



BUS TALK

JANUARY 2024



MLK JR. DAY: REGULAR SCHEDULE

On Martin Luther King Jr. Day, Monday, January 15:

Buses: Regular schedules

Customer Service Center: Eugene 7:00 a.m. – 6:00 p.m.

Springfield 9:00 a.m. – 5:00 p.m. (closed 1:00-1:30 p.m.)

Administrative Offices: Closed

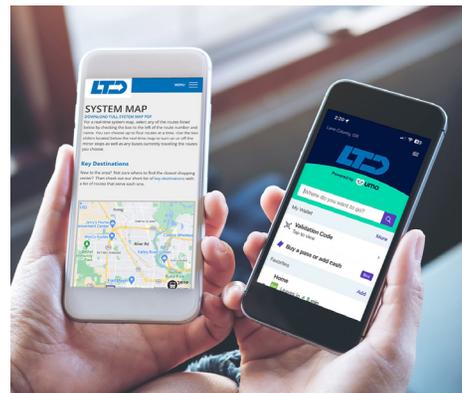
For a complete list, visit: [LTD's hours and holiday service](#) webpage.

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REAL-TIME SIGNS REMOVED ON WEST EUGENE EMX

Along the West Eugene EmX corridor, LTD has begun to remove the broken and illegible real-time LCD signs. After evaluating the costs to restore and repair the signs, LTD decided to not replace them. Real-time signs throughout the Franklin and Gateway EmX corridors will not be affected. Riders will still have access to EmX timetables at each platform, and those with internet-connected mobile devices can view an [interactive real-time system map](#) at LTD.org and get real-time information in the free [Umo app](#) while on the go. Customer service representatives can also help riders find a bus. Just call 541-687-5555.



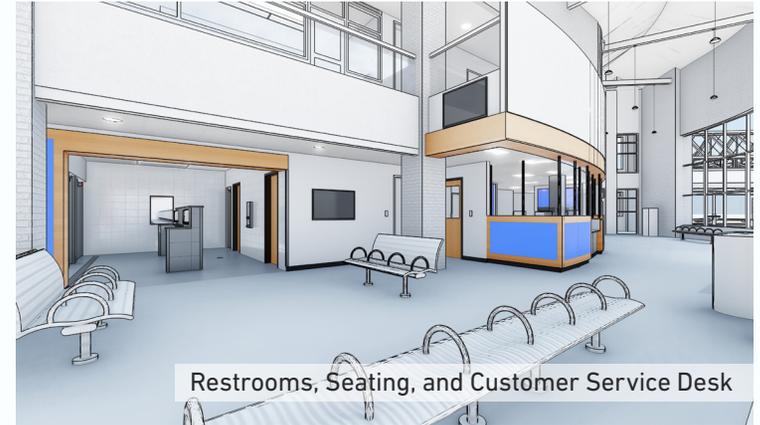
EUGENE STATION REMODEL

New Customer Amenities Coming Soon!

LTD is making improvements to Eugene Station, the central hub of our transit system. Construction will last through the fall of 2024. During the remodel, riders will experience some changes, but the Customer Service Center (CSC) building will remain open for service. Here's what to expect during construction:

- The automatic sliding doors along 11th Avenue will not be available. Riders can enter the CSC through the accessible double-door entrance outside of Bay M, the single door near Bay N, and the double doors on Willamette Street.
- The customer service counter will be relocated inside the building, but riders will still be able to purchase passes, ask questions, and get assistance. A temporary customer service counter will be located near the double-doors to Willamette Street.
- Restrooms inside the CSC will be closed, but portable restrooms will be available outside near Bay I. These restrooms will be available only during CSC service hours and locked overnight.
- The power chair fast-charging plug-in will be relocated inside the CSC.

Learn more about the improved customer amenities and get details about the project at the [LTD Eugene Station Remodel webpage](#).



Restrooms, Seating, and Customer Service Desk



Customer Service Desk



SAFETY SPOTLIGHT: SAFE PLACES

Did you know all LTD buses are nationally recognized mobile Safe Places and can be used by youth in need of immediate assistance? Safe Place is a network of youth-friendly businesses, schools, fire stations, libraries, and other public locations that display the distinctive yellow and black Safe Place sign. Any youth in crisis who needs a safe place should locate an LTD bus operator or supervisor, public safety officer, or customer service representative for assistance. LTD will contact Looking Glass Youth and Family Services to ensure the safety of any youth. Visit NationalSafePlace.org for more details.



LTD SYSTEM REVIEW

Complete the Interactive Design Your Own Service Survey by February 16

LTD is building back service while recovering from the effects of the COVID-19 pandemic. We can't do everything at once, but we want to know what your top priorities are for improving service. This is where we need your help! The Design Your Service Survey allows you to select potential improvements you think will help make LTD work better for you. Do you want more frequent transit service? Or earlier or later service on a particular day of the week? Would you like to see LTD invest in on-demand services or better infrastructure? What is most important for you? This survey is your chance to **get involved** and share feedback with us to improve LTD service! **Complete the survey** by February 16 for a chance to win one of two \$50 gift cards.



BE PREPARED FOR WINTER WEATHER

It's time to get ready for winter weather! Here are three ways you can prepare for potential Snow & Ice events:

1. Find your frequently used routes in the [Rider's Guide](#) and the [route pages](#) at [LTD.org](#). If a blue snowflake symbol is displayed on the page, the route could be delayed or detoured due to snow and ice. Plan ahead and expect delays when snow and ice is in the forecast.
2. Follow LTD on social media. The [LTD Service Alerts page](#) and [LTD's social media](#) will be updated regularly during snow and ice events, and local news sources will be kept informed.
3. Prepare a grab-and-go bag of snowy day essentials, such as a hat, scarf, gloves, clip-on light to keep your hands free when walking, and spare socks.

[Snow & Ice detour maps](#) are available at [LTD.org](#) or at LTD's Customer Service Center.

FREE RIDES TO EGAN WARMING CENTERS

When the [Egan Warming Center](#) is activated, LTD offers free transportation to those in need of a warm shelter. To receive a free ride to an Egan Warming Center, let the bus operator know you're going to a designated warming center. Passengers who've spent the night at a warming center can ride for free until 10:00 a.m. the following morning. Egan Warming Centers are a service offered by [St. Vincent de Paul Society of Lane County](#) and operate when overnight temperatures are forecasted to dip below freezing from November 15 to March 31. Local news outlets will be alerted when the service is open and pass the information to the community. Visit the [Egan Warming Center webpage](#) for more information, or to [sign up to volunteer](#).



PUBLIC MEETINGS

LTD offers multiple ways to attend, watch and participate in LTD's public meetings. Attend in person at the LTD Administrative Office at 3500 East 17th Avenue, or watch the meetings via Zoom, on local channel 21, or stream on Eugene Metro TV's YouTube channel.

Finance Committee Meeting

Tuesday, January 9 • 5:30-6:30 p.m.

Board Work Session & Regular Meeting

Wednesday, January 17 • 5:30-7:30 p.m.

Strategic Planning Committee Meeting

Tuesday, January 23 • 5:30-7:30 p.m.

Please visit [LTD's public meeting schedule](#) for the most up-to-date calendar.



FIND US ON SOCIAL MEDIA

Stay up-to-date on the latest news and announcements about LTD. Click on icons to follow or find them on the [LTD social media page](#).



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