



LTD Bus Operators Rock!

Bus Operator Appreciation Week begins March 14, ending with a big celebration on Friday, March 18. Visit Eugene Station on March 18 to write some "fan mail" to your favorite bus operator and take a selfie with our operator cardboard cutout. You can also show your appreciation by submitting a formal employee commendation at the Customer Service Center or online. Don't forget to tell your operator to "Rock On!"

To submit an employee commendation, visit: LTD.org/employee-commendation-or-complaint

Mobility Management Strategy Community Survey

LTD wants to hear from you! Take the Mobility Management Strategy (MMS) community survey by March 16. The survey will help LTD understand community members' transportation habits, preferences and barriers. Your input is valuable and will guide LTD on how to collaborate with partners to provide better transportation in the region. Launched in summer 2021, the purpose of the MMS is to:



- Understand transportation needs and gaps in transportation services
- Determine the best role for LTD to play in supporting new transportation services and programs
- Define a process for making decisions about LTD's role in new transportation options
- Identify a list of potential transportation projects to implement in the future

For more information, contact Andrew Martin at Andrew.Martin@LTD.org or call 541-682-6116. Sign up for future updates at LTD.org/Mobility-Management and download the bilingual **fact sheet**.

LTD Reports Progress on Strategic Business Plan Goals

For the next three years, LTD will prioritize five strategic areas, including: customer satisfaction, employee engagement, community value, financial health, and sustainability.

We're reporting our progress on a scorecard with 24 key performance metrics that drive success in our strategic areas of focus. The results of the first quarter from October to December 2021 were announced at the board meeting on February 16 and are outlined in the table below.

Strategic Area of Focus	Strategic Goal	FY22 Q2 Result	Scorecard Progress (Points Earned/ Points Possible)	Tactics Progress (% Completion)
Customer Satisfaction	Achieve a net promoter score of 55	20% average from 2014-2021	19.6/30	10%
Employee Engagement	Achieve an employee engagement score of 65	Will establish baseline with employee engagement survey in the spring	0/25	10%
Community Value	Establish baseline and improve 5%	Will establish baseline with community value survey in the spring	0/20	23%
Financial Health	Achieve 3-year rolling financial plan targets	On track	17.8*/15	22%
Sustainability	Reduce fleet GHG emissions by 70% from 2018 baseline	77% fleet GHG emissions reduced	8/10	34%


*The scoring methodology allows us to exceed the goal points.

For more information about the Strategic Business Plan, visit LTD.org/strategic-business-plan

Service UPDATES

March 21-27, 2022

- 36 **West 18th**
No inbound 3:40 p.m. trip
- 79 **UO/Kinsrow**
No Service

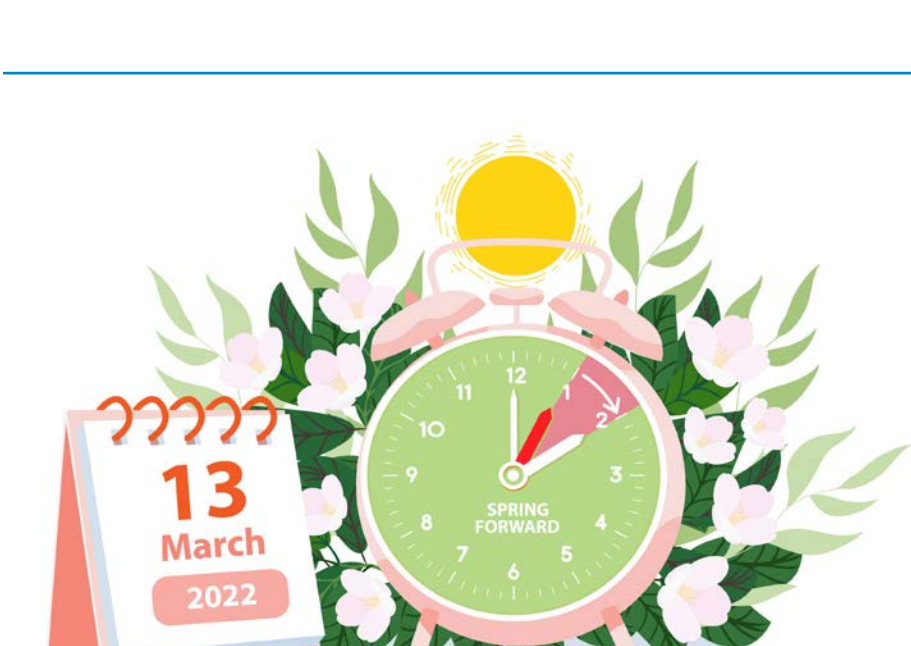
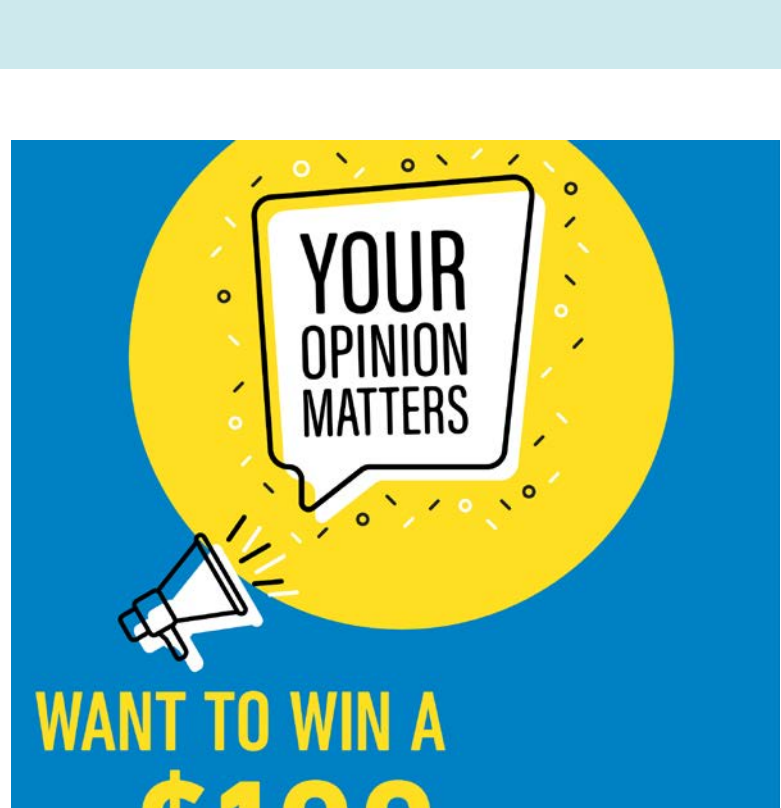


Spring Break Reminder

Did you know that LTD has routes that are designed to specifically serve the Eugene School District 4J, Bethel School District, Springfield School District, Lane Community College (LCC), and University of Oregon (UO)? During spring break (March 21-27, 2022), Routes 36 and 79x operate on a modified schedule.

Coming Soon: Customer Satisfaction Survey

LTD will launch its annual community survey at the end of the month to gauge how we're doing. Whether you use the buses frequently, occasionally, or hardly at all, we want to hear from you! People who complete the survey will be entered to win a \$100 gift card to support local businesses. Check out next month's issue of Bus Talk for more information on how you can participate in the survey.



Daylight Savings Time begins March 13!

Remember to set your clocks ahead one hour.

Community Events

Lane County Home & Garden Show

Lane Events Center
March 11-13

Accessible by Routes 33, 41 or 55

Step into Spring at the 42nd Annual Lane County Home & Garden Show. Explore & Shop 300 Home & Garden Exhibits! Meet Builders, Remodelers, Contractors, Landscapers and Retailers! Admission is free with a canned food donation to FOOD for Lane County.

For more information, [click here](#).



Learn to Ride a Bicycle

(ages 4+)

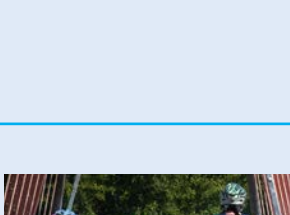
Petersen Barn Community Center

March 31

Accessible by Route 40

Learn how to ride a bike. Many sizes of bikes and helmets are available to use or bring your own. This is a free event thanks to the Safe Routes to School program and Eugene Recreation. Equipment will be sanitized between use and please bring a mask to wear while learning. Registration is required for a 40-minute time slot.

For more information, [click here](#).



Lane African American/ Black Student Success Art Contest

February 28-April 4

The Lane African American/Black Student Success (Lane AABSS) program housed at the Lane Educational Service District exists to improve academic outcomes for Black students and to achieve equitable education systems in Lane County. Lane AABSS is calling on Lane County youth to enter a piece of original artwork into its first Garrett A. Morgan "Stop Slow Go" initiative art contest. Like Garrett A. Morgan, the inventor of the three-position traffic signal, and other Black innovators, Lane AABSS encourages youth in Lane County to give voice to the type of community they want to live in.

Visit [Lane AABSS's Facebook page](#) to get details on participating in the art contest.

