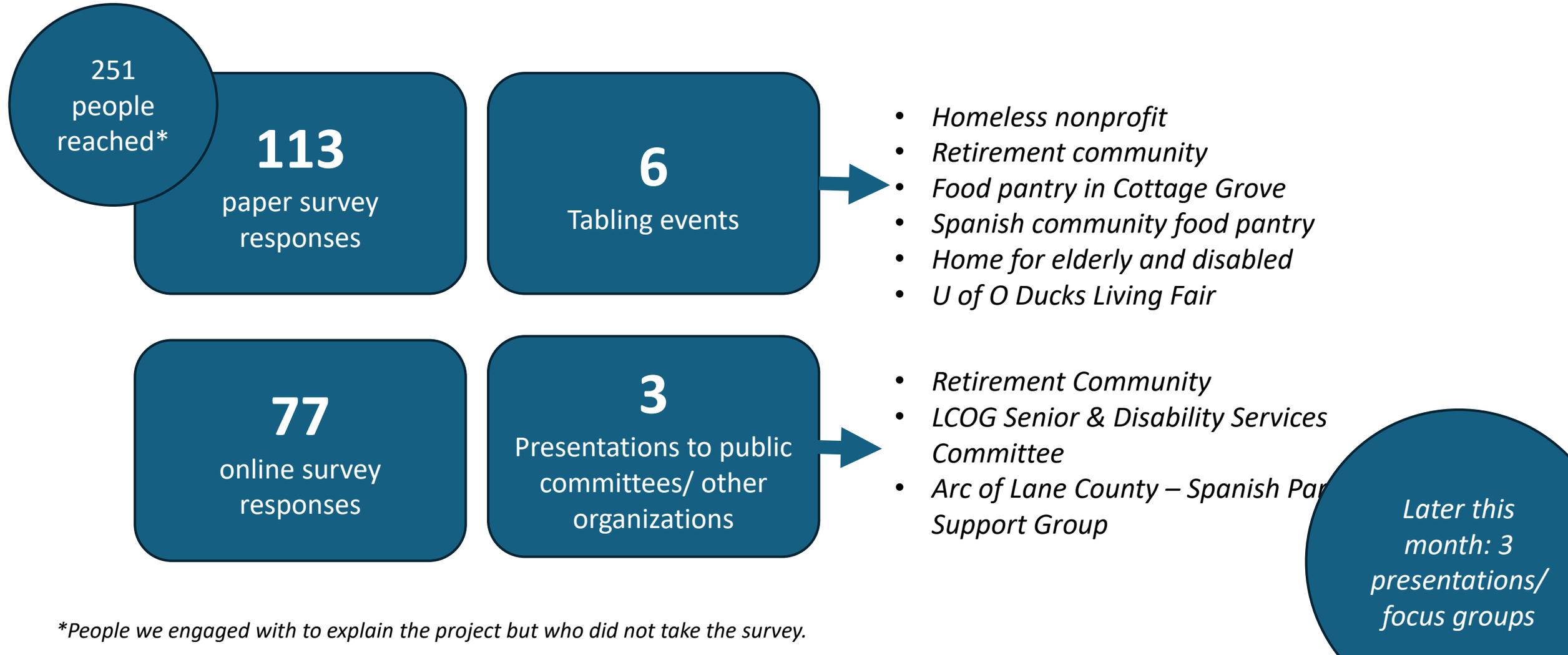


Outreach Update

- Public survey:
 - Available in English & Spanish
 - Large-print (English & Spanish) for low/no vision
 - Released early December
 - Soft closing January 31
- Promotion:
 - Social media posts
 - In-person events
 - E-newsletters
 - At Eugene Station and Springfield Station



Outreach Update



*People we engaged with to explain the project but who did not take the survey.

Coordination Practices and Project List

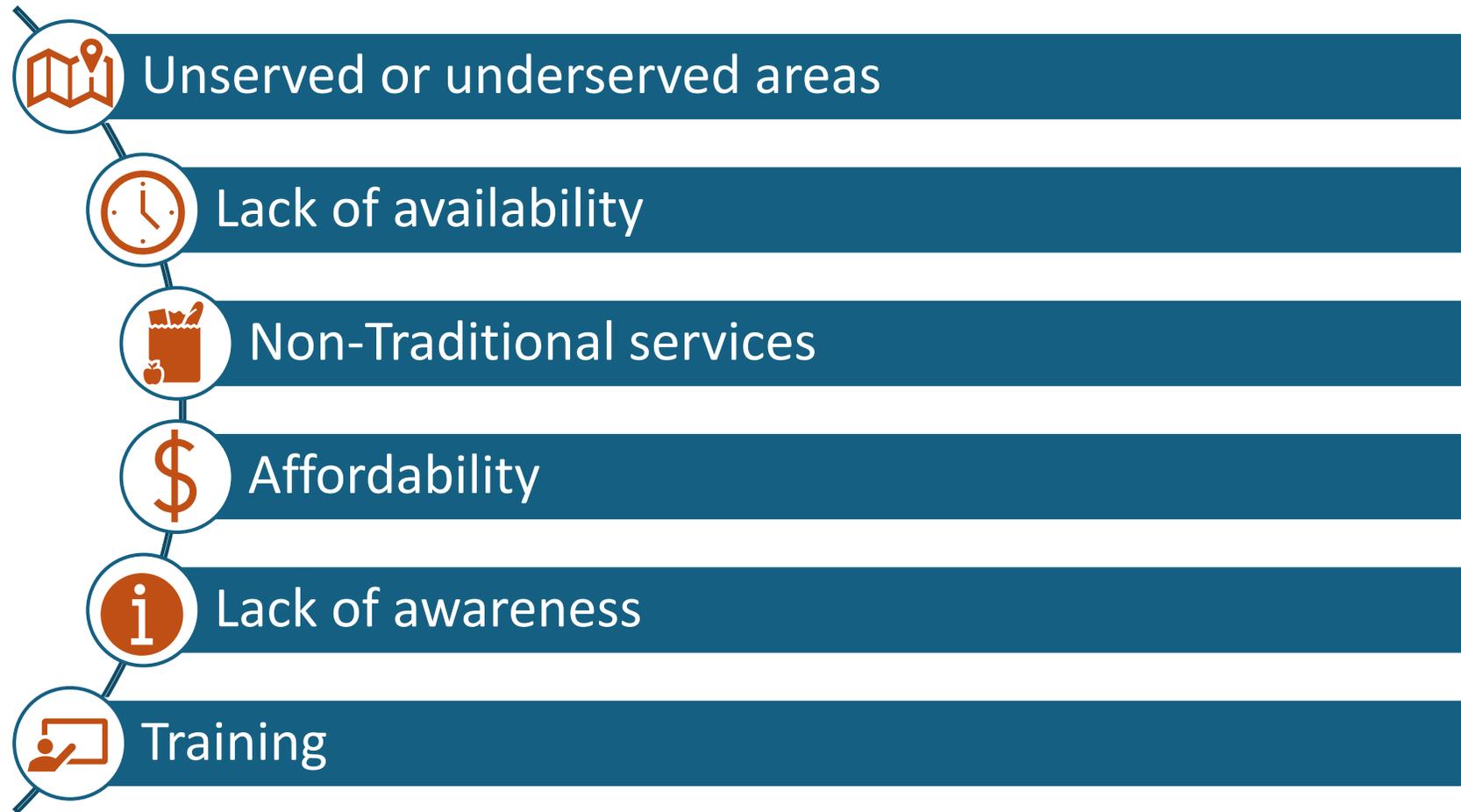
Connect Needs
to Coordination
Practices

Develop Project
List

Identify
Priorities

Connect Needs to Coordination Practices

**Needs
from
2019
Plan**



Connect Needs to Coordination Practices

Coordination Practices are strategies that LTD and partners can use to address gaps in existing services or opportunities to be more efficient in service delivery.

Examples:

- Consolidated vehicle purchasing
- Mobility on Demand
- One-Call Center with a variety of transportation services
- Personalized evaluation of transportation needs and capabilities
- Rural and small city services

Connect Needs to Coordination Practices

NEED

+

PRACTICE /STRATEGY

=

PROJECT

- Lack of Awareness
- Training
- Manage Costs

- One-Call Center with a variety of transportation services
- Personalized evaluation of needs and capabilities
- Interagency partnerships

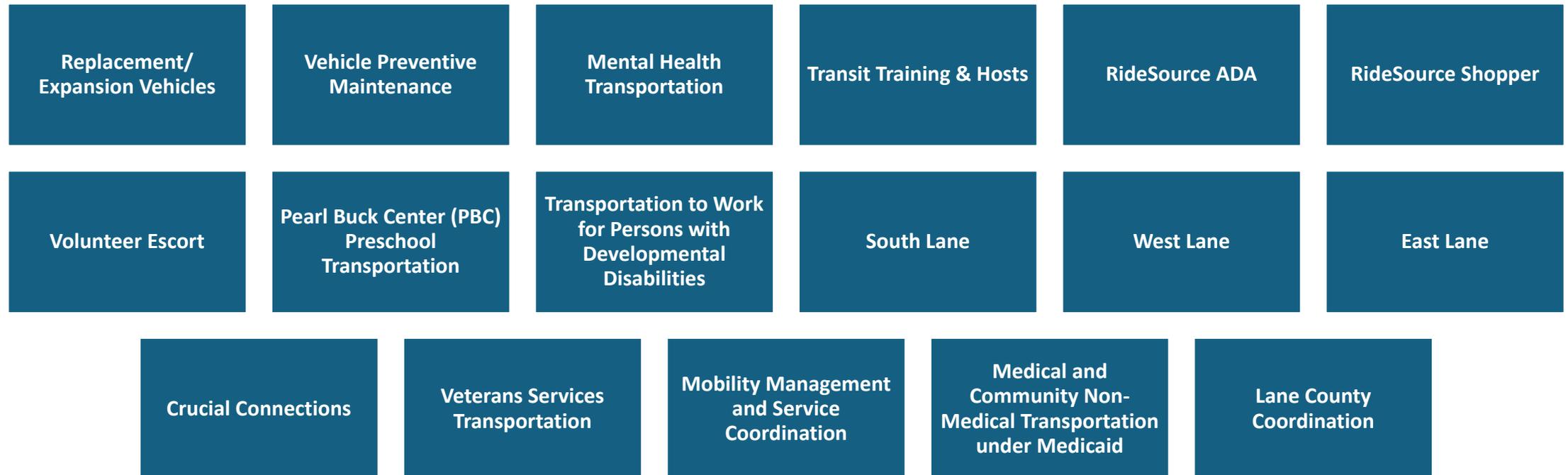
Transit Training & Hosts

Alternative Work Concepts (AWC) provides one-on-one training on how to effectively use TheBus! and EmX. AWC employs transit hosts who assist with prescheduled transfers, support training activities, and provide ride and schedule information at the downtown Eugene Station each weekday. AWC also conducts in-person visits to evaluate transportation needs and capabilities to transitions riders from paratransit to fixed route or Mobility on Demand.

Project List

- Required element of a Coordinated Plan
- Will form a foundation of the STIF project list
 - Not all projects will be STIF funded
- Developed by LTD staff based on identified gaps, needs, and public outreach

2019 Coordinated Plan: Projects



2019 Coordinated Plan: Project Snapshots



Project Snapshot: Replacement/Expansion Vehicles

Needs	Coordination Practices	Project Description	Since 2019 Plan
<ul style="list-style-type: none"> • Maintain and improve transportation services throughout Lane County • Manage costs 	<p>Coordination Practices:</p> <ul style="list-style-type: none"> • Consolidated vehicle purchasing • Cost-sharing agreements • Ride sharing • Interagency partnerships • Right-size vehicle type and quantity to provide appropriate service 	<p>LTD purchases accessible vehicles leased to nonprofits, for-profit businesses, & local governments that serve older adults and people with disabilities in Lane County.</p>	<p>Maintained:</p> <ul style="list-style-type: none"> • RideSource: 47 cutaway buses, 6 minivans • Florence: 3 cutaways • Oakridge: 3 buses and cutaways • Cottage Grove: 4 cutaways • Rural Shuttles: 4 cutaways

Project Snapshot: Medical and non-medical transportation

Needs	Coordination Practices	Project Description	Since 2019 Plan
<ul style="list-style-type: none"> • Unconventional services • Manage costs 	<ul style="list-style-type: none"> • One-Call Center with multiple transportation providers • Ride sharing • One-Call Center with a variety of transportation services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships 	<p>Coordinated through our RideSource Call Center. Through a contract funded primarily with Medicaid dollars, LTD currently provides nearly trips for Lane County residents based on Oregon Health Plan eligibility. Trips range from well-check appointments to life-sustaining care. Trips are provided locally, outside our region such as up to OHSU, and out of state when specialty care isn't available closer.</p>	<p>20,000 trips per month</p>

Project Snapshot: Behavioral Health Transportation

Needs	Coordination Practices	Project Description	Since 2019 Plan
<ul style="list-style-type: none">• Unconventional services• Unique needs and circumstances associated with mental health issues and disabilities	<ul style="list-style-type: none">• Interagency partnerships	<p>Provides basic transportation for clients experiencing Severe and Persistent Mental Illness. Clients' transportation options are critically limited since their mental health symptoms prohibit the use of public buses.</p> <p>LTD meets the needs of each person at the time of their greatest vulnerability, and meet community needs by preventing crisis situations on public transportation. Behavioral health transportation is used when getting to appointments, picking up medications, and meeting basic needs. Some requests are for transportation to reach drug and alcohol treatment or permanent housing.</p>	<p>20,921 White Bird Clinic trips between July 2019 and June 2025 (FY20-FY25)</p>

Coordination Practices

Questions for Committee

- Is there anything missing from the project list?
- If so, what is missing?

Identify Priorities

1. Maintain sustainable service levels of viable operations

Ensure transportation services and connections remain at a sustainable level for people who depend on public transportation services in Lane County.



2. Respond to growth within existing services

Allow for measured increases where demand points to an unmet need within the available resources.



3. Respond to emerging community needs

Take action on opportunities to optimize coordination, develop new partnerships and to accommodate newly identified transportation needs and gaps.



Coordination Practices

Questions for Committee

- Are these priorities still appropriate?
- What would a new list of priorities look like?

Funding



Federal

- Formula Funds
- Older Americans Act
- §5310
- §5311
- Other Sources
 - Medicaid NEMT
- Discretionary Grants



State

- STIF
- Formula
- Discretionary
- STF (Since 2023)



Local

- Passenger Fares
- Local City/Agency Contributions
- LTD General Fund

Funding Highlights

- Significant Uncertainty
 - Federal Funding
 - State Funding

