LANE TRANSIT SPECIAL-PURPOSE DISTRICT OF OREGON (LTD)
STRATEGIC PLANNING COMMITTEE MEETING AGENDA

Tuesday, November 5, 2026, 5:30 p.m.
Glenwood Administrative Building | Board Room
3500 E. 17th Ave, Eugene, OR 97403

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

The Strategic Planning Committee provides the LTD Board of Directors with independent advice and recommendations on strategic planning issues related to advancing the goals of the Long-Range Mobility Plan, including, but not limited to, developing the Frequent Transit Network, making better connections, reducing trip and waiting times, bridging the first and last mile, creating safer ways to access service, and optimizing solutions for urban and rural areas.

Representing	Members
Springfield City Councilor	Andrew Buck
City of Eugene	Mayor Kaarin Knudson
Lane County Commissioner	Heather Buch
LTD Board Member	Gino Grimaldi
LTD Board Member	Kelly Sutherland
Better Eugene-Springfield Transportation	Rob Zako
United Way	Alma Hesus (Chair)
City of Eugene Chambers	Tiffany Edwards (Vice Chair)
Oregon Department of Transportation	Bill Johnston
Labor Relations Representative	Claire Syrett
Student	Scooter Milne
St. Vincent De Paul	Jack Boisen
University of Oregon	Paul Comery
4J School District	Sarah Mazze
Student	Peter Simmeth

Public Comment:
Public comment occurs at the beginning of each 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.

STRATEGIC PLANNING COMMITTEE: **TIME:**

1. **CALL TO ORDER & ROLL CALL:** 5:30-5:35

Alma Hesus (Chair), Tiffany Edwards (Vice Chair), Bill Johnston, Mayor Kaarin Knudson, Andrew Buck, Heather Buch, Claire Syrett, Gino Grimaldi, Rob Zako, Scooter Milne, Jack Boisen, Paul Comery, Sarah Mazze, Peter Simmeth

2. **PUBLIC COMMENT** 5:35-5:40

3. **STAFF UPDATES** 5:40-5:55

4. **AGENDA ITEMS**
   - Coordinated Human Services Public Transportation Plan 5:55-6:20
   - Regional Shared Mobility 2.0 Study 6:20-6:40
   - Hunsaker Property Update 6:40-7:00

5. **ADJOURN** 7:00

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).

UPCOMING MEETINGS

January 5, 2027
Glenwood Administrative Office
3500 E 17th Avenue, Eugene, OR 97403

March 2, 2027
Glenwood Administrative Office
3500 E 17th Avenue, Eugene, OR 97403

May 4, 2027
Glenwood Administrative Office
3500 E 17th Avenue, Eugene, OR 97403

Lane Transit District
Public Comment Submission

Dear LTD Service Planning Team,

I am writing to formally submit public comment regarding current routing optimizations under review by Lane Transit District. Specifically, I am writing to propose a structural route adjustment for **Route 52 (Irving)** that would bypass the residential loop on Arrowhead Street and instead utilize the **Northwest Expressway corridor**.

Currently, Route 52 deviates into the neighborhood by turning west onto Irvington Drive and south onto Arrowhead Street. While designed to serve internal neighborhood stops, local tracking data indicates that this deviation creates unnecessary transit delays through a narrow residential loop while serving a small, centralized pool of riders.

PUBLIC SERVICE AMENDMENT PROPOSAL

TO: Lane Transit District (LTD) Service Planning Department / LTD Board of Directors
FROM: Santa Clara Neighborhood Resident /Transit Advocacy
DATE: October 21, 2026
SUBJECT: Route Optimization Request – Route 52 (Irving) Northern Turnaround Efficiency.

I. EXECUTIVE SUMMARY

This proposal requests a structural alteration to the northern turnaround loop of **Route 52 (Irving)** in the Santa Clara neighborhood of Eugene, Oregon. Currently, Route 52 leaves major collectors to navigate a tight, low-density residential pocket via Arrowhead Street, Calla Avenue, and Kalmia Street.

We propose straightening the route to run continuously west along **Irvington Drive**, turning south (left) onto the **Northwest Expressway**, and turning east (left) at the signalized intersection of **Irving Road** to return to River Road.

This change optimizes public resources by matching roadway classification to vehicle size, drastically increasing operational safety, and netting a **2-to-3 minute time savings per run** while fully preserving transit equity for the local population.

Lane Transit District
Public Comment Submission

II. DATA-DRIVEN JUSTIFICATION & SYSTEM BENEFITS

1. **Ridership & Resource Efficiency**
   Recent route metrics indicate an average w**ith 5,564 total riders over a one-year period, the Arrowhead three-stop bus route averages 15.27 riders per day (including detours and the block-wide garage sale event). The large majority of these riders access the Irvington/Arrowhead stop off the main line bus stop (#01837), which accounts for most boardings and alightings across the three internal residential stops on Arrowhead Street.** The operational costs, fuel consumption, and vehicle wear-and-tear required to pilot a 40-foot transit bus through a quiet subdivision are highly disproportionate to the public transit utility generated.

NextRequest 26-93 52 Stop Ridership

52

	Year/Month														
Name	**202508**	**202509**	**202510**	**202511**	**202512**	**202601**	**202602**	**202603**	**202604**	**202605**	**202606**	**202607**	**202608**	**202609**	**Annual**
of Arrowhead S of Irvington	172	212	254	221	226	247	198	221	228	195	261	271	258	270	**3234**
of Arrowhead N of Ginger	62	101	129	102	78	96	82	72	93	104	74	68	70	65	**1196**
of Arrowhead N of Cinnamon	51	46	71	84	53	79	108	93	108	101	93	58	89	110	**1144**
	285	**359**	**454**	**407**	**357**	**422**	**388**	**386**	**429**	**400**	**428**	**397**	**417**	**445**	**5574**
te 52 Total Ridership	13236	14164	16273	13809	14079	15069	14685	15261	16039	15636	14632	13923	13541	14479	**204826**
f Entire Route Ridership	2%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	**3%**

for dates: 8/1/2025 - 9/30/25
owhead S of Irvington = West Side of Arrowhead, South of Irvington
YEAR, Two digit MONTH = 202508 = August 2025

1. **Infrastructure Protection & Community Safety**
   Arrowhead Street, Calla Avenue, and Kalmia Street are narrow, low-speed residential rights-of-way heavily utilized by neighborhood pedestrians, cyclists, children, and parked vehicles. Shifting Route 52 to designated arterials (Irvington, NW Expressway, Irving) structurally built for heavy axle loads removes significant safety friction points and mitigates premature neighborhood pavement degradation.

2. **Route Reliability & Running Time Compression**
    - **Current Loop Travel Time:** 4–5 minutes (~0.7 miles navigating 90-degree neighborhood corners and three low-yield stops).
    - **Proposed Arterial Travel Time:** 1.5–2 minutes (~0.9 miles on an open, consistent 40–45 mph corridor with zero intermediate stops).
    - **Net Optimization:** A permanent reduction of **2 to 3 minutes per run**. Across the daily service schedule, this saves nearly an hour of active operational time, lowering agency overhead and maximizing schedule adherence at the **Santa Clara Station hub**.

III. RIDER TRANSITION & STOP CONSOLIDATION BLUEPRINT

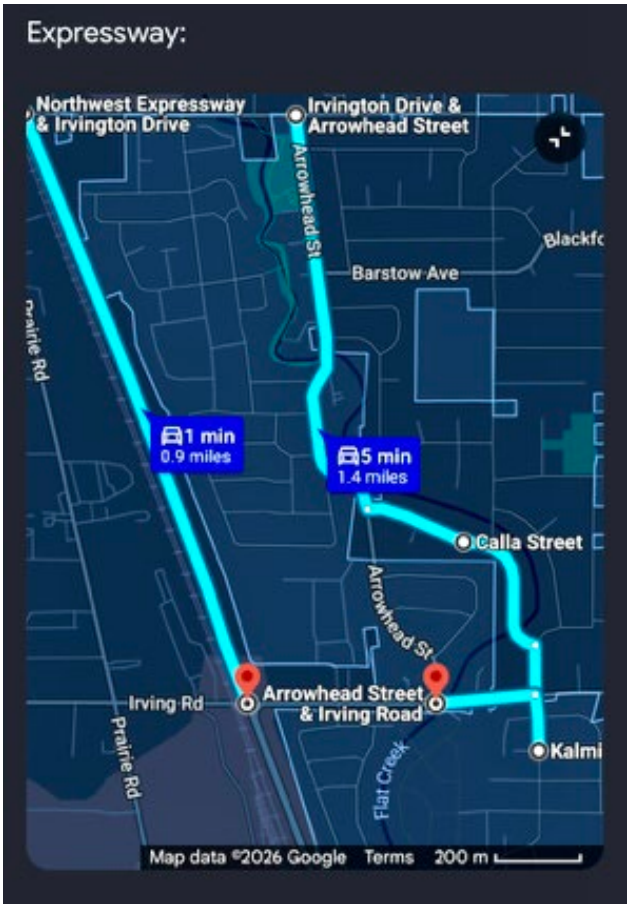
To ensure seamless transit access and maintain standard Title VI/FTA equity requirements, we propose decommissioning the three low-yield neighborhood stops on the west side of Arrowhead Street and consolidating them into two modern, ADA-compliant stops on the surrounding arterials:

- **DECOMMISSION: Stop 01837 (W/S of Arrowhead S of Irvington)**
    - *Relocation Target:* A new westbound stop on the south side of **Irvington Drive**, just west of Arrowhead Street.
    - *Rider Impact:* Displaced passengers walk less than 300 feet north (~1-minute walk time extension).
- **DECOMMISSION: Stop 01893 (W/S of Arrowhead N of Ginger)**
    - *Relocation Target:* Equidistant split to the new Irvington Drive stop (north) or the Irving Road stop (south).
    - *Rider Impact:* Displaced mid-block passengers walk ~750 feet (~3-minute walk time extension).
- **DECOMMISSION: Stop 01894 (W/S of Arrowhead N of Cinnamon)**
    - *Relocation Target:* A new eastbound stop on the north side of **Irving Road**, just east of the signalized Northwest Expressway intersection.

- *Rider Impact:* Displaced passengers walk ~400 feet south (~1.5-minute walk time extension).

Transit Equity Verification:

Standard public transit access frameworks define a 5-to-10-minute walk (~1,320 feet) as an acceptable radius for low-density residential coverage. Because the maximum walking distance from the furthest decommissioned point to the new arterial stops is under **800 feet (a 3-minute walk)**, the neighborhood remains robustly served. Shifting the stops to main corridors additionally allows LTD to leverage standard concrete sidewalks for superior ADA compliance.



IV. VISUAL EVIDENCE & PHOTOGRAPHIC ATTACHMENTS

- **Figure 1:** Photographic proof of tight clearing space and vehicle choke-points on the Arrowhead Street residential corridor.







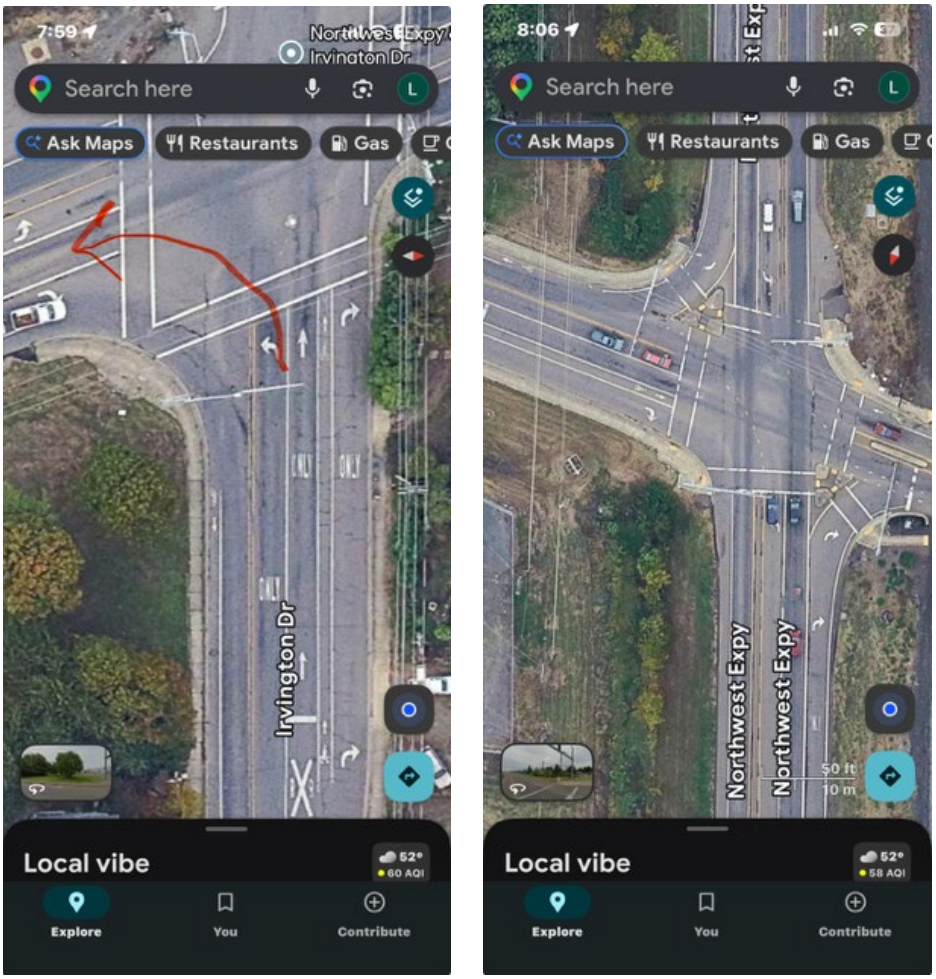
Calla Street-No Sidewalks/Dangerous to pedestrians-bicyclists and vehicles turning left onto Calla.

Bus stop on Arrowhead-tight corner, low usage. When bus travels in this location, it usually has to hug the far right hand side as it makes the S curves.

Lane Transit District
Public Comment Submission

Arrowhead Street narrows. LTD buses maneuver down the middle of the road, dodging in and out of part vehicles to continue onto Arrowhead.

- **Figure 2:** Visual overview of the signalized intersection infrastructure at Northwest Expressway and Irving Road, showcasing safe turning lanes for large municipal vehicles.



Thank you for your consideration of this data-driven service improvement.

Lisa Crawford
3447 Arrowhead Street
Eugene, OR 97404
(541) 294-0539

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Lane Transit District
Agenda Item Summary (AIS)

Presented By: Dave Roth, Sr. Director of Mobility Planning and Policy

Prepared By: Kerry Aszklar, Associate Planner

AIS Title: Lane County Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan)

Action: None, information only

Agenda Item Summary:

Lane Transit District (LTD) will brief the Strategic Planning Committee (SPC) on the project to update the 2026 Lane Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). The briefing will summarize identified mobility needs, proposed strategies, and the revised process for determining Section 5310 project and program eligibility and priority. No committee action is requested.

Background:

The Federal Transit Administration (FTA) requires recipients of Section 5310 *Enhanced Mobility of Seniors and Individuals with Disabilities* funding to develop and maintain a Coordinated Public Transit-Human Services Transportation Plan. Projects funded through the Section 5310 program must be derived from and consistent with a locally developed coordinated plan. As a designated recipient of Section 5310 funds, LTD updates its Coordinated Plan approximately every five years.

The 2026 Coordinated Plan is a comprehensive update to the adopted 2019 Plan. It identifies transportation needs, service gaps, and strategies to improve mobility for older adults and individuals with disabilities throughout Lane County. The planning process also considered the needs of other populations that may experience transportation barriers, including veterans, households with low incomes, zero-vehicle households, people with limited English proficiency, and communities of color.

By identifying mobility needs and establishing strategies to address them, the Coordinated Plan supports LTD's organizational outcomes related to access to housing, healthcare, education, and employment. The plan helps ensure that older adults and individuals with disabilities can maintain travel independence and access essential services and opportunities.

Throughout the year-long planning process, LTD staff and the project consultant team conducted demographic analyses, engaged community members and stakeholders, and presented progress updates to the STIF Advisory Committee. These updates included:

- An overview of the Coordinated Plan purpose, timeline, public involvement approach, and federal requirements;
- Discussion of stakeholder engagement and outreach strategies;

Lane Transit District
Agenda Item Summary (AIS)

- Presentation of transportation needs identified through public engagement and data analysis; and
- Review of proposed project and program prioritization criteria.

Earlier this year, the STIF Advisory Committee voted to recommend approval of the draft Coordinated Plan. Following completion of the draft, LTD staff added detail regarding Section 5310 project and program eligibility, funding processes, and prioritization procedures. These revisions improve transparency and more clearly document the process used to evaluate and select projects for Section 5310 funding.

The revised plan includes:

- Additional information regarding the Section 5310 funding process and schedule;
- A two-step eligibility screening process for proposed projects and programs; and
- A formal project and program prioritization methodology to guide future funding recommendations.

Staff presented these updates to the STIF Advisory Committee on October 13, 2026. At this meeting, the STIF Advisory Committee recommended that the LTD Board of Directors adopt the updated plan at its November 2026 meeting.

Attachments:

(1) 2026 Draft Lane County Coordinated Public Transit-Human Services Transportation Plan
(2) Coordinated Plan Presentation

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

Lane Transit District

Lane Coordinated Public Transit-Human Services Transportation Plan

2026



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Mission. Vision. Values.

The Foundation for LTD's Culture

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

Acknowledgements

Thank you to the many community members, organizations, partners, and LCOG and LTD staff who contributed to this plan.

Executive Summary

The Lane Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) is a tool for improving mobility of older adults and individuals with disabilities in Lane County. It identifies services, coordination opportunities, stakeholder needs, and priorities for implementing projects.

History and Requirements

The Coordinated Plan was first prepared by Lane Transit District (LTD) and adopted by the LTD Board of Directors in January 2007, and has been updated regularly since that time. This version of the plan builds on the earlier versions and provides up-to-date needs, practices, projects, and priorities informed by the latest data and input collected through community engagement and other recent data sources.

The Coordinated Plan satisfies requirements[1] established by the Federal Transit Administration (FTA) for recipients (including LTD) of federal funding authorized by U.S. Code, Title 49 Section 5310. These funds - referred to in this plan as Section 5310 funds - are specifically for operations, programs, and projects that aim to improve mobility for older adults and people with disabilities by removing barriers to transportation service and expanding transportation mobility options. LTD utilizes this plan to improve the coordination of transportation and other services and to guide resource allocation, project development, and implementation.

To distribute Section 5310 funds for non-LTD projects, FTA requires LTD to have management and administrative processes in place. These processes are contained in a document separate from the Coordinated Plan, called the Project Management Plan (PMP), to guide LTD staff and prospective applicants.

The Coordinated Plan is also a guiding document for LTD's distribution of Statewide Transportation Improvement Funds (STIF) as a Qualified Entity. Established in Oregon House Bill 2017, LTD as a Qualified Entity (QE) receives a portion of STIF funding through a payroll tax.

The 2026 update to the plan was developed by LTD staff consulted by Lane Council of Governments (LCOG) under the guidance of the Lane Statewide Transportation Improvement Fund (STIF) Advisory Committee, which served as steering committee for the plan update.

Overview

The Coordinated Plan update is the result of months of data review, community engagement, and outreach to stakeholders to identify needs, opportunities, and challenges related to mobility in Lane County. The plan focuses on meeting the mobility needs of older adults and people with disabilities. The plan offers a review of existing services provided by LTD and others throughout Lane County. It also includes the most up-to-date inventory of needs and coordination practices. These needs and practices have informed a list of projects to be implemented through strategic investments guided by the plan's established prioritization criteria.

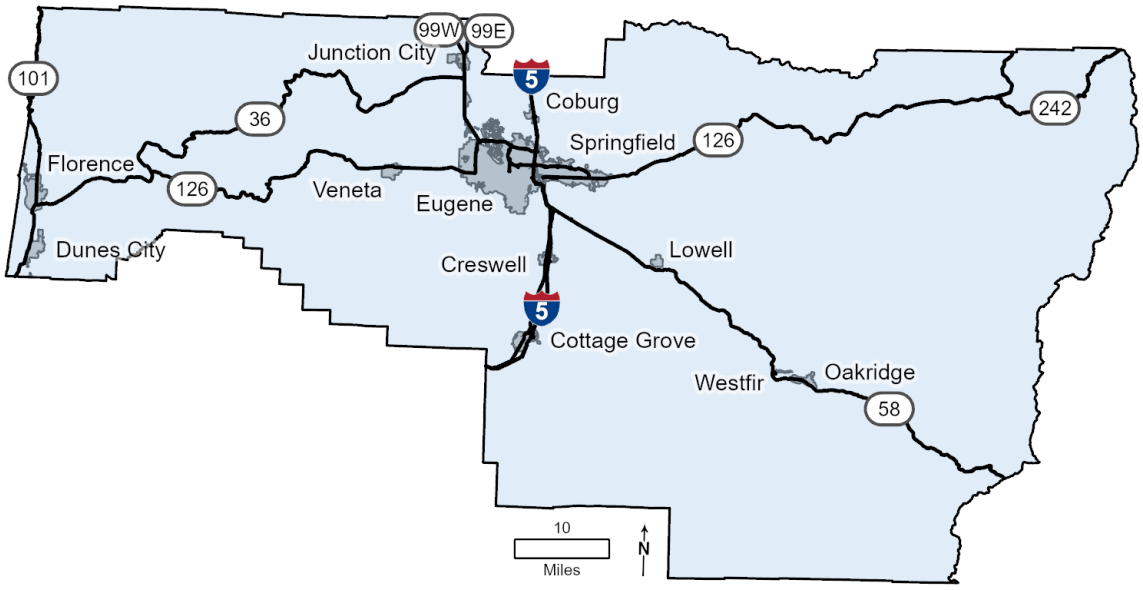
[1] FTA Circular 9070.1H November 1, 2024.

Existing Conditions

Lane County has a population of 382,628 according to the 2023 American Community Survey, 5-Year estimates. More than two-thirds of this population (71%) live within the Urban Growth Boundaries of Eugene and Springfield in central Lane County. Another 13% of the population lives in the smaller incorporated cities in the county, with the remaining 16% living in unincorporated rural Lane County[2].

Lane County is in western Oregon, anchored by the Pacific Ocean on the west and the crest of the Cascade Mountain range on the east. The Coast Range and the Cascades are both mountainous, forested regions with a large percentage of federally managed lands. The population in these regions is comparatively small and mostly located in communities along the few state highways that traverse the mountains. There is a more significant population on the Oregon coast, where historically fishing and related industries generated more economic activity, and tourism and retirement communities now attract new residents. The remaining land in these regions is predominantly owned by private timber interests and is only sporadically populated. Figure 1 shows the general geographic layout of Lane County.

Figure 1. Map of Lane County

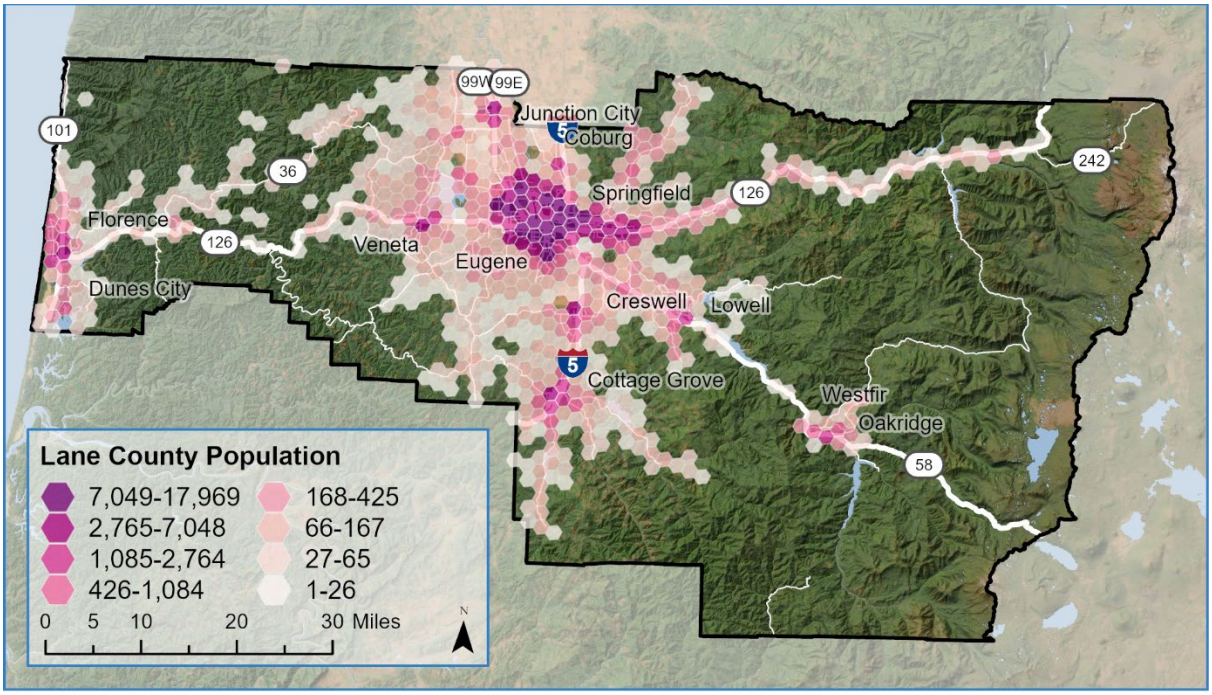


The Willamette Valley, in central Lane County, is home to most of the county's population, including the cities of Eugene and Springfield, where most of the county's economic activity is centralized. Outside of incorporated cities, much of central Lane County consists of rural, low-density development and agriculture, taking advantage of the richly fertile soil and mostly level geography of the valley.

[2] Portland State University, Population Research Center, 2025 estimates

The total land area of Lane County is more than 4,600 square miles and the distance from the coast to Cascade Mountain crest is 117 miles. The mountainous geography and long travel times between west and east present a challenge for providing transportation services outside of the urban core. The limited road network in both the Coast Range and Cascade mountains provides few options for transportation routes. Figure 2 shows the distribution of Lane County's population within this geography.

Figure 2. Lane County Population Distribution



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

Population Profiles

This section provides more detail about certain populations within Lane County. Older adults and people with disabilities are most relevant to the Coordinated Plan. Summary demographic data are provided for these and other groups as well as a look at certain considerations related to transportation. Table 1 provides an overall summary of these populations.

Table 1. Summary of Lane County Populations

Lane County Population	Count	Percent Of County
Total Population	382,628	100%
Older Adults	78,250	20%
People Living with a Disability	65,245	17%
People Living in Poverty	122,308	32%
Zero Vehicle Households	29,202	7.6%
Limited English Proficiency Population	4,839	1.3%
Non-White Population	74,268	19.4%
Veterans	24,552	7.8%

Older Adults in Lane County

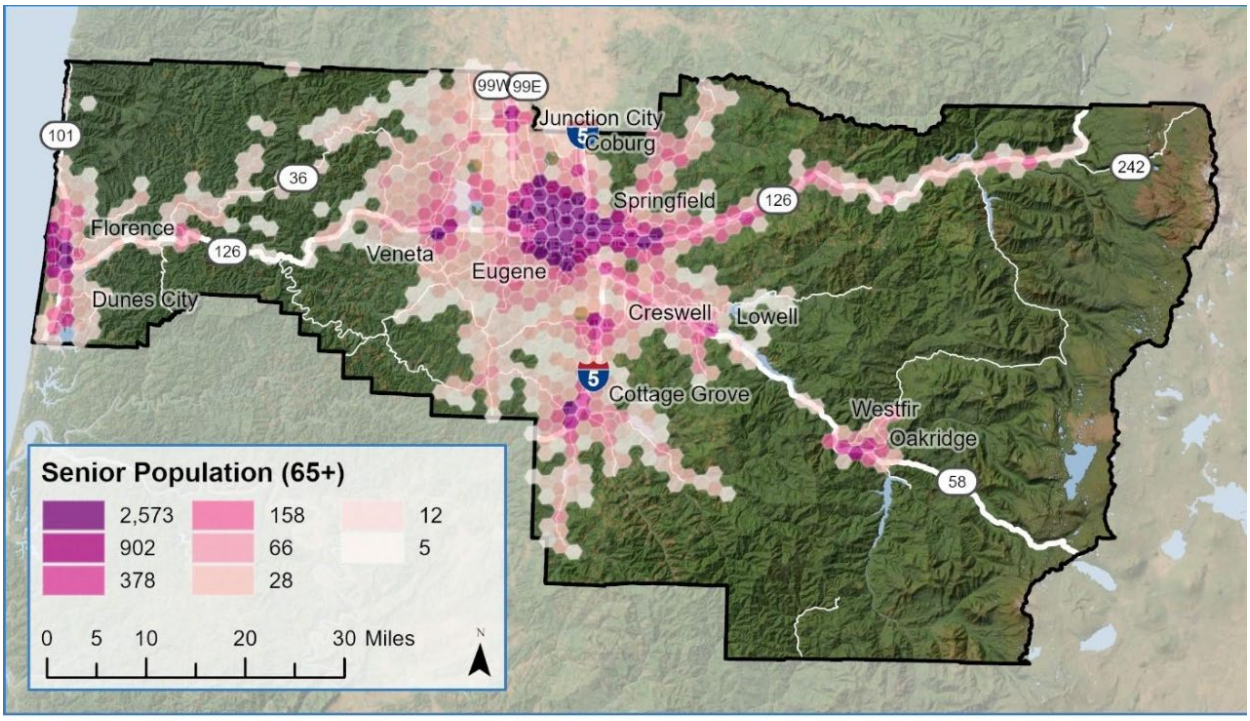
In Lane County 78,250 people are aged 65 or older[3], representing 20% of the total population. A disproportionately low percentage of the county's older adult population (61%) live in the Eugene-Springfield area, which comprises about 70% of the overall population. Conversely, the City of Florence (3% of the overall population) includes a disproportionately high concentration of the county's older adults (6%). In Florence, older adults comprise more than 40% of the population.

Outside of the incorporated cities, older adults also make up a disproportionate percentage of the rural population (27%) compared to the county as a whole (20%). In rural areas, older adults are found in higher numbers in the areas that have generally higher population, including:

- Coastal areas outside of Florence and Dunes City limits
- Areas around Fern Ridge Lake, including the communities of Elmira and Alvadore
- The communities of Mohawk and Marcola
- The lower McKenzie River Valley between Cedar Flat and Vida
- Highway 58 between Goshen and Dexter Lake, including Pleasant Hill
- South Lane County outside Creswell and Cottage Grove

Of these, the coastal and lower McKenzie regions have the most disproportionate concentration of older adults. Figure 3 shows the distribution of older adults in Lane County.

Figure 3. Population Distribution of Older Adults



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

[3] U.S. Census Bureau, U.S. Department of Commerce. "ACS Demographic and Housing Estimates." *American Community Survey, 2023 ACS 5-Year Estimates Data Profiles, Table DP05*

Transportation Considerations for Older Adults

Older adults in Lane County may experience a range of transportation barriers related to changes in mobility, health, and income as they age. Many older adults reduce or stop driving over time, increasing reliance on fixed-route transit, demand-response services, and assistance from family or caregivers. Physical limitations, chronic health conditions, and the need for mobility devices can make first- and last-mile connections, stop accessibility, and vehicle boarding significant considerations.

Service availability and reliability are particularly important for older adults traveling to medical appointments, grocery stores, and social services, which often occur during daytime hours but may require longer trip durations or assistance beyond curb-to-curb service. In rural and small-community areas of Lane County, travel distances, limited service frequency, and the need for advance reservations can further limit independence and increase isolation. Addressing the transportation needs of older adults will require accessible vehicles and infrastructure, affordable fares, clear and simple rider information, and coordinated services that support aging in place.

People in Lane County Living with a Disability

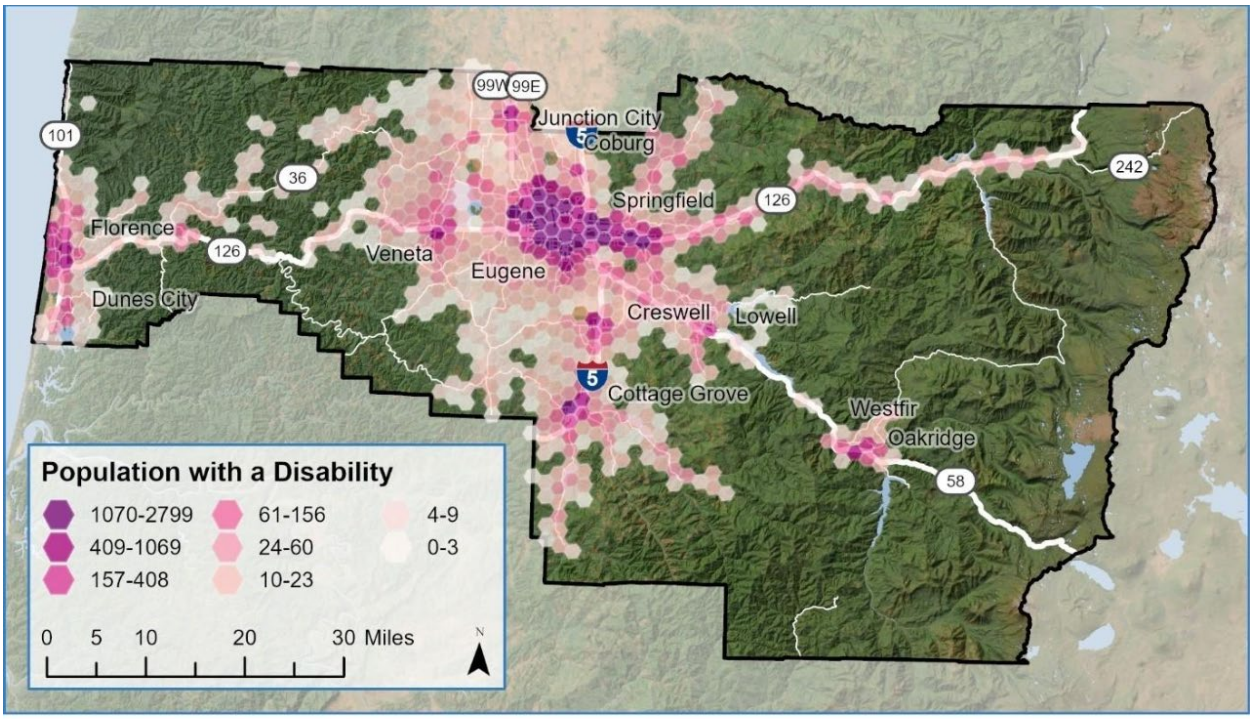
The US Census American Community Survey asks about disability in six areas:

- **Hearing difficulty**: deaf or having serious difficulty hearing
- **Vision difficulty**: blind or having serious difficulty seeing, even when wearing glasses
- **Cognitive difficulty**: Because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions
- **Ambulatory difficulty**: Having serious difficulty walking or climbing stairs
- **Self-care difficulty**: Having difficulty bathing or dressing
- **Independent living difficulty**: Because of a physical, mental, or emotional problem, having difficulty doing errands alone such as visiting a doctor's office or shopping

According to census data[4], there are 65,245 residents living with a disability in Lane County, which is 17% of the total county population. This is a higher percentage than the state of Oregon (15%) and the nation as a whole (13%). At a county-wide scale, the distribution of those living with a disability is similar to the overall population, with 66% living in the Eugene-Springfield area. Within this urban area, there is some disparity as Eugene has only 46% of the county's population living with a disability, while hosting more than half (52%) of the overall population. Springfield, Cottage Grove, Oakridge, and Florence all have a slightly higher share of those living with a disability than their share of the total population. Outside of incorporated areas, there is only a slightly higher percentage of people living with a disability than the countywide average and no obvious spatial distribution. Figure 4 shows the geographic distribution of people living with a disability in Lane County.

[4] U.S. Census Bureau, U.S. Department of Commerce. "Disability Characteristics." American Community Survey, 2023 ACS 5-Year Estimates Subject Tables, Table S1810

Figure 4. Distribution of Population with a Disability



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

Transportation Considerations for People Living with a Disability

People living with a disability in Lane County may face transportation barriers related to physical accessibility, service availability, and the ability to independently navigate transportation systems. While all fixed-route transit vehicles operated in the county are wheelchair accessible, challenges can still arise related to stop accessibility, pedestrian connections, boarding conditions, and the reliability of accessible infrastructure. Individuals with ambulatory, vision, hearing, or cognitive disabilities may require additional accommodation, such as accessible pathways, audible and visual information, and clear wayfinding to successfully use fixed-route services.

For individuals who are unable to use fixed-route transit, demand-response and ADA paratransit services provide essential mobility; however, these services often require scheduling in advance, may have limited same-day availability, and can involve longer travel times. In rural and small-community areas, longer distances, limited service coverage, and fewer transportation options can further restrict mobility and access to healthcare, employment, and social services. Addressing transportation needs for people living with disabilities will require a coordinated approach that includes accessible vehicles and facilities, flexible service models, travel training and rider support, and ongoing attention to system usability and reliability.

Transportation Considerations for Other Populations

In addition to older adults and people with disabilities, there are other populations of heightened vulnerability that may be historically underserved and/or underrepresented in decisions related to transportation services and the Coordinated Plan is enriched through consideration of these groups. Many of these populations intersect and overlap with the Section 5310 populations already described.

Residents Living in Poverty: Transportation costs represent a significant financial burden for many Lane County households, particularly for residents living in poverty, people with disabilities, and older adults on fixed incomes.

In Lane County, this burden is amplified in rural and semi-rural areas where fewer fixed-route options are available, trip distances are longer, and demand-response or private transportation services may require advanced scheduling or higher out-of-pocket costs. Reducing transportation burdens through fare affordability, service coverage, and access to no- or low-cost mobility options is a key consideration for improving access to essential services such as healthcare, employment, education, and food.

Zero-vehicle households: Households without access to a personal vehicle are highly dependent on the availability, reliability, and affordability of alternative transportation options. For zero-vehicle households in Lane County, access to fixed-route transit, demand-response services, and safe walking and bicycling connections are essential for reaching employment, healthcare, education, and basic needs. In the Eugene–Springfield area, more robust fixed-route service provides greater mobility options; however, service frequency, span, and first- and last-mile connections can still pose barriers, particularly for shift workers and individuals with mobility limitations.

Outside of the Eugene–Springfield urban area, zero-vehicle households face additional challenges due to longer travel distances, limited service frequency, and fewer same-day or spontaneous travel options. In these areas, reliance on demand-response services, volunteer transportation, or informal ridesharing may be necessary, which can require advance scheduling and may not accommodate all trip purposes.

Limited English Proficiency (LEP): Those who's proficiency with the English language is limited may face additional barriers to accessing transportation services due to challenges in obtaining, understanding, or navigating transit information. These barriers can include limited availability of translated materials, difficulty using mobile applications or online trip-planning tools, and challenges communicating with drivers, dispatchers, or customer service staff. LEP populations may also experience reduced awareness of available services, fare programs, and eligibility-based transportation options, particularly for demand-response and medical transportation services that require advance booking.

Non-white: Non-white residents in Lane County may face transportation barriers that are not fully captured through quantitative data. These barriers can include limited access to culturally appropriate outreach and information, language barriers, and reduced awareness of available transportation services or fare programs. In some cases, non-white populations are more likely to rely on shared housing arrangements, shift-based or non-traditional work hours, and trip purposes beyond standard commute travel, which may not align with existing service hours or routing.

Additionally, non-white populations may experience overlapping vulnerabilities, including lower household incomes, limited vehicle access, and higher rates of disability, which can increase reliance on public and demand-response transportation.

Veterans: While qualified veterans in Lane County have access to healthcare services through the U.S. Department of Veterans Affairs, most VA medical services are centralized in Eugene. Nearly half of Lane County veterans live outside the Eugene–Springfield area, requiring longer-distance travel to access routine and specialty care. Existing fixed-route and demand-response services do not consistently align with appointment times, travel distances, or the frequency of medical trips required by some veterans, particularly those living in rural areas or experiencing disabilities.

Assessment of Available Services

An area as geographically large as Lane County relies on a variety of transportation services and providers, many of which work in collaboration to provide a more robust system that offers mobility options to people living, working, or passing through Lane County. This section provides an inventory of the services available in Lane County through current transportation providers, including public, private, and nonprofit providers.

Lane County is primarily served by Lane Transit District, which offers a variety of transportation services in the Eugene-Springfield area and throughout Lane County, including fixed route bus service (such as the bus rapid transit EmX and LTD's numbered bus routes), demand-response services including paratransit, and other services such as the one-call center which helps people find solutions to their mobility needs. Lane Transit District also provides the Diamond Express and Rhody Express fixed route services, the Cottage Grove Connector, rural shuttle services, and others.

In this inventory, the services are grouped into four different categories: fixed route, demand response, other services within Lane County, and services connecting into and out of Lane County. A list and brief description of these services are provided below.

Fixed Route Service

Table 2. Fixed Route Service

Service	Provider	Geographic Area	Hours
LTD Fixed Route Service	LTD	Eugene-Springfield with rural service to Junction City, Coburg, the Mckenzie River valley, Lowell, Creswell, and Cottage Grove	Monday - Friday 5:30 am - 12:30 am Saturday 6:30 am - 11:30 pm Sunday 7:30 am - 9:00 pm
Link Lane	LCOG	Eugene-Florence and Florence-Yachats	Monday - Sunday 7:25 am - 7:32 pm
Rhody Express	LTD	Florence	Monday - Friday 10:00 am – 6:00 pm

Service	Provider	Geographic Area	Hours
Diamond Express	LTD	Eugene-Oakridge	Monday - Friday 6:00 am - 7:00 pm Saturday 7:00 am – 7:00 pm

Demand Response Service

Table 3. Demand Response Service

Service	Provider	Geographic Area	Hours
RideSource Paratransit	LTD	Eugene-Springfield, Florence	Monday - Friday 5:30 am - 12:30 am Saturday 6:30 am - 11:30 pm Sunday 7:30 am - 9:00 pm
LTD Connector	LTD	Cottage Grove	Monday - Friday 7:00 am - 6:00 pm

Other Services in Lane County

Table 4. Other Transportation Services in Lane County

Service	Provider	Geographic Area	Notes
Non-Emergent Medical Transportation (NEMT)	Brokered through RideSource (LTD)	County-wide	Available 24/7
PeaceHealth Rides	Cascadia Mobility	Parts of Eugene and Springfield	Micromobility (Bike Share)
Taxi/Transit Network Companies	Various	County-wide	Examples include Oregon Taxi, Cascade Cab, Eugene Elite Taxi, Uber, Lyft
South Lane Wheels	South Lane Wheels	South Lane County and North Douglas County	Privately-operated demand response service
Private Shuttles	Various	Limited, Determined by Providers	Retirement communities, for example, provide private transportation.

Services Connecting to Lane County

Table 5. Services Connecting to Lane County

Service	Provider	Geographic Area	Notes
Airport	Horizon, Allegiant, SkyWest, United, Southwest	California, Washington, Nevada, Arizona, Utah, Colorado	
Amtrak Rail	Amtrak	Connecting Vancouver, BC down to Los Angeles	Additional frequency on the Vancouver to Eugene portion
Cascades POINT	ODOT	Eugene to Portland	Supplemental bus service for Amtrak Cascades
Flixbus/Greyhound	Flixbus	Eugene to other cities in US	Privately operated
Pacific Crest Bus Lines Eugene-Bend	Pacific Crest Bus Lines	Eugene to Bend	Privately operated
Pacific Crest Bus Lines Eugene-Medford	Pacific Crest Bus Lines	Eugene to Medford	Privately operated
99 Vine	Benton County, Yamhill County, Pacific Crest Bus Lines	Eugene to McMinnville	Started November 2025 with four round trips; funding set to expire in June 2027. Serves Eugene Airport Beginning July 2026, service will operate between Forest Grove and Eugene with one round trip.
South County Bus (Lincoln County)	Lincoln County	Newport to Yachats	Connects Lane County to the north coast via Link Lane.
Florence Express	Coos County Area Transit	Florence to Coos Bay	Two trips per day, Monday through Saturday

Service Profiles

While each of these services are important, a few of them are worth describing in more detail due to their relevance to the objectives of the Coordinated Plan. Below are more detailed profiles of LTD's fixed route service, Ride Source, Link Lane, Diamond Express, Rhody Express, and demand response services.

LTD Fixed Route Service

Table 6. LTD Fixed Route Service Profile

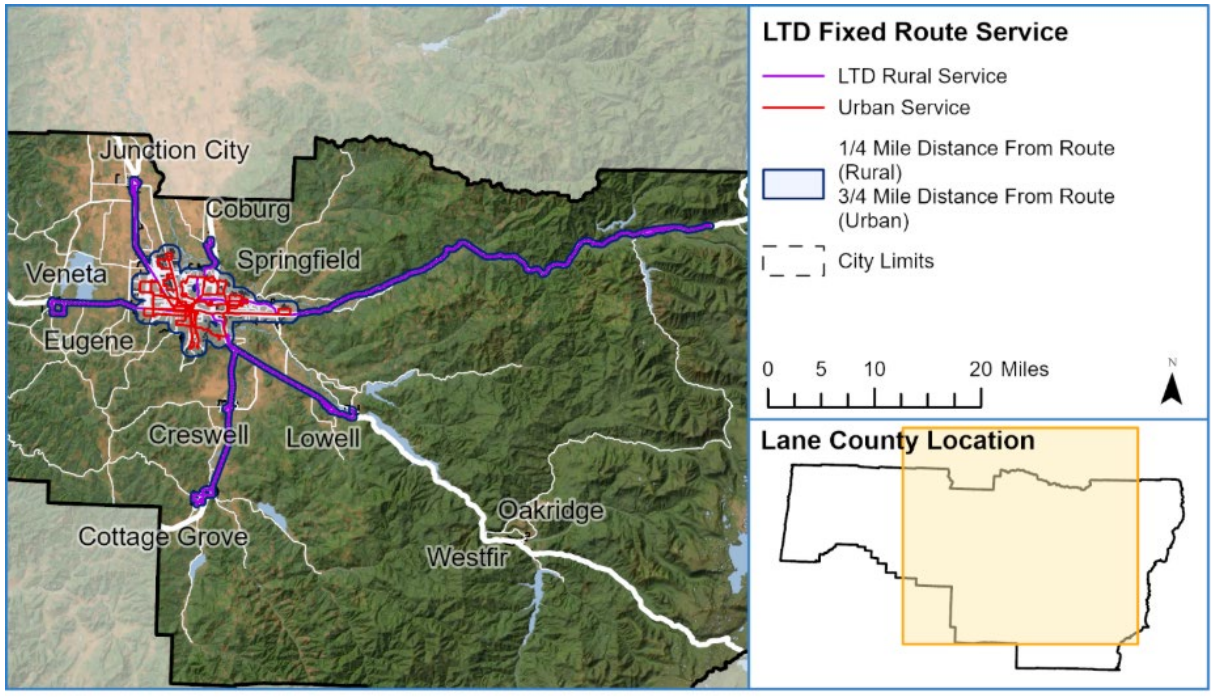
Provider	Geographic Area	Population Served*	People With Disabilities	Older Adults
Lane Transit District	Central Lane County with rural service to Veneta, Junction City, Coburg, Lowell, the Mckenzie River Valley, and Cottage Grove/Creswell.	300,724 (79% of county population)	49,561 (76% of population with disabilities)	54,991 (70% of older adult population)

**Population within ¼ mile of rural service and ¾ mile of urban service*

Operating Hours: Monday – Friday, 5:30 am - 12:30 am; Saturday, 6:30 am - 11:30 pm; Sunday 7:30 am - 9:00 pm

Lane Transit District operates fixed route service in central Lane County, including a robust urban network and a less frequent, commuter-oriented rural network. Fares are $1.75 for one trip and $3.50 for an all-day pass. Most fares are purchased through Umo, which is an electronic fare management platform that allows for automatic daily and monthly fare capping. LTD's fixed-route service operates a mix of 40-foot buses and 60-foot articulated buses, including the bus rapid transit system branded, "EmX." All vehicles in the fleet are wheelchair accessible.

Figure 5. LTD Fixed Route Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

RideSource

Table 7. RideSource Service Profile

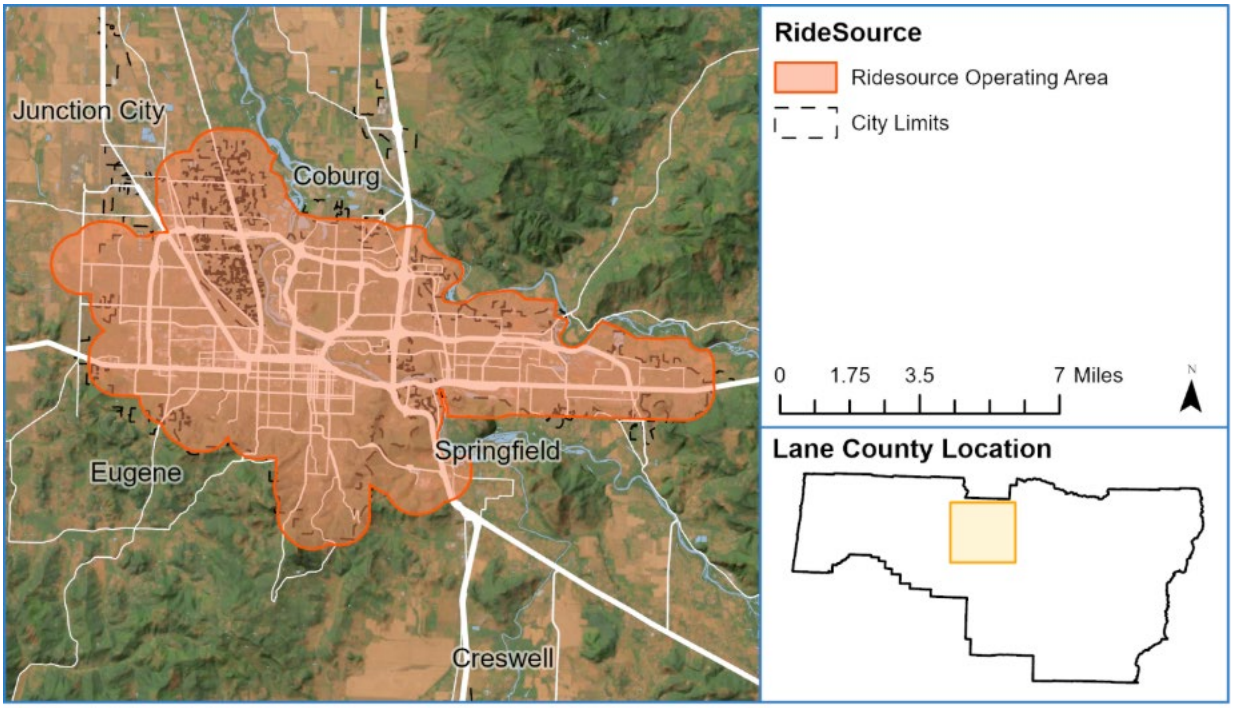
Provider	Geographic Area	Population Served	People With Disabilities	Older Adults
Lane Transit District	Eugene-Springfield	267,044 (70%)	43,032 (66%)	47,513 (61%)

Operating Hours: Monday – Friday, 5:30 am - 12:30 am; Saturday, 6:30 am - 11:30 pm; Sunday 7:30 am - 9:00 pm

RideSource includes LTD's ADA paratransit service that operates as a scheduled origin-destination service. The operating hours are the same as LTD's urban fixed-route service, and the boundary is roughly equivalent to a ¾ mile distance from LTD's urban routes. There are a few areas where the RideSource paratransit boundary extends beyond the ¾ mile distance, where LTD maintained RideSource access even though adjustments to service routing no longer requires those areas to be served.

RideSource fares are $3.50 for a one-way trip. Fares can be paid with cash, pre-purchased ticket books, or with the Umo fare management system also used by LTD's fixed-route service. RideSource paratransit eligibility is established by ADA regulations and riders must have an eligibility assessment before being able to ride. Currently, these assessments are provided through contracts with Lane Council of Government's Senior and Disability Services and Alternative Work Concepts.

Figure 6. RideSource ADA Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

Link Lane

Table 8. Link Lane Service Profile

Provider	Geographic Area	Population Served*	People With Disabilities	Older Adults
Lane Council of Governments	Eugene – Florence Florence - Yachats	33,517 (8.8%)	6,051 (9.3%)	6,253 (8.0%)

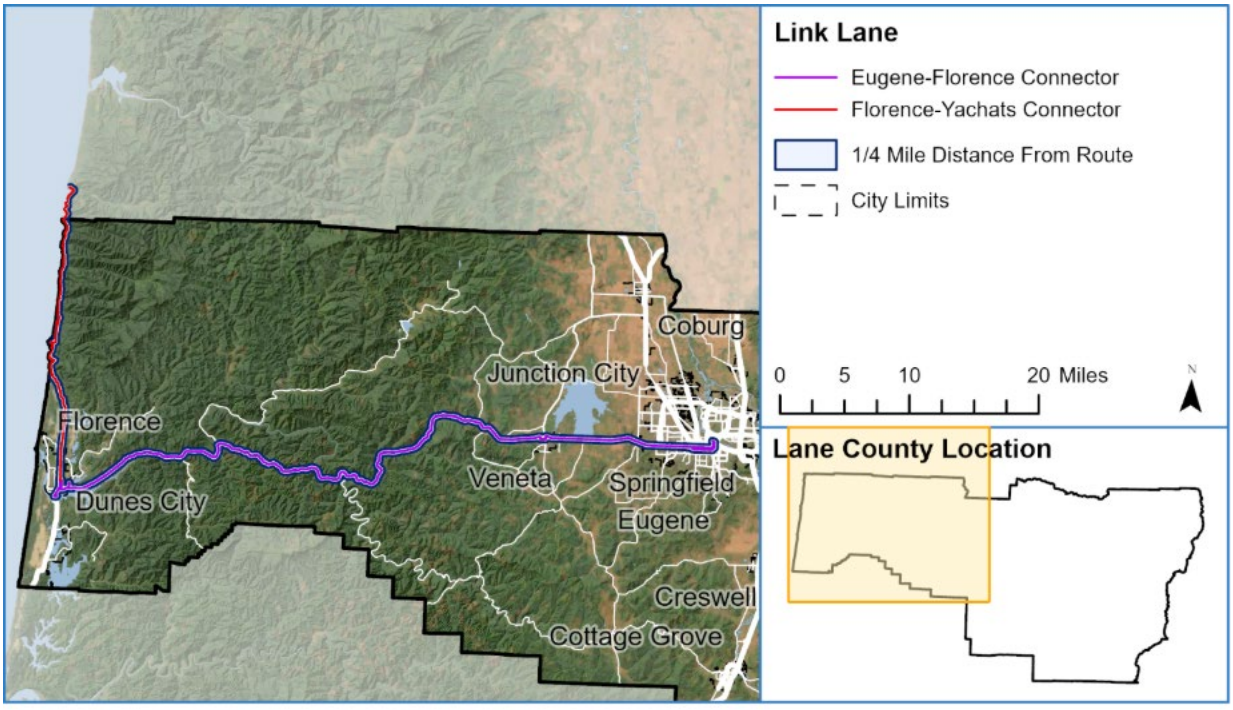
**Population within ¼ mile of service*

Operating Hours: Monday – Sunday, 7:30 am – 7:30 pm.

Lane Council of Governments (LCOG) contracts to provide Link Lane service on two routes: Eugene to Florence (3 trips daily) and Florence to Yachats (4 trips daily). The fare between Eugene and Florence is $5. For the Florence to Yachats route, tickets cost $2.50 for a one-way trip or $5 for an all-day pass.

Link Lane vehicles have capacity for between 14 and 33 people, depending on the vehicle used, and all vehicles are equipped with bicycle racks and are wheelchair accessible.

Figure 7. Link Lane Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

Diamond Express

Table 9. Diamond Express Service Profile

Provider	Geographic Area	Population Served*	People with Disabilities	Older Adults
Lane Transit District	Eugene - Oakridge	29,051 (7.6%)	4,845 (7.4%)	3,509 (4.5%)

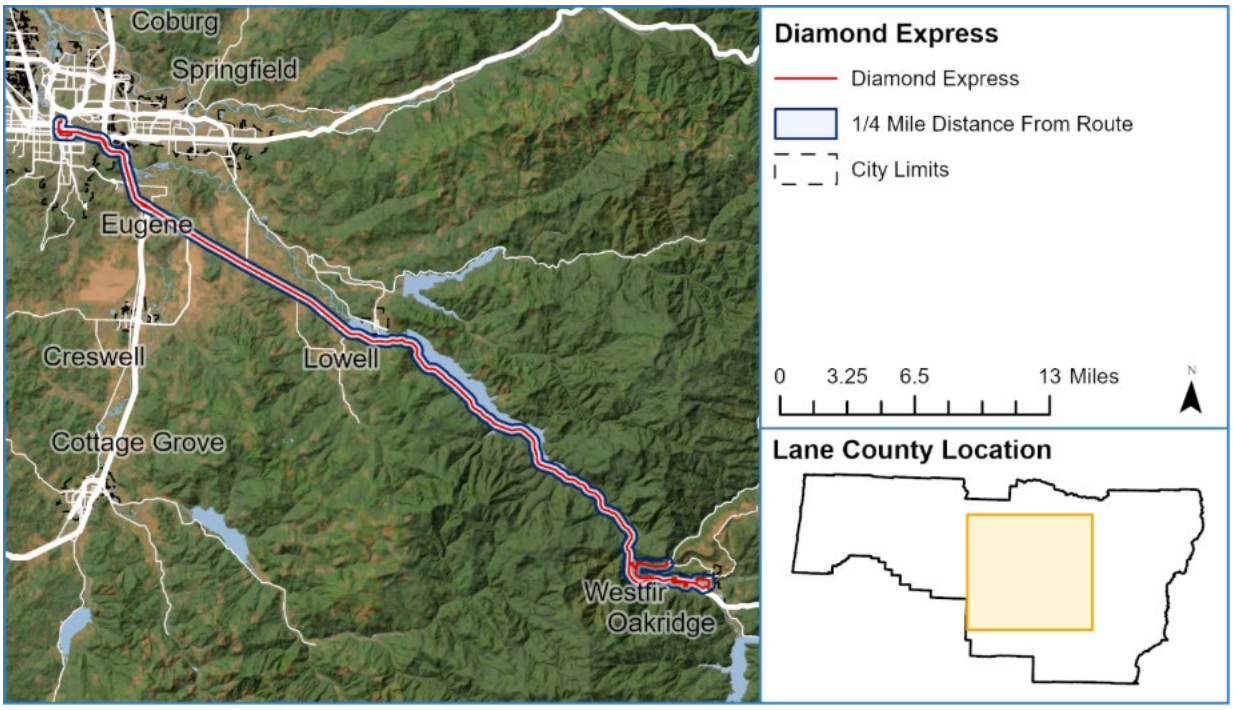
**Population within ¼ mile of service*

Operating Hours: Monday – Friday, 6:00 am – 7:00 pm; Saturday, 7:00 am – 7:00 pm

Lane Transit District contracts to provide the Diamond Express service between Eugene and Oakridge. Tickets cost $2.50 for a one-way trip or $5 for a round-trip ticket. The round-trip ticket also serves as a one-day pass for LTD's fixed route service. Diamond Express operates four trips during the week and two trips on Saturday. Within Oakridge, the bus provides "flag stops," allowing passengers to board or alight anywhere along the designated route.

The Diamond Express bus has capacity for up to 35 passengers and is equipped with a bicycle rack, as well as spaces for people who use a mobility device.

Figure 8. Diamond Express Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

Rhody Express & Rhody Express ADA

Table 10. Rhody Express Service Profile

Provider	Geographic Area	Population Served*	People With Disabilities	Older Adults
Lane Transit District	Florence	9,731 (2.5%)	2,423 (3.7%)	3,939 (5.0%)

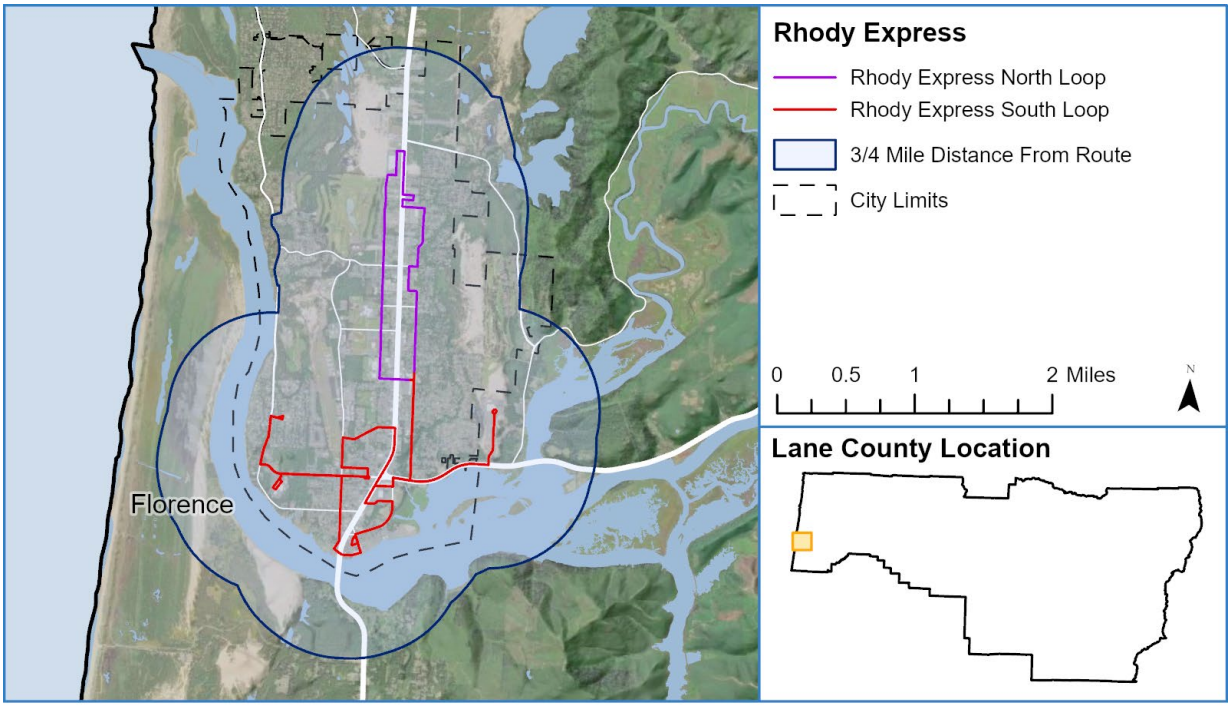
**Population within ¾ mile of service*

Operating Hours: Monday – Friday, 10:00 am – 6:00 pm.

Lane Transit District contracts to provide the Rhody Express in Florence. Tickets cost $1 for a one-way trip or $2 for an all-day pass. Service is divided into two routes: the North Loop and the South Loop, which meet next to a Grocery Outlet store. Frequency is every 30 minutes. Rhody Express vehicles have capacity for up to 16 people and all Rhody Express vehicles are equipped with bicycle racks, accessible lifts, and mobility device securement stations.

In addition to the Rhody Express fixed-route service, Lane Transit District provides an ADA paratransit service within ¾ mile of the route. This service operates during the same hours as the Rhody Express.

Figure 9. Rhody Express Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

LTD Connector

Table 11. LTD Connector Service Profile

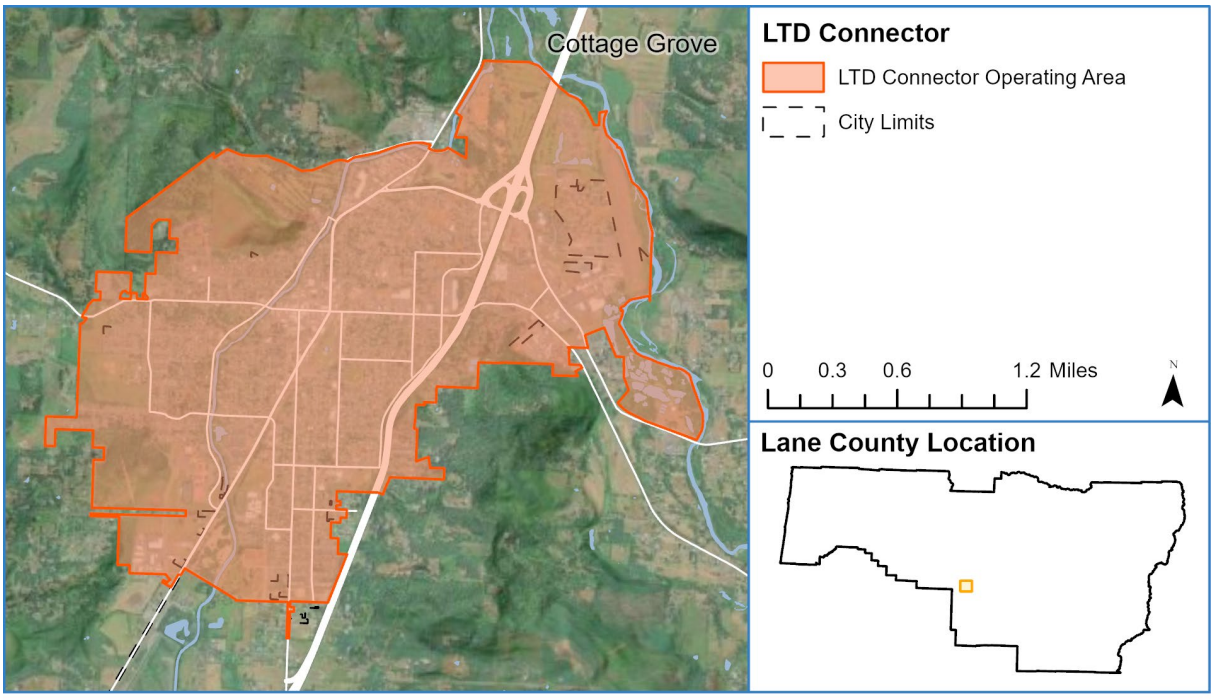
Provider	Geographic Area	Population Served	People With Disabilities	Older Adults
Lane Transit District	Cottage Grove City Limits	11,381 (3%)	2,259 (3.5%)	2,195 (2.8%)

Operating Hours: Monday – Friday, 7:00 am – 6:00 pm

The LTD Connector is a shuttle service operating only within Cottage Grove City limits. Trips can be booked using a mobile app or phone service and cost $1 per ride. The shuttle will pick up and drop off anywhere within city limits. Riders using the mobile app can track far the vehicle is from their location and the estimated wait time for the ride. The LTD Connector vehicle seats 10 and includes two wheelchair securement areas.

The service has seen an expansion in service hours in 2026. The geographic limits of the service remain the same.

Figure 10. LTD Connector Service Area



Sources: Lane Transit District, LCOG Regional GIS, Earthstar Geographics

Needs Assessment

A needs assessment is an important component of a coordinated plan, as it provides vital information on what needs are going unaddressed. This assessment presents the gaps, issues, and needs identified through analysis of various sources. Input from community members and stakeholders regarding mobility and transportation in Lane County is vital in understanding their unmet needs. Outreach and engagement efforts during this plan process are described here as well as how the input received from various sources serves to inform the plan.

The communities of priority in the needs assessment are older adults and people with disabilities. Other important vulnerable populations include low-income households, those with limited English proficiency, veterans, and others. The input received from various sources is condensed and summarized in this section.

Input from Community and Stakeholders

From December 2025 through April 2026, outreach and engagement with stakeholders and community members revealed transportation needs and help inform the Coordinated Plan development. This outreach took several forms, including a broadly distributed survey (224 respondents, including 43 older adults and 106 people with a disability), personal interviews with key stakeholders, engagement with groups that work closely with older adults and people with disabilities including public agencies, non-profits and private service providers; and presentations to targeted local and regional committees.

Table 12. Community Engagement Summary

Survey	General - With consideration to older adults and people with disabilities
Tabling	• St. Vincent de Paul - Eugene Service Station • Cottage Grove Food Pantry - Food for Lane County • Plaza de Nuestra Comunidad • Homes for Good/Parkview Terrace • Ducks Living Fair • Willamette Oaks Retirement Community
Presentation	• Lane Area Commission on Transportation • Central Lane MPO Transportation Planning Committee • LTD Strategic Planning Committee • City of Eugene Active Transportation Committee • Lane County Transportation Advisory Committee
Listening Session	• Senior & Disability Services Joint Committee • Arc of Lane Co. Familias en Conexión Parent Support Group Meeting • Lane Youth Transportation Advisory Committee • Lane County Transportation Equity Assessment • Lane Independent Living Alliance

In general, the most common identified needs relate to providing bus service to areas not currently served and increasing the frequency of existing bus service. Also very common are needs relating to affordability and to feeling safe and comfortable as passengers and at stops and stations. Many respondents mentioned a need for providing better information and simplifying the rider's experience while planning, routing, and paying.

Geographic areas most commonly mentioned as destinations are downtown Eugene, the Eugene/Springfield neighborhoods outside of downtown Eugene, and Cottage Grove. Specific destinations most frequently identified were those relating to healthcare (e.g. hospital, pharmacy, clinic, doctor's office), shopping (mostly groceries), outdoor recreation (parks, trails, the ocean), and the Eugene Airport.

These needs are supplemented and enriched by additional data from a variety of sources, including previously conducted surveys and other outreach and engagement by local governments, transit agencies, service providers, and others. See Appendix B for a more thorough description of the datasets that informed this section.

Assessment of Needs

Existing datasets and outreach and engagement efforts in this planning process revealed a suite of transportation needs. Due to the quantity and variety of the needs expressed, they have been grouped within six general categories, and then into subcategories. Among the many needs are several that have been identified in LTD's earlier Coordination Plans, which remain relevant today and continue to be a focus for current and future services.

While Appendix D presents more complete data, including a more comprehensive list of needs identified through the development of this plan, below are listed some of the more prominent needs relating most directly to older adults and people with disabilities. These needs are used to inform projects identified in the Coordination Practices and Projects section.

Unserved or Underserved Areas

Description: Service is not available where it is needed. Improved service coverage is important to survey respondents, particularly in rural areas. This category also includes needs for service to specific destinations such as the airport, specialty clinics or Mt. Pisgah.

Examples include:

- Better service coverage in rural areas
- Increase frequency of rural service
- More weekend and evening service, especially in rural areas
- Better connections beyond Lane County

Lack of Availability

Description: Service is not available when it is needed. This category includes increased span of service (availability earlier or later in the day), as well as sufficient service during peak demand times. Improve dependability of on-time performance.

Examples include:

- Improve access to essential services
- Wheelchair accessible TNCs and taxis, especially at EUG airport
- Shorten distance between stops where large gaps exist
- More weekend and evening service, especially in rural areas

Non-Traditional Services

Description: The services needed are different than what is typically offered. This category covers a wide range of mobility needs that cannot be met by traditional fixed route or ADA services.

Examples include:

- Better system for scheduling paratransit
- More flexibility for cancelling a scheduled paratransit ride
- More options and flexibility for rural on-demand service
- Support for continuing S&DS's mobile outreach service

Affordability

Description: The cost of service is prohibitive. Needs in this category reflect the limited or fixed incomes that many older adults, people living with a disability, and many others experience.

Examples include:

- Reducing transportation cost burden through affordable fares
- Access to low- or no-cost mobility options
- Lane County's population of older adults is disproportionately cost-burdened

Training & Education

Description: Potential users are not aware of an existing service, misunderstand the service, or don't know how to use the service.

Examples include:

- Travel training and rider support for older adults and people with a disability
- Veterans and others need to be better informed about the services
- Better communication to riders when routes or stops are changing
- Some riders aren't aware of how LTD accommodates Medicaid
- Improve communication between customers, schedulers, and drivers
- Some rural providers only accept exact change
- LTD's trip routing/scheduling app isn't always easy to use

Safety & Accommodation

Description: A service is not utilized due to perceptions of personal safety or processes that are burdensome.

Examples include:

- Safety and comfort at stations and stops, especially rural stops
- Safety and comfort on the bus/EmX
- Provide better information that's easy to access and understand
- Simplify the experience of planning, navigating, and paying
- Improve the timing of transfers between services
- Secure bicycle storage near stops, especially rural

Agency-Identified Needs

In addition to the needs identified through outreach and engagement with the community and stakeholders, there are certain agency-identified needs, some more administrative in nature, that are also important considerations when identifying projects.

Examples include:

- Maintain and improve transportation services throughout Lane County
- Manage Costs
- Meet demand for Americans with Disabilities Act (ADA) complementary paratransit service
- Unique needs and circumstances associated with mental health issues and disabilities

How This Input Informs the Plan

Some input has been helpful in identifying needs, either specific or general; other input has been valuable in identifying services or uses of the system. Feedback about what aspects of the system are working well or that are appreciated is also valuable information that helped guide the development of projects and inform future investments in the system.

In summary, outreach and engagement resulted in input and feedback, from which needs were identified and synthesized into six general categories. These categories of needs, together with agency-level needs, are then paired with strategies to create specific projects and coordination practices. Projects and practices identified can then be prioritized for implementation using the established criteria as funding becomes available. The next section presents the projects resulting from this process.

Coordination Practices, Priorities, and Projects

This section presents a review of coordination practices and builds upon the needs identified in the previous section to develop projects that respond to those needs. This section also includes a list of priorities to guide LTD resources and a generalized project list.

Practices

Coordinated services aim to match a person's needs and capabilities with the most appropriate and lowest cost services available, to reduce service duplication, to reach beyond the metropolitan area, and to offer a range of options through a single contact. This in turn generates cost savings through grouped purchasing, cost sharing, ride sharing, and creating economies of scale. These coordinated efforts include:



RideSource Call Center Offering Multiple Transportation Providers and Services

LTD maintains a call center where community members call a single number for all of their transportation needs. RideSource can match the community member with the program that works best for them. This results in an efficient use of available resources and can connect community members with programs of which they may not have been aware.



Consolidated Vehicle and Equipment Purchasing

LTD may purchase vehicles and lease them to other regional transportation providers, resulting in lower costs from group purchase agreements.



Consolidated Fleet Management and Maintenance

LTD may enter into an agreement to provide maintenance for vehicles owned or operated by other regional transportation providers.



Ride Sharing

Multiple riders sharing the same demand-response or scheduled vehicle can reduce costs and provide more trips with a limited fleet size.



Supporting an External Transportation Provider Network

Contracted, third-party vendors can provide Non-Emergent Medical Transportation, brokered by LTD. This allows for flexible service levels based on demand.



Personalized Evaluation of Transportation Needs and Capabilities

By evaluating each community member's needs individually, that community member can be matched with the lowest cost, most appropriate program or programs.

Multiple Service Options for Older Adults, People with Disabilities, and Low-Income Residents

A range of service options allow for resiliency as resources or community needs change.

Interagency Partnerships and Cost Sharing Agreements

Human service agencies can leverage LTD's transportation expertise and avoid duplication of service, allowing for more efficient use of resources.

Services Outside the Metropolitan Area

Rural communities often require different or innovative approaches to service delivery due to geography and lower population densities. These services can provide a key lifeline for residents.

Fare Management Coordination

Adopting a common fare management platform and aligning fares to support transfers between services lowers the barrier to access for community members.

Resource and Capacity Management

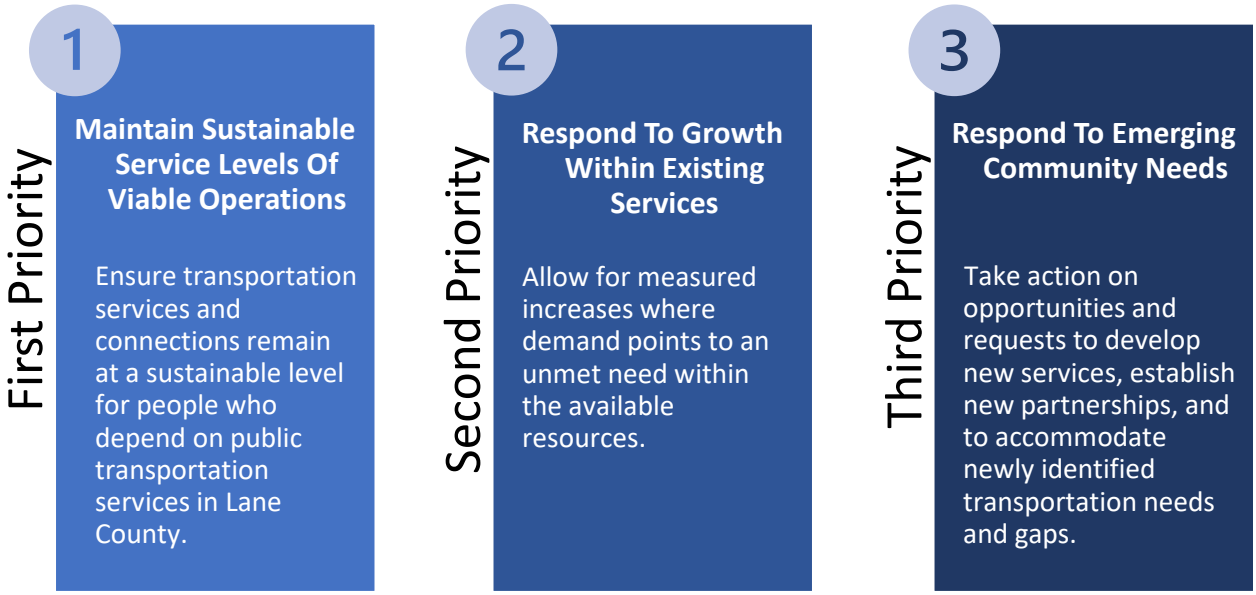
Right-sizing the vehicle types and quantities to provide the most resource-efficient and appropriate service.

Priorities

A process for prioritizing projects is a required component of a Coordinated Plan. The Plan is a requirement for Section 5310 funding.

The priorities established in the Coordinated Plan give consideration to keeping service functional at current levels, with growth, expansion, and new service considered as additional funding permits. The priorities in Figure 11 are a summary of the priorities of earlier Coordinated Plans and were confirmed through public engagement and in consultation with the STIF Advisory Committee (the steering committee for the Coordinated Plan).

Figure 11. Overarching Priorities



It remains important for LTD to ensure consistent and reliable service and plan for economic challenges that might result in reduced funding from some sources. In addition to the projects listed below, LTD will continue to maintain the Sustainable Services Reserve Fund to help safeguard the first priority of the Coordinated Plan. If funding is insufficient to support even first priority programs, LTD staff will provide funding recommendations for consideration.

In recognition of the second and third priorities, LTD will consider opportunities to respond to growth and emerging needs within current projects and remain flexible in responding to emerging needs within the community, which may not have been specifically identified in this plan.

More details about how these priorities are applied to eligible Section 5310 projects are found in Appendix E: Section 5310 Eligiblity and Project Prioritization.

Project List

Table 13 on the following pages presents the list of projects and reflects the connection of system goals and service needs identified through outreach and engagement with coordination practices or strategies. It provides information about funding resources and opportunities to implement identified projects. These projects are to be prioritized according to the established criteria and implemented as funding becomes available. This list reflects improvements and progress and does not represent the entirety of projects that meet the needs of older adults and people with disabilities.

Table 13. Coordinated Plan Project List

Project Description	Need	Practice (Strategy)
Replacement/Expansion Vehicles LTD purchases and leases accessible vehicles to support services that benefit older adults and people with disabilities in Lane County. LTD supplies vehicles to contractors operating these services: • RideSource paratransit in Eugene, Springfield, and Florence • Oakridge Diamond Express • LTD Connector in Cottage Grove • Florence Rhody Express • Willamalane Adult Activity Center • City of Eugene – Hilyard Community Center Adaptive Recreation Program	• Maintain and improve transportation services • Manage costs	• Consolidated vehicle purchasing • Cost-sharing agreements • Ride sharing • Interagency partnerships • Resource & capacity management
Vehicle Preventive Maintenance Preventive maintenance is provided for LTD's fleet of accessible vehicles that serve older adults and people with disabilities in Lane County. These services include: • RideSource paratransit in Eugene, Springfield, and Florence • Oakridge Diamond Express • LTD Connector in Cottage Grove • Florence Rhody Express	• Maintain and improve transportation services • Manage costs	• Consolidated fleet management and maintenance • Cost-sharing agreements • Interagency partnerships
Behavioral Health Transportation LTD's behavioral health transportation program offers crisis intervention, mental health counseling, and an information and referral center. This program arranges transportation for behavioral health treatment and other essential activities.	• Non-traditional services • Unique needs and circumstances associated with mental health issues and disabilities	• Interagency partnerships

Project Description	Need	Practice (Strategy)
Transit Training LTD's travel training program provides one-on-one training on how to effectively use our fixed route service and EmX Bus Rapid Transit system. LTD's program employs transit hosts who assist with prescheduled transfers, support training activities, and provide ride and schedule information at the downtown Eugene Station each weekday.	• Training & education • Manage costs • Safety & accommodation	• Call Center with multiple transportation providers and services • Personalized evaluation of needs and capabilities • Interagency partnerships
Transit Hosts LTD's Travel Hosts program conducts in-person visits to evaluate transportation needs and capabilities to train and promote independent transportation options for people with disabilities.	• Training & education • Safety & accommodation	• Call Center with multiple transportation providers and services • Personalized evaluation of needs and capabilities
RideSource Paratransit This is an origin-to-destination service in a defined paratransit service zone within the Eugene-Springfield metropolitan area and Florence for people unable to use regular bus service some or all of the time due to a disability. Paratransit service is an ADA requirement. Transportation coordinators perform in-person evaluations to determine RideSource eligibility.	• Meet demand for Americans with Disabilities Act (ADA) complementary paratransit service • Non-traditional services • Training & education	• Call Center with multiple transportation providers and services • Ride sharing • Personalized evaluation of transportation needs and capabilities • Interagency partnerships
RideSource Shopper The Shopper is a low cost, neighborhood shopping shuttle operating within the metropolitan area. It also creates a social outing for likeminded older adults, while maintaining their independence. The operator assists riders with loading their purchases onto the vehicle.	• Non-traditional services • Affordability • Manage costs	• Ride sharing • Call Center with multiple transportation providers and services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships

Project Description	Need	Practice (Strategy)
Volunteer Escort This is a door-through-door service for people who need a high level of assistance and do not have other transportation options, typically in rural areas not served by transit. Volunteer drivers using their own vehicles receive mileage reimbursement. The program serves older adults and people with disabilities throughout Lane County. Transportation coordinators make in-person evaluations to determine eligibility.	• Unserved or underserved areas • Lack of availability • Non-traditional services • Safety & accommodation	• Call Center with multiple transportation providers and services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Services outside the metropolitan area
Link Lane Eugene-Florence Connector Connecting the Eugene-Springfield metro area to Florence with stops in Mapleton and Veneta, the Eugene-Florence connector provides a vital connection to services for rural and coastal communities. Service operates seven days per week with three round trips per day. Operated by Lane Council of Governments (LCOG).	• Maintain and improve transportation services • Unserved or underserved areas • Lack of availability	• Services outside the metropolitan area • Resource and capacity management • Cost-sharing agreements • Ride sharing • Interagency partnerships
Link Lane Florence-Yachats Connector Connecting Florence to the Lincoln County community of Yachats, the Florence-Yachats connector provides a vital connection to services for coastal communities. Service operates seven days per week with four round trips per day. Operated by Lane Council of Governments (LCOG).	• Maintain and improve transportation services • Unserved or underserved areas • Lack of availability	• Services outside the metropolitan area • Resource and capacity management • Cost-sharing agreements • Ride sharing • Interagency partnerships

Project Description	Need	Practice (Strategy)
Transportation to Work for Persons with Developmental Disabilities Transportation for eligible individuals who receive benefits through Lane County Developmental Disabilities Services. This shared-cost service is offered through the RideSource Call Center.	• Non-traditional services • Manage costs • Unique needs and circumstances associated with mental health issues and disabilities	• Cost-sharing agreements • Ride sharing • Call Center with multiple transportation providers and services • Interagency partnerships
South Lane County The LTD Connector provides mobility on demand service anywhere within the Cottage Grove city limits, and it also connects to LTD's fixed route service.	• Unserved or underserved areas • Lack of availability	• Consolidated vehicle purchasing • Consolidated fleet management and maintenance • Ride sharing • Interagency partnerships • Services outside the metropolitan area
West Lane County Multiple services work in coordination to provide service in West Lane County. The Rhody Express is a fixed route bus within the city of Florence. Link Lane services such as the Florence-Eugene and Florence-Yachats routes also serve west Lane. Coos County Area Transit (CCAT) service connects west lane Residents to North Bend and Coos Bay.	• Unserved or underserved areas • Lack of availability	• Consolidated vehicle purchasing • Consolidated fleet management and maintenance • Ride sharing • Interagency partnerships • Services outside the metropolitan area

Project Description	Need	Practice (Strategy)
East Lane County The Diamond Express serves Oakridge and Westfir, connecting residents to the metropolitan area. LTD's route 92 connects residents in Pleasant Hill, Dexter, and Lowell.	• Unserved or underserved areas • Lack of availability	• Consolidated vehicle purchasing • Consolidated fleet management and maintenance • Ride sharing • Interagency partnerships • Services outside the metropolitan area
Crucial Connections Transportation to relieve an immediate (non-emergency) or evolving situation when no other transportation option can be identified; offers quick relief to allow time to formulate a long-term resolution. Crucial Connections pays for a limited number of trips that are situation specific. Service involves cooperation with human service workers and creative problem-solving.	• Non-traditional services • Safety & accommodation • Lack of availability	• Call Center with multiple transportation providers and services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships • Services outside the metropolitan area
Veterans Services Transportation Transportation for veterans to get to VA medical and local Veteran's Services appointments at no cost. Non-veteran family members needing to get to service appointments can also use the service.	• Training & education • Affordability • Safety & accommodation	• Call Center with multiple transportation providers and services • Personalized evaluation of transportation needs and capabilities • Interagency partnerships

Project Description	Need	Practice (Strategy)
Mobility Management and Service Coordination In-person (most often in the home) transportation assessments to determine the transportation needs and capabilities of older adults, people with disabilities, veterans and their families, and people with low incomes.	• Unserved or undeserved areas • Non-traditional services • Training & education • Safety & accommodation	• Cost-sharing agreements • Call Center with multiple transportation providers and services • Personalized evaluation of needs and capabilities • Interagency partnerships
Transportation for Oregon Health Plan Members The RideSource Call Center administers three Medicaid transportation programs: • Non-Emergent Medical Transportation (NEMT) for the Oregon Health Authority • NEMT for local members of the Trillium Community Health Plan • Waivered non-medical transportation for eligible community members. NEMT is available at no cost for Oregon Health Plan members. Waivered non-medical trips are arranged for Medicaid recipients who have a qualifying care plan.	• Non-traditional services • Manage costs • Affordability	• Call Center with multiple transportation providers and services • Cost-sharing agreements • Interagency partnerships
Bike Share The region's successful bike share program currently operates in a small area of Eugene and Springfield. Access to shared bikes can provide full-trip and first/last mile support, complementing existing transit service. Future electrification of the fleet and diversifying the bicycle types within the fleet (i.e., tricycles) can expand access to a wider range of riders who would not otherwise be able to access this mode.	• Non-traditional services • Manage costs • Lack of availability	• Cost-sharing agreements • Interagency partnerships • Multiple service options

Project Description	Need	Practice (Strategy)
Pass Programs Lane Transit District offers free or reduced-cost fares on regular fixed-route transit within the Eugene-Springfield metro area. • Half-Fare Program – Eligibility includes Medicare recipients, qualifying people with disabilities, qualifying veterans' disability benefits recipients, and SSI/SSD recipients. • Non-profit Pass – LTD offers a discount to 501(c)3 non-profits who purchase fares and provide to their clients for no cost. • Honored Rider – Individuals who are 65 and older (and, expected to begin late 2026, veterans of any age) for a free bus pass. • K12 Pass – Partnership with area schools to provide free passes to students enrolled in K12 programs.	• Non-traditional services • Affordability • Manage costs	• Cost-sharing agreements • Interagency partnerships • Fare management coordination
Rural Shuttle Pilot Programs Between March and August 2026, these pilot programs provided prescheduled origin-to-destination transportation one to two days a week in three areas: • Mohawk Valley – Operated in the Mohawk Valley between Marcola and the Springfield Urban Growth Boundary, this shuttle also drops off at shopping and medical destinations within Springfield. • Oregon Highway 36 – Operated on OR 36 between Deadwood and Mapleton, this shuttle also drops off at specific locations within the city of Florence. • South Lane County – Operated in Lane County south of Creswell, this shuttle will drop off at the Cottage Grove Walmart or the Creswell Park & Ride for connections to other LTD services. As of fall 2026, LTD is evaluating the service model for this program.	• Unserved or undeserved areas • Non-traditional services • Lack of availability	• Services outside the metropolitan area

Project Description	Need	Practice (Strategy)
ADA Airport Access Currently, there is no accessible public transportation service to the Eugene Airport. This project would involve developing service scenarios that may include fixed route, on-demand, or other mobility services to provide accessible airport access.	• Unserved or underserved areas • Lack of availability • Safety & accommodation	• Multiple service options • Interagency partnerships
Microtransit Pilot To expand the reach of LTD's fixed route service, a microtransit pilot would provide short, shared, on-demand trips for older adults, people with disabilities, and other community members. This pilot would include wheelchair accessible vehicles (WAV) to ensure ADA access. Project details will be determined as part of Connect 2045.	• Unserved or underserved areas • Non-traditional services • Lack of availability • Safety & accommodation	• Multiple service options
Grocery Delivery Pilot Transportation costs are often the second largest cost for households. This pilot program would fund memberships for a food delivery service for eligible paratransit participants to order groceries. By offering a convenient alternative to grocery-related trips, the pilot seeks to lower operational demand on paratransit vehicles while improving quality of life for riders who face mobility or transportation barriers.	• Non-traditional services • Safety & accommodation	• Cost-sharing agreements • Resource and capacity management
Fare Management System Currently, LTD provides free fare on fixed routes for persons 65 years or older. However, riders who qualify for half-fare on LTD's fixed route system do not receive the same discounted fare on other transit systems that LTD connects to. This project would support LTD to work with other agencies to link discounted fare across transit systems.	• Affordability • Safety & accommodation	• Interagency partnerships • Cost-sharing agreements • Fare management coordination • Supporting an external transportation provider network

Project Description	Need	Practice (Strategy)
Alternative Mobility Solutions In 2024, a handful of fixed routes were cut due to low ridership. However, community transportation needs remain, including those of older adults and people with disabilities. This project would explore alternative mobility solutions for areas impacted by service cuts. These solutions would include wheelchair accessible vehicles (WAV) to ensure ADA access.	• Unserved or underserved areas • Lack of availability	• Multiple service options
Interagency Transit Network Increasingly, older adults and people with disabilities have expressed the need to travel outside of Lane County for non-medical trips. Services connecting to LTD exist; however, additional coordination is needed to remove friction between services. This project is for LTD to coordinate with other transit services outside of Lane County that connect to LTD service.	• Affordability • Training & education	• Interagency partnerships • Supporting an external transportation provider network
Route 1 Downtown Loop LTD's Route 1 Downtown Loop is structured as a route connecting many senior homes and homes for people with disabilities near the Willamette River to daily services in Downtown Eugene, such as multiple grocery stores, shops, parks, and other critical transit connections. Prior to service starting in fall 2025, there was no direct connection. Since then, Route 1 has seen significant ridership. Service for this route is currently based on discretionary state funding. This project would allow LTD to continue providing the Route 1 service.	• Lack of availability	• Multiple service options

Funding Resources and Opportunities

Federal, state, and local funds play a part in implementing transportation projects to help meet mobility needs of older adults and people with disabilities. Some of these sources are managed through LTD's Mobility Services Fund.

This section is a review of federal, state, and local funding sources available or that may become available to implement or otherwise support the projects identified in the Coordinated Plan. While these funding sources may vary in their dependability, careful management of opportunities, and a portfolio of projects representing a variety of applications and eligibility criteria will help LTD be successful in securing funding to implement prioritized projects from this plan.

Funding Sources

Federal Transit Administration Section 5310

The Section 5310 - Enhanced Mobility of Seniors and Individuals with Disabilities - program is central to the Coordinated Plan, as it exists to enhance mobility for older adults and people with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services. LTD has used Section 5310 funding for mobility management services, ADA bus replacements, employing emerging technologies to eliminate barriers to transportation, and other projects improving mobility for older adults and people with disabilities.

LTD directly receives Section 5310 funding from the Federal Transit Administration and also receives Section 5310 formula funding through ODOT. For more information about Section 5310 funds, see Appendix E.

Federal Transit Administration Section 5311

Section 5311 Formula Grants for Rural Areas funding goes to States for the purpose of supporting public transportation in rural areas with population of less than 50,000 and to address the unique transportation challenges faced by households in rural communities that are asset limited or income constrained, including those seeking to obtain and maintain employment.

Non-Emergent Medical Transportation

Medicaid Non-Emergent Medical Transportation (NEMT), Community Transportation, and Vocational Transportation for Persons with Developmental Disabilities is a benefit for some people who are eligible for Medicaid to make sure that they can get to eligible services under the Oregon Health Plan. In Oregon, people who qualify for Oregon Health Plan (OHP) medical coverage are provided options for the least cost, most appropriate transportation available. Oregon is known for having developed community-based residential options under Medicaid using waivered services as an alternative to nursing home placements. Transportation for trips other than to medical services is provided as an important support service for community-based housing choices. Under a different type of waiver program for eligible individuals with developmental disabilities, transportation to and from work is provided. These latter two programs are under cost-sharing agreements with local matching resources covering a portion of the full cost of these trips.

Formula Statewide Transportation Improvement Fund

The State of Oregon provides resources to support public transportation through the Statewide Transportation Improvement Fund (STIF). House Bill 2017 provided new ongoing funding for transit across Oregon through STIF, and it absorbed the previous funding source called Statewide Transportation Fund (STP). Ninety percent of the funds are distributed across the state by formula. Lane Transit District receives around $10 million annually through formula funds and applies for those funds every two years. LTD has utilized STIF funding for a wide variety of projects including increased service and increased assistance with low income and student fare programs, for replacement of ADA buses, for implementation of emerging technologies, and other uses.

Discretionary Statewide Transportation Improvement Fund

STIF funding is also available to LTD through ODOT's annual competitive discretionary project selection process. These competitive STIF funds can be used for many types of public transportation projects including the purchase of buses and capital projects. The funds require a 0 to 50 percent local match, which can come from the STIF Formula Funds. A combination of STIF Formula Funds and STIF Discretionary Funds can serve as a strong match for federal dollars, and LTD often utilizes STIF funds as match for federally funded projects.

The earlier Special Transportation Fund (STF) was rolled into the STIF program. STF provided LTD with an annual formula-based allocation from cigarette tax and other state resources.

Federal Highway Administration Funding

Federal Highway Administration (FHWA) funding is available for transportation projects in Lane County through ODOT's competitive project solicitations, and for transportation projects within the Eugene/Springfield metropolitan area through competitive project solicitations of the Central Lane Metropolitan Planning Organization (MPO). In the ten years prior to this plan update LTD was awarded over $11M of FHWA funding through the MPO. These funds support a variety of projects and programs at LTD including bus purchases, infrastructure projects, safety improvements, and others. Among these funding programs are:

Surface Transportation Block Grant

Surface Transportation Block Grant (STBG) funds may be used for a variety of programs and projects. STBG funds are among the most flexible of FHWA's funding programs and may be used for nearly any transportation-related project, purchase, program, or improvement, and is often used (among many other things) for ADA improvements, expanding transportation services and accessibility to better serve older adults and people with disabilities, and many other uses of particular relevance to this plan. STBG funds are included in the Section 5310 formula apportionment to LTD, and additional STBG funding is available to LTD through a competitive process through the Central Lane Metropolitan Planning Organization. LTD has utilized STBG funds for a variety of project types including bus purchases, infrastructure projects, bus stop improvements, and others.

Transportation Alternatives

The Transportation Alternatives (TA) program is a set-aside of the STBG program, these funds have different eligibility requirements than general STBG funds and are more limited in the types of projects and programs that are allowed. TA funds may be used for programs and projects defined as transportation alternatives including on- and off-road

pedestrian and bicycle facilities, infrastructure projects for improving non-driver access to public transportation and enhanced mobility, community improvement activities, recreational trail program projects, pedestrian safety project and many others. LTD has used TA funding for outreach activities to promote transportation options as well as for bicycle parking, and other projects.

Congestion Mitigation & Air Quality Improvement

The Congestion Mitigation & Air Quality Improvement (CMAQ) program provides a flexible funding source for transportation projects and programs to help meet the requirements of the Clean Air Act. Funding is available to reduce traffic congestion and improve air quality. As such, nearly all transit-related projects in the Eugene/Springfield area are eligible for this funding. LTD has utilized CMAQ funding for the purchase of new electric buses, for a traffic signal project to serve the Santa Clara Community Transit Center, for general improvements to stops and infrastructure, and for other eligible uses.

Carbon Reduction Program

The Infrastructure Investment and Jobs Act in 2022 authorized the Carbon Reduction Program (CRP) for projects designed to reduce transportation emissions. As with CMAQ, nearly all transit-related projects are eligible for CRP funding including projects specifically to enhance the mobility of older adults and people with disabilities. LTD has utilized CRP funds to upgrade safety features and passenger amenities along LTD's frequent transit network.

Other Funding

Local funding may be available to support accessible transportation for people with disabilities through Transportation Network Companies (TNC) fee collections. Recognizing that TNCs like Uber and Lyft are typically not equipped to serve riders with a disability (for example, riders using a wheelchair), some cities collect a fee from every ambulatory TNC trip, which is used to fund an accessible service for those who aren't able to use TNCs due to a disability, or to extend services further into outlying areas. City of Eugene, which regulates taxis and TNCs throughout the metropolitan area collects this fee already. However, wheelchair accessible private transportation such as taxi and TNC service remains an unmet challenge in the metropolitan area. As of October 2026, the City of Eugene is operating a year-long pilot called the Wheelchair Accessible Taxi Pilot Program to provide wheelchair users a taxi ride anywhere within the city's urban growth boundary.[6]

Other resources include fares collected from passengers, local contributions from small cities and agencies to support specific projects of interest, and a significant contribution from the LTD General Fund. These local revenues help pay for ADA complementary paratransit and associated services and meet local match requirements for federal and state grants, as needed and play an important role in LTD's ability to provide safe, affordable, and reliable services.

[6] https://www.eugene-or.gov/1205/Accessibility

Appendix A: Community Profiles

Presented here are community profiles not included in the Coordinated Plan, but that served to inform the plan by helping to identify service needs and gaps important in the plan's outreach and engagement efforts and the development of the project lists.

Residents Living in Poverty

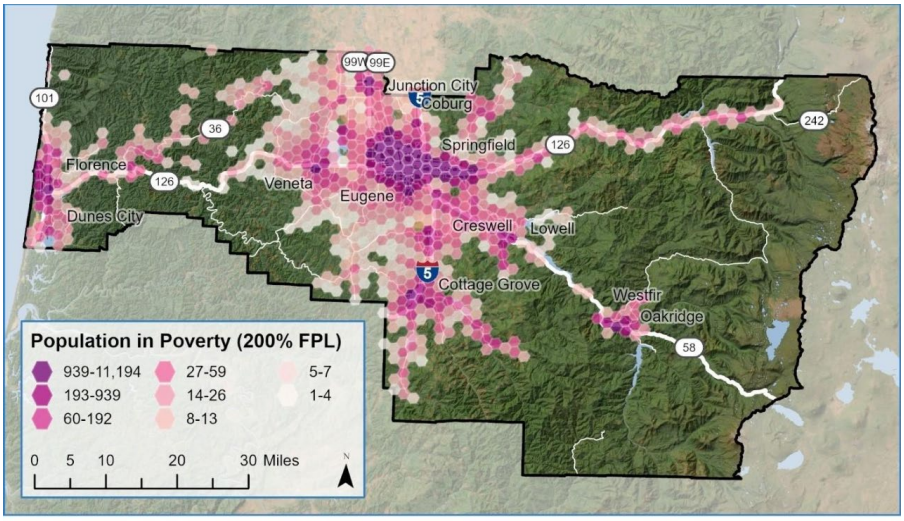
Table A-1. Profile Summary of Lane County Population Living in Poverty

Population Total	Percent of County
122,308	32%

The Federal Poverty Level (FPL) is not a single number, but varies based on the size of a household. Additionally, different programs offer services at different percentages of the FPL. For example, the Oregon Health Plan (the state of Oregon's Medicaid implementation) typically offers plans to households up to 138% of FPL. However, the Oregon Health Plan Bridge program provides access to services, including transportation to medical appointments, to households making up to 200% FPL. The geographic analysis in this section uses 200% FPL to define poverty.

There are 122,308 residents living in poverty in Lane County[7]. are more geographically dispersed than other factors in this memo and they represent a significantly larger portion of the population. In particular, rural areas along Hwy 126 in the Mckenzie River valley, in South Lane County around Cottage Grove, and areas of the Willamette Valley outside of urban growth boundaries have higher concentrations of residents living in poverty.

Figure A-1. Distribution of Population in Poverty



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

[7] U.S. Census Bureau, U.S. Department of Commerce. "Ratio of Income to Poverty Level in the Past 12 Months." *American Community Survey, 2023 ACS 5-Year Estimates Detailed Tables, Table C17002*

Zero-Vehicle Households

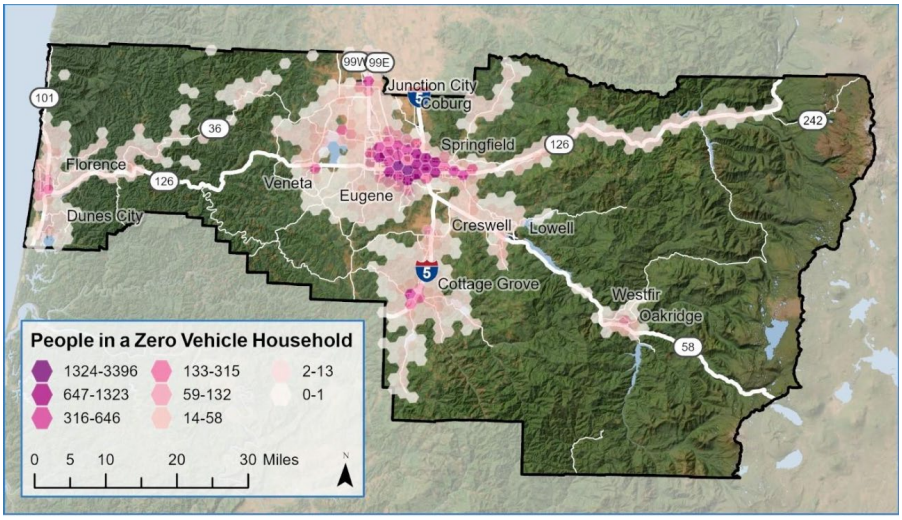
Table A-2. Profile Summary of Lane County Population Living in a Zero-Vehicle Household

Population Total	Percent of County
29,202	7.6%

The Census[8] defines a Zero-Vehicle Household as one where there are no automobiles, vans, or small trucks kept at home for the use of the household. Fewer than 8% of Lane County residents live in a household without a vehicle, and 81% of these residents live in the Eugene-Springfield urban area where there are more robust transportation options. Outside of Eugene-Springfield, Cottage Grove is notable for having a much higher rate of people in zero-vehicle households (11.6%) and Junction City is also slightly above the county average (8.8%).

Only a small population outside of the metro area lives in a zero-vehicle household. The widely dispersed nature of these households makes it challenging to design services to reach them.

Figure A-2. Distribution of People in a Zero Vehicle Household



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

[8] U.S. Census Bureau, U.S. Department of Commerce. "Household Size by Vehicles Available." *American Community Survey, 2023 ACS 5-Year Estimates Detailed Tables, Table B08201*

Limited English Proficiency

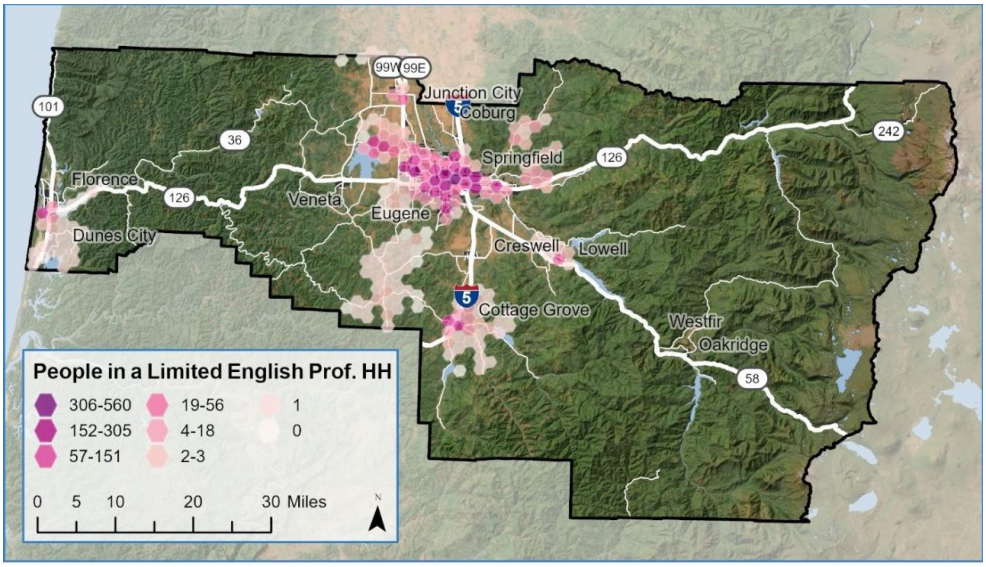
Table A-3. Profile Summary of Lane County Population Living in a Household with Limited English Proficiency

Population Total	Percent of County
4,839	1.3%

Only a small percentage of Lane County lives in a Limited English Proficiency Household, according to the American Community Survey[9]. However, given the barriers to accessing the survey are higher for this population, it is likely that the ACS is underreporting. The spatial analysis in this section should be used as a broad guideline for population locations as an opportunity for additional engagement or research.

According to this analysis, most of this population lives within the Eugene-Springfield area (82%). Two places with disproportionate concentrations are Lowell (4% of the city population) and Cottage Grove (2% of the city population).

Figure A-3. Distribution of People in a Limited English Proficiency Household



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

[9] U.S. Census Bureau, U.S. Department of Commerce. "Household Language by Household Limited English Speaking Status." *American Community Survey, 2023 ACS 5-Year Estimates Detailed Tables, Table C16002*

Non-White Population

Table A-4. Profile Summary of Lane County's Non-white Population

Population Total	Percent of County
74,268	19.4%

The non-white population[10] is mostly concentrated in the Eugene-Springfield area, with 79% of this group living within Eugene or Springfield. Only 11% of the population lives in rural areas outside incorporated cities. Mapping of these populations outside the urban area is challenging with the data available due to large reporting geographies and margins of error. Understanding how well these populations are served by existing services will best be gathered through public engagement, including surveys, stakeholder interviews, and focus groups.

Population	Count
White Alone	313,849
Black or African American alone	4,472
American Indian and Alaska Native alone	3,646
Asian alone	9,951
Native Hawaiian and Other Pacific Islander alone	8421
Some Other Race alone	13,643
Two or More Races	36,225

Veterans

Table A-5. Profile Summary of Lane County's Veteran Population

Population Total	Percent of County
24,552	7.8%

There are 24,552 veterans in Lane County. There is notable overlap between this population and the Section 5310 populations that are the subject of this plan, with over half (56%) of the veterans in Lane County over the age of 65. Qualified veterans receive healthcare through the US Department of Veterans Affairs (VA). The VA operates two clinics in Lane County, both located in the city of Eugene. Only 37% of Lane County veterans live in Eugene, with another 16% in Springfield. The remaining 47% of veterans living outside the Eugene-Springfield area will need to travel to Eugene to receive VA medical services.

[10] As defined by American Community Survey, 2023 5-Year Estimates

Appendix B: Data Sources

Input from community members and stakeholders regarding mobility and transportation in Lane County is vital in understanding what needs are not currently being met. The input that informed the development of this Coordinated Plan comes from various sources and is condensed and summarized here.

Coordinated Plan Outreach 2025-2026

Outreach and engagement were conducted December 2025 through April 2026 to identify needs and help inform the Coordinated Plan development. This outreach took several forms, including a broadly distributed survey (224 respondents, including 43 older adults and 106 people with a disability), personal interviews with key stakeholders, engagement with groups that work closely with older adults and people with disabilities including public agencies, non-profits and private service providers, and presentations to targeted local and regional committees.

Key Findings

The most common needs identified through the plan development outreach relate to providing bus service to areas not currently served and increasing the frequency of existing bus service. Also very common are needs relating to affordability and feeling safe and comfortable as passengers and at stops and stations. Many respondents mentioned a need for providing better information and simplifying the rider's experience planning, routing, and paying.

Geographic areas most mentioned as destinations are downtown Eugene, the Eugene/Springfield neighborhoods outside of downtown Eugene, and Cottage Grove. Specific destinations most frequently identified were those relating to healthcare (e.g. hospital, pharmacy, clinic, doctor's office), shopping (mostly groceries), outdoor recreation (parks, trails, the ocean), and the Eugene Airport.

These needs are supplemented and enriched by additional data from a variety of sources, including previously conducted surveys and other outreach and engagement by local governments, transit agencies, service providers, and others. Following are descriptions of each of those supplementary datasets and some findings of most relevance to the Coordinated Plan. A summary of the key needs that have been identified through the data review and data collection efforts of this plan development is provided toward the end of this section. These key needs serve to inform projects identified in the Coordination Practices and Projects section.

United Way ALICE Report

The United Way ALICE report uses a standardized set of measurements to quantify the cost of a basic household budget in each county in each state, and to show how many households are struggling to afford it. ALICE is an acronym for Asset Limited, Income Constrained, Employed, and represents the growing number of families who are unable to afford the basics of housing, childcare, food, transportation, health care, and technology. This report strives to provide a more

nuanced view of household costs than the Federal Poverty Level (FPL), which lacks cost of living differences across different counties in the US.

Key Findings

The ALICE Report for Lane County finds that 43% of households were below the ALICE Threshold, which includes both households below the 100% FPL and the ALICE level. This is only slightly higher than Oregon as a whole (42%). In contrast to the FPL which shows a decline in the percentage of Lane County Households in poverty between 2010 (18%) and 2023 (15%), the number of ALICE Households is increasing from 26.5 to 28%. This means that an increasing number of Lane County households are cost-burdened but may be unable to access resources that are limited to those below the FPL. Lane County coastal communities and Oakridge/Westfir have a percentage of households below the ALICE Threshold exceeding 50%, with Oakridge above 65%. Populations of older adults (65+) across the county are also disproportionately cost-burdened, with 50% of Lane County older adults living in a household below the ALICE Threshold.

Reducing transportation cost burden through fare affordability, service coverage, and access to no- or low-cost mobility options is a key consideration for improving access to essential services such as healthcare, employment, education, and food.

Lane Transit District 2023 Origin-Destination Survey

In 2023, LTD conducted a large on-board survey of riders on fixed-route and EmX vehicles. LTD collected 2,401 surveys through their surveying period, with 326 weekday runs, 192 Saturday runs, and 187 Sunday runs being ridden by surveyors to collect data.

Key Findings

More frequent service was the most common interest among respondents, particularly on Sundays (34% of respondents), but also on Saturdays (29%) and weekdays (25%). Similarly, respondents expressed considerable interest in extending service later into the evening on weekdays (14% of respondents), on Sundays (13%) and on Saturdays (12%). However, later evening service is a need that was not nearly as important among older adult respondents or respondents with a household income below the poverty threshold.

Other common needs among respondents include better information at bus stops (9%), better safety and comfort at stops, stations, or on the bus (9%), restoring routes not currently in service (8%), and faster and more reliable service (7%).

While 72% of respondents with a disability and 86 percent of older adult respondents need no assistance using the bus, the most common assistance needs by far are use of the lift or ramp and announcing approaching stops.

RideSource 2024 Outreach Survey

In 2024, RideSource Service Review project staff conducted qualitative research throughout Lane County on RideSource and other specialized transit services. Surveys were conducted in English and Spanish, with online and hard copies available at various organizations that support older adults, veterans, and people with disabilities. Individual and group interviews were also conducted. The purpose of conducting this survey and interviews was to identify the challenges and

opportunities to improve specialized transportation in Lane County for older adults, veterans, and people with disabilities.

Key Findings

A total of 108 survey responses were collected from people in communities including Eugene, Springfield, Cottage Grove, Creswell, Florence, Elmira, Junction City, and Veneta. The primary finding was to improve communication between drivers, customers, medical appointment schedulers, and to inform veterans and others who are unaware of the service. Following this was improving dependability of on-time performance. Other common themes included a lack of transportation service, timeliness of pick-up and drop-off services of customers, improvements needed for scheduling and flexibility of cancellation policies, better training and communication with third party drivers, and lastly, ongoing communication opportunities.

Of the group and individual interviews conducted, several key themes arose. One common concern is related to the economic impacts resulting when RideSource is not on time, such as being stranded or being late for appointments. The survey also suggests that inconsistency in the timing of pick-up and drop-off causes stress for riders, agencies, and medical facilities. Other noted issues included the current phone scheduling system being too long to wait through, and that drivers should enter facilities to see if a rider is waiting inside.

Link Lane 2023 Transit Development Plan

The Link Lane Transit Development Plan was created to evaluate the needs and opportunities for improvement in transit service for rural communities in Lane County. Outreach efforts included bilingual online surveys with 113 responses, as well as three online English and three online Spanish public workshop discussions over the course of 2023.

Key Findings

The primary issues identified included needs related to connectivity and frequency of rural routes, underserved areas and populations, and improved technology, fare payment and rider comfort.

Surveys and open house participants identified the need for rural services to begin operating on Sundays – as the Link Lane Florence-Yachats connector, Routes 92 and 96 of LTD, Diamond Express, and connecting services operated by Lincoln County Transportation Service District, and Coos County Area Transit did not operate on Sundays. Participants also expressed a need for improved evening service, and increased frequency of services. Improving the timing of transfers between services was also a need identified through this effort.

Needs related to underserved areas and populations included adding additional routes within Oakridge, Florence, and Mapleton, as well as providing connections beyond Lane County, making transit services available in the Marcola/Mohawk areas, and improving flexibility of rural transit options such as on-demand services for rural populations not covered by Lane Transit District RideSource parameters. Migrant farm workers were mentioned as in high need of transit service in Creswell, Monroe, Harrisburg, and

Springfield which have significant migrant populations, as well as the need for these towns to focus on first- and last-mile and micromobility options for these communities to access field work which often begins at sunrise. Lastly, a need for regional connections between Lane County and nearby population centers such as Corvallis, Roseburg, and Harrisburg were highlighted.

Needs regarding improving technology, fare payment and rider comfort were also of strong interest in survey participants. Safety and comfort at rural bus stops were listed, as well as bicycle capacity on vehicles and secure bicycle storage near rural stops. Outreach participants shared a desire for rural transit providers to form additional partnerships with local organizations such as colleges and recreational groups to expand use of services to wider ridership. The lack of fare reciprocity options between rural and urban services was mentioned, as several rural transit providers currently only accept exact change.

Lane County 2024 Community Needs Assessment

A County-wide Community Needs Survey was conducted in 2024 including several focus groups, both in rural areas and urban areas of Lane County. The survey received a total of 670 respondents, with 215 living in rural areas and 455 living in urban areas.

Key Findings

Of the data collected through this effort, that of most relevance to the Coordinated Plan is information about the types of activities or errands people need transportation for, how they get around when their usual transportation isn't available, and unmet needs or barriers related to transportation.

The data shows that lack of service is a real issue for rural communities. Over a third of respondents do not drive and more than 25 percent of respondents receive assistance with transportation. These percentages were nearly the same for both urban and rural respondents, although slightly fewer urban respondents drove. Ten percent of urban respondents and only five percent of rural respondents rely solely on public transportation. Missing appointments due to unmet transportation needs was a more prevalent issue among rural respondents.

Senior & Disability Services 2025-2029 Area Plan

Senior & Disability Services (S&DS), a division of Lane Council of Governments (LCOG), serves as the designated Area Agency on Aging (AAA) in Lane County. S&DS meets quarterly with Lane Transit District to discuss identified needs and gaps, procedures, and current contracted services. Although the S&DS 2025-2029 Area Plan relies heavily on the data collected as part of the Lane County Community Needs Assessment, it highlights additional insights of value and relevance to the Coordinated Plan.

Key Findings

Transportation can be a significant challenge for individuals trying to connect to community services. In rural communities, 53% of respondents to the survey frequently or sometimes miss activities and appointments due to lack of transportation, compared to

51% in the Eugene metro area. Lack of transportation in rural communities is a serious problem.

In 2024 S&DS launched a mobile outreach services program to remove barriers faced by older adults and people with disabilities living in rural Lane County, or who otherwise have difficulty traveling to S&DS's full-service offices in Eugene, Cottage Grove, or Florence. The mobile outreach service vehicle serves as a fully operational mobile S&DS office that can come to host sites in rural communities. The vehicle was purchased with a grant from Trillium Community Health Plan. A plan for expanding the program and continued maintenance and eventual replacement (as needed) of the vehicle(s) may be a need appropriate for inclusion on the Coordinated Plan

2023 American Community Survey Five-Year Population/Demographic Estimates

The American Community Survey (ACS) is an ongoing survey conducted by the U.S. Census Bureau. Since 2005, the ACS collects detailed social, economic, housing, and demographic information from a sample of households across the 50 states, the District of Columbia, and Puerto Rico. Covering more than 40 topics—including education, employment, income, housing, and transportation—the ACS provides crucial insights into the changing needs and conditions of communities.

Key Findings

Older adults in Lane County may experience a range of transportation barriers related to changes in mobility, health, and income as they age. Many older adults reduce or stop driving over time, increasing reliance on fixed-route transit, demand-response services, and assistance from family or caregivers. Physical limitations, chronic health conditions, and the need for mobility devices can make first- and last-mile connections, stop accessibility, and vehicle boarding significant considerations.

People living with disabilities in Lane County may face transportation barriers related to physical accessibility, service availability, and the ability to independently navigate transportation systems. While all fixed-route transit vehicles operated in the county are wheelchair accessible, challenges can still arise related to stop accessibility, pedestrian connections, boarding conditions, and the reliability of accessible infrastructure. Individuals with ambulatory, vision, hearing, or cognitive disabilities may require additional accommodation, such as accessible pathways, audible and visual information, and clear wayfinding to successfully use fixed-route services.

For individuals who are unable to use fixed-route transit, demand-response and ADA paratransit services provide essential mobility; however, these services often require scheduling in advance, may have limited same-day availability, and can involve longer travel times. In rural and small-community areas, longer distances, limited service coverage, and fewer transportation options can further restrict mobility and access to healthcare, employment, and social services. Addressing transportation needs for people living with disabilities will require a coordinated approach that includes accessible

vehicles and facilities, flexible service models, travel training and rider support, and ongoing attention to system usability and reliability.

Appendix C: Committee Involvement & Adoption Timeline

LTD's Statewide Transportation Improvement Fund (STIF) Advisory Committee served as the project steering committee for the development of the Coordinated Plan. The STIF Advisory Committee is a standing committee that guides how LTD distributes funding through the STIF Formula fund. The project team provided updates to the committee throughout the project and sought their feedback during key phases.

Month	**Advisory Committee Involvement**
September 2025	Project team introduced the Coordinated Plan
December 2025	Provided feedback on upcoming community outreach efforts
February 2026	Provided feedback and guidance on projects and priorities
May 2026	Approved draft plan for SPC review
October 2026	Staff update and presentation

LTD's Strategic Planning Committee (SPC) were consulted during the plan development and staff provided periodic presentations to the committee with updates on the progress. The SPC are ultimately responsible for providing the LTD Board with a recommendation to adopt the Coordinated Plan.

Month	**Strategic Planning Committee Involvement**
March 2026	Project team introduced the plan and reported initial outreach results
June 2026	Review of draft plan & recommend LTD Board adoption
November 2026	Staff update on the plan

The LTD Board, as LTD's executive decision-making body, is responsible for final action to approve and adopt plans, programs, and policies through LTD's established public processes. The project team met with the LTD Board twice during the Plan development process including the adoption of the Coordinated Plan December 2026.

Month	**LTD Board Involvement**
June 2025	Project team introduced the Coordinated Plan
December 2026	Plan adoption

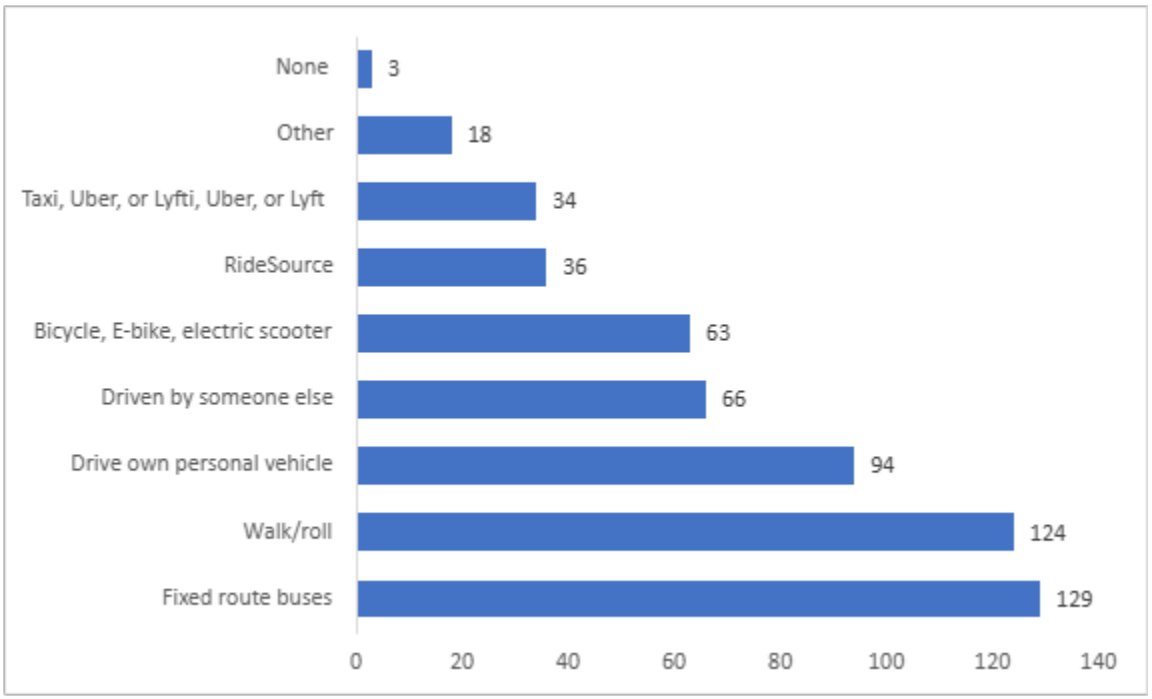
Appendix D: Survey Results

Although several datasets are referenced in the plan and each helped to provide a more complete picture of needs and gaps in Lane County, one dataset is the result of a survey instrument developed and distributed by the project team specifically for the Coordinated Plan. The results of that survey, described summarily in the plan, are presented here in detail. The survey includes eight questions and was distributed in both paper and digital formats. The project team promoted the survey at presentations, tabling events and forums. The survey was distributed with the help of local community partners to a variety of groups with consideration given to older adults and people with disabilities. The survey was available in both English and Spanish and incentivized with a gift card.

This effort resulted in a total of 224 completed surveys (123 paper and 101 online) including five in Spanish.

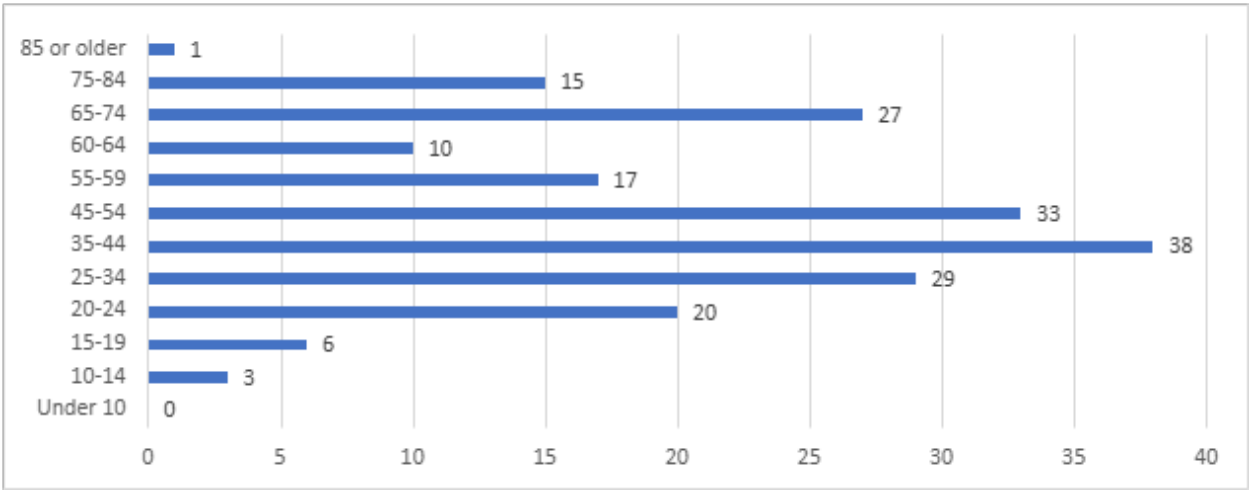
Question: How do you currently meet your transportation needs?

223 respondents



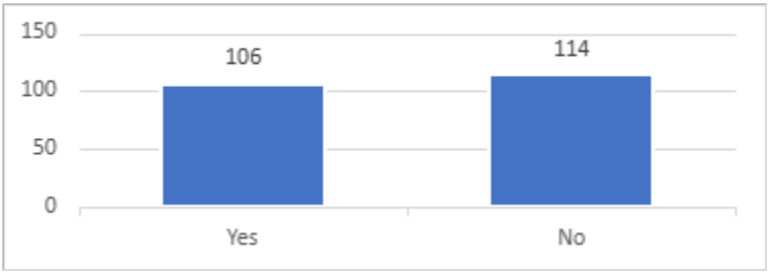
Question: What is your age?

199 respondents



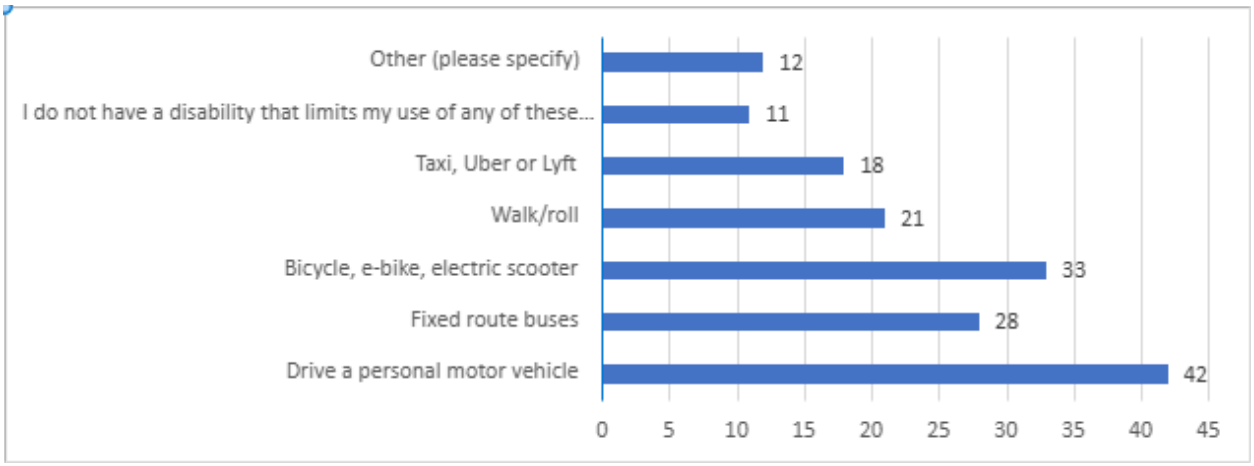
Question: Do you now or in the past, have a disability that substantially limits one or more major life activity?

221 respondents



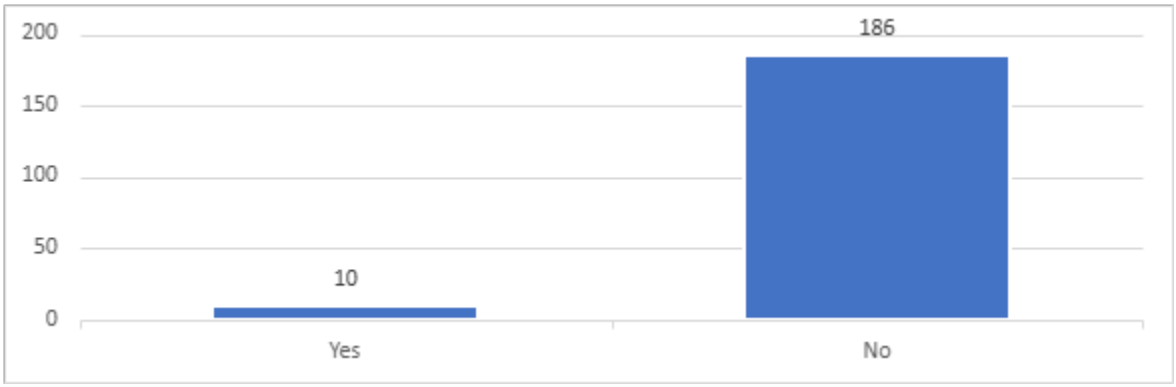
Question: Are there types of transportation that you are unable to use because of a disability?

106 respondents



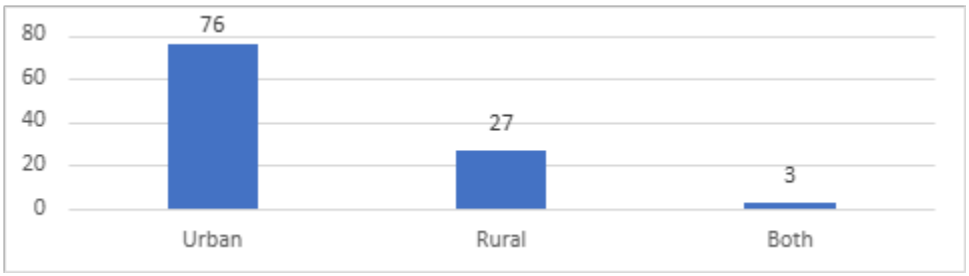
Question: Are you a Veteran?

196 respondents



Question: Do you currently live in a rural or urban setting?

106 respondents



Question: What destinations would you like better transportation access to?

202 respondents

Throughout Cottage Grove and Creswell communities
Areas of commerce
Safe bike routes east to west as in along 6th and 7th or an alternate route Coburg Road safer bike lanes and Oakmont safer bike lane or reduced speed
Bus routes with limited trips per day such as connections to North Springfield, Coburg, Lowell, Veneta
Bike access from the W11 area into River road is currently super inconvenient requiring going into the city center and then back out along the river to River road.
Winco, MWMC, more frequent 24 & 28
The airport
I would like a bus route out Cal Young road
More frequent stop times to downtown
South Hills
Golf courses
Doctors, stores, community groups, and more
To medical appointments, pharmacy and home
Direct line or something that goes Between West Eugene and Santa Clara /Division /River Rd instead of buying all the way Downtown to transfer to 41/ 40/ or EMX to Barger, 11th, and that area.
Direct route from uo to valley river center
South Eugene, Valley River Center, Santa Clara
Valley River Center, North Eugene/Santa Clara, Willamette, Gateway
My work
Airport
12 Gateway
Too many to list but for starters, Mt. Pisgah
More frequent busses to/from the u of o campus could be nice
To/through the from South Eugene.
I don't know
The LCC Campus on 30th. Ridgeline Trail System trailheads.
More access around Coburg Rd neighborhood.

Neighborhood services that are located in the north /south sections of town not necessarily off Main St, Gateway or Harlow/Hayden Bridge.
More access to neighborhoods adjacent to River Road since the 55 has so few times when the route is followed; I'd love to see the times for this route expanded and possibly have more bus access away from a road that can be as precarious as the NW Expressway and River Road itself.
Danebo Street
Since the creation of the 1 going to safeway, and on the weekends, my life is complete:)
It would be nice to have access to some more of the secluded river sports around down. Clearwater Park and such.
Eugene Airport, River Road (EmX service), south hills (Crest Dr/Blanton Ridge)
Everything
Hunsaker Ln
Emerald Park, Winco on Barger, Eugene Airport
More frequency across town
Southwest Eugene, Spencer Butte, and Crow
Thrift stores, and local farms.
South Eugene and Friendly
Sunday service for Dexter, and Lowell, and have the 92 run like the 91 7 days a week. Designated stop in dexter so there is a set time.
A stop closer to Roosevelt and Bertelsen
Eugene Airport. (KEUG)
I would like service from Santa Clara to the airport, without having to go so far south as Eugene Station. Maybe a loop around the metro area? A lot of cities are starting to implement similar bus and train lines (Washington Purple Line, MTA's IBX, ect).
My own home
Cottage Grove. Specifically, the town in the middle of the day.
I'd like to see the EmX come up Coburg Rd
Junction City/ North Eugene
Eugene Airport
I feel like bringing some old bus routes that of course didn't benefit a lot but benefit some would be very convenient.
University of Oregon
Hiking
I definitely think a bus at least a couple times a day that goes from Churchill to West 11th (EmX stops) so close gaps for those who have to walk to catch that bus.
Airport, grocery store, school, medical appointments, outdoor recreation activities
5th street. Oakway.
Emerald Park & Rec Center on Lake St
The Airport
Eugene Airport!!! Parts of the South Hills.
Transportation "access" needs to include the ability to shop (and bring home groceries). Being able to go from one place to another is not the issue.
My home in Jefferson Westside. I have to walk all the way to 6th or 7th or to downtown to get a bus-- it's as if the buses heading west entirely avoid my neighborhood for some reason even though I'd really like to get to shopping locations out on W 11th.
Eugene Airport

Regional trail networks, natural areas, federal public land. Access from Willamette Valley to the coast via OR126 on LTD network (Not via LCOG). LCOG currently provides this, but it should be provided by the district as it would remain in the county. We have no public transit connecting train station to bus station to Eugene airport for regional, domestic, and international travel options. LTD should consider seasonal shuttles marketed to those wanting to float the Willamette River in the summer, without having to worry about car shuttling/etc. Similar with the Deschutes River float shuttles in Bend, Oregon for people floating the river to shuttle back to park and float locations. This allows for further multi-modal transportation to include watercraft as part of the region's transportation plan. There is no public transit to Spencer Butte Trailhead on a regional National Recreation Trail (Ridgeline Trail). There is no public transit to Buford Park (MT. Pisgah), the county's most popular park that hosts many events. Diamond Express should be part of LTD network as a numbered route and managed by LTD. Provide seasonal service to Willamette Pass ski area and area campgrounds for increased recreation/tourism/visitation.
Marcola Meadows apartments and Thurston
Trailheads and Lane County Parks for recreation. Occasionally the EUG airport.
THE AIRPORT PLEASE PLEASE PLEASE. Every other destination I use I can at least get too with a combination but there is no other way for us to get there. Yes, there is Uber but it's expensive, and often discriminates those with disabilities (wheelchairs, service animals), ask me how I know :(
Me gustaría que hubiera una parada de autobús mas cerca de mi casa porque la mas serca esta como unos 20 o 25 minutos
Alos super mercados parques
A la escuela de mis hijos, a clinicas
Al medico
Downtown
Medical Appointments
Shopping Centers
Good question, I can't think of one right now :)
More stops in the rural areas
North and south travel
Everything is fine and I'm satisfied with what is available (I wouldn't mind a green tortoise option) (?)
To library - bus passes but doesn't stop there or closer.
Downtown Eugene
Downtown
In-laws house
Ease and breaks of the bus (drivers brake too hard)
Travel to the ocean, other destinations
Florence, Cougar hot springs
Maybe to Harrisburg to Albany and Monroe ORE
310 Garfield
Along 41 there's a large gap to make bus times
310 Garfield
Coburg bus running more often
Bus #41 to Downtown on time.
Parks + campgrounds
Back home from medical issues

Youth services, Homeless services
Homeless services, youth services
Florida, Washington D.C, the family plot, the #1 rated plastic surgeon in Los Angeles, Chilies
93 more often
Eugene
Fairgrounds
Dr. Appointments
Eugene, Springfield, Oakridge
West 18th in Springfield, and closer to public access buildings
Cottage Grove
Dr. Appts
Eugene, Springfield, and maybe Roseburg too
Curtin to Cottage Grove, OR
Eugene/Springfield
Cottage Grove city, Dorena
Need a bus going upriver past Dorena by disster (???)
Eugene Airport
Eugene station, more afternoon and night
Cottage Grove City
Eugene and Albany
More buses to Eugene
Food pantries in rural cities
Whitaker and 99
A los citas de doctor y al ser mis compras de comide
A los sita de dotor
A tugine
Centros comeriales, centros de Salud
Cottage Grove a Eugene
Cottage Grove a Eugene y Springfield - hospital
Citas medicas en Eugene
Hospital, stienda
None
From suburbs of Eugene, need to be able to easily walk to stops in 97404 to access downtown and Springfield
Santa Clara area and Goshen
Creswell more frequent
Perhaps a grocery store van?
More access/times on Sundays, as someone who lives near downtown Eugene and commutes to Gateway for work more times would help my commute time, especially on sundays :)
Spencers Butte would be awesome!
A la clinica 1650 Chambers St Eugene OR 97402
Springfield and willamette areas
LTD EMX
A las clincias y tiendas
Al medico
Es ver si pasa el Camien por donde vivo 52, 51, 40, Centennial, 11
Citas medicas, compros de mercado icomida

Pues mas que nada si hubiera mas autobuses para las calles mas principales por que los que hay estan lines (???) todas
Ala escuela nort
Yo trabayo en jhonson city, y one gustana viagar en camien peso al turno que yo, estoy no hay camion en las noches a las 11:00 PM
A los lugares que uno va donde todavia nos queda un poquito retirado de la parada del bus como fueras del centro de Eugene OR.
Coast - outer areas like Junction City, Coburg
Here at apartment building
Lowells, more bus routes besides 2 morning and 1 evening
EMX to the coast
Downtown
Coast
The commute to western Eugene feels particularly brutal without a car.
Nothing comes to mind
Wheelchair access is so greatly diminished aboard the 25 thousands. There needs to be more room to bypass the fare box.
Stores for food, doctor
It is pretty good wish Lowell had more trips, but hardly anyone rides the two trips. Used to be a third trip from Eugene at 2:30 PM. It is really good that there is a 7:30 PM bus to Cottage Grove.
Please keep existing route #1 the same, it has changed
More bus run on Sunday routes
Extend RideSource to further areas
Oakway Center, Winco, Willamette and 29th, maybe different buses could come at different times instead of all at once, love the view 1 route
12 Gateway
Out of town
Made a plan and or route and stay with it.
The coast, a ride to see the countryside
The coast :)
North+ West Eugene
Peer Support Group, Dr Appointments
Closer to More Stores
Pearl Buck Center
From Riverwood back to Eugene more routes back. It would be less confusing for riders
Springfield-->South Eugene; Playgrounds, Government Offices, Markets
I am not using LTD right now due to a lack of simple and fast access to understanding the bus system
Home to Shops
From Santa Clara to Newgate Mall. It's so slow

Question: How can transportation in Lane County change to better help you meet your needs?

166 respondents

Expand to Cottage Grove and Creswell communities
Area 1 – Accessible Boarding Types Solution Provide better signage and audio cues on the exterior of buses identifying which accessible boarding type the bus is equipped with. Rationale Passengers who used the accessibility ramp were either elderly or had accessibility needs. The passengers I noticed just on my trip needed walkers, were visually impaired, or were simply worried about the step off the bus. (ref. Figure 1, Extra Notes) Accessible boarding options provide these groups access to transit and thus mobility. That said, options operate differently on different bus models. Some buses simply 'kneel' while others have a ramp that extends from or folds out from the bus. Different ramp/accessible boarding types need to have clearer signage posted on the exterior of the bus to identify which type the bus is equipped with. As well, audible warning cues indicating what accessible option the bus has should be considered. This would help alleviate passenger confusion or the need to back up when a ramp unfolds in front of someone. Area 2 – Back Door Solution Provide better signage on back doors to identify the opening mechanism. Additionally, intuitive opening methods should be considered (such as a proximity sensor). Rationale Passengers who use the back door are frequently confused by its mechanism. Some LTD models are motion activated while others require passengers to push on the handle slightly. These differences in models as well as a lack of signage creates a friction point for riders and leads to confusion. More visible/noticeable signage would likely reduce this friction point. Alternatively, a proximity sensor could be considered. This device would trip when: A) the bus is stopped and the front door is open B) When someone walks up to the back door. This alternative would completely remove the need for passenger input. Area 3 – Pull Signal Solution Play a short announcement simply saying, "The stop has already been requested." in the event someone pulls the signal after it has already been activated. Rationale The anxiety of missing a stop on a bus is very real. That said, some passengers are unaware how the pull signal works in its entirety. After the signal has already been activated, there is no message, chime, or notification if the cord is pulled again. A short message notifying passengers that the stop has already been requested would lessen anxiety.
Safer bike routes
More frequent transportation would mean I could live my entire life more efficiently
Perception of safety on buses and on bike trails and better ability to secure bikes. Many businesses on W11 do not even have bike staples and downtown it feels like bikes are at threat.
More frequent buses, better routs to Winco from downtown, better service to MWMC
I'd love to see more frequent buses like EmX on the busiest routes. I know this has been a political challenge in the past, but I think there's a lot of support in the community too. It's hard to use buses when they come infrequently. Thank you.
If buses could accept Visa card payment as fare that would be very convenient.
Expand bus routes out to farther communities.
Increase routs and times
I have to walk up and down a steep hill to get to a fixed route system. It will help exponentially.
I need the automobile to be large enough for me and my walker. I worry that my good walker is getting ruined because there isn't enough room for it and it is being crammed in. I feel that they have no respect for me and my walker. I ask for larger vehicles because of my

larger walker, and they don't respect my request. Sometimes the brake line is hanging out; or the basket is lopsided. I keep my walker nice because I have to have it. They are shortening the quality of my special bariatric walker. I ask every time for a larger vehicle. It would help meet my needs.
It would help if ride source didn't over book rides; excuse given when drivers don't show or extremely 2 hours late and if medical necessary accommodations for particular vehicle size to fit mobility devices was honored. It would be great if LTD had cabs and didn't partner with Oregon Taxi. Also, it is unsafe to stick unsecure mobility device alongside passenger.
Better traffic enforcement regarding pedestrians. I walk daily and safety is a real concern - from drivers on their cell phones to drivers who do not give right of way to pedestrians (even in crosswalks).
It's going well, but shorter route or shuttle buses with limited hours and days to cover "dead zones" might help. Reference the "Silver Star" (it may be still name ed) shuttle routes in So Nev /Clark Cnty that run fixed shopping and travel minibuses on one or two days a week in a loop for paid riders (seniors and mobility impaired). Just a suggestion. Thanks for asking:)
More frequency
Have buses come more often, and more bus stops near schools
Integration with Google Wallet or another provider that isn't Umo. The app is slow, unintuitive, and drains both battery and cell data. Additionally, expanding EmX into a free bus line would seriously aid efficiency and ease of ridership.
Closer bus stops to work
Sell monthly and annual bus pass options.
N/a
Run more frequently (i. e. #66, including Sundays). Have routes that connect east and west Eugene. I will think more about this too and offer more feedback. Thank you!
more frequent service
I know the hub and spoke model is best from an engineering standpoint, but the transfer time wait at Eugene Central station is a significant time commitment to accomplish daily tasks. I can reach where I need to go by bus, but the time to transfer makes it not a desirable form of transportation. Traveling with children, groceries, and a bag for work also present a challenge that is unique to families but not alleviated by using the bus.
I'd use the bus more often if there were more frequent trips. It's easy for me to get downtown...harder to commit to the bus when I know that if I miss my goal departure time I'll be waiting N minutes. :|
I think that bus service through LTD is great! I do wish that there were options for routes to run later than they do in general and/or for later times to run at half hour intervals still, instead of hour-long ones. It can feel precarious to wait for the bus for longer than what might be necessary once it hits 8 or 9 o clock, especially along streets that have heavier or faster traffic.
don't change! you're awesome. although i wish the 36 served the stop in front of target still. i hate crossing the street right there on w 11
More frequent service on weekends
light rail and expanding into the suburbs more
More frequent bus service. I live and do most of my shopping and other errands near downtown. The new downtown route could be really great if it ran often enough to be more of a hop-on hop-off type service rather than having to plan to use it
Having more bus stops near Neighborhoods
Overall the bus has not been a bad experience but there has been some bus drivers that have been rude but it gets me where I need to

Children living on Maxwell road have limited access.
safer bus stations and buses
Become for frequent for higher traffic areas
It would save me money from having to uber to get across town if there routes were quicker or more frequent.
Run later in the evening
Shoulder harness seat belts for all seats, and arm rests on both sides of your seat for standing assistance.
Have more bus frequency on most lines. And perhaps have express 66/67 bus that skips valley river as that adds 10 min to every commute to work.
More frequent buses in the mornings
Routes to more rural areas in the county (I.E Marcola, Dexter, Eugene Airport, Florence)
greater frequency
Get less one way streets
Nicer drivers
Reliability and frequency.
Connections to more places in the community.
Electric scooters during the summer time would be nice.
Increase number of routes and reach
More frequent bus service, even if that means cutting lines
Not necessarily for myself, but for others; I think there should be more school priorities. There should be more frequency during school bell times. Communicate with schools and figure out when students get in and out of school. Add an addition bus during a school bell so buses aren't so crowded. For example, Willamette High Schoolers get out at around 3:20-3:30 and they have to wait 20-25 minutes because the bus just came because it's not aligned with the school bell. That's not convenient nor efficient for those standing out in the rain. A bus stop cover can only keep so many people dry at a time.
Have buses run more frequently, make them free, and add more routes.
Better transit timing, more EmX, better bike infrastructure. more protected bike lanes. more regular bus service like the EmX.
Slow down all vehicle traffic, reduce travel lanes on major thoroughfares, prioritize livability and walkability over speed of people passing through
Provide service to the airport
More protected bike lanes/bike signals. More secure bike parking especially in places like downtown (I'd love locked bike cages.) Busses that come more frequently and go more places.
Use smaller buses and vehicles that are appropriate for low ridership.
On-time, regular (every 15 minutes) bus service. Protected bike lanes. When I first moved here, I tried to take the bus to work but it was late 1/3 of the time. About once a week or so it would be so significantly off schedule that I'd walk back home and then have to drive into work. I gave up. And it was a major/primary bus route (Willamette). Since then, I'll opt for the EmX but avoid taking the regular bus if I can because it is so unreliable.
more bus routes
It would be great to be able to visit popular recreation sites via public transit. There is no public transit to our region's airport, EUG, what a shame.
More safety. Too much bullying by high school students. They bully on bus and at bus stops. There used to be LTD riders who helped and they need to do that again

I occasionally use LTD bus and would use it more if safety concerns were addressed. I have observed other passengers bullying others. It's not always safe to speak up because you have to eventually get off the bus and then subject to more than bullying. I don't fault the LTD drivers. They need to focus on driving, they cannot split their attention to address issues created by passengers. An LTD rider should be one EVERY bus in addition to the driver for safety. I know other people who would use LTD more if they felt safe. You are losing passengers and creating an unsafe environment for those who MUST use public transportation.
less steep steps
More frequent service on LTD bus routes like the 28, 11, 51/52
Create an airport line, even if it only runs 2x to 3x a day, I'd rather wait at the airport, then be stuck with no ride
En micasa pienso que si tuvieran asientos como los del autobús escolar que tienen en la parte de e nfrente unos como sillas para niños pequeños porque mi hijo es autista y no se va a quedar sentado en el asiento el solo y el necesita los cinturones de la sillita
Por ahora bien
Ampliar las rutas que salen de la estación de Santa Clara hacia otros lugares
Que tengan salidas mas seguidas
Costs
Cottage Grove gap in time schedule after 20+ years!
By helping get to places they need cheaper option or more ways to do it without cutting into taxes
More bus routes
Nothing much other than medical transport
Easier access to route information
It seems to be ok from Cottage Grove to Eugene, however Curtain is annexed to Cottage Grove but is in Douglas County :(
Better short term visits to Eugene and Springfield, medical/or otherwise
It would be helpful to have more buses in Cottage Grove and also Dorena
More buses on weekends
Offer lower prices
I think its good
It is doing great
More frequent buses going to Eugene and Cog (???)
Discounted rates for people w/ limited mobility and those who aren't consider perm. disabled
Easier and closer bus transportation by the Whitaker and hwy 99 area. I live on 6th st. and can't walk very well so the closer to that area would be great that way I'm not having to walk to Walmart.
More stops in Cottage Grove
Los horarios que fueran mas accesibles
Los horarios del transporte y las locacienes
Soy hispana, me gustaria mas atencion en espanol
Viajes diferentes, mas a Eugene
Tener viajes de Cottage Grove a mas lugares
Diferente/mas horas de servicio
Use smaller busses at times when reidership is slow

Being on time, being more helpful and respectful. Hand Sanitizer dispenser, none slip flooring a place to put canes and walkers
A simpler way to understand the bus routes, bus shcedule, and how the bus works. Help determining what you need and what LTD can do for people that need further assistance or information
Stop changing bus lines without letting people know
A bike path that goes out from Roosevelt that goes along side the beltloop to west 11th....Why don't you do the getting there kick off parties anymore
Drivers pause longer at stops
BMX bike is too big and don't fit. Sometimes I ride with my bike but some drivers make me get off the bus
Get closer to the stops not break so much
Having the buses like the EMX get closer to the stop so I wont fall through the door curb with my bike. Also not being able to use my shopping cart with a back basket makes it where I can't stop on the bus.
Limit EMX access for persons without bus passes
Some homeless people without bus passes are rudely kicked-off and treated less than. Transit officers not need to be underpaid, this treatment needs to be fixed
Cane storage on city buses, being on time consistently, people trained for de-escalation as well as disability needs, courteous respectful drivers who aren't stressed, hand sanitizer dispensers
I am very satisfied with your service it meets all my transportation needs
Bus routes need to be more far reaching into outskirt suburbs of Eugene. More stops, shorter routes that connect suburbs to main routes.
More stops in suburban areas and a greater (???)
Closer bus stops? More frequent bus on the routes
I actually think this is a great service! After a car collision, I considered all my options for transport to appointments and social events. Thank you!
As I mentioned before just more times and routes on sundays.
For me personally, I am in need of transportation for free. I do work and it doesn't always involve money. Maybe bus passes for volunteering?
Que tubieran mas rutas
Ensure it's a SafePlace
More smaller buses or vans to less travled routes
Walks 2 miles to EMX since 78 route was cancelled
Que (???) mas rutas y en ocasiones el chafer no espera a las personas cucndo esta cena.
Mejorar el Horario de fin de Semana
Paradas mas serconas (???)
Pues como lanota anterios que huviera mas transporte en la calles principales por que hoy en di a estan muy inlimitadas donde transitad autobus
Picanso que no hay cambio por que para mi funcion, muy bien, muy amable
Yo uso el bus para ir a las clases de ingles pk (???) es mas comoda para mi.
A que pase mas constante el bus porque ha veces llega tarde a sus consultas uno.
A mi me gustaria que haya mas horario en las mananas oh en las tardes. Ya que tambien hay jovenes que viajan en autobuses para llegar a les escuelas.
Having the buses run earlier and later 5 AM - 12 AM
More times from downtown to 255 High st. at late nights on weekdays
More routes to Lowell

Mental health and understanding of autism
Better drivers who are understanding of low income folks
Free on certain days for homeless.
I think a lot of people would take advantage of public transit if there was better public information about how to use it. Ads/visual aids at bus stations
Expanded route areas
You are doing a great job
I think LTD does a fabulous job of questions/addressing disability issues at every level!
More routes on busy buses
Lowell, Cottage Grove great. How about those with substance abuse, mental health issues, criminal behavior one way trip to Eugene or one trip at starting destination. So many people at main hub kicked off bus.
The bathrooms at the transit center open on weekends
Go to more places in town. Open the bathrooms on Saturday and Sunday.
Having support people on bus to help me feel safe and mobile. Closer bus stops to important places, DHS, LCDDS, etc.
More grace time on arrival for para-transit
Allow emotional support dog
No change route
It is great in that I am 79 and can ride for free - provide special buses to help us shop at Winco or other stores
Provide buses to take us to grocery stores
Less expensive bus fare, more options/qualifiers for free bus fare (weekly, monthly)
More buses going to rural areas
Free, $3.50 is a lot of money to me, I can't even afford to feed myself
Everything is gravy, however if I may be a dreamer then let me have a hot air balloon option or some other inexpensive group air travel option for short distances please (gemini rising)
Lower cost or free pass
Bus, walking, ride taxi
24 hr formatted schedules
More routes available
No
Fix the change times
We are getting old ha ha
Pay attention to when people need off the bus and pull the cord; stop slamming on the breaks.
Midnight routes, there are people who work nights or get out of hospitals in the early morning 12-6. At least from hospital to main routes, to bus station or to Hwy 99 or to Frankling Blvd. Where did all the seating go at bus stops.
Miss stop at Bertlesen on EMX to Walmart.
More bus stops along your longer routes
Make times more seeable
More routes to rural areas/more often
Go further out to rural areas.
Have free ride areas.
After hours on call Ridesource to bill my OHP
Be more affordable and accessible
No complaints, no requests

More access to rural routes
More buses going to different places

Appendix E: Section 5310 Eligibility and Project Prioritization

The purpose of the Coordinated Plan is for LTD to allocate Section 5310 funding in accordance with Federal Transit Administration requirements. LTD looks to FTA and ODOT guidance when allocating this funding. This appendix serves to provide information to potential applicants of LTD's Section 5310 funding about project eligibility and prioritization.

Project Eligibility

Project eligibility for Section 5310 funds is grounded in FTA and ODOT criteria. FTA provides project eligibility guidance in Circulator 9070.1H, "Enhanced Mobility Of Seniors And Individuals With Disabilities Program Guidance."[11] ODOT also provides an FTA Section 5310 Federal Formula Grant Application Checklist[12], which serves as LTD's eligibility check for applications. ODOT may update this checklist in subsequent years. For each allocation of Section 5310 funding, applicants should check ODOT's website for updated information.

FTA requires LTD to have management and administrative processes in place to allocate Section 5310 funds. These processes are contained in a document separate from the Coordinated Plan, called the Section 5310 Project Management Plan (PMP), to guide LTD staff and prospective applicants. See Appendix F for the Project Management Plan.

Table 14 below includes ODOT documents that may help organizations apply for Section 5310 funding. Potential applicants should check the ODOT Funding Opportunities webpage[13] for any updated materials.

Table 14. Guidance documents for Section 5310 applications

Document Title	Link	Purpose of document
FTA Section 5310 Federal Formula Grant Program Guidance, 2027-2029	https://www.oregon.gov/odot/RPTD/RPTD%20Document%20Library/2027-29-Program-Guidance-5310.pdf	Describes how Section 5310 funds are allocated.
FTA Section 5310 Federal Formula Application Instructions, 2027-29	https://www.oregon.gov/odot/RPTD/RPTD%20Document%20Library/2027-29-5310-Application-Instructions.pdf	Provides instructions on how to apply for FTA Section 5310 Enhanced Mobility of Seniors funding and Individuals with Disabilities for the 2027-29 grant cycle.

[11] https://www.transit.dot.gov/sites/fta.dot.gov/files/2024-10/C9070.1H-Circular-11-01-2024.pdf
[12] https://www.oregon.gov/odot/RPTD/RPTD%20Document%20Library/FTA-Section-5310-Grant-Application-Checklist.pdf
[13] https://www.oregon.gov/ODOT/RPTD/Pages/Funding-Opportunities.aspx

Document Title	Link	Purpose of document
FTA Section 5310 Federal Formula Grant Application Checklist	https://www.oregon.gov/odot/RPTD/RPTD%20Document%20Library/FTA-Section-5310-Grant-Application-Checklist.pdf	Grant application checklist

Project Prioritization

LTD uses a two-step process to evaluate and prioritize funding requests.

Step 1: Eligibility Review

LTD staff review all project requests to determine whether they are eligible for funding under Federal Transit Administration (FTA) Section 5310 requirements and applicable Oregon Department of Transportation (ODOT) guidance. Projects that do not meet eligibility requirements are not considered for funding.

Eligible projects are then organized into one of three categories:

- Projects that fulfill a statutory or regulatory commitment;
- Projects that preserve an existing service or program; or
- Projects that represent a strategic enhancement or expansion of service.

Step 2: Project Scoring and Recommendation

The STIF Advisory Committee uses a scoring rubric to evaluate eligible projects. The rubric is developed collaboratively with the committee and may be revised prior to each Section 5310 funding cycle to reflect current priorities and community needs.

After projects are scored, LTD staff and committee members review the results and discuss any additional qualitative considerations that may not be fully reflected in the scoring process. These discussions may include factors such as community need, geographic distribution of services, project readiness, coordination with other programs, and overall benefit to older adults and people with disabilities.

Project scores are intended to provide an objective and transparent basis for discussion and prioritization. However, higher-scoring projects are not automatically funded. The STIF Advisory Committee uses the scoring results, along with its deliberations and professional judgment, to develop a funding recommendation for consideration by the LTD Board of Directors.

Example Proposal Review Scenarios

The following scenarios are meant to provide examples for potential Section 5310 funding applicants.

Proposal Scenario 1:

A private non-profit organization requests funding for the purchase of two ADA-accessible minivans and associated operating costs to transport a roster of organization-registered individuals with developmental disabilities to and from medical appointments.

The proposal describes a restricted-access service, not available to the public and not marketed to the public as public transportation. As such, the proposal does not satisfy the pass/fail test and is ineligible for STIF Formula funding. However, since the proposed project primarily benefits older adults and/or individuals with disabilities, and since Section 5310 funds can be used for client-restricted activities that meet all other eligibility requirements, the proposal is eligible for Section 5310 funding.

While the proposal is eligible for Section 5310 funding, the administrative burden of delivering a federally funded project, including adherence to the rigorous procurement, compliance, and reporting requirements, may be more than a small organization can support. An applicant's administrative capacity and experience with delivering federalized projects are considerations that will affect a proposal's recommendation for funding.

Proposal Scenario 2:

The RideSource paratransit service seeks funding to replace two aging ADA paratransit vehicles.

As with Scenario 1, the service is eligible for Section 5310 funding. The funds would support a restricted-access service, which is not available to the public. This proposal, however, is eligible for STIF Formula funding since RideSource (a service of LTD) operates as part of a broader, coordinated community transportation network.

Appendix F: Section 5310 Project Management Plan

To allocate federal funding, FTA requires LTD to have management and administrative processes in place to allocate Section 5310 funds. These processes are contained in a document separate from the Coordinated Plan, called the Section 5310 Project Management Plan (PMP), to guide LTD staff and prospective applicants. The following pages include the Project Management Plan.

Lane Transit District
Project Management Plan
§5310: Enhanced Mobility of Seniors and Individuals with Disabilities

The Program Management Plan (PMP) outlines the policies and procedures that Lane Transit District uses to administer the Federal Transit Administration's (FTA) Enhanced Mobility Program (§5310). The *Lane Coordinated Public Transportation Plan* is the guiding document for the PMP.

Introduction

Lane Transit District (LTD) receives §5310 funds from two sources. First, as a large urban public transit agency, LTD applies directly through the Federal Transit Administration (FTA) for Federal Enhanced Mobility Program (§5310) funding. In addition, as the State-designated Special Transportation Fund Agency for Lane County, LTD also acts as the pass-through agency for federal §5310 funds that are awarded through the State of Oregon and designated for Lane County, Oregon. LTD's management of the Federal Enhanced Mobility Program emphasizes the integration of older adults and people with disabilities and the multi-modal nature of the community's transportation programs.

This Program Management Plan (PMP) describes Lane Transit District's policies and procedures for administering the Federal Transit Administration's (FTA) §5310 program. This PMP is designed to meet federal requirements and facilitate LTD's management and administration of the §5310 Programs. It will also serve as a guide to the general public and prospective applicants, and to assist FTA in its oversight responsibilities by documenting LTD's policies and procedures for administering these programs.

Program Goals and Objectives

LTD has helped develop a range of transportation services within Lane County using a coordinated and integrated approach. Connecting our community by providing transportation for people with limited resources or limited transportation options has long been one of LTD's guiding principles. Efficiency and cost-effectiveness are also key principles, as is offering a range of services that meet different transportation needs. Adhering to these guiding principles has led to the creation of community- and population-based services. In addition, promoting independent travel opportunities has supported the broader values of self-empowerment and integration that are consistent with contemporary education and employment models for people with disabilities. As a result, LTD has created innovative training and support services intended to benefit older adults and people with disabilities.

LTD has historically used §5310 and STIF Formula Funds together to help fund transportation programs for older adults and people with disabilities. The LTD Statewide Transportation Improvement Fund (STIF) Committee serves as a public process intended to vet and review applications for the use of §5310 funds. LTD staff periodically reviews this Project Management Plan and recommends updates. The STIF Committee is a five to fifteen-member advisory committee made up of riders and providers throughout Lane County. Once the STIF committee completes its review of applications for use of §5310 funds, LTD begins a public review and comment period, which includes gathering feedback from important stakeholders as well as the Metropolitan Planning Organization. The LTD Board of Directors approves the plan once it is completed.

LTD, with guidance from the STIF Committee has established programs and services using the following principles and objectives:

Respect – We honor and dignify all individuals by listening intently to their unique contributions and needs — treating others with trust, care, kindness, and courtesy.

Integrity - We hold all that we say and do to a high standard of honesty, stewardship, ethics, fairness, and compassion.

Innovation - We persist in applying resourcefulness, creativity, and new technology alongside known best practices to best serve our community.

Equity- We commit to listening, learning, and including voices from the diverse identities and abilities of our employees and our community — and we take care to consider how our decision-making processes address historic inequities in transportation.

Safety - We create a safe environment for our employees, customers, and community – and are always willing to reach out to help, support, and assist others in ways that are safe to all involved.

Collaboration - We demonstrate cooperation and excellent team behaviors when working with others — both internally and with our partners in the District — by focusing on common purpose and win-win outcomes.

LTD's Accessible Services focuses on providing transportation services to older adults and people with disabilities who require accommodations and specialized equipment to use public transit effectively, whether using fixed-route service or paratransit. LTD's Accessible Services' reach extends to rural areas within Lane County through coordination, technical assistance, grant writing, and program administration.

The Lane Coordinated Public Transportation Plan, prepared by Lane Transit District, was first drafted and adopted by the LTD Board of Directors in January 2007 – prior to the issuance of guidance by the Federal Transit Administration (FTA). The Lane Coordinated Plan is reviewed biennially to ensure that it is relevant to present conditions; references relevant needs assessments and local planning information; matches needs with preferred coordination practices and projects; lists projects and resources; and reports on public review and comments about the Lane Coordinated Plan.

The Lane Coordinated Plan is recognized and referenced in Lane Transit District's Long Range Transit Plan, which also is adopted by the LTD Board of Directors and included in the regional transportation Planning document, *Central Lane MPO Regional Transportation Plan*, which is prepared and adopted by the Metropolitan Policy Organization. In addition, the Lane Coordinated Plan is included in the Central Lane MPO Unified Planning Work Program.

Roles and Responsibilities

Lane Transit District (LTD) is the agency designated by the Governor of Oregon to administer the §5310 Enhanced Mobility Program in the Eugene-Springfield metropolitan area. LTD is also the designated recipient and administrator of the Statewide Transportation Improvement Fund (STIF)[1] for transportation services benefitting older adults and people with disabilities. LTD coordinates a public process soliciting transportation project applications for the award and distribution of directly received §5310 funds and all funds received through the State of Oregon. LTD also manages the development and update of the area's human services transportation coordinated plan. In addition, it is LTD's role to ensure that not less than 55 percent of §5310

[1] The Statewide Transportation Improvement Fund (STIF) merges with and replaces Oregon's Special Transportation Fund (STF) on July 1, 2023. STIF was created in 2017 by the Oregon Legislature. In its first two bienniums, STIF funds initially came solely from the Oregon "transit tax," which is a state payroll tax equal to one-tenth of 1 percent, while funds for Oregon's Special Transportation Fund (STF), which was created in 1985 by the Oregon Legislature, came from a portion of the cigarette tax revenue as well as excess revenue earned from sales of photo ID Cards and other funds from Oregon Department of Transportation. The STIF program will also be funded by ID card fees, non-highway gas tax, and cigarette tax revenues once its merger with the Special Transportation Fund (STF) is effective July 1, 2023. These funds are distributed biannually through a formula based on population to 42 designated entities, called STIF Agencies. These funds typically are used to leverage federal funds. STIF Agencies are required to coordinate distribution of funds for projects that benefit the mobility of older adults and people with disabilities throughout their jurisdictions

funds received are used for traditional §5310 projects – those public transportation projects planned, designed, and carried out to meet the specific needs of older adults and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate.

The state of Oregon distributes state, FTA, and ODOT Surface Transportation Program funds biannually for transportation projects that enhance the mobility of older adults and individuals with disabilities that go beyond traditional services. These funds included Federal §5310, §5311, §5311(f), and State STIF funds.

The LTD Board has opportunity for review and authority over both the PMP and the Lane Coordinated Plan. The LTD Board appoints a STIF Committee[2] made up of stakeholders knowledgeable about the transportation needs of older adults and people with disabilities. There are 5-15 appointed members who serve on the Committee with representation from a variety of disabilities, rural and metro areas of Lane County, and other interested parties who attend regularly. LTD typically convenes the STIF Committee as necessary to recommend grant funding allocations to support programs for older adults and people with disabilities. This Committee provides funding recommendations to the LTD Board based on the priorities stated in the Lane Coordinated Public Transportation Plan. The LTD Board then holds a public review process and forwards its final recommendation to the LTD General Manager, who is authorized by the LTD Board to submit grant applications.

Local governments and stakeholder groups participate in the update of the Lane Coordinated Public Transportation Plan. These entities also provide services to older adults and people with disabilities.

Applicants and recipients (including private providers and local applicants) both participate in the coordinated plan update process. Applicants participate in grant workshops to learn what is expected should they choose to apply for funds. Applicants develop program proposals and submit them to the grant review committee. Recipients, as the direct service providers, provide good customer service and provide the required fiscal management and reporting per contract and federal guidelines.

Coordination

LTD serves as the lead agency for public transit and human services transportation coordination in the area. In this capacity, LTD is required to:

- Develop and adopt a local transportation coordination plan;
- Coordinate the project application and public comment processes for the local area;
- Review and rank applications for projects benefitting older adults, people with low income, and people with disabilities, and ensure that projects are derived from the Coordinated Plan; and
- Follow a protest process and procedure to resolve funding decision conflicts.

All projects must be reflected in the Coordinated Plan. Local agencies and service providers participate in the update of the plan. Metro area projects are required to complement or alleviate demand for the metro ADA paratransit service. Rural projects must have full support of local jurisdictions, including a contribution towards required match.

LTD operates a regional transportation brokerage, The RideSource Call Center, within which most of the funded projects are coordinated through mobility management and dispatching efforts. For example, ADA, Veterans, and Medicaid non-emergency medical transportation trips are managed by the Call Center. LTD

[2] The STIF Committee is a five to fifteen-member advisory committee to Lane Transit District made up of riders and providers throughout Lane County. It is a committee that is required by the State to oversee distribution of STIF funds.

coordinates service delivery with local DHS agencies and encourages the offering of shared rides between programs along with other efforts to enhance the quality and efficiency of service delivery.

The State of Oregon ensures that projects funds are contained within the Coordinated Human Services Transportation Plan. They are a resource for grantees and require coordination when determining which projects to fund with statewide §5310 funds. LTD's process to award directly received §5310 funds is a component of the coordinated effort to plan and fund projects within Lane County.

Eligible Sub-recipients

State or local government authorities, private for-profit organizations, non-profit organizations, and/or public transit operators are eligible to receive funds as subrecipients. As the designated recipient, LTD abides by Federal eligibility requirements. LTD conducts a competitive procurement process to allocate program funds. All applicants must be able to meet the required terms and conditions of grants administered under the Federal Transit Administration (FTA). A signed copy of the FTA's certifications and assurances must be submitted to LTD.

Local Share and Local Funding Requirements

Local matching funds must be assigned to and be included in each project budget. Eligible local and non-U.S. DOT federal funds may be used for local match. Different levels of local matching funds are required for different types of projects. LTD verifies all sources of matching funds for eligibility, applicability to eligible program costs, their sole use as match for the defined program, and availability to the project.

Applicants are notified that the use of some types of non-cash contributions is allowed but restricted. Applicants are requested to contact LTD to find out whether volunteer or other in-kind contributions for a project would be allowed as part of the local match contribution to the project. If permitted, the value of the non-cash contributions must be documented and represent a cost which otherwise would be eligible under the program and be included in the project budget.

Project Selection Criteria

LTD, as the lead agency, conducts a public, competitive process to solicit project proposals that enhance mobility for older adults and people with disabilities. This is a coordinated process used for project selection for directly received §5310 funds and funds received through the State of Oregon. This process coincides with the announcement of funding availability from the State and is typically a four-month biennial process that begins in late fall or early winter. A grant review committee is convened that includes members appointed by the LTD Board of Directors, governed by formal committee bylaws.

Proposed projects are evaluated on these criteria:

- Projects are derived from and support the Lane Coordinated Plan.
- Projects are eligible under the grant program guidelines.
- Agencies have the fiscal and operational expertise needed to comply with administrative and grant reporting requirements.
- Matching funds are clearly identified, come from permissible sources, and are not already committed to another grant-funded project.
- Projects are cost effective.
- Projects do not unnecessarily duplicate existing service.
- The budget is appropriate to the scale of the project.
- Project helps improve coordination and supports the effective use of public resources.

Annual Program of Project Development and Approval Process

The consolidated program of project development and approval for both directly received §5310 funds and funds received from the State of Oregon coincides with ODOT Public Transit Division's grant application process and includes funding under Federal §5310, §5311, §5311(f), and State STIF programs. The intent is to provide a better opportunity for coordination of projects and funding sources. ODOT operates on a two-year cycle with annual updates.

LTD conducts a public process that provides technical assistance to potential applicants. All interested parties are encouraged to attend the workshops as well as the Grant Review Committee meetings. A sample process for §5310 projects:

- Notice of Fund Availability (Published Notice)
- Workshops (Technical Assistance)
- Applications due to LTD
- Application Review Committee Meeting(s)
- Funding Recommendations published and forwarded to STIF Committee members and applicants.
- Public Comment / Protest Period
- LTD Board Approval –Board authorizes General Manager to sign applications
- Applications are processed with FTA for direct §5310 funded projects and to the state for all other projects

During the grant review process, projects for funding are reviewed to ensure that the recommended project list meets the 55% traditional project requirement. If the recommended list does not meet the requirement, then the committee will reallocate funding to projects to ensure that the requirement is met.

Projects to be funded with direct §5310 funds through application to the Federal Transit Administration are reported to FTA on their own §5310 program of projects. These projects are included in the project list developed through the grant review process.

Administration, Planning, and Technical Assistance

LTD supplies a high level of coordination and technical assistance to area transportation providers and human services agencies. LTD provides grant administration, contract oversight, graphic design, communications, and publications support. LTD may use the 10 percent administrative allotment allowable under §5310 funding for these support activities.

Transfer of Funds

LTD will not transfer directly received urban §5310 funds between rural and small urbanized areas. The State has a statewide program for meeting those objectives of §5310.

Private Sector Participation

LTD's centralized call center dispatches rides to a variety of private providers that provide a variety of human service transportation trips, including ADA paratransit trips.

LTD advertises the availability of funds through legal ads in the regional newspaper and e-mail notifications to a broad spectrum of providers and interested parties that includes private providers. In addition, the notice is posted on the LTD website.

Civil Rights

LTD uses a variety of methods to disseminate information and to notify interested and affected public members of their rights under Title VI and to keep them informed about specific projects and progress. LTD alerts stakeholders to participation opportunities. Dissemination of project information is timed to coincide with milestone events. At times, LTD project managers issue additional project-related information outside of key project milestones to provide the public with newly surfaced information or encourage increased participation. The following methods are used: project newsletter, project flyers and postcards, media communications, website, public open houses, and speakers' bureau.

LTD also creates ad-hoc advisory committees that provide additional opportunities for involvement and feedback to get a well-rounded representation from communities.

For individuals who are limited English proficient (LEP), the most visible and critical piece of service information (LTD's Rider's Digest) is translated into Spanish. Customers are informed that any information about District operations will be translated upon request. Most written translations are handled through a contract with a local translator.

As part of the Title VI Quality of Service review, LTD works with the Lane Council of Governments (LCOG) to conduct an analysis using the Census Transportation Planning Package. This data has identified the primary block groups with the largest minority populations. Service planning staff uses this data as major service decisions are analyzed.

Lane Transit District has had no restrictions placed on its EEO program approval by the FTA.

Employment-related and Civil Rights complaints are handled through LTD's Human Resources Department. There have been no such complaints in the past three years. Transit Operations and the Customer Service Center use an on-line system to keep track of service-related ADA complaints and appropriate follow-up. The RideSource (ADA paratransit) staff also uses a record keeping system. Employment-related complaints at RideSource are handled by the contractor's local management. Civil Rights complaints are handled by the contractor's administrative office. The contractor uses similar forms and procedures for responding to and tracking complaints, and discloses all complaints to the grantee on a regular basis. Paratransit program complaints are recorded in the paratransit operations database and investigated by the local contractor's management staff.

LTD develops and submits an annual DBE program to FTA for approval, and per FTA Region 10, the program has been approved. LTD develops overall annual DBE goals relative to the availability of DBEs in the area. These calculations are included as documentation in the annual goal submission to FTA. The Uniform Report of DBE Awards or Commitments and Payments has been submitted to FTA semiannually.

LTD monitors sub-recipient contracts on a monthly, quarterly, and annual basis. Monthly monitoring occurs through individual invoices that are received from sub-recipients that include project data, such as ridership counts by population type. Quarterly reports are submitted by the sub-recipients that include vehicle data and Title VI, DBE, and EEO complaint reports. Annual site visits include a review of required Civil Rights documentation and Civil Rights activity as well as ensuring that required postings are posted in an accessible location and are up to date. LTD has an aspirational goal for DBE participation, and is race- and gender-neutral. As such, we are prohibited from requiring contractors (subrecipients of grant funding) to secure any particular DBE goal percentage under LTD contracts. LTD does encourage the use of DBE firms where possible, but we cannot require it. Subrecipients are asked to provide an estimated level (%) of DBE participation they will be able to obtain under their contracts, and monthly reporting is required.

Title VI, Section 504, and ADA Reporting

LTD requires sub-recipients to document that they distribute FTA funds without regard to race, color, national origin, disability or discrimination against disadvantaged business enterprises among applicable civil rights requirements. Not all applicable civil rights requirements are discussed in the PMP.

LTD complies with FTA's Title VI requirements in the following manner:

i. Provision of an annual Title VI certification and assurance;
ii. Development of Title VI complaint procedures;
iii. Record keeping of all Title VI investigations, complaints and lawsuits;
iv. Provision of meaningful access to persons with Limited English Proficiency;
v. Notification to beneficiaries of protection under Title VI;
vi. A requirement that each sub-recipient develops a Title VI program or becomes part of LTD's submittal of its Title VI program to the FTA's regional civil rights officer once every three years.

LTD's promotion, administration, and distribution of information and funding relevant to the 5310 programs is consistent with LTD's Title VI Policy.

In order to fulfill Section 504 obligations, LTD plans on working closely with its sub-recipients to ensure the goals of their federal §5310 grants are being met. In order to track this progress, LTD will review each submitted invoice and ensure that all required backup material is attached and correct in order to validate funds spent, work to resolve any potential ineligibility issues with any sub-recipient, and obtain the return of any funds paid out that have been found to have been ineligible. In addition, LTD will review all quarterly and annual reports to ensure consistency with the terms of the federal grant and contracts. Finally, LTD will make annual site visits to each sub-recipient to ensure purchased items, service and/or training funded by the federal grant are in full service, are being maintained as per manufacturer's recommendations, and are being used to meet the performance measures set in the contract and in federal guidelines.

LTD will evaluate all projects receiving grant funds for compliance with all relevant ADA laws, regulations, and policies. Moreover, LTD will work with sub-recipients to provide technical assistance.

LTD requires all sub-recipients to submit certifications and assurances annually in accordance with the FTA's annual process. When applicable, LTD will obtain and review ADA and Section 504 policies and reports to ensure compliance.

Program Measures

Lane Transit District will gather and report program measures required by federal guidelines. These include:

- Traditional §5310 Projects
  - Gaps in service filled
  - Ridership
- Other §5310 Projects
  - Increases or enhancements related to geographic coverage, service quality and/or service times that impact the availability of transportation services for older adults and individuals with disabilities.
  - Additions or changes to physical infrastructure (e.g., transportation facilities, sidewalks.), technology, and vehicles that impact availability of transportation services for older adults and individuals with disabilities.
  - Actual or estimated number of rides (as measured by one-way trips) provided for older adults and individuals with disabilities.

Where applicable, these measures will be reported by the sub-recipient to LTD. LTD will gather all performance measure data and report in total to the FTA on an annual basis or as requested by FTA.

The sub-recipients will also work jointly with LTD to establish other performance indicators that are more specific to their projects to measure relevant outputs, service levels, and outcomes. Sub-recipients will be required to report these performance measures quarterly, annually, and as required by LTD and the FTA.

Program Management

This Program Management Plan (PMP) describes Lane Transit District's policies and procedures for administering the Federal Transit Administration's (FTA) §5310 program. This PMP is designed to meet federal requirements and facilitate LTD's management and administration of the §5310 Programs. It will also serve as a guide to the general public and prospective applicants and to assist FTA in its oversight responsibilities by documenting LTD's policies and procedures for administering these programs.

LTD has assigned a staff person as project manager for its Program Management Plan. The project manager, or their designee, will be responsible for reviewing and processing all reports, plans, and certifications required to be submitted under these regulations. LTD will review information provided by the sub-recipients of §5310 funds on a quarterly basis at a minimum. In addition, records will be checked as part of the sub-recipient monitoring plans during site visits.

The LTD project manager will establish and maintain a point of contact with each sub-recipient and will monitor compliance through review of required quarterly reports, telephone inquiries, and periodic site visits.

Accounting Systems, Financial Management, and Reporting

LTD as the sole direct recipient, has an established accounting and reporting system that meets or exceeds FTA requirements for financial management. In addition, all sub-recipients must assure LTD that each has fiscal control and accounting procedures that will permit preparation of the required reports as well as a level of expenditures adequate to establish that such funds are used consistent with the rules and requirements of the program.

All sub-recipients receiving operating assistance are required to report financial and operating data on a quarterly and annual basis. Milestone reports are also required for all capital and planning grants. Eligible direct recipients have in place accounting systems, financial management procedures, and reporting capabilities adequate to meet the requirements of FTA.

All sub-recipients receiving capital assistance are required to keep appropriate property control records on all equipment and real property. Federal Office of Management and Budget and Federal Transit Administration guidelines are used in meeting this reporting requirement.

Procurement, Property Management, Vehicle Use, Maintenance and Disposition

As the Designated Recipient for §5310 funding, LTD will manage capital from procurement until disposition using FTA-required processes and management reviews. Sub-recipients do not procure vehicles or equipment. Sub-recipients will be responsible for property management, vehicle use, and maintenance. They will be required to follow all federal guidelines that govern these activities. LTD will monitor these activities through monthly/quarterly/annual report review and site visit verifications. LTD will be responsible for all disposition of property procured with federal funds under LTD's management. All dispositions will follow FTA rules under §5310.

Audits and Close-Outs

Sub-recipients are responsible for securing organization-wide or grant specific audits. An annual audit is conducted on all LTD activities, including activities under the §5310 program, in accordance with Office of Management and Budget, Circular A-133 or 2 CFR 200 Subpart 500. LTD is responsible for reviewing all audit reports and appropriately resolving and reporting any findings.

LTD will perform a project closeout with sub-recipients within 90 days after all funds are expended and all work activities for the project are completed. LTD will initiate program of project (POP) closeout with FTA within 90 days after all work activities for the POP are completed. LTD will electronically submit a final Federal Financial Report (SF 425), final budget, and final POP via the TEAM system at the time of closeout.

Subcontractors will be required to submit a project activity report and status reports. Programs status will be reviewed and a comprehensive status report will be prepared quarterly. Program status reports for FTA grants are provided quarterly.

Other Provisions

LTD will require certifications and assurances from sub-recipients that they will comply with other Federal requirements such as environmental protection, Buy America provisions, pre-award and post-delivery reviews, restrictions on lobbying, prohibition on exclusive school transportation, and drug and alcohol testing, as appropriate. Depending on the nature of the project, LTD will require reporting on the relevant actions taken to comply with the federal requirements listed above as part of quarterly reporting.

LTD will monitor project contracts with sub-recipients in the following manner consistent with its own project reporting requirements with the Federal Transit Administration. These requirements include LTD's direct quarterly and annual reporting requirements to FTA in the following areas:

1. Quarterly and annual program of projects reporting on each FTA grant contract
2. Milestone activity reports – filed with quarterly and annual program of project reports
3. Financial status reports – Submitted quarterly and annually
4. Program measures – Submitted quarterly and annually
5. Disadvantaged Business Enterprise (DBE) reports – as required for contracts in excess of $250,000

Additionally, LTD will structure grant contracts and reporting in the following manner:

1. In the process of executing sub-recipient contracts, LTD will meet with sub-recipients and explain all contract obligations, including financial and non-financial reporting of project status, progress, and compliance with contract requirements

2. Sub-recipients will be required to file monthly reports, due by the 15th of the following month. Monthly reports will include:
    a. a comparative statement of project expenses relative to budget for the month and project to date;
    b. a progress report on project implementation, progress made, problems encountered and proposed resolution, and expected activities in the following month; and
    c. project progress compared to project implementation timeline.

    Monthly reports are not required for periods where quarterly reports are required.

3. Sub-recipients will be prepared to file quarterly reports by the 15th of April, July, October and January. The quarterly reports will include all required submissions for monthly reporting and include the following additional information:

a. A review of contract compliance;
b. An analysis of the status of the project relative to project obligations in the contract;
c. Recommendations for corrective actions, as required; and
d. Recommendations for contract amendment, if desired.

The fourth quarter report will serve as the annual report of project status.

Since LTD will be handling all procurements of vehicles and other capital items, LTD will manage all environmental processes and ensure Buy America provisions are followed to ensure compliance with FTA requirements found in FTA Circular 9070.1, 4220.1, and 5010.1. Any FTA requirements borne by sub-recipients, like preventive maintenance, will be reviewed during site visits and through periodic reporting. All other federal requirements that sub-recipients are required to meet will be outlined within the contract and reviewed through periodic reporting and site visits.

Lane Transit District

Coordinated Public Transportation Human Services Transportation Plan

Presented to the Strategic Planning Committee

November 4, 2026



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

What is the Coordinated Plan?

Last updated 2019

Improve Transportation Services for

- Older Adults (65+)
- Individuals with Disabilities

Identify Needs of Stakeholders

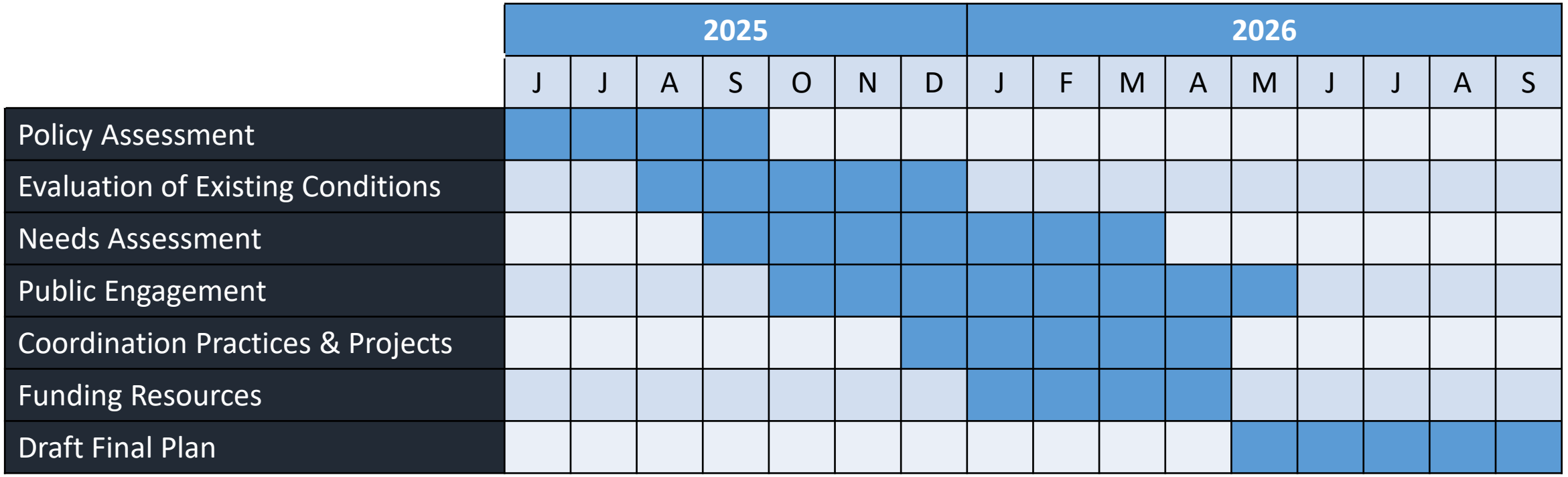
Inventory Services

Identify Gaps and Overlaps in Coverage

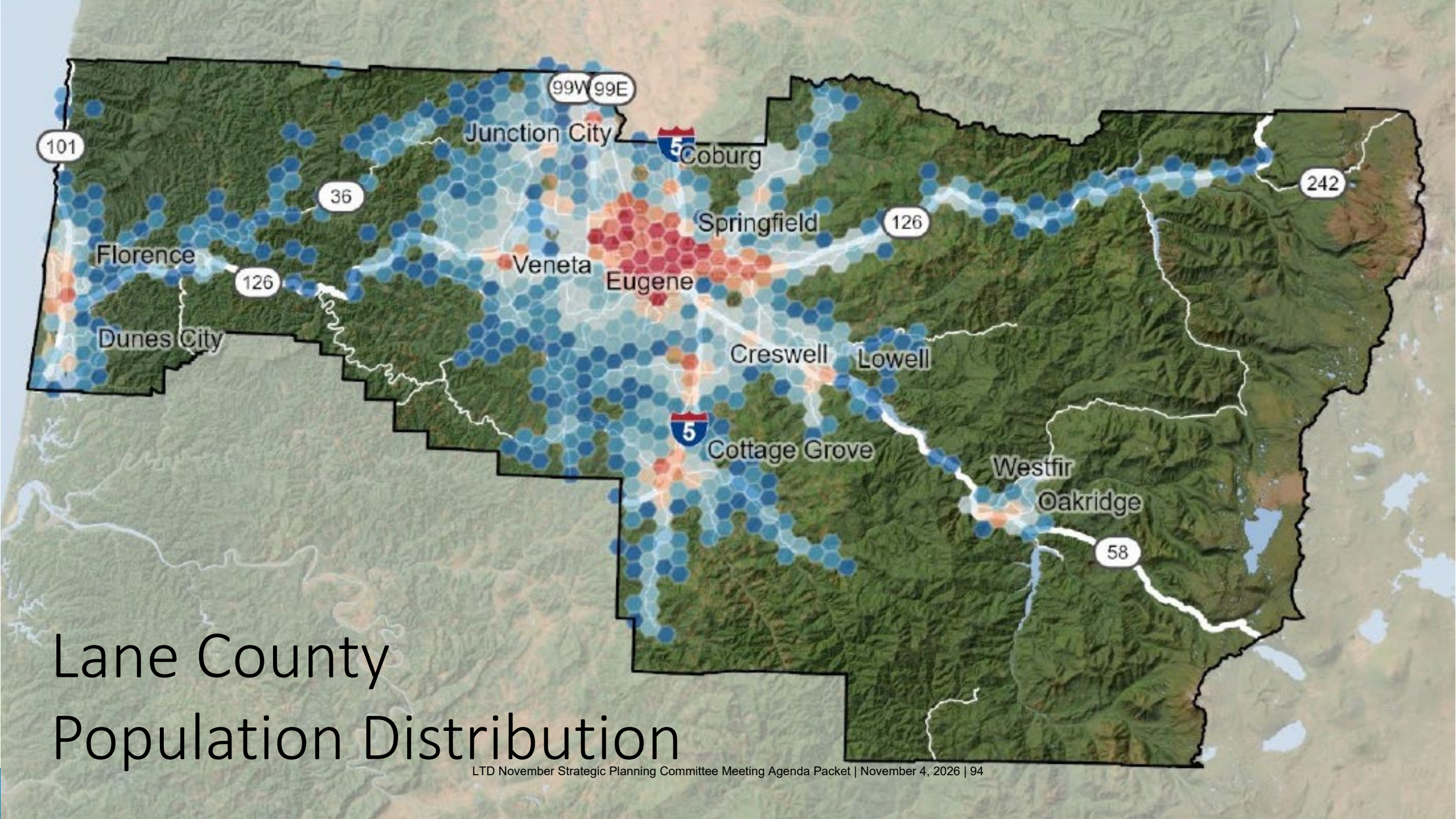
Develop Priorities & Strategies to Guide Investments

Required by Federal Transit Administration

Plan Development Timeline



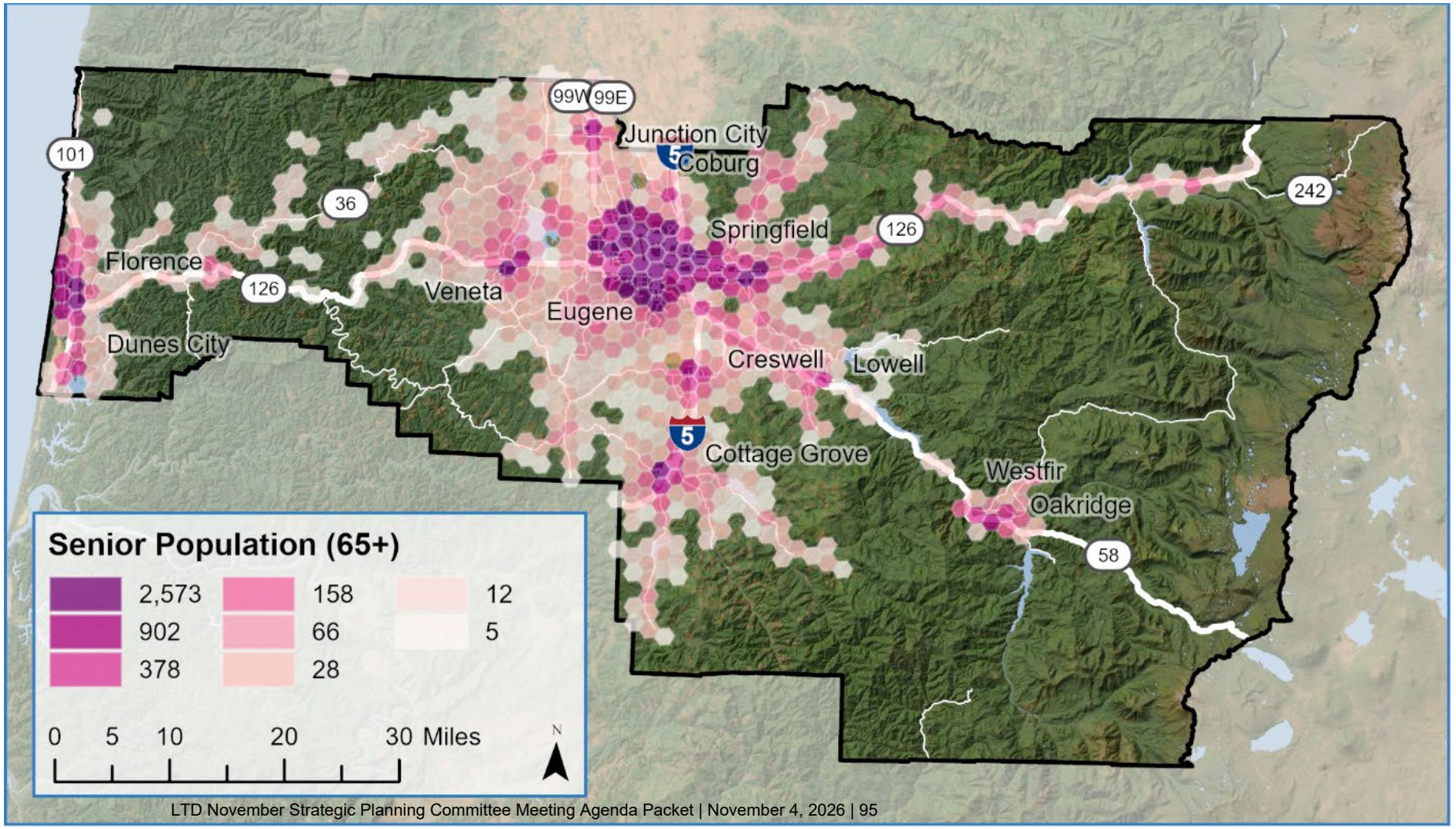
Existing Conditions



Lane County Population Distribution

Population Profiles: Older Adults

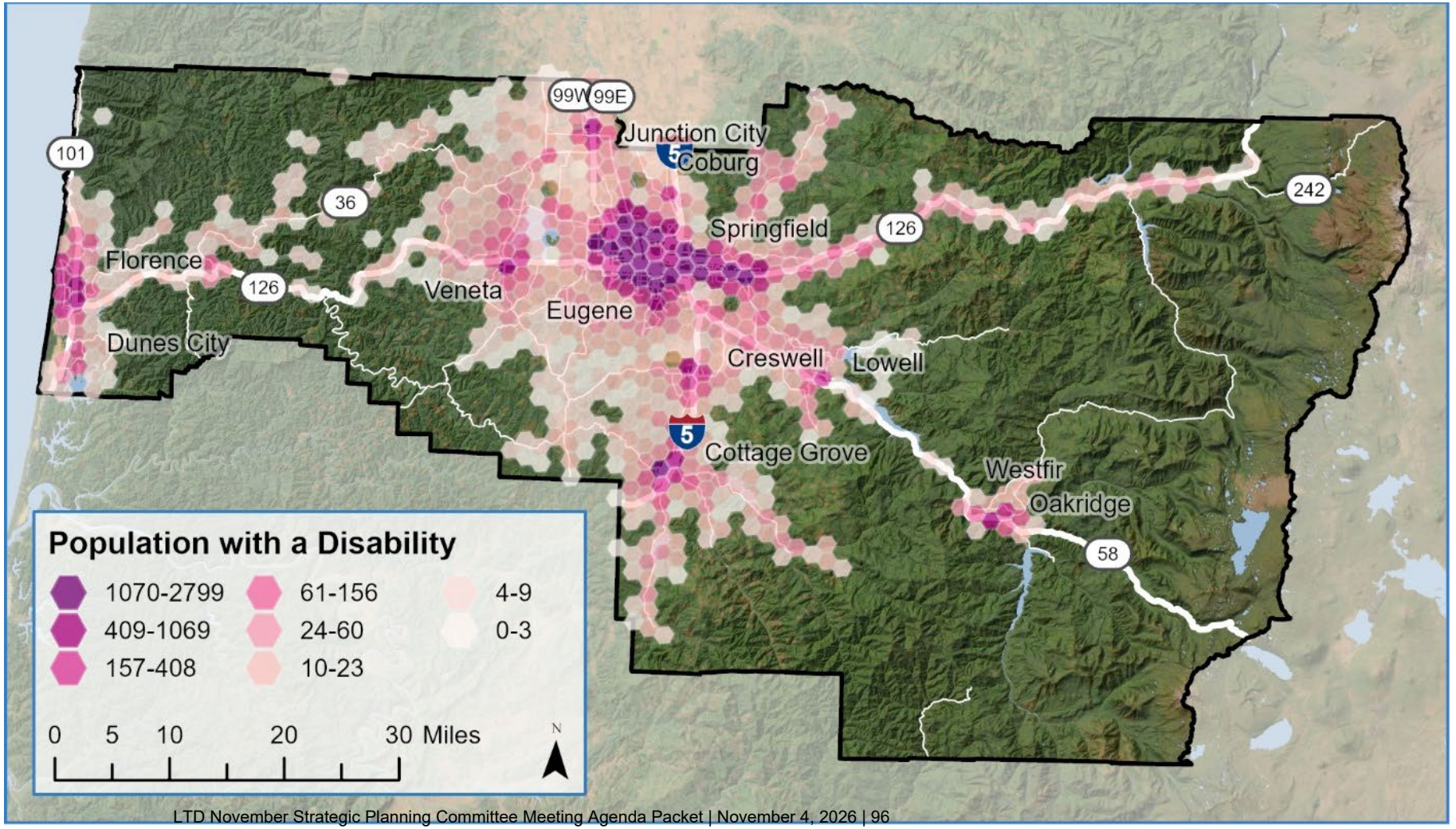
Pop Total	Percent of County
78,250	20%



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

Population Profiles: People Living with Disabilities

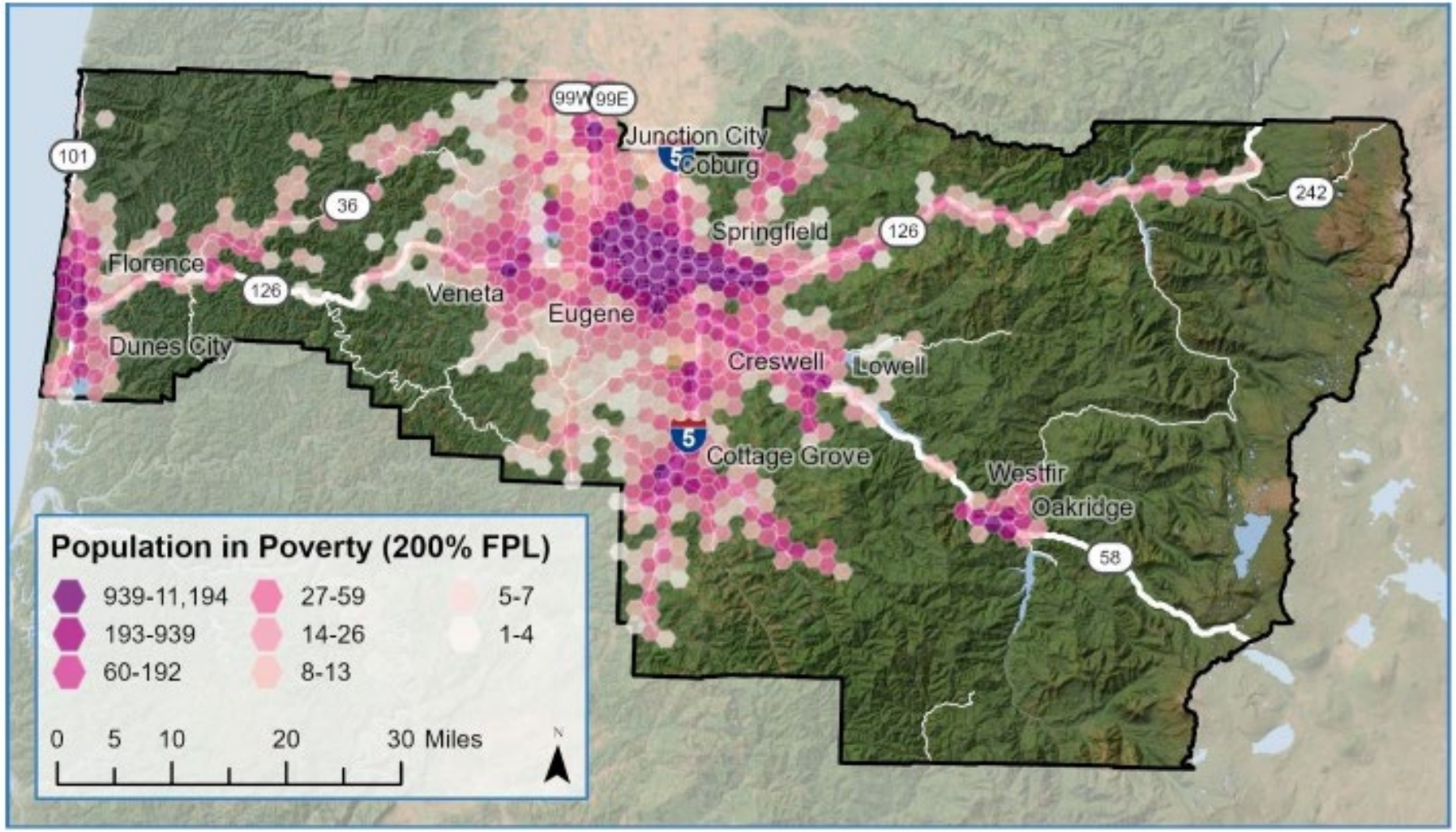
Pop Total	Percent of County
65,245	17%



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

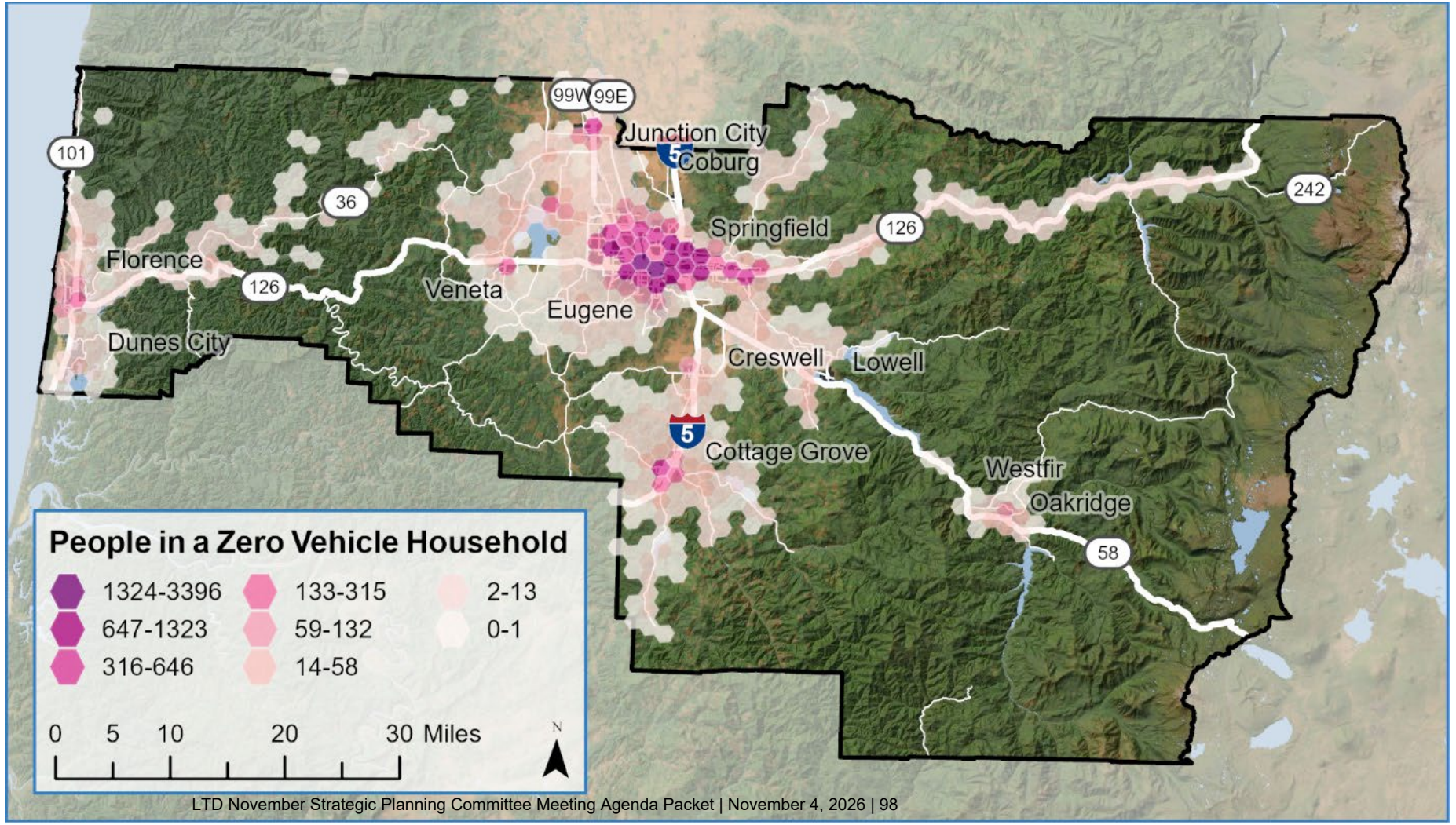
Population Profiles: Residents Living in Poverty

Pop Total	Percent of County
122,308	32%



Population Profiles: Zero Vehicle Households

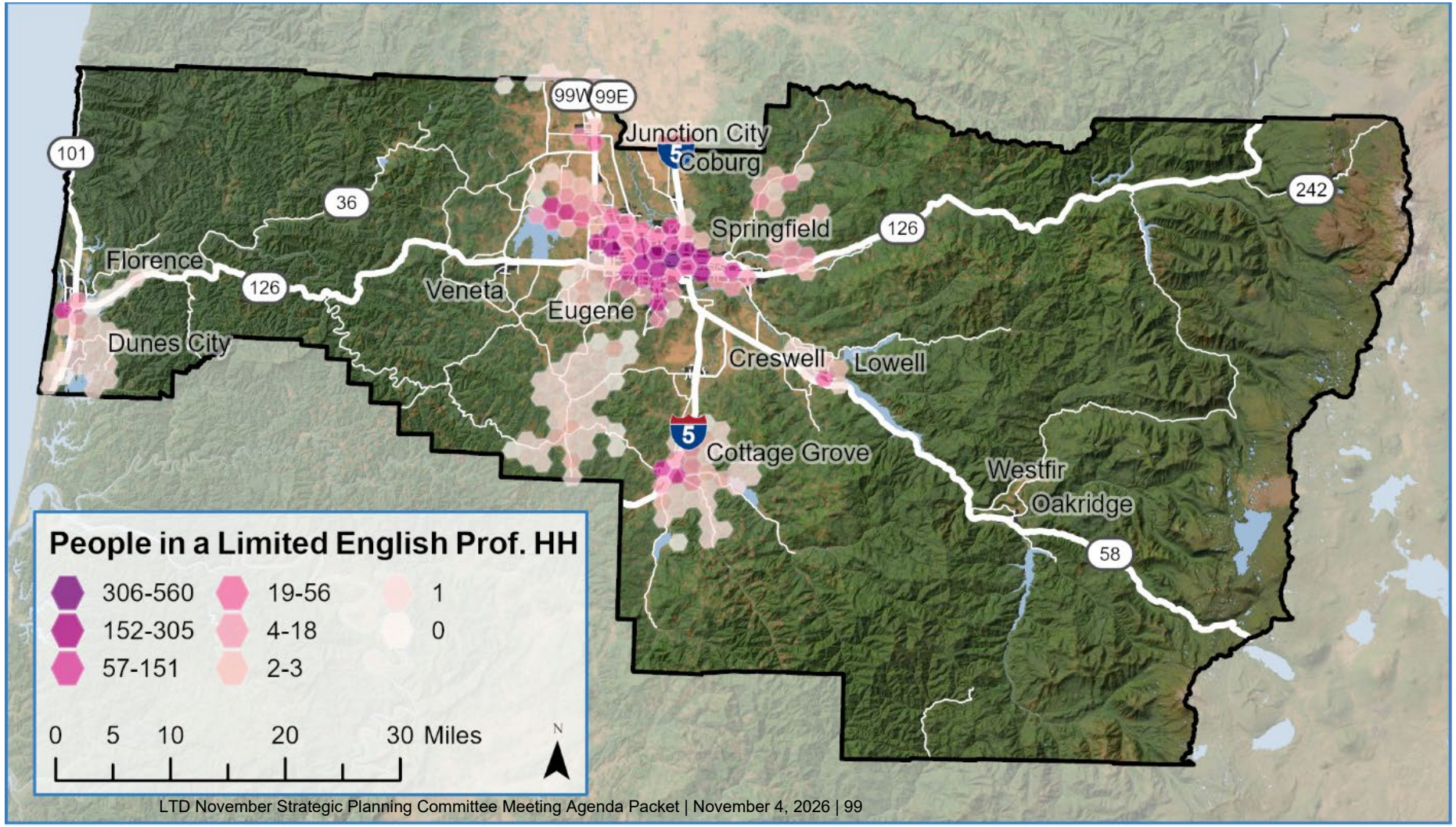
Pop Total	Percent of County
29,202	7.6%



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

Population Profiles: Limited English Proficiency

Pop. Total	Percent of County
4,839	1.3%



Sources: DLCD, US Census, LCOG Regional GIS, Earthstar Geographics

Non-White Population

Pop Total	Percent of County
74,268	19.4%

- Mostly concentrated in the Eugene-Springfield area, with 79% of this group living within Eugene or Springfield.
- Only 11% of the non-white population lives in rural areas outside incorporated cities.
- Mapping is challenging due to large geographics and margins of error

Veterans

Pop Total	Percent of County
24,552	7.8%

- Over half (56%) of Veterans in Lane County over the age of 65.
- Connections to healthcare
  - Two VA clinics in Lane County, both in Eugene.
  - 37% of veterans live in Eugene
  - 16% in Springfield
  - 47% live outside the Eugene-Springfield area need to travel to Eugene for medical services.

Services Today

Summary of Services



Fixed Route Bus Service



Demand-Response Service

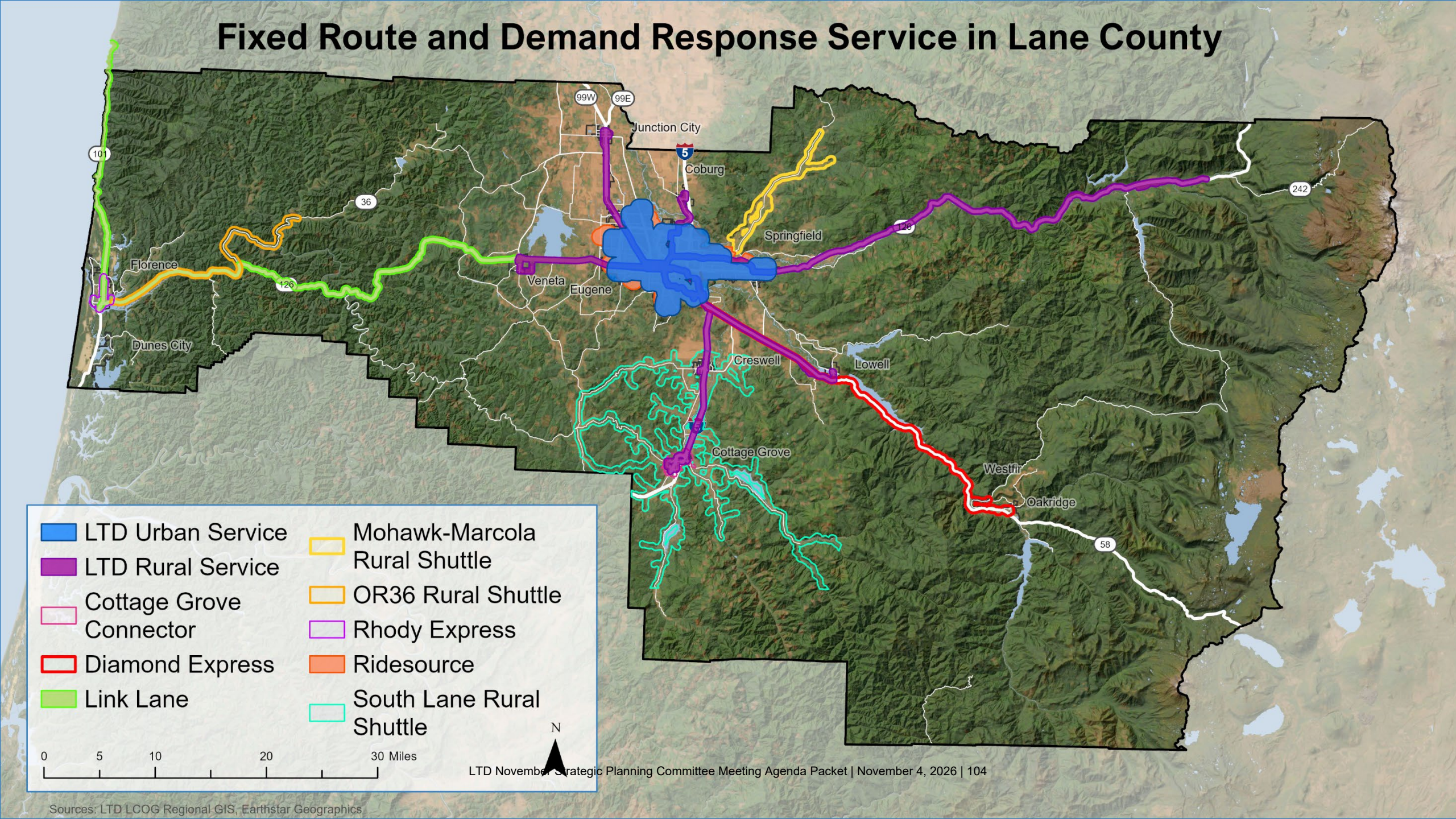


Other Services in Lane County



Services Connecting to Lane County

Fixed Route and Demand Response Service in Lane County



Sources: LTD LCOG Regional GIS, Earthstar Geographics

Public and Stakeholder Outreach

>250 people reached*

123
paper survey responses

94
online survey responses

6
Tabling events

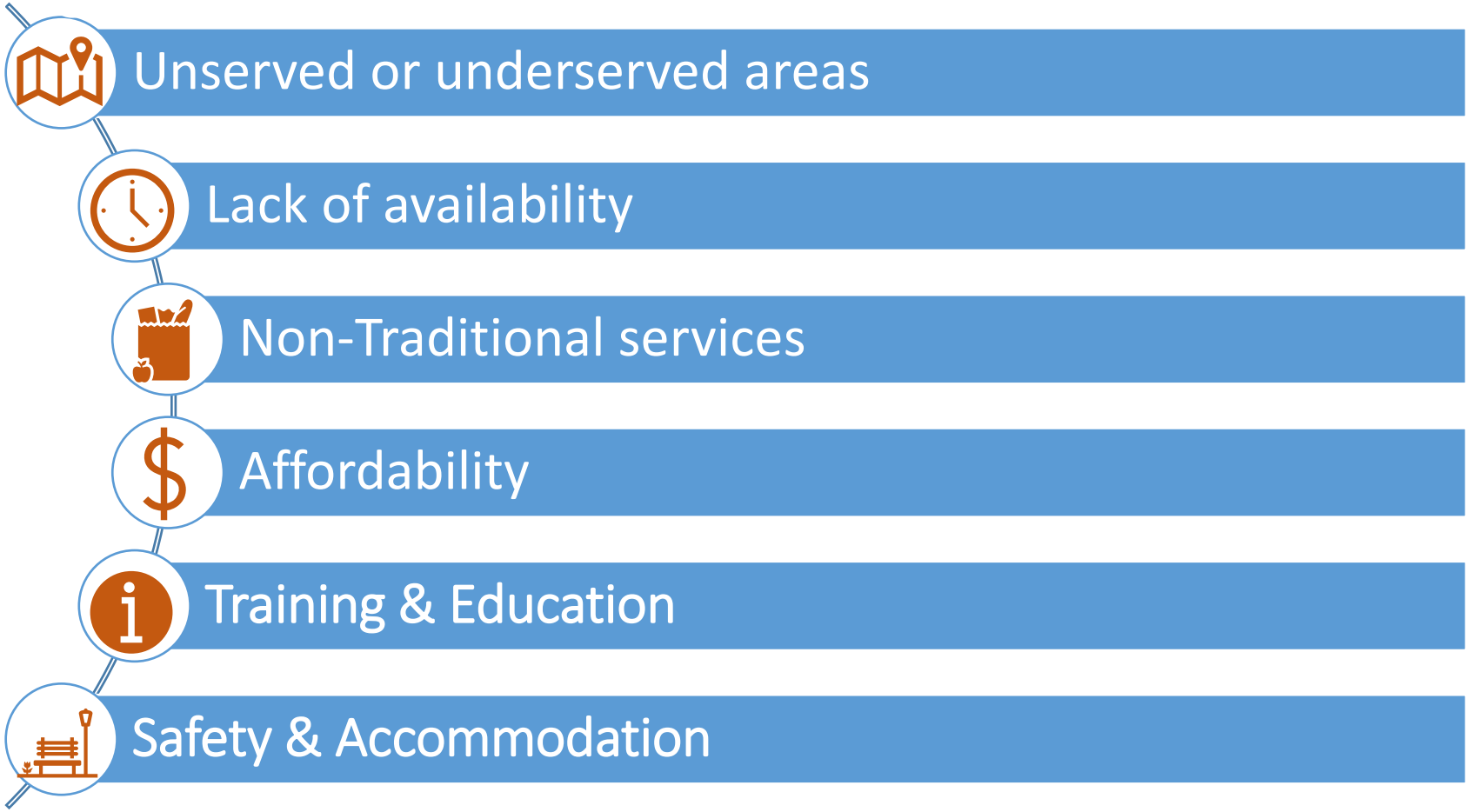
- *Homeless nonprofit*
- *Retirement community*
- *Food pantry in Cottage Grove*
- *Spanish community food pantry*
- *Home for elderly and disabled*
- *U of O Ducks Living Fair*

7
Presentations to public committees/ other organizations

- *Willamette Oaks Retirement Community*
- *LCOG Senior & Disability Services Committee*
- *Arc of Lane County – Spanish Parent Support Grp*
- *Lane Youth Transportation Advisory Committee*
- *Lane Area Commission on Transportation*
- *Lane County Transportation Equity Assessment*
- *Lane Independent Living Alliance (LILA)*

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

Needs


Unserved or underserved areas
Lack of availability
Non-Traditional services
Affordability
Training & Education
Safety & Accommodation

Projects
(n=27)

Projects continuing from 2019 list
Pre-existing projects added to the 2026 project list
New project on list

Replacement/ Expansion Vehicles	**Vehicle Preventive Maintenance**	Behavioral Health **Transportation**	**Transit Training & Hosts**	**RideSource** Paratransit	**RideSource Shopper**	**Volunteer Escort**
Link Lane Eugene-Florence Connector	Link Lane Florence-Yachats Connector	**Transportation to Work for Persons with Developmental Disabilities**	**South Lane** County	**West Lane** County	**East Lane** County	**Crucial Connections**
Veterans Services Transportation	**Mobility Management and Service Coordination**	**Transportation** for OHP Members	Bike Share	Pass Programs	Rural Pilot Programs	ADA Airport Access
Microtransit Pilot	Grocery Delivery Pilot	Fare Management System	Alternative Mobility Solutions	Interagency Transit Network	Route 1 Downtown Loop	

Projects Added to the 2026 Plan

(n=13)

Link Lane Eugene-Florence Connector	Link Lane Florence-Yachats Connector	**Transportation** for OHP Members	Bike Share	Pass Programs
Rural Pilot Programs	ADA Airport Access	Microtransit Pilot	Grocery Delivery Pilot	Fare Management System
	Alternative Mobility Solutions	Interagency Transit Network	Route 1 Downtown Loop	

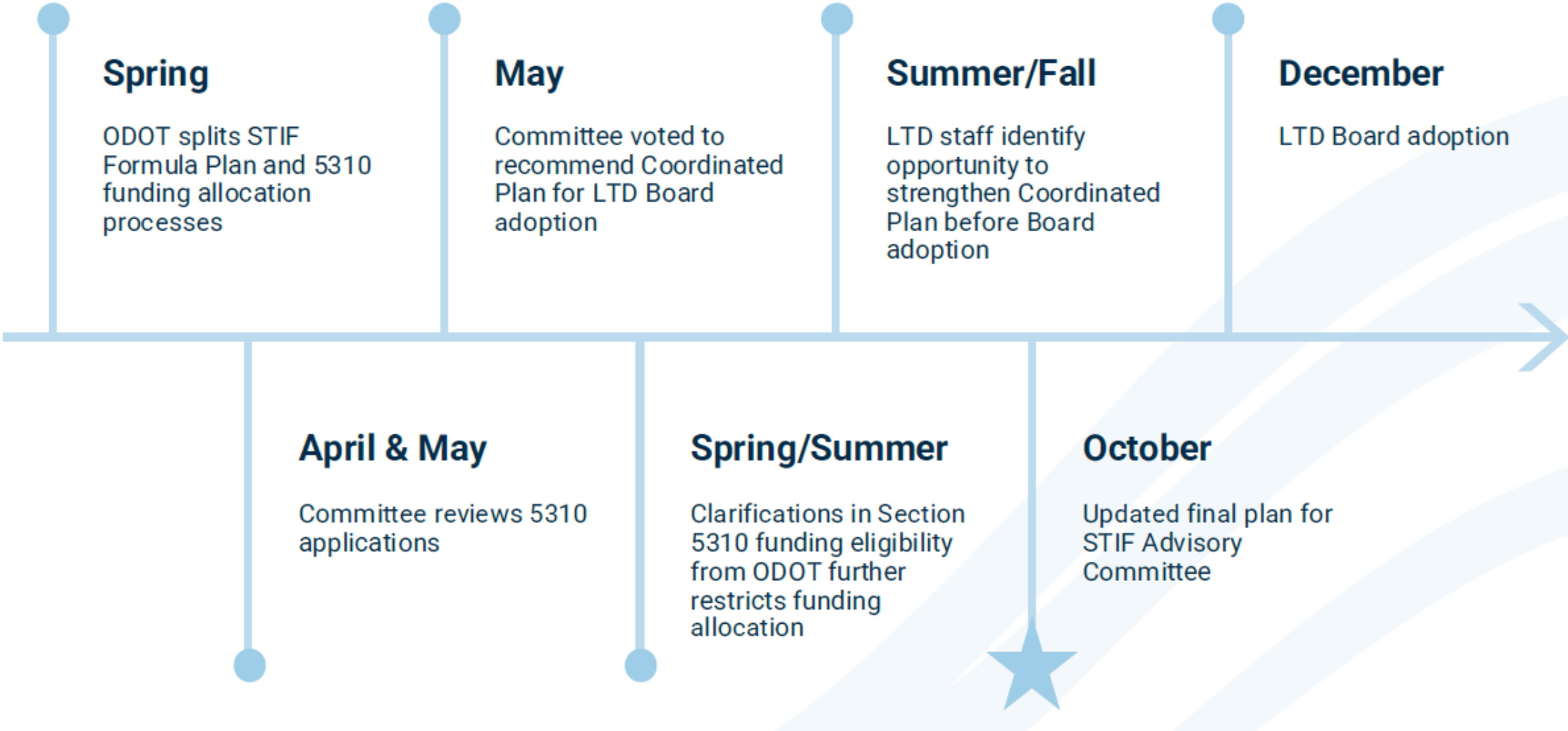
Existing projects added to the 2026 project list

New project on list



Changes to the Plan

Prioritization includes three tiers of priorities	→	Strengthened prioritization framework with a 2-step process
Lists Section 5310 and STIF Formula funding sources	→	Clarified project eligibility and prioritization specific to Section 5310
No info for Section 5310 applicants	→	Added funding details in new appendix

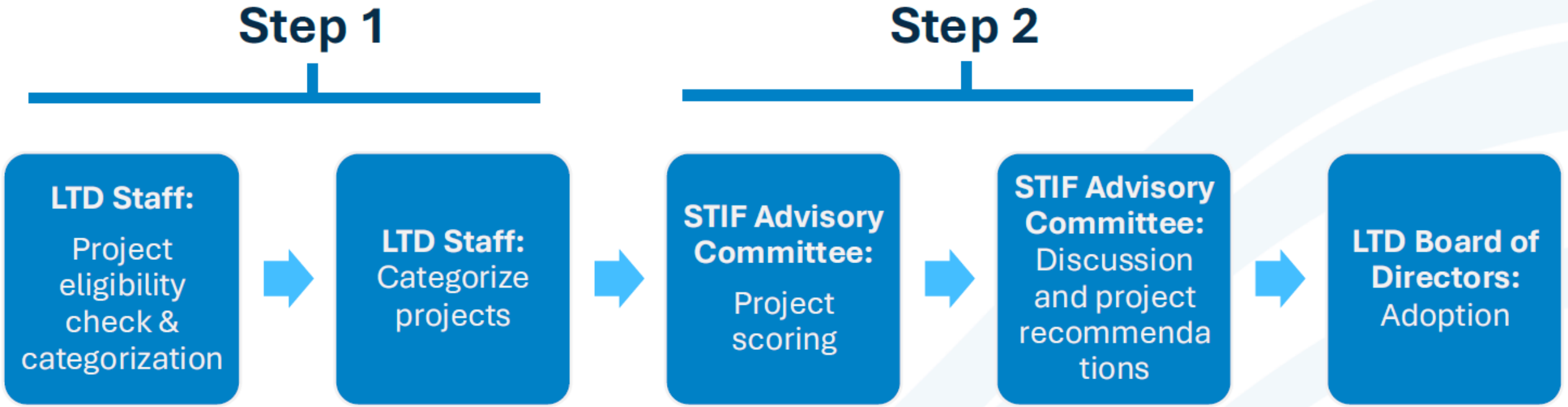

Spring
ODOT splits STIF Formula Plan and 5310 funding allocation processes
May
Committee voted to recommend Coordinated Plan for LTD Board adoption
Summer/Fall
LTD staff identify opportunity to strengthen Coordinated Plan before Board adoption
December
LTD Board adoption
April & May
Committee reviews 5310 applications
Spring/Summer
Clarifications in Section 5310 funding eligibility from ODOT further restricts funding allocation
October
Updated final plan for STIF Advisory Committee

Prioritization Framework

STEP 1: Eligibility screening based on ODOT and FTA criteria and categorization by LTD staff

STEP 2: Project scoring by STIF Advisory Committee

Project Prioritization for Section 5310 Funds





Next Steps

- December: LTD Board of Directors considers Plan adoption

Lane Transit District
Agenda Item Summary (AIS)

Presented By: Dave Roth, Sr. Director of Mobility Planning and Policy

AIS Title: Eugene-Springfield Shared Mobility Program Version 2.0 Update

Prepared By: Dave Roth, Sr. Director of Mobility Planning and Policy

Action: None, information only

Agenda Item Summary:

Staff will provide the Strategic Planning Committee with an update on the Eugene-Springfield Shared Mobility Program Version 2.0 planning effort being led by Toole Design. The update will summarize key findings and emerging recommendations related to program governance, transit integration, fleet modernization, electrification, and implementation planning. No committee action is requested.

Background:

In 2025, the Shared Mobility Work Group (SMWG), consisting of Lane Transit District (LTD), the City of Eugene, the City of Springfield, Lane Council of Governments, the University of Oregon, and EWEB, initiated the Eugene-Springfield Shared Mobility Program Version 2.0 project. The project is funded through the Oregon Department of Transportation (ODOT) Innovative Mobility Program and is being completed by Toole Design. The purpose of the study is to identify opportunities to modernize and expand the region's shared mobility system while improving integration with public transportation and supporting regional mobility, equity, and climate goals.

Over the course of the study, LTD has worked with project partners to evaluate future governance models, transit integration opportunities, fleet electrification, implementation strategies, and long-term funding approaches. LTD also led an industry Request for Information (RFI) to better understand shared micromobility market trends, equipment options, governance models, and emerging technologies. Emerging recommendations include transitioning to an electrified shared mobility fleet, strengthening integration with LTD's transit services, and establishing LTD as the long-term lead agency for the regional program.

The study builds upon LTD's longstanding financial and operational support of the region's bikeshare program and complements recent investments and funding commitments directed toward fleet replacement and program modernization. Staff anticipate the study to be completed before the end of the 2026 calendar year.

Lane Transit District
Agenda Item Summary (AIS)

Next Steps
Staff will continue working with project partners and Toole Design to finalize the Shared Mobility Program Version 2.0 recommendations and implementation strategy. Staff anticipate returning to the LTD Board in early 2027 with a presentation on the final study findings, recommendations, and proposed path forward for governance, funding, and program implementation.

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

Agenda

- Equipment and System Size
- Pricing
- Transit Integration
- Governance
- Funding
- Implementation

TOOLE DESIGN



Bikeshare 2.0 Study

Goal: Analyze opportunities for the next iteration of shared micromobility and provide implementation recommendations.

Task	Description
Regional Assessment	• Transportation access and equity • Electrification • Transit integration • System coverage • Program governance
Implementation Plan	• Financial pro-forma • Public engagement plan • Procurement plan

Why Bikeshare 2.0?

- **Aging equipment:** near end of life, dependent on a single vendor, software has limited functionality
- **Capacity:** system is near its maximum, and there is unmet demand within the current service area (and beyond)
- **Funding instability:** partners fund the budget year to year, and the $200K/yr PeaceHealth sponsorship ends in 2027
- **Operating funds:** most available funding is eligible for capital only
- **Informal governance:** roles, funding commitments, and decision-making are not codified

TOOLE DESIGN

Equipment and System Size

Equipment Recommendations

- **Vehicles:** replace the fleet with new equipment
  - Fleet mix of 50% pedal bikes and 50% e-bikes
  - Leave room for future device types, such as e-scooters, under the same operator and vendor
  - Maintain independent lock so existing racks and hubs can be used
  - “White label” equipment to allow for local program branding







TOOLE DESIGN

Equipment Recommendations

- **Charging:**
  - In-field charging at 20% or more of stations, starting with high-turnover locations, to help reduce charging costs
  - Battery swapping for e-bikes parked away from charging stations

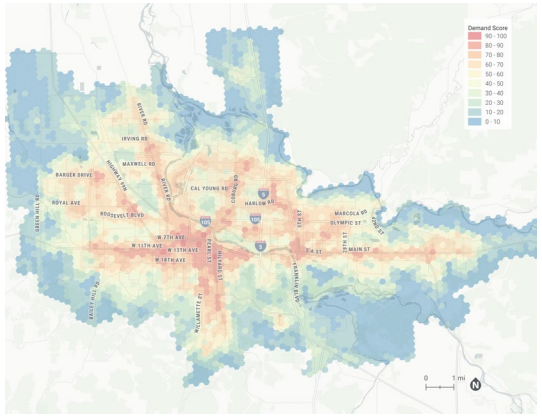


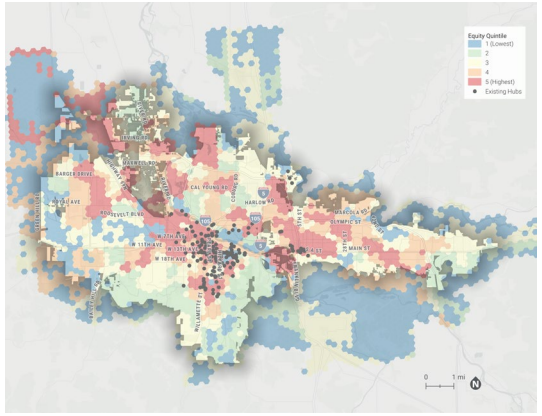


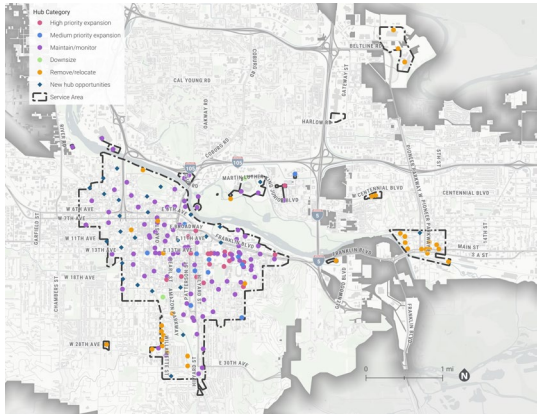


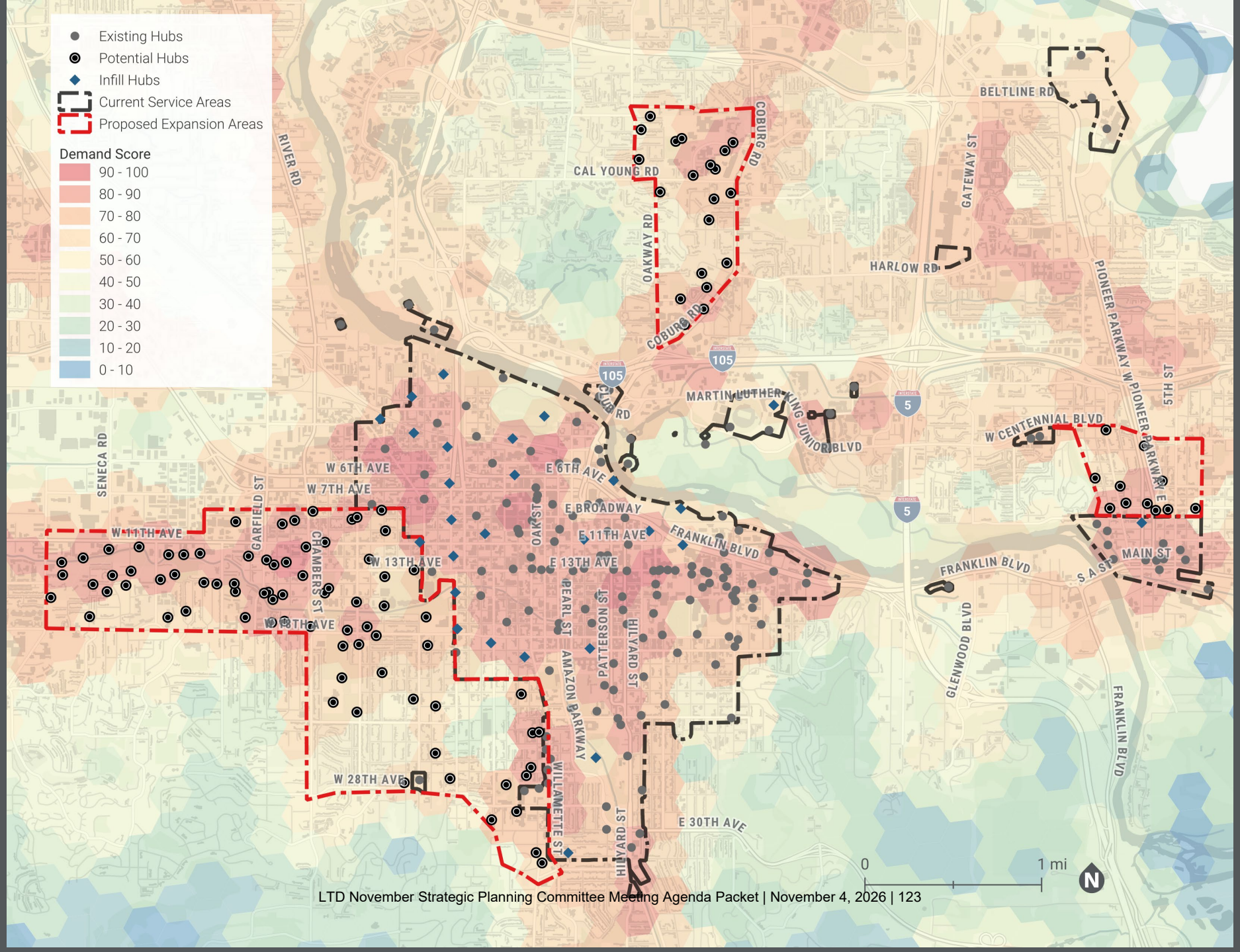
System Recommendations

- **System Expansion:**
  - Phase 1:
    - System refinement
    - Infill existing service area to serve latent demand
    - Increase the system footprint in Springfield
    - Increase to 600 bikes and 190 hubs
      - Currently: 450 bikes and 160 hubs
  - Phase 2:
    - Would be dependent on resources








Existing Hubs
Potential Hubs
Infill Hubs
Current Service Areas
Proposed Expansion Areas
Demand Score
90 - 100
80 - 90
70 - 80
60 - 70
50 - 60
40 - 50
30 - 40
20 - 30
10 - 20
0 - 10
RIVER RD
SENECA RD
CAL YOUNG RD
COBURG RD
OAKWAY RD
BELTLINE RD
GATEWAY ST
HARLOW RD
PIONEER PARKWAY W
PIONEER PARKWAY E
5TH ST
W CENTENNIAL BLVD
MARTIN LUTHER KING JUNIOR BLVD
105
5
W 6TH AVE
W 7TH AVE
E 6TH AVE
E BROADWAY
E 11TH AVE
E 13TH AVE
W 11TH AVE
W 13TH AVE
W 18TH AVE
W 28TH AVE
E 30TH AVE
GARFIELD ST
CHAMBERS ST
OAK ST
PEARL ST
PATTERSON ST
HILYARD ST
WILLAMETTE ST
AMAZON PARKWAY
FRANKLIN BLVD
S A ST
MAIN ST
GLENWOOD BLVD
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Transit Integration Recommendations

Focus Area	Short Term	Medium Term	Long Term
Data Sharing	Decide on the MDS data standard for the equipment RFP; develop a data management plan	Add bikeshare metrics to LTD's public dashboard; define internal dashboard needs	Implement MDS if selected; maintain and improve dashboards
Branding & Marketing	Develop a communications strategy for LTD's role; create a co-branding guide; confirm LTD's title sponsorship	Resolve city constraints on advertising and sponsorship; explore revenue sharing in LTD ad contracts	Recruit secondary sponsors; include bikeshare in LTD advertising contracts
Physical Integration	Identify priority transit stops for co-locating stations	Add bikeshare stations to LTD design guidelines; coordinate on transit projects and stop changes	Site new stations near transit; periodically revisit station siting
Trip Planning & Wayfinding	Coordinate procurements so trip planning can be integrated; inventory existing wayfinding	Add stations to wayfinding projects and digital maps	Update wayfinding and maps as routes and stations change
Fare Payment	Choose light or deep integration and align with LTD's Fare Payment Roadmap; review fare alignment	Include integration requirements in bikeshare and transit payment procurements	Implement the chosen integration approach
Operations & Service	Explore shared facilities, insurance, customer service, discount programs, communications, and grant writing	Coordinate bikeshare and transit service planning; renegotiate insurance coverage	Integrate customer service, communications, and discount verification into LTD

TOOLE DESIGN

Equipment RFI

- **What we learned:**
  - The technology is available for all the desired features
  - However, there is variation between vendors
  - There will likely be tradeoffs that have to be made







Governance

Bikeshare 2.0 Assumptions

- Regional partners value the existing program and are committed to a **publicly-owned** shared micromobility system
- There is interest in **greater program involvement** from some partners
- Partners are **not interested in in-house operations**
- The program will continue to be **regional** and could expand in the future

TOOLE DESIGN

Future Program Governance

- **Who fills the various roles and responsibilities?**
- **Who is the lead agency?**
  - Ultimate responsibility for the program
  - Procurement and contracting
  - Administrative oversight and reporting
  - Partner coordination and agreements
  - Collecting and dispersing funds (funding is a shared responsibility with partners)
  - Asset ownership (maybe)

TOOLE DESIGN

Governance Analysis

Program Lead	Benefits	Considerations
City of Eugene	Current lead with the most experience; operating continuity and simplest procurement	Not a regional agency, which may limit expansion; fewer funding sources, especially for operations; new equipment procurement required
LTD	**Regional agency serving both cities; holds current Springfield operating contract; access to STIF and other state/federal transit funds usable for operations; grant compliance experience; consistent with mobility management goals; strongest transit integration and brand visibility**	**New procurement required for operations and equipment; requires ongoing leadership support; asset ownership and staff capacity to be resolved**
LCOG	Regional agency serving both cities; already manages MPO funds supporting the program; grant compliance experience; regional data tools; similar to LCOG's role in Link Lane	New procurement required for ops/equipment; certified to procure only planning services if federal funds are involved; requires ongoing leadership support; asset ownership and staff capacity to be resolved; less direct connection to transit

Note: private ownership was not recommended because partners want local control over branding, pricing, data, and operations.

TOOLE DESIGN

Governance Recommendation

LTD as program lead:

- **Strategic Alignment**: LTD is a regional agency that can support bikeshare as a regional program aligned with its mobility management goals.
- **Financial Advantages**: LTD will secure or apply for most of the funding and can utilize its access to flexible funding sources and expertise in compliance requirements.
- **Mutual Benefits**: the program increases provides first- and last-mile connections, can fill service gaps, and opportunities to improve transit integration.
- **Seamless Transition**: LTD will adopt a successful, nationally recognized program with an established operating model and strong support from SMWG partners.
- **Brand & Goodwill**: operating this valued community asset will boost LTD's brand recognition and promote public transit to a wider audience.

TOOLE DESIGN

Roles and Responsibilities

Roles	Responsible Partner
Owner/Lead	LTD
Manager / Coordinator	LTD
Funder	LTD and SMWG partners support funding; LTD as fiscal agency
Planner	LTD, City of Eugene, City of Springfield, and UO
Operator	TBD – may require procurement
Vehicle Provider	TBD – will require procurement
Technology Provider	TBD – will require procurement
Promoter	LTD Communications along with the operator and SMWG
Partner / Advisor	SMWG
Data Analyst	LTD and LCOG

Mobility Management Roles and Responsibilities

The following is a preliminary list of roles and responsibilities associated with mobility management. These roles could be filled by local, regional, and state agencies, non-profit organizations, private businesses, etc. One role may be filled by multiple organizations. Similarly, one organization may play several roles and may play different roles for different services.

OWNER:

Maintains ultimate responsibility and liability for the program or service and associated assets. Responsible for ensuring that all roles are filled.

MANAGER / COORDINATOR:

Leads day-to-day and long-term management, may include contracting, collecting and dispersing funds or services, and administrative responsibilities.

FUNDER:

Provides funding for a service or program. Level of funding is irrelevant. Only refers to monetary contributions, does not include staff time or in-kind contributions.

PLANNER:

Provides critical support for a program or service, such as assessing feasibility, or trip or route planning.

OPERATOR:

Responsible for on-the-ground service delivery; could include service deployment; fleet and equipment maintenance; recruiting, training, and overseeing drivers; fare collection; rebalancing micromobility devices, etc. May be responsible for collecting customer or trip-related data.

TECHNOLOGY PROVIDER:

Provides software or other technology needed to operate a program or service. This is typically relevant for services that require routing, trip planning, or fare collection.

VEHICLE PROVIDER:

Provides "vehicles" including shuttles, vans, buses, bikes, e-scooters...etc.

PARTNER / ADVISOR:

Provides strategic input or support during key milestones of programmer or service planning or evaluation; could include helping with specific tasks such as permitting or station siting.

DATA ANALYST:

Analyzes customer, ridership, trip, and other data to report key performance metrics to funders, stakeholders, or community members, or uses data as part of academic research. The analyst does not make decisions about the future of a program or service.

PROMOTER:

Raise awareness of existing service or program to potential customers, could include marketing and community outreach to the public or specific populations.

TOOLE DESIGN

Governance Recommendation

- LTD would lead:
  - Multi-agency MOU with participating local jurisdictions (COE, COS, UO)
  - Conduct procurements
    - Operations then equipment
  - Purchase equipment
  - Operating agreement with the selected operator

Procurement

- LTD would procure an operator first, then equipment:
  - Operator can serve as subject matter expert and assist with equipment selection
  - Allows LTD and the SMWG to select a community partner
  - Allows equipment to be selected based on the operational needs and funding available
- Other procurement recommendations:
  - SMWG to inform procurement
  - Participating jurisdictions to participate in evaluation / selection
    - Vested partners
  - Include cooperative purchasing language in RFP to increase potential scale and attractiveness for vendors

Operating Agreement

- Between LTD and the selected operator
- Defines:
  - Responsibilities of each partner and coordination with local jurisdictions
  - Role of operator in supporting LTD and the SMWG and selecting an equipment vendor
  - Length of contract – recommended for 5-years with options to renew
  - Budget and expected service levels
  - How funds will be dispersed
  - Reporting requirements

Funding

Costs

- Capital:
  - Bikeshare equipment: purchase and assembly, surplus batteries, bike racks, etc.
  - Non-equipment – fleet vehicles, shop equipment, tools, spare parts, etc.
- Operating:
  - Indirect – management team compensation and benefits, system-wide costs such as admin, insurance, branding, professional services, etc.
  - Direct – operating staff compensation and benefits, vehicle maintenance, supplies, operating software fees, warehouse, storage, ops center, etc.

TOOLE DESIGN

Funding

- Scenario:
  - 600 bikes / 190 hubs
  - 50% regular bikes / 50% e-bikes
  - 20% in-field charging stations
  - Five-year financial proforma:
    - Purchase in 2027
    - Installation and launch in 2028

- Things that reduce operating costs:
  - Fewer bikes / hubs
  - Fewer e-bikes
  - More charging stations
- Things that increase operating costs:
  - More bikes / hubs
  - More e-bikes
  - Fewer charging stations
- Things that increase revenues:
  - More e-bikes

TOOLE DESIGN

Allocating Operational Costs

- **Regional (indirect) vs. local (direct) costs:**
  - **WeCycle:**
    - RFTA and We-Cycle fund regional indirect costs, start-up, and planning costs
    - Each jurisdiction pays 100% of the direct operating costs
    - Capital is split RFTA 80% / local 20%
  - **LA Metro**:
    - LA Metro pays 50% of capital costs and 35% of operating costs
    - Local jurisdictions pay 50% capital costs and 65% of operating costs.
  - **CDTA**:
    - Participating cities pay a set "operating contribution" to CDTA.
    - User revenues, plus sponsorship, plus the operating contributions account for approximately 85% of operating cost.
    - CDTA pays the remainder (approx. 15% but there is some variation to this amount year to year).





TOOLE DESIGN

Allocating Operational Costs

- **Flat fee:**
  - **ValleyBike:**
    - Northampton is the lead agency
    - Each city pays an admin fee plus an operating fee based on its share of the system (amount and level of service in that city)
- **Based on system share:**
  - **Capital Bikeshare:**
    - Each jurisdiction funds capital and O&M for the stations within its boundaries
    - Revenue is shared among jurisdictions based on where the trip occurs





TOOLE DESIGN

Potential Funding Sources

- Sponsorship:
  - STIF funds (through LTD as title sponsor)
  - Secondary sponsorship (PeaceHealth or other)
- Pass Programs:
  - LTD group pass program
  - ASUO / Business Affairs
  - COE memberships
- Grant Programs:
  - Oregon Clean Fuels Program (through EWEB / SUB)
  - Eugene Clean Energy Fund
- Direct Contributions:
  - UO Transportation
  - Other COE and COS funding

TOOLE DESIGN

Funding – Allocating Ops Costs

- Model assumes LTD covers a set percentage (using STIF and group pass proceeds in exchange for title sponsorship) and local jurisdictions cover the remaining cost once LTD, secondary sponsorship, and OCF funding is subtracted.
- Local jurisdiction cost allocation is calculated based on number of hubs and ridership in each jurisdiction.
- Secondary sponsorship would require LTD to secure a sponsor or to pay the operator or another contractor to seek sponsorship.
- Group pass provides access to bikeshare; direct contributions subsidize discounted rates for employees and students.
- The gap amount may vary each year. Is it better for local jurisdictions to have a consistent amount they are paying each year to make it easier for budgeting? This would leave LTD to have to cover the variable part.

Implementation

Implementation

- Timeline:
  - Governance transition
  - Procurement
  - Install and launch
    - Target: Summer 2028

Lane Transit District
Agenda Item Summary (AIS)

Presented By: Dave Roth, Sr. Director of Mobility Planning and Policy

Prepared By: Joe McCormack, Director of Facilities Management

AIS Title: Hunsaker Property Update

Action: None, information only

Agenda Item Summary:

The Lane Transit District (LTD) Strategic Planning Committee (SPC) will receive an update on future development planning for the Hunsaker property adjacent to the Santa Clara Transit Station. The presentation will summarize the site's history, current development constraints, and planned next steps, including a refinement plan amendment process to address an existing building footprint limitation and a collaborative transit-oriented development (TOD) visioning process intended to inform future redevelopment opportunities and community benefits. Staff will also discuss how the property may support broader housing, mobility, and access goals.

Attachments:

(1) Hunsaker Presentation

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

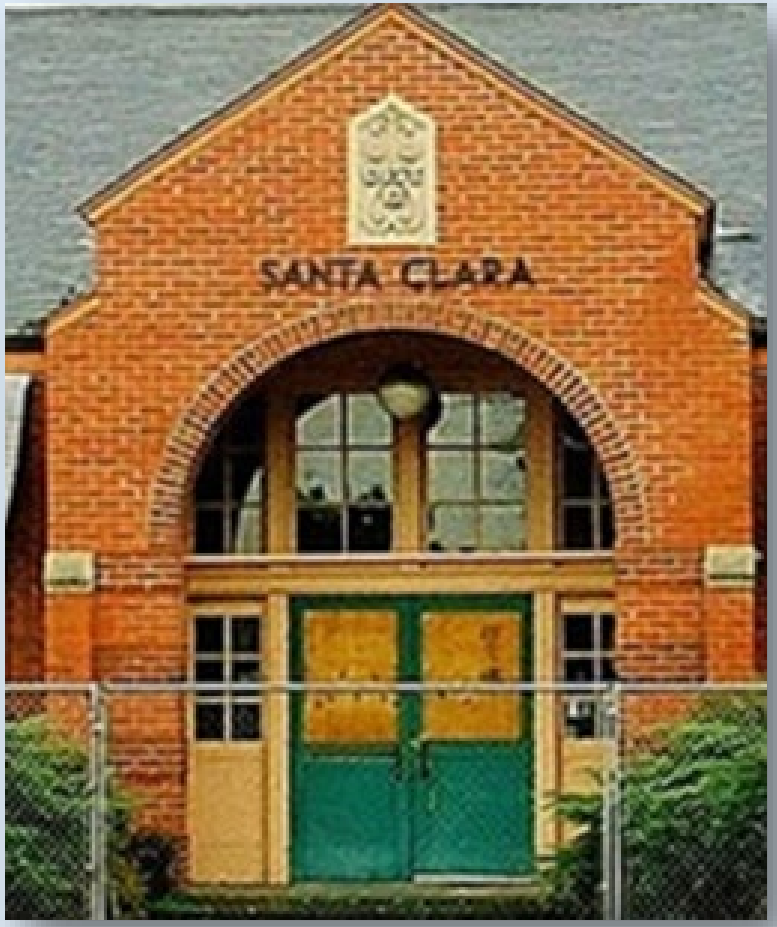


Hunsaker Property Update

11/04/2026 – Strategic Planning Committee

Hunsaker Property Update

Parallel work streams: remove refinement plan restriction and begin a collaborative TOD visioning process.



Santa Clara Elementary School (2002)

The practical question

How do we position the property for a viable, community-aligned development outcome?

Two parallel work streams

Remove / modify restriction

Refinement Plan Amendment to address the 18,000 sq. ft. individual building footprint limitation.

Define a shared TOD vision

Board + neighborhood process to clarify development goals, priorities, and desired outcomes.

Site overview and history

A short history is useful because it explains why the current restrictions exist.

Former Santa Clara Elementary School

Site includes remnants of the former school campus and historic character policy language.

2009 Santa Clara Crossings

Mixed-use commercial/residential PUD/Site Review approval; project was never developed.

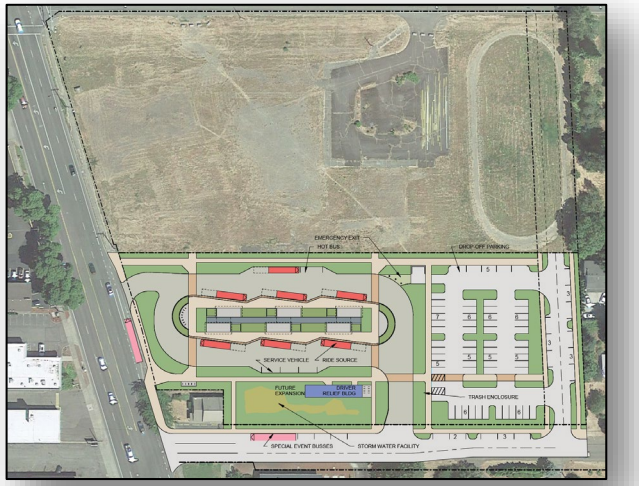
2015 LTD acquisition

LTD purchased the property after foreclosure; site remains mostly undeveloped.

2021 Santa Clara Transit Station

Transit investment immediately adjacent to the subject property.







The current constraint

River Road/Santa Clara Urban Facilities Plan Policy 6.a limits individual building footprints within the commercial development.

“No individual building footprint within the commercial development may exceed 18,000 square feet.”

What remains

C-2 zoning / PUD context
Certain commercial use restrictions
Historic character commemoration

What changes

Potential size / scale flexibility
More marketable development path
Better alignment with housing/TOD options

What it does not do

Does not pick a developer
Does not approve a site plan
Does not bypass public process

Path 1: Refinement Plan Amendment

Planning work would amend the River Road/Santa Clara Urban Facilities Plan text.

1. Pre-application + neighborhood meeting
2. Prepare application and findings
3. City completeness + formal review
4. Planning Commission hearing
5. City Council hearing / decision

Approximate duration: 9–12 months

Public process + hearings

Path 2: TOD strategy aligned with state housing goals

The Hunsaker site can be framed around LTD outcome areas and local housing needs.

Housing access

Support housing production near frequent transit

Workforce access

Connect residents to jobs and services

Health access

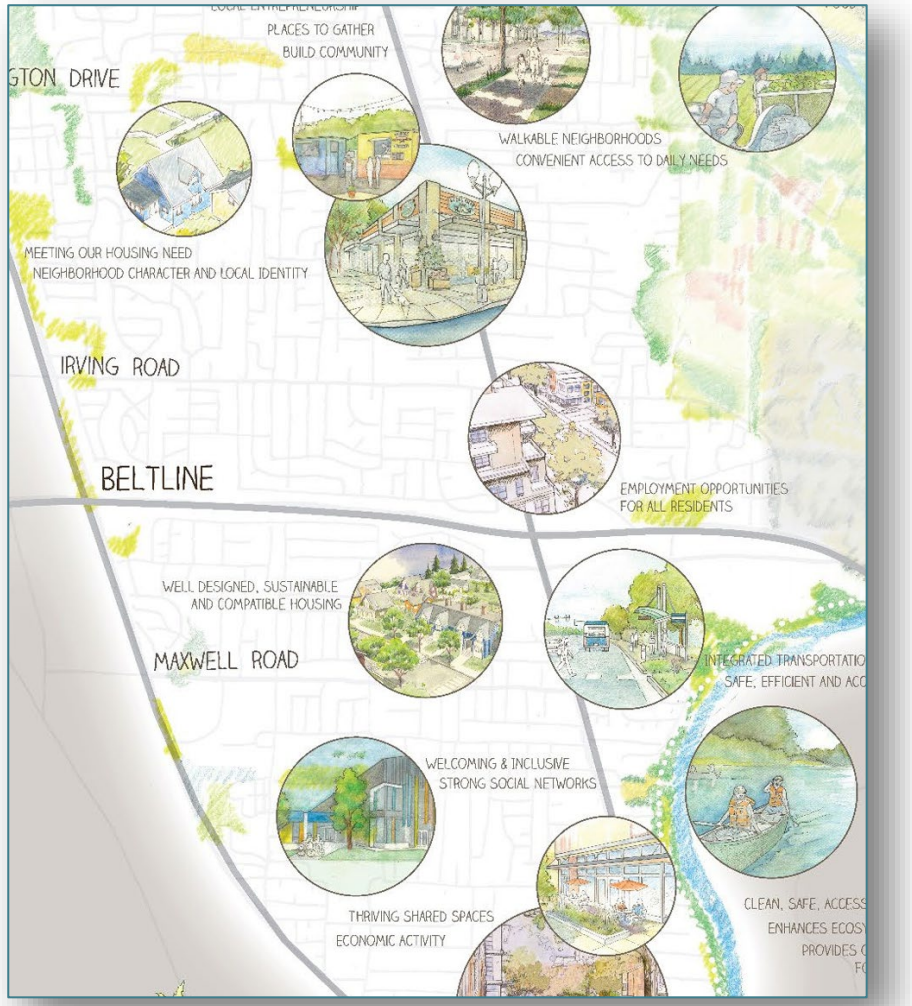
Improve access to care and daily needs

Education access

Support mobility to schools and training

Why TOD belongs in this discussion

- Maximize transit ridership and return on public investment by concentrating housing and jobs within walking distance of high-capacity transit service.
- Address regional housing needs by creating opportunities for more compact, mixed-use development in a location with strong mobility options and reduced transportation costs.
- Support community and climate goals by reducing vehicle dependence, lowering emissions, and creating a more walkable, connected neighborhood anchored by transit.



Santa Clara Neighborhood Plan

Known TOD examples to inform Hunsaker

These examples show different public land approaches: civic partnership, downtown infill, affordable ownership, and ground lease redevelopment.



TRIMET + MULTNOMAH CO.

Gresham Library / East County Library

Transit-owned park-and-ride repositioned for a civic anchor with retained site area for future TOD.



CITY OF EUGENE

North Butterfly Lot

Downtown public parcel advanced through RFQ for housing and pedestrian connections between civic districts.



CITY LAND + NONPROFIT

Springfield DevNW / 52nd St.

Small public site packaged for six income-qualified homeownership townhomes using a CLT model.



GROUND LEASE MODEL

UO Romania Property

Institutional land leveraged for mixed-use redevelopment while addressing historic character and corridor goals.

Implication for Hunsaker: LTD can test the development model and community benefits through visioning before committing to a disposition path.

Next Steps

Pursue two paths concurrently, with a shared vision as the foundation for future development decisions.

1 **Initiate Refinement Plan Amendment**

Begin work to remove or modify Policy 6.a building footprint limitation while retaining other policy conversations.

2 **Launch collaborative visioning**

Create a structured process with Board and key stakeholders, including neighborhood voices, to define goals and objectives.

3 **Return with a development strategy**

Use the refined vision to shape the appropriate TOD delivery model, potential partners, and evaluation criteria.