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

Tuesday, November 18, 2025, 5:30 p.m.
Next Stop Center | Eugene Station
1099 Olive St., Eugene, OR 97401

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	Beth Blackwell
Eugene City Councilor	Greg Evans
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	Vidal Frances
Former Eugene City Councilor	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**: Alma Hesus (Chair), Tiffany Edwards (Vice Chair), Vidal Frances, Greg Evans, Beth Blackwell, Heather Buch, Claire Syrett, Gino Grimaldi, Pete Knox, Rob Zako, Scooter Milne, Jack Boisen, Paul Comery, Sarah Mazze, Peter Simmeth	**5:30-5:35**
2. **PUBLIC COMMENT**	**5:35-5:40**
3. **STAFF UPDATES**	**5:40-5:50**
4. **AGENDA ITEMS**	
➢ Service Policy Update Briefing	**5:50-6:40**
➢ Fare System Roadmap Briefing	**6:40-7:10**
➢ Equitable Engagement Policy Briefing	**7:10-7:30**
5. **ADJOURN**	**7:30**

The facility used for this meeting is accessible for those using mobility devices. To request a reasonable accommodation or interpreter, including alternative formats of printed materials, please contact LTD's Administration office no later than 48 hours prior to the meeting at 541-682-5555 (voice) or 7-1-1 (TTY through Oregon Relay).

Lane Transit District
Agenda Item Summary (AIS)

Presented By: Heather Lindsay, Senior Service Planner, and Nelson\Nygaard Team

AIS Title: Service Policy Update Briefing

Action: Discussion and Feedback

Agenda Item Summary
LTD staff will brief the Strategic Planning Committee (SPC) and seek feedback on the update to LTD's Fixed Route Service Policy. The current update is scoped to be completed by February 2026 and is considered a follow-on task of the 2024 System Review project.

Background
Last revised in 2022, LTD's Fixed Route Service Policy defines performance standards for the implementation and evaluation of fixed route service. Transit agencies are required by the Federal Transit Administration (FTA) to develop and regularly update service standards and policies. Service policies must include the following elements:

- Vehicle load (maximum capacity)
- Vehicle headways
- Service availability (coverage area)
- On-time performance standards
- Distribution of transit amenities (e.g. transit shelters)

LTD's Service Policy establishes quantifiable and replicable standards, as well as guidance for resolving issues. It also incorporates LTD's approach to conducting required Title VI analyses.

LTD's Fixed Route Service Policy update consists of four major tasks:

1) Assessment and agency comparison of current policy. Evaluation of current fixed route performance against current standards.
2) Integration of bus stop balancing methodology, part of the 2024 System Review.
3) Integration of the updated Disparate Impact (Title VI) methodology.
4) Update policy layout, including revised graphics.

LTD is contracting with Nelson\Nygaard Consulting Associates to provide technical support with the updated plan. Upon completion, the updated draft will be presented to LTD's Board of Directors for adoption.

Lane Transit District
Agenda Item Summary (AIS)

Attachments:

1) LTD Fixed Route Service Policy (2022)
2) Fixed Route Service Policy Update Project Presentation

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

Lane Transit District

Fixed Route Service Policy

Adopted 2/16/2022

Contents

Figures

Tables

Executive Summary

The purpose of a service policy is to define performance standards for the implementation and evaluation of Lane Transit District's fixed route transit service. To the extent possible, these standards are designed to be quantifiable and replicable. The service policy also provides guidance to resolve performance issues.

The Federal Transit Administration requires agencies such as LTD that receive federal funding to develop a service policy which describes, at a minimum, vehicle load, headway, service availability, and on-time performance standards for each mode of service (i.e. BRT, bus, rail). Additionally, it requires the evaluation of service to prevent disparate impact discrimination on the basis of race, color, or national origin. LTD's first service policy was adopted in 1999 and last updated in 2014 to include Title VI federal guidelines to ensure the equitable distribution of public transit service.

Since its adoption over 20 years ago, there has been significant changes to the community, the transit network, and how LTD provides service, most notably with the addition of the West Eugene EmX. This updated service policy will help decision-makers, the public, and partner agencies understand why and how LTD makes changes to its fixed route service in order to adapt to an ever changing mobility environment and better reflect the needs of the communities LTD serves. It applies industry standard techniques and methodologies.

There are five key components of the service policy:

- **A description of LTD fixed route service, including the allocation of service focusing on productivity or coverage goals, network design principles, and route classifications with goals and characteristics.**
- **Service design which covers peak periods, spans, and frequency of service. This also includes stop types, location, spacing, and transit amenities at stops and stations.**
- **Service evaluation procedures which represents the most significant changes to the policy. This updated section includes information on:**
  - **The timing of changes and a summary of possible changes;**
  - **The definition of substandard service and the means by which staff evaluates service;**
  - **Implementation guidelines for new service; and**
  - **Standards which guide the decisions regarding service increases and reductions.**
- **Lane Transit District's Title VI policy governing the equitable distribution of service and evaluation of impacts of service changes on minority populations. For more information on Title VI regulations see FTA Circular 4702.1B[1].**
- **The addition of several Appendices which provide broader policy statements and methodology information for calculating certain aspects of the policy.**

[1] https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf

About LTD

Lane Transit District (LTD) was established in 1970 under the laws of the State of Oregon that allowed the formation of transit districts as special taxing entities. The District began operating in the Eugene-Springfield area on November 23, 1970. LTD serves a population base of approximately 316,600 with a fleet of 100 buses in revenue service on 31 routes that traveled more than 3.9 million miles annually in 2019 (pre-pandemic) and 2.4 million miles in 2021. Passenger boardings were approximately 10 million in fiscal year 2019 and 4 million for fiscal year 2021. In fiscal year 2019, LTD provided almost 280,000 revenue hours of service. In fiscal year 2021, LTD provided almost 195,000 revenue hours of fixed route service.

LTD also provides other non-fixed route services for persons unable to use the fixed route system. More information about these non-fixed route services are available in Appendix A.

All of LTD's services are tied to our mission of connecting our community. In all that we do, we are committed to creating a more connected, sustainable, and equitable community.

Why Have a Service Policy

The purpose of a service policy is to define performance standards for the implementation and evaluation of LTD's fixed route transit service. To the greatest extent possible, these standards are designed to be quantifiable and replicable. The service policy also provides guidance to resolve performance issues. This service policy does not apply to non-fixed route services such as RideSource or mobility-on-demand options.

Network Design Principles

LTD's fixed route network is designed on the basis of balancing goals of high productivity and geographic coverage.

Service designed for high productivity is closely associated with:

- Frequency - Routes that run frequently are more likely to be useful for many trips.
- Density - More people coming from and going to destinations located near bus stops.
- Walkability - More sidewalks, safer street crossings, and a connected street grid.
- Linearity - Routes designed in straight, direct lines with few deviations.
- Continuity - Routes designed to avoid long gaps of low-density development.

In contrast, service designed to maximize geographic coverage seeks to:

- Provide a social service to people who lack transportation options, when they are located in or wish to reach areas that do not support high productivity service.
- Reach as many neighborhoods as possible, even if relatively few people need or are likely to use service to or from that area.

Service Allocation

Within the Eugene-Springfield urban growth boundary, LTD will strive to allocate service hours according to the following ratios:

- 75 percent to maximize productivity.

- 25 percent to geographic coverage beyond areas that support higher productivity.

These allocations may temporarily fluctuate in response to budgetary, staffing capacity, or other major conditions. A significant change in service conditions is defined in the Service Changes and Service Reduction sections. Appendix B provides the methodology for calculating productivity and coverage percentages.

Route Types

The LTD fixed route transit network includes the six route types described below and represented in Figure 1. These route types and characteristics are desired outcomes for the network based on available resources. For spans and frequencies, refer to tables 2 and 3.

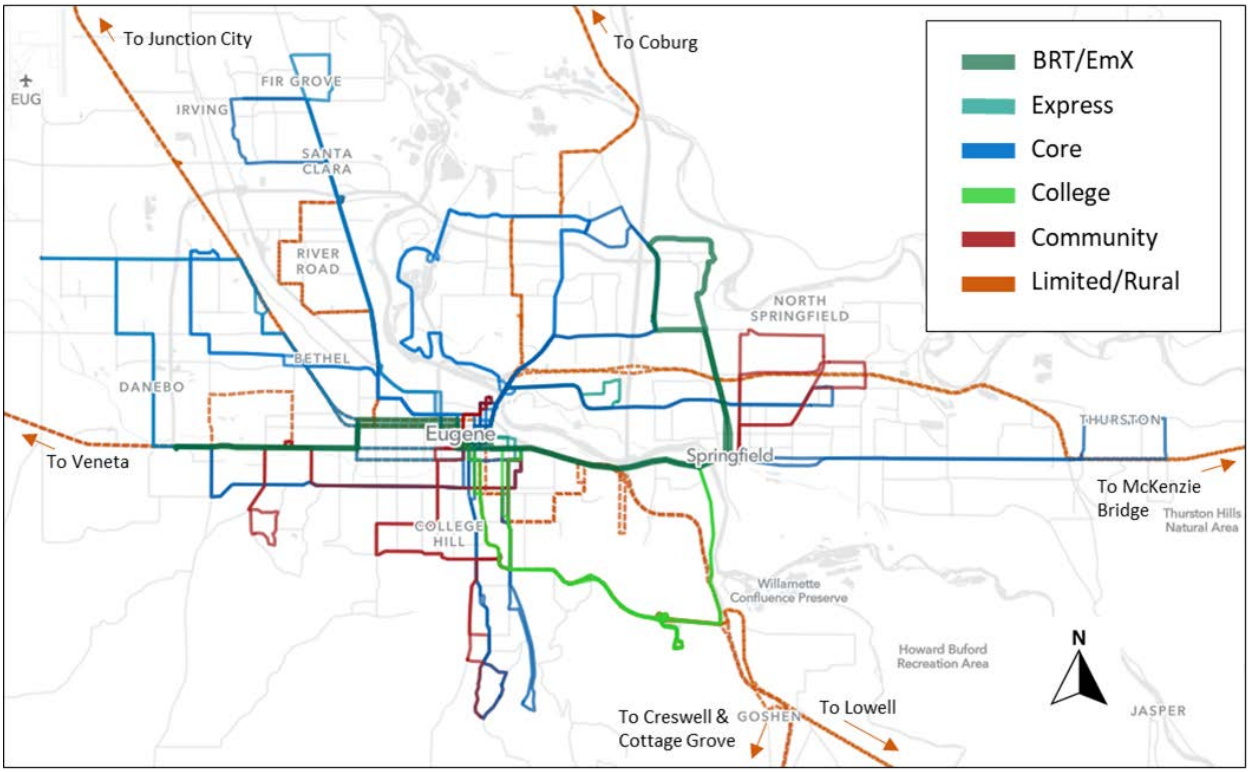


Figure 1 - Route Type Map

Bus Rapid Transit (BRT)/Emerald Express (EmX)

BRT/EmX lines run primarily in dedicated bus-only lanes with some segments of mixed traffic.

- Features: Very frequent all-day service; widely spaced stations; longer hours of service.
- Service targets: Higher travel speeds; very reliable service; more amenities at stations; higher passenger loads.
- Expectations: Highest productivity; highest ridership.

Express Routes

Express routes have limited stops and serve the parts of the network with the highest peak demand ridership.

- Features: Very frequent all-day or peak service; widely-spaced stops; service hours based on demand.
- Service targets: Higher travel speeds; higher passenger loads.
- Expectations: High productivity; high ridership.
- This category includes any college-oriented express routes that may have shorter hours of service, matching class schedules or demand.

Core Routes

Core routes operate primarily on arterial streets, major collectors, and corridors identified on the Frequent Transit Network (FTN) developed in the 2014 Long Range Transit Plan.

- Features: Frequent all-day service; moderate distance between stops; longer hours of service.
- Service targets: Moderate travel speeds; reliable service; amenities at major stops; high passenger loads.
- Expectations: High productivity; high ridership.

College Routes

College routes are designed to provide transit primarily to university students traveling to the University of Oregon (UO) or Lane Community College (LCC). These routes are characterized by fluctuating frequency to meet demand and line up with class schedules and one way service to meet demand.

- Features: Fluctuating all-day or peak service; variable distance between stops; shorter hours of service.
- Service targets: Moderate travel speeds; reliable service; fewer stops with amenities; high passenger loads.
- Expectations: High productivity; high ridership.

Community Routes

Community routes are designed to provide transit in areas where land use, density, development patterns, or demographic characteristics are not conducive to high ridership transit.

- Features: Lower frequency; infrequent all-day or peak service; variable distance between stops depending on the area served; shorter hours of service.
- Service targets: Low to moderate travel speeds; reliable service; fewer stops with amenities; moderate passenger loads.
- Expectations: Moderate productivity; moderate ridership.

Limited or Rural Routes

Limited routes operate very infrequently within the metro area and rural routes operate mostly (but not exclusively) outside the Eugene-Springfield urban growth boundary. They provide basic “insurance against isolation” for communities within the LTD service boundary that might otherwise not receive service.

- Features: Infrequent service at limited hours; variable distance between stops depending on the area served; few hours of service.
- Service targets: Moderate to higher travel speeds; reliable service; fewer stops with amenities; lower passenger loads.
- Expectations: Low productivity; low ridership.

Service Design

Time Periods

LTD operates different levels of service depending on the time of day and day(s) of the week. These time periods are described in Table 1.

Table 1. LTD Time Period Definitions

Time Period		Definition
Weekday	AM	5:00 AM - 6:00 AM
	AM Peak	6:00 AM - 9:00 AM
	Midday	9:00 AM - 3:00 PM
	PM Peak	3:00 PM - 6:00 PM
	Evening	6:00 PM - 12:00 AM
Saturday		7:00 AM – 12:00 AM
Sunday		8:00 AM – 9:00 PM

Span of Service

Span of service refers to the hours during which service is available. LTD has established span of service standards that define the expected hours that any given service will operate. Table 2 displays the current spans of service at the time of this service policy update based on the route type and day. Changes in span will be based on available resources and need.

Table 2. Span of Service

Route Type	Day of Week	Span of Service
EmX (BRT)	Weekday	5:00 AM - 1:00 AM
	Saturday	7:00 AM - 11:30 PM
	Sunday	7:30 AM - 9:30 PM
Express	Weekday	7:00 AM - 10:00 PM
Core	Weekday	5:00 AM - 12:00 AM
	Saturday	7:00 AM - 11:30 PM
	Sunday	7:30 AM - 9:30 PM
College	Weekday	7:00 AM - 7:00 PM
	Saturday	Limited
Community	Weekday	6:30 AM - 8:30 PM
	Saturday	7:30 AM - 8:30 PM
	Sunday	Limited
Limited	Weekday	Variable*
Rural	All Day Types	Variable*

*Variable means that there is no minimum span, up to and including no service on certain day types.

Frequency

Frequency, also referred to as headways, is the time between trips. Table 3 below shows the desired minimum and maximum frequencies in minutes by peak demand period. Operation at these frequencies assumes the availability of sufficient resources.

Table 3. Desired Minimum and Maximum Frequencies in Minutes by Service Type

Route Type	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday
BRT/EmX	10/15	10/15	10/15	15/30	15/30	15/30
Express	5/25	30	20/30	60		
Core	15/30	15/30	15/30	30/60	30/60	30/60
Community	30	30/60	30/60	60	60	60
College	10/30	30/60	30/60	60	60	
Limited	≥60	≥60	≥60			
Rural	*Variable; determined by commute demand*					

Route Scheduling

Route scheduling will take into consideration the following factors:

1. Striving for the spans and frequencies expressed above.
2. Maintaining consistency and clarity of timetables for customers through the use of clock face headways whenever possible (e.g. frequency intervals of 15, 30, or 60 minutes).
3. In scheduling transfers, the efficient operation of the more frequent route shall be a higher priority than ensuring timed transfers.
4. The scheduled running time for routes will adequately meet average customer loads and typical traffic congestion, and will include sufficient recovery time on each route to compensate for variations in running time and to provide for bus operator restroom breaks.

Route Design and Deviations

Route Design

Whenever possible, routes will be structured as two-way line routes between terminal points. Line routes reduce travel time and are easier for the public to understand. Terminal points at both ends of a route will be located at major activity centers where possible to ensure ridership in both directions of operation. Routes will remain on the most direct path possible, using arterials and collector streets to provide the shortest practical travel time between the terminal points.

Loops at the end of routes may be used in limited cases where there is no practical layover or turnaround point at the end of a line or when it is the most practical way to provide neighborhood coverage.

New streets will not be considered for bus routes unless the street and the associated intersections and traffic controls allow for the safe operation of the bus. LTD's Safety Committee is consulted whenever a new street is considered for service.

Deviations

Deviations from a route's shortest path may be considered to serve a major trip generator or serve an area with a high population of older adults, people with disabilities, or people experiencing poverty. Decisions on route deviations will be based on weighing the benefits of the deviation against the amount of impact to through riders using a specific formula. Appendix C provides the methodology for calculating deviations.

Customer Comfort and Safety

Stops and Stations

Stop Location

The location of bus stops depends on a variety of factors, including transit operational needs, safety, traffic flow, the type of land use, parking, physical roadside constraints (trees, poles, driveways, utilities, etc.) and the extent of available public right-of-way and adjacent property owner concerns.

There are three basic types of bus stop locations along a street as shown in Figure 2: far-side, near-side, and mid-block bus stops. Generally, far side stop placement is preferred for safety and operational reasons. Additionally, placement of a bus stop at a crosswalk location should be a minimum of 100' far side of the crosswalk to minimize blind spots for traffic and pedestrians.

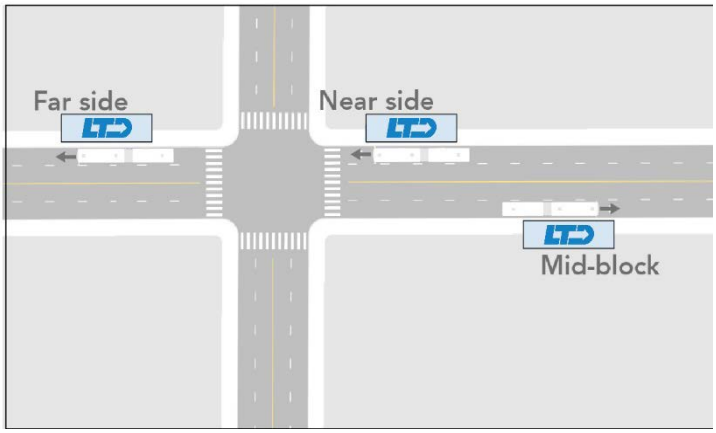


Figure 2 - Bus Stop Locations
(Adapted from Metro Transit's Regular-Route Bus Stop Design Guide, July 2021, Minneapolis, MN)

Table 4 below further outlines the advantages and disadvantages of bus stop locations along a street.

Table 4 – Advantages and Disadvantages of Bus Stop Locations

Stop Type	Advantages	Disadvantages
Near Side	• Minimizes interference when traffic is heavy on the far side of the intersection • Passengers access buses closest to crosswalk • Intersection available to assist in pulling away from curb • No double stopping • Buses can service passengers while stopped at a red light • Provides driver with opportunity to look for oncoming traffic including other buses with potential passengers	• Conflicts with right turning vehicles are increased • Stopped buses may obscure curbside traffic control devices and crossing pedestrians • Sight distance is obscured for crossing vehicles stopped to the right of the bus. • The through lane may be blocked during peak periods by queuing buses • Increases sight distance problems for crossing pedestrians
Far Side	• Minimizes conflicts between right turning vehicles and buses • Provides additional right turn capacity by making curb lane available for traffic • Minimizes sight distance problems on approaches to intersection • Encourages pedestrians to cross behind the bus • Requires shorter deceleration distances for buses	• Intersections may be blocked during peak periods by queuing buses • Sight distance may be obscured for crossing vehicles • Increases sight distance problems for crossing pedestrians • Stopping far side after stopping for a red light interferes with bus operations and all traffic in general • May increase number of rear-end accidents since drivers do not expect

	• Gaps in traffic flow are created for buses re-entering the flow of traffic at signalized intersections	buses to stop again after stopping at a red light
Mid-block	• Minimizes sight distance problems for vehicles and pedestrians • Passenger waiting areas experience less pedestrian congestion	• Requires additional distance for no-parking restrictions • Encourages patrons to cross street at mid-block (jaywalking) • Increases walking distance for patrons crossing at intersections

Source: Table A-4, Appendix A, TCRP, original source: K. Fitzpatrick et al., *Guidelines for Planning, Designing, and Operating Bus-Related Street Improvements*. FHWA/TX-90/1225-2F, Texas Transportation Institute, College Station, TX. August 1990.

Stop Spacing

Bus stop spacing impacts route performance and correlates with demand for transit. In general, the trade-offs are:

1. Closely spaced stops (every block or 1/8 to 1/4 mile) provide short walk distances, but more frequent stops and a longer bus trip.
2. Stops farther apart require longer walk distances, but less frequent stops that lead to higher speeds and shorter bus trips.

The determination of bus stop spacing is primarily based on the land use type, such as residential area, commercial, and/or a central business district. Another generally accepted procedure is placing stops at major trip generators. The following are typical bus stop spacings used.

- BRT/EmX routes: Stations are generally spaced 1/3 to 1/2 mile apart in order to maintain high frequency and service reliability.
- Express routes: Stops are typically spaced every 2,000 to 3,000 feet (about ½ mile).
- Core, College, and Community routes: The spacing between bus stops in developed areas are generally 1,000 to 1,500 feet (about ¼ mile) based upon the immediate street environment and safe operation of transit vehicles.
- Limited, rural routes or less developed areas: Wider spacing may be considered and/or stops may be established at places where riders are known to congregate, regardless of spacing.

On all routes, closer spacing may be implemented in areas with high levels of boardings or in locations that are heavily used by older adults or people with disabilities.

Transit stations will be located in areas with very high numbers of transferring customers or major trip generators.

Transit Amenities

LTD will regularly evaluate the availability and distribution of transit amenities as required by the Title VI and Environmental Justice requirements, and will meet the requirements of the Americans with Disabilities Act (ADA) that are within LTD's jurisdiction.

Bus Stops

BRT/EmX: Amenities at EmX facilities are based on need or projected demand and usually include shelter coverage, lighting, seating, trash cans, level boarding platforms, real time and route signage, and a fare machine.

Enhanced Corridor Stops: Enhanced Corridor stops or stations are being considered for development as part of high frequency corridor development in conjunction with City of Eugene and/or Springfield projects. Features of Enhanced Corridor stops could include near-level boarding platforms, off board fare collection, bulb outs, bike channels, or other features that would reduce dwell times or increase passenger comfort and safety.

Fixed Route (non-BRT/EmX): Within the Eugene-Springfield metro area and the city limits on rural routes, standard bus stops will have, at a minimum, a stop pole and placard. The pole will be in close proximity to the boarding area based on immediate road/sidewalk conditions. Stop placards will adhere to LTD's branding guidelines and include, at a minimum, the routes serving the stop and stop number. Bus Stop Information (BSI) cards and holders will be placed at route timepoints and other locations as determined by staff.

If both funding and staff resources are available and the necessary adjoining infrastructure is adequate, then:

- **Bus shelters may be located at bus stops with at least 30 boardings per day, with the priority of installation based on heaviest usage. Shelters may be removed based on non-conforming stop activities such as graffiti and loitering.**
- **Bus benches may be located at shelters but are not required at every shelter location. Benches may be removed based on non-conforming stop activity.**
- **Stop seating may be located at stops with 15 or more boardings per day.**

Shelters or seating may also be located at any other stop if:

- **It is heavily used by older adults or people with disabilities.**
- **There is a significant amount of transfer activity.**
- **A municipality or developer requests an amenity for an adjacent development and funds or subsidizes the cost of the requested amenities, including installation and maintenance.**

In partnership with respective road authorities, the District would work toward the goal that every bus stop has a paved boarding area. This will not be a requirement where curbs and sidewalks do not exist.

Service Capacity and Reliability

The assignment of a larger vehicle or tripper service may be considered if it meets the following criteria during a bid period:

- **Customer loads consistently exceed 1.75 times the seated capacity of the vehicle; or**
- **Customers are consistently not accommodated on a trip due to full customer loads and the next scheduled trip is more than 30 minutes away; or**
- **Customers must consistently stand longer than 20 minutes on an individual trip.**

Any proposal to add service to meet observed passenger loads must be balanced against total available fleet and operational resources, and evaluated against the goal of maintaining the balance between frequency and coverage resources established in the Service Allocation section.

Service Reliability

On-time Performance

On-time performance is defined as departing a timepoint between 0 and 4 minutes after the scheduled time. The service reliability standard is that 90% of the buses at significant timepoints on all routes will be on time. Timepoints will be determined based on ridership, transfer activity, or layover locations. The ideal spacing for timepoints on routes over 60 minutes in length or on rural routes is ten minutes apart or as infrastructure allows. LTD currently has a goal of maintaining 90% on-time performance.

Missed Trips

LTD has a goal that the number of missed trips will be less than half a percent of total trips operated.

Vehicle Reliability

LTD has a goal that road calls on the system should not occur more frequently than every 10,000 vehicle miles.

Vehicle Age

LTD adheres to state and federal standards for Transit Asset Management (TAM), which stipulates that the percentage of bus revenue vehicles that have met or exceeded their Useful Life Benchmark shall not exceed 25% in the year 2020.

Service Evaluation Procedures

Service changes are typically made three times per year in accordance with the bargaining unit contract and are known as bids. The fall bid typically starts one week before the start of classes at the University of Oregon and Lane Community College. The start of summer bid coincides with the end of the UO, LCC, and K-12 school year. The winter bid is scheduled at approximately halfway between the fall and summer bids.

Fall Bid

Major Service Changes and other significant changes will generally occur during, but are not limited to, the fall bid period. Significant changes in other bid periods may occur based on available operational and resource availability. When determining changes:

- LTD will evaluate the performance of each route to maintain on time performance and ridership capacity and levels.
- LTD may choose to evaluate and respond to specific requests for changes to routing, frequency, and span on individual routes based on input received from bus operators and current and potential customers.
- Staff may recommend service changes based on this review. Such recommendations:
    - May include changes to routing, span or frequency on individual routes, the addition or removal of trips including changes to a route's category (i.e. from Community to Core).
    - May include reductions in service on any route beyond the minimum spans and frequencies stated in the Spans and Frequencies and Service Reductions sections and changes to a route's category (i.e. from Core to Community).
    - May include the deletion of any routes, or deletion of a full day's service (weekday, Saturday or Sunday) on any route.
    - Shall include an evaluation of the degree to which such changes would change the productivity/coverage service allocations in service offered within the urban growth boundary.

A change in a route's days of service, the deletion of a route, or other change in service that meets the definition of a Major Service Change would require an equity analysis as defined by the Disparate Impact Policy. For more information on reductions in service, see Service Reductions.

Winter and Summer Bids

Minor service adjustments will generally be made during the winter and summer bids. These may include, but not limited to, any of the following, on any route:

- Route detours in response to long-term construction.
- The addition or removal of trippers.
- The addition or removal of trips (weekday, Saturday and Sunday), so long as the route continues to meet span and desired frequencies within its service category as defined in the Spans and Frequencies section.
- Span changes, so long as the route continues to meet desired frequencies within its service category.
- The deletion of school service generally occurs during the summer bid and holiday breaks, to be scheduled in alignment with UO, LCC, and K-12 district calendars.

Substandard Service

Substandard service will be evaluated during regular service change evaluations. The substandard service will be subject to modification, within the limits established in the Service Evaluation Procedures section above.

Ridership productivity is measured in terms of riders per revenue hour of service. A route will be considered substandard if ridership productivity is less than 67 percent of the average of other routes within its specific route category. Productivity will be computed separately for weekdays, Saturdays, and Sundays. The "substandard" designation will be specific to both the route and day type. The identification of substandard service may result in adjustments to routing, frequency, span, or elimination.

Community, limited, and rural routes may operate below 67% of other routes within its category, recognizing that these routes provide coverage service where productivity is not the goal. For route categories which contain only a single route, productivity will be measured based on historical performance. The District may choose to continue to offer service that does not meet productivity standards if the service meets other clearly defined District objectives, including but not limited to maintaining the productivity/coverage resource split (see Service Allocation), or providing operational stability to the system.

Implementation/Evaluation Guidelines for New Fixed Route Service

New service, as defined in this context, includes the establishment of new routes or the addition of service on existing routes in excess of the spans and frequencies set out in Service Design standards. Factors to consider in evaluating potential service additions include the following:

1. Financial situation of the District.
2. Expected ridership and productivity, both immediate and long term.
3. Availability of operators and staff necessary to plan and operate the service.
4. Availability of fleet and maintenance capacity.
5. Integration of the service in the District's network.

New service may be operated for a probationary period of at least 12 months without major modification, except in extenuating circumstances. Over the first 12 months, the productivity standard for continuation of

new service will be at least 50 percent of the average productivity of all routes within its service type. Following the probationary period, new service will be subject to the same standards as the remainder of the system. Adequate marketing resources to promote the new service are to be available during the probationary period.

Service Increases

New or increased service may be considered if additional long-term financial and operational resources are available. Depending on circumstances, these decisions may take place in the context of a comprehensive operations analysis. Service increase will be based on the following factors:

1. Maintenance of service under Service Evaluations Procedures and Implementation/Evaluation Guidelines for New Fixed Route Service.
2. Meet desired service levels as described in the Service Allocation section.
3. Increase service on:
    a) Weekday span & frequency
    b) Saturday span & frequency
    c) Sunday span & frequency

Service Reductions

In the event of changed financial resources or other circumstances, difficult decisions on service reductions may be required. Depending on circumstances, these decisions may take place in the context of a comprehensive operations analysis or in response to an emergency situation.

If service reductions are required, the following steps will be considered for each route, in the order provided:

1. Examine schedules for on-time performance issues that may be depressing ridership, and adjust running times as needed.
2. Examine ridership patterns on early morning, evening, and weekend trips and reduce span and frequencies as appropriate, within the limits set in Spans and Frequencies. This may involve a shift in the route type, from core to community or from community to limited/rural.
3. Consider eliminating service or combining routes on substandard segments, if the following conditions are met:
    a. Alternate service is available within 1 mile of eliminated segments.
    b. Available data for adjacent census block groups does not suggest a disproportionate number of older adults or households with zero vehicles live within ½-mile of eliminated segments.
    c. Available data does not suggest a disproportionate number of people with disabilities board transit on the eliminated segments.
4. Consider weekday-only service on the route.
5. Consider discontinuing the route.

This approach will focus on routes in the following order:

1. Routes that are substandard on weekdays.
2. Routes that are substandard on both Saturdays and Sundays.
3. Routes that are substandard on either Saturdays or Sundays.
4. All other routes based on their productivity.

In the case of temporary extreme weather or man-made emergencies (such as major collisions affecting traffic), LTD's Director of Operations is authorized to make determinations on levels of service, up to and including suspension of fixed route operations, in order to maintain safe operations.

Standards for Tripper Service

A tripper is generally a short piece of work, usually no more than one round trip, designed to meet unusually high demand at a particular location or in response to an emerging need, and is not expected to last longer than two bids. The following criteria are to be used in determining whether to offer tripper service:

- Trips cannot be adequately provided by regularly scheduled service, or there is not enough capacity within regularly scheduled service.
- There are no budgetary, operational, or fleet constraints that would preclude the addition of the tripper.

Trippers will be evaluated and discontinued when the combined load of the tripper and the next regular trip can be accommodated within existing load standards. If the demand continues, the tripper may be added as regular service and included in the next available bid.

Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining whether a Major Service Change or fare change has a potential disparate impact on minority populations[2].

The equitable distribution of fixed route transit service is a major factor when determining service changes. LTD's fiscal year 2022-24 Strategic Business Plan includes a tactic to analyze and establish equity metrics. In addition, the Comprehensive Operations Analysis (COA) process will develop service changes with an equity lens.

Major Service Changes

Major services changes are defined below.

1. A change in service of 25 percent or more of the number of transit route miles of the system;
2. A change in service of 25 percent or more of a route's revenue hours of service on a daily basis for the day of the week for which a change is made;
3. A new transit route is established or terminated;
4. Any change in the days of the week a route is in service.

Except as provided elsewhere in this Service Policy, an Equity Analysis must be completed before implementing a Major Service Change. If the number of changes on a route in a fiscal year, together, meet the definition of a Major Service Change, an Equity Analysis must be completed prior to the last change.

The following Service Changes are exempted from the definition of Major Service Changes:

1. Standard seasonal variations in service are not considered Major Service Changes.
2. In an emergency situation, a service change may be implemented immediately and will not be considered a Major Service Change. However, an Equity Analysis must be completed if the emergency service change is to be in effect for more than 180 days, as required by the FTA, and if the change(s) meet the definition of a Major Service Change. Examples of emergency service changes include, but are not limited to:
    - Extreme weather events
    - Natural or man-made disasters
    - Public health emergencies (such as pandemics)
    - Changes in service due to federal guidelines

[2] *FTA Circular 4702.1B*, *https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/title-vi-requirements-and-guidelines-federal-transit .*

- Major impacts to infrastructure resulting in operation changes

3. Experimental Service Changes may be instituted for 365 days or less without an Equity Analysis being completed. An Equity Analysis must be completed prior to continuation of service beyond the experimental period if the change(s) meets the definition of a Major Service Change.
4. Restoration of service previously eliminated due to budget constraints or emergency service changes, provided the service runs on the same route as it had prior to its elimination, subject to minor deviations that do not meet the definition of a Major Service Change.
5. Headway adjustments of up to 5 minutes during peak hour service, and up to 15 minutes during non-peak hour service.

80 Percent Rule

There could be evidence of disparate impact if:

- Benefits provided to minority or low-income populations are at a rate less than 80 percent than benefits being provided to non-minority or non-low-income populations.
- Adverse effects borne by non-minority or non-low-income populations are at a rate less than 80 percent the adverse effects borne by minority or low-income populations.

> Example: Proposed Service Changes
>
> A bus route restructuring project results in an increase in the overall amount of service available. We have determined the average increase in service levels for an area. Is there a disparate impact in where service improvements are being made?
>
> Avg. % increase in service levels for various populations affected by service change:
>
> Example 1:
>
> Low-Income Population 6.8 percent – *80% Threshold is 5.7 percent*
> Non-Low-Income Population 7.1 percent *(7.1% x .8)*
>
> Example 2:
>
> Minority Population 8.1 percent – *80% Threshold is 8.8 percent*
> Non-Minority Population 11 percent *(11% x .8)*

In the first example, the benefit of the service addition to the low-income population within the area of benefit is above the 80% threshold (6.8 percent is greater than 80 percent of the 7.1 percent estimated for non-low-income populations). No disparate impact is found in this example.

In the second example, the benefit of the service addition to the minority population within the area of benefit is below the 80% threshold (8.1 percent is less than 80 percent of the 11 percent estimated for non-minority populations). This would indicate a disparate impact.

If a disparate impact is found:

- The District may modify the proposed changes in order to avoid, minimize, or mitigate potential disparate impacts. If the proposed changes are modified, the District will analyze the modified proposed changes to determine whether the modifications actually removed the potential disparate impacts.
- If the District elects not to alter the proposed service changes despite the potential disparate impacts on minority populations; or if the District finds, even after revisions, that there continue to

be disparate impacts on minority populations, the District will implement the service change only if:

1. **The District has a substantial legitimate justification for the proposed service change; and**
2. **The District can show that there are no alternatives that would have a lesser Disparate Impact on minority riders but would still accomplish the District's legitimate program goals.**

For the purposes of this service policy, the maximum acceptable difference (positive or negative) in level of benefit between protected and unprotected populations is 20 percent. For changes in transit service level or transit fares, this standard applies as follows for minority and low-income populations:

Fare Changes

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders.

Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

Exceptions to the fare analysis include:

1. **Days when the District has declared that all passengers ride free; or**
2. **Reduced or free promotional fares, which are instituted on a daily basis or periodically within a period of 180 days.**

Additional information on the process for fare changes is outlined in LTD's Fare Policy, Ordinance 53.

Maintenance of the Fixed Route Service Policy

The Director of Planning and Development is responsible for maintaining the service policy. A review of the policy is conducted whenever major network changes occur. A review of the service policy is not required for a major service change except as recommended by the Director of Planning and Development, the General Manager, or the Board of Directors.

Board Approval of Revisions: 6/16/99
Board Approval of Revisions: 3/16/11
Board Approval of Revisions: 6/18/14
Board Approval of Revisions: 10/22/14
Board Approval of Revisions: 02/16/22

Glossary

Bid: Time of year when operators select work shifts. Bids are held as required in the labor agreement with ATU Local 757, and provide an opportunity to implement service changes.

Boardings: A boarding occurs every time a customer boards a bus.

Comprehensive Operations Analysis (COA): The process to examine and evaluate a transit system to determine where improvements can be made to make transit operations more effective and efficient across the network in alignment with agency goals.

Deadhead: Deadhead refers to bus travel that is not in revenue service, such as travel time to the garage after the bus has completed scheduled service.

Headway: Bus headway refers to the amount of time between consecutive buses on a given route. The lower the headway, the more frequent the service.

Layover: This term identifies time that a bus is not in operation between scheduled revenue service. Layover time is included in revenue hours. Also referred to as recovery.

Line Route: A bus route that travels on the same streets in both directions. Line routes differ from loop routes, which travel to and from their point of origin using different streets.

Platform Hours: A platform hour is counted for every hour that a bus operator is with a bus, including deadhead and layover time.

Revenue Hours: A revenue hour is each hour that a bus is in service. This is equivalent to platform hours less deadhead time. Layover time is included in revenue hours.

Ridership Productivity (or Productivity): Ridership productivity, as used in this document, is defined as the number of boardings per revenue hour of service.

Road Call: A road call occurs when a bus is replaced or repaired during revenue service.

Route Deviation: A route deviation involves deviating from the most direct path to serve a housing, school, commercial development, or other potential source of ridership.

Significant Timepoint: A location that acts as a primary transfer point or trip generator that is used for the calculation of on-time performance.

Timed Transfer: A timed transfer occurs when separate bus routes converge at one point at the same time, and customers make transfers while the buses wait.

Timepoint: A designated location on a route used to control schedule adherence.

Transfer: To transfer means to change from one bus to another.

Transit Amenities: Refers to items of comfort, convenience, and safety available to the general riding public. These items may include: seating, lighting, bus shelters, platforms, passenger information, and waste receptacles.

Tripper: A short piece of work, usually no more than one round trip, designed to meet unusually high demand at a particular location. This piece of work may be assigned at any time in response to an emerging need, and is not expected to last longer than two bids.

Urban Growth Boundary: The area within which all urban development must take place over the next 20 years, as defined in Oregon land use law.

Appendix A – Other LTD Services

In addition to fixed route transit service, LTD provides demand-response/paratransit service for persons unable to use the fixed route system. LTD serves as the county's Medicaid non-emergency medical transportation brokerage. Recognizing that the future of transit is multi-modal, in 2019, LTD began piloting mobility-on-demand services in the cities of Cottage Grove and Eugene.

Contracted Service

LTD may provide service under contract to other entities only if the provision of these services does not interfere with LTD's ability to meet regularly scheduled and budgeted service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares, and span of service. Contracted service will be provided in the form of additional trips on existing routes. Requests for deviations on existing routes for contracted service will not be considered unless the request meets the standards for Route Deviations and does not require the use of additional resources. Contracted services will be provided on a full cost recovery basis, or at the discretion of the General Manager.

Charter Service

Federal regulations prohibit public transit agencies from providing charter services unless certain exceptions are met (49 CFR Part 604, Charter Service; 73 FR 2326 Final Rule 4/30/08). The Federal Transit Administration (FTA) requires LTD to provide a quarterly report for all transit service exceptions.

Special Event Service

Special event services are bus routes designed to take customers to a specific venue. LTD will provide service under contract to other entities only if the provision of these services does not interfere with LTD's ability to meet regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, span of service, is available to the public, and has a published timetable. Special event services will be provided on a full cost recovery basis at the discretion of the General Manager.

Alternative Service Delivery Options

Alternative service delivery options generally refer to services not directly operated by LTD, such as contract services, taxis, and other flexible destination operations. These alternatives can complement traditional transit service. In addition, RideSource provides mandatory ADA complimentary paratransit service for people unable to access fixed route transit service due to a disability within the Eugene-Springfield metropolitan area. RideSource services are available for eligible individuals within the service area. For ADA paratransit service, this is generally within a 3/4 mile boundary of non-commuter fixed route transit service operated by LTD within the Eugene-Springfield metropolitan area. For non-emergency medical transportation (NEMT) service, this is generally within Lane County.

Appendix B – Calculating Productivity and Coverage Percentages

When evaluating the percentage of service dedicated to productivity and coverage, LTD will make the following analysis:

Step 1: Estimate the number of route miles in each of the following categories, based on intended service frequency on weekdays in the middle of the day.

- **Line service, two-way every 15 minutes or better: 100% Frequency, 0% Coverage.**
- **Loop service, one-way every 15 minutes or better, or two-way every 20 minutes or better:**
  - **Where the loop exists due to an operational constraint (e.g. lack of a good turnaround or layover point): 50% Frequency, 50% Coverage.**
  - **Otherwise: 0% Frequency, 100% Coverage.**
- **Line service operating every 20 to 30 minutes two-way:**
  - **Where adjoining population density is below 1,000 people per square mile and job density below 500 jobs per square mile: 0% Frequency, 100% Coverage.**
  - **Otherwise: 50% Frequency, 50% Coverage.**
- **Line service operating every 60 minutes or worse two-way, or one-way loop service every 20 minutes, or any loop service operating worse than every 20 minutes: 0% Frequency, 100% Coverage.**

Step 2: Determine the frequency and coverage percentage of each route. **For example:**

EmX has a total two-way length of 24.6 miles. 20.4 miles are in category 1 (line service, every 15 minutes or better). 4.2 miles are in category 2a (two-way loop service, every 20 minutes, due to an operational constraint).

The Frequency percentage is therefore: ((20.4 * 100%) + (4.2 * 50%)) / 24.6 = 91%. The Coverage percentage is therefore: 100% – 91% = 9%.

Step 3: Multiply these percentages by each route's annual revenue hours. **For example:**

EmX accounts for approximately 65,000 annual revenue hours. So:

Annual Frequency revenue hours on EmX are: 65,000 * 91% = 59,150.

Annual Coverage revenue hours on EmX are: 65,000 * 9% = 5,850.

Step 4: Add the Frequency and Coverage revenue hours for each route, then dividing those hours by the total revenue hours in the network. **For example:**

If LTD operates 300,000 annual revenue hours:

Using the formulas above, we have determined that LTD operates 240,000 annual Ridership revenue hours and 60,000 annual Coverage revenue hours.

Then the total Ridership percentage would be: 240,000 / 300,000 = 80 %, and the total Coverage percentage would be: 60,000 / 300,000 = 20%.

Appendix C – Calculating Route Deviations

Decisions on route deviations will be based on weighing the benefits of the deviation against the amount of impact to through riders, using the following formula:

$$\frac{\#_{average\ through-riders} \times \#_{minutes\ of\ deviation\ time}}{\#_{\ boardings\ \&\ alightings\ along\ deviation}}$$

For a new development, boardings and alightings can be estimated by experience at similar developments in the service area. If the result of this calculation (i.e., additional passenger minutes per boarding/alighting along the deviation) is less than 10 AND if the deviation will not require additional resources on the route, then the route deviation can occur. Two examples can show how the formula is applied:

A. **Example: Through ridership on average 200 riders per weekday. The deviation adds five minutes to travel time and will result in an additional 50 boardings and deboardings at the trip generator**

   $$(200 \times 5) \div 50 = 1{,}000 \div 50 = 20$$

   The deviation would be rejected

B. **Example: Through ridership on average is 300 riders per weekday. The deviation adds three minutes to travel time and will result in an additional 100 boardings and deboardings at the trip generator**

   $$(300 \times 3) \div 100 = 900 \div 100 = 9$$

   The deviation would be approved, if it will not require additional resources on the route.

Fixed Route Service Policy: Findings & Recommended Updates

November 2025

Lane Transit District | LTD.org

What Are We Covering Today?

- Service Policy Overview
- Case Study Findings
- Performance Overview
- Draft Recommendations
- Q & A
- Next Steps

Service Policy Overview

Why Have a Fixed Route Service Policy?

- Define performance standards for implementing and evaluating fixed route transit service.
- Establish standards that are **quantifiable** and **replicable**.
- Provide guidance for resolving performance issues.

Network Design Principles

- Design principles for **productivity**:
  - Frequent routes
  - Bus stops near destinations
  - Walkability around stops
  - Direct, linear routes
  - Continuous routes

- Design principles for **coverage**:
  - Service to those living outside of productive service routes
  - Breadth of geographic reach

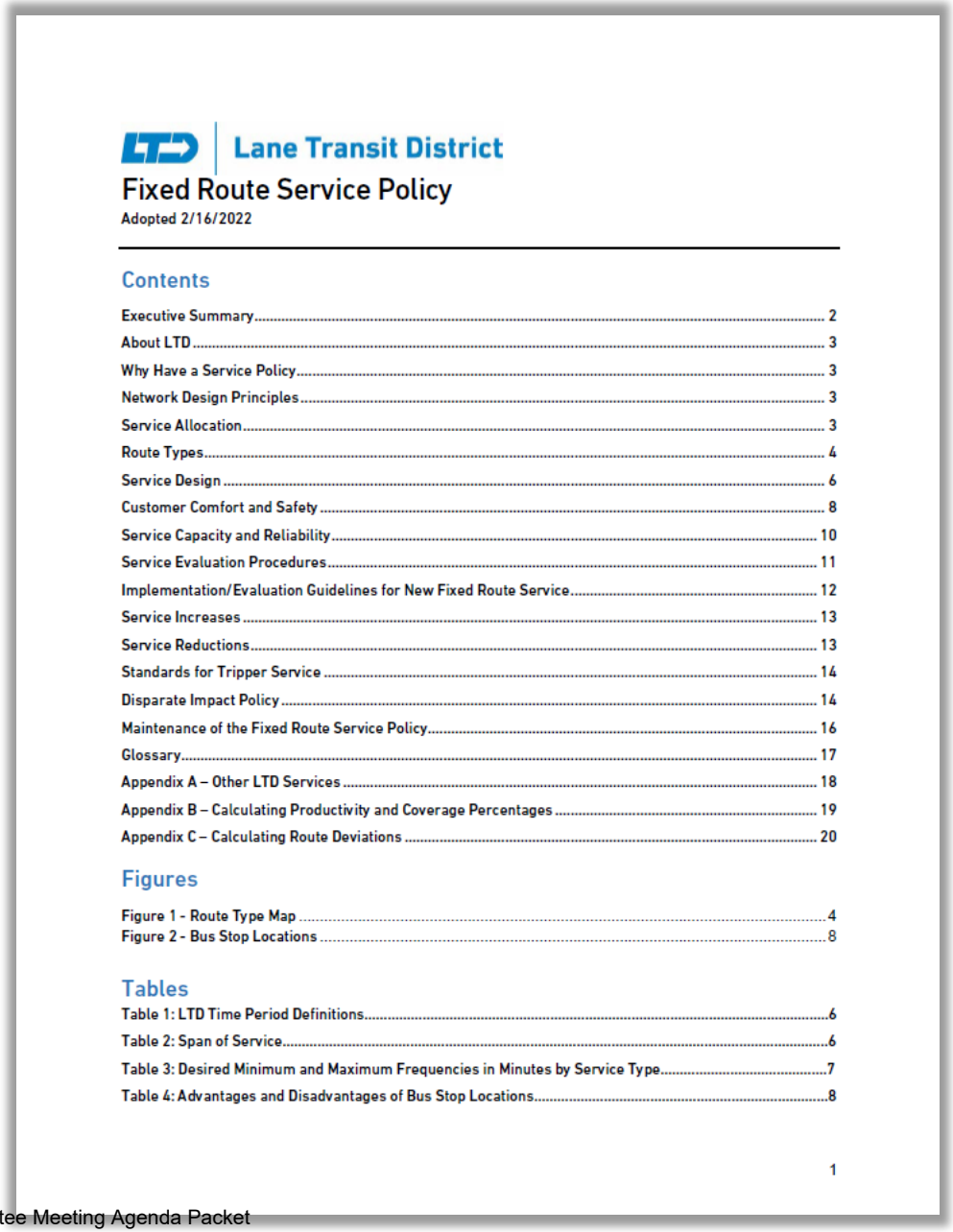
Service Policy Update

Project Overview

LTD's Fixed Route Service Policy last updated in Feb 2022.

This update will:

- Integrate new or updated LTD policies and initiatives
  - Stop balancing, Title VI methodology, among others
- Show how LTD compares to peer transit agencies
  - Ensure that performance standards are realistic
- Refresh Service Policy design/graphics



Lane Transit District

Fixed Route Service Policy

Adopted 2/16/2022

Contents

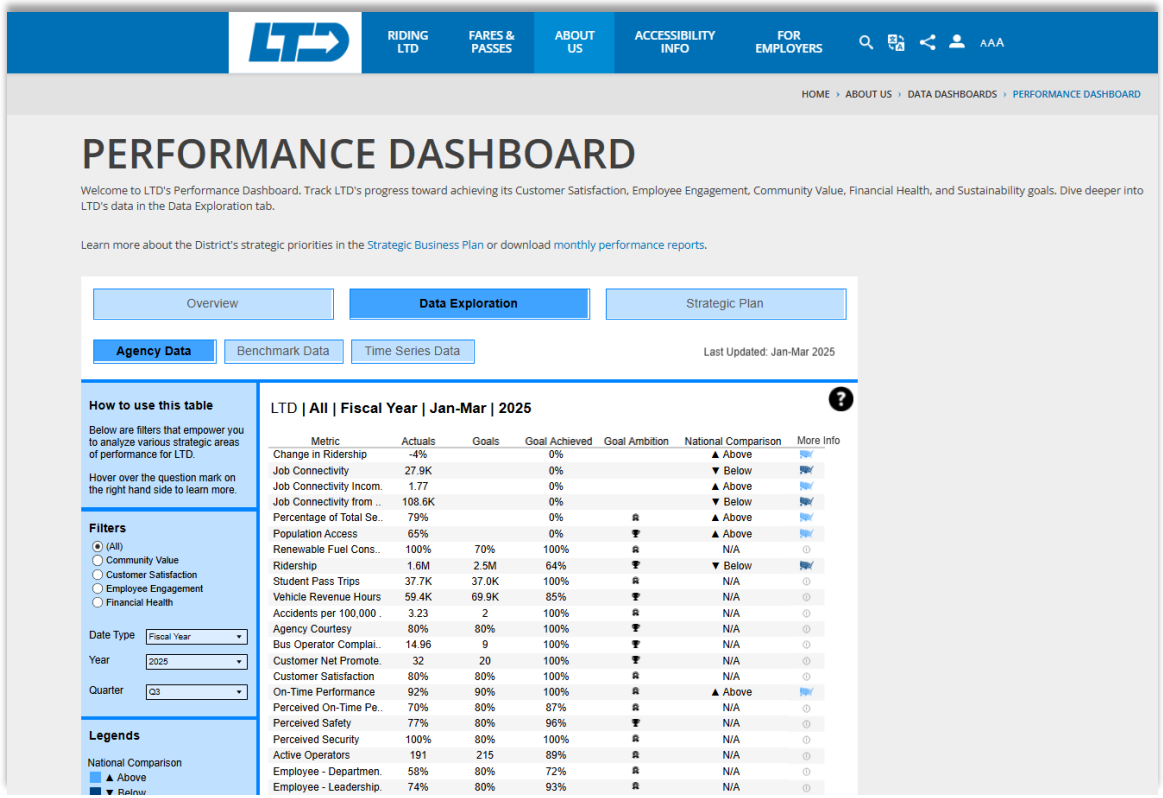
Figures

Tables

1

Other Elements to Evaluate

- How is LTD performing against its goals?
- Are there standards you do not use or are too complicated or onerous to be effectively measured?
- ***Should any existing standards/policies be updated?***



Project Timeline

August 2025	
7/28-8/1	PM Check-In
8/4 -8/8	
8/11-8/15	
8/18-8/22	
8/25-8/29	Case Studies & Performance Metrics Analysis
September 2025	
9/1-9/5	PM Team Review
9/8-9/12	
9/15-9/19	Suggested Service Policy Report Revisions
9/22-926	PM Team Review
October 2025	
9/29-10/3	Revisions
10/6-10/10	Revisions
10/13-10/17	Meet with LTD Team
10/20-10/24	Revisions
10/27-10/31	

November 2025	
11/3-11/7	
11/10-11/14	SPC meeting
11/17-11/21	
11/24-11/28	
December 2025	
12/1-12/5	Draft infographics/Report design
12/8-12/12	
12/15-12/19	
12/22-12/26	
January 2026	
12/29-1/2	
1/5-1/9	Present final report at SPC meeting
1/12-1/16	
1/19-1/23	
1/26-1/30	
February 2026	
2/2-2/6	
2/9-2/13	

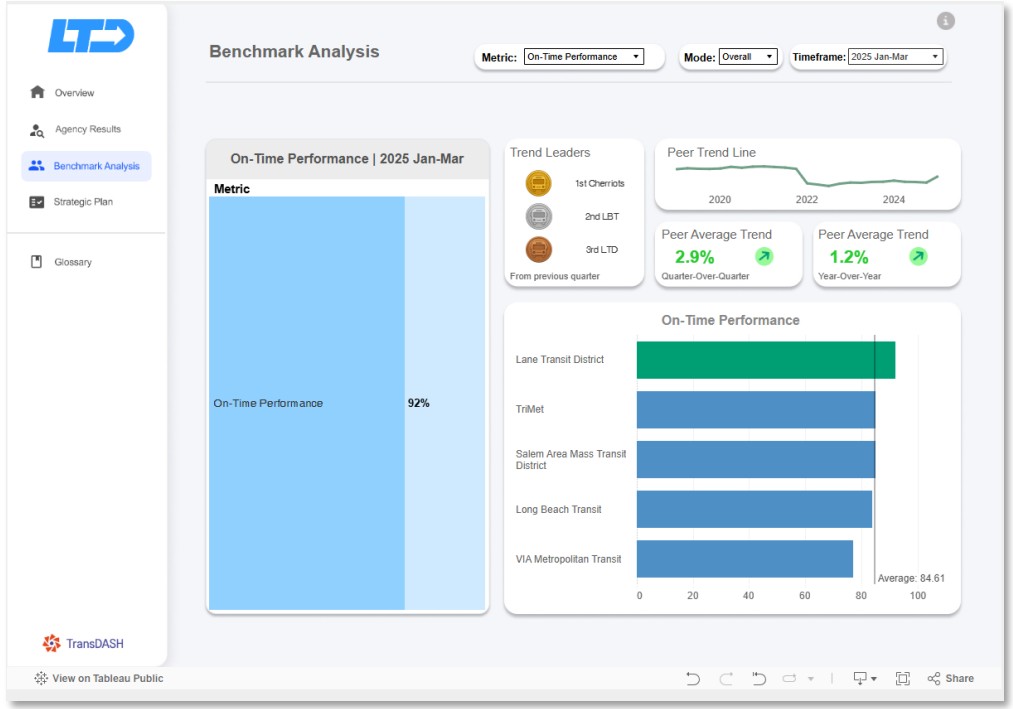
Case Studies

Case Studies

- Cherriots
- UTA
- Spokane Transit
- TriMet
- Transfort

Case Studies: Performance Metrics

- LTD defines thirteen performance and design standards in its service guidelines policy
  - In line with the average number of standards tracked by the five peer agencies.
  - LTD does not define how land use and demographics are considered in the service planning process.
- Organization of performance and design standards varies by agency.
  - Some agencies, like Cherriots, provide comprehensive service guidelines that compile all performance and design standards in one location.
  - Others have standards contained in a variety of documents, including bus stop guidelines and performance reports.



Case Studies: Frequency Standards

	LTD	Cherriots	UTA	Spokane Transit	TriMet*	Transfort
Limited/Rural/ Regional	≥ 60 minutes	Headways vary, 4–16 trips per day	30–60 (peak hours only)	30		2 peak trips per weekday
Basic		60		60		60***
College/ University	10/30**					30
Local/ Standard/ Community	30	30	30–60	30		30***
Core/ Frequent	15/30*	15	15	15	15	
Express bus	5/25*					
Rapid bus	10/15*		15	10	12	15
Light Rail			15		15	
Commuter Rail			30			

Case Studies: Frequency Standards

- Frequent service is generally defined by peer agencies as operating with a maximum of 15-minute headways during peak hours.
  - LTD sets 15-minute headways as the desired maximum but will allow up to 30-minute headways to be considered frequent. This maximum headway is much larger than the established maximums for peers
- Rather than establishing maximum headways alone as the benchmark for frequency by route type, LTD sets a range of preferred headways to maximum headways.
  - These ranges are considerable: For rapid buses, the maximum headway is 1.5 times the preferred headway, and for express buses, with maximum headway is five times the preferred headway.
- LTD operates its rapid bus service with 10-minute preferred headways and 15-minute maximum headways.
  - This is in line with peer agencies, which range from 10-minute headways on the low end (Spokane Transit) to 15-minute headways (UTA and Transfort).

Case Studies: On-Time Performance Standards

	On-time Performance Standard	
LTD	• **90%** on time ○ (between 0 seconds and 4 minutes after scheduled departure time)	

Cherriots	• **All day:**
	  ○ 85% on time (between 0 seconds and 5 minutes after scheduled departure time)
	  ○ 10% late
	  ○ 5 % very late
	  ○ 0% early
		• **PM:**
		  ○ 75% on time
		  ○ 15% late
		  ○ 10% very late
		  ○ 0% early

UTA	• **100%** on time ○ (between 0 seconds and 5 minutes after scheduled departure time)	
Spokane Transit	• **93%** on time	
TriMet	• **90%** on time ○ (between 1 minute early and 5 minutes late)	

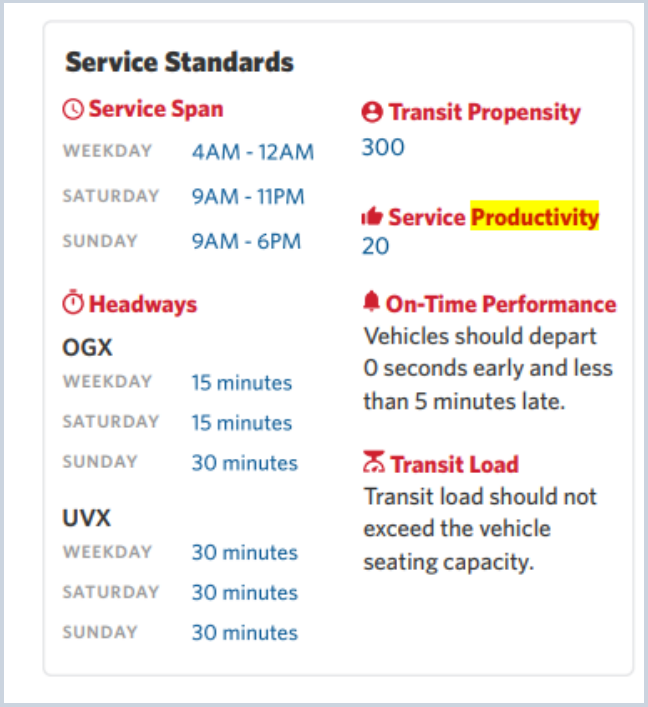
Transfort	• **Peak:**
	  ○ **90%** on time
	  ▪ (between 1 minute early and 5 minutes late) during peak hours
		• **Off Peak:**
		  ○ **95%** on time during off-peak hours

Case Study: Productivity

LTD

A route will be considered substandard if ridership productivity is less than 67 percent of the average of other routes within its specific route category

UTA



Service Standards

Service Span

WEEKDAY	4AM - 12AM
SATURDAY	9AM - 11PM
SUNDAY	9AM - 6PM

Headways

OGX

WEEKDAY	15 minutes
SATURDAY	15 minutes
SUNDAY	30 minutes

UVX

WEEKDAY	30 minutes
SATURDAY	30 minutes
SUNDAY	30 minutes

Transit Propensity
300

Service Productivity
20

On-Time Performance
Vehicles should depart 0 seconds early and less than 5 minutes late.

Transit Load
Transit load should not exceed the vehicle seating capacity.

Cherriots

- **Corridor routes:** 20 rides per revenue hour
- **Coverage routes:** 10 rides per revenue hour
- **Regional express:** 10 rides per revenue hour
- **Local commuter express:** 10 rides per revenue hour
- **Deviated fixed routes (DFR):** five rides per revenue hour

Transfort

Rapid Route		Pass/Hour	Pass/Mile
	Exceeds	>50	>8
	Satisfactory	41-50	6-8
	Marginal	20-40	4-5
	Unsatisfactory	<20	<4
Commercial Route		**Pass/Hour**	**Pass/Mile**
	Exceeds	>30	>3.5
	Satisfactory	20-30	2.5-3.5
	Marginal	15-20	1.5-2.5
	Unsatisfactory	<15	<1.5
University Route		**Pass/Hour**	**Pass/Mile**
	Exceeds	>60	>5
	Satisfactory	30-60	3-5
	Marginal	20-30	1.5-3

Case Studies: Stop Spacing Standards

	LTD	Cherriots	UTA	Spokane Transit	TriMet
Limited/Rural/ Regional	Wider stop space/ wherever people congregate	One stop per community served		Subject to service needs	
Basic		0.25 miles		0.25 miles, 0.5 on highways	
College/University	1,000-1,500 feet (~0.25 miles)				
Local/ Standard/ Community	1,000-1,500 feet (~0.25 miles)	0.25 miles	0.125–0.33 miles	0.25 miles, 0.5 on highways	
Core/Frequent	1,000-1,500 feet (~0.25 miles)	0.25 miles	Urban: 0.25–0.5 miles Suburban: 0.5–1 mile	0.25 miles, 0.5 on highways	
Enhanced bus			Urban: 0.25–0.5 miles Suburban 0.5–1 mile		
Express bus	~0.5 miles				
Rapid bus	0.33–0.5 miles		Urban: 0.25–0.5 miles Suburban 0.5–1 miles	Minimum 0.25 miles for most stations, 0.5 miles outside of downtown	Built-up areas: minimum 0.25 miles, desired 0.3–0.5 miles. Low-density areas: minimum 0.3 miles, desired 0.5–1 miles
Light Rail			0.25–0.5 miles Suburban: 0.75–1.0 miles		
Commuter Rail			≥5 miles		

Case Studies: Stop Spacing Standards

- Overall, the peer agencies tend to use quarter-mile stop spacing for local and standard bus routes, especially in more urbanized environments.
- **Other Key Highlights**
  - Transfort does not include stop spacing in its service guidelines.
  - TriMet does not define stop spacing standards based on route type, except for FX service. Instead, the agency uses the density of surrounding land uses to recommend stop spacing.
  - LTD and Cherriots recommend stop spacing based on route type alone.
  - UTA and Spokane Transit recommend stop spacing based on route type and land use.

Case Studies: Stop Amenity Standards

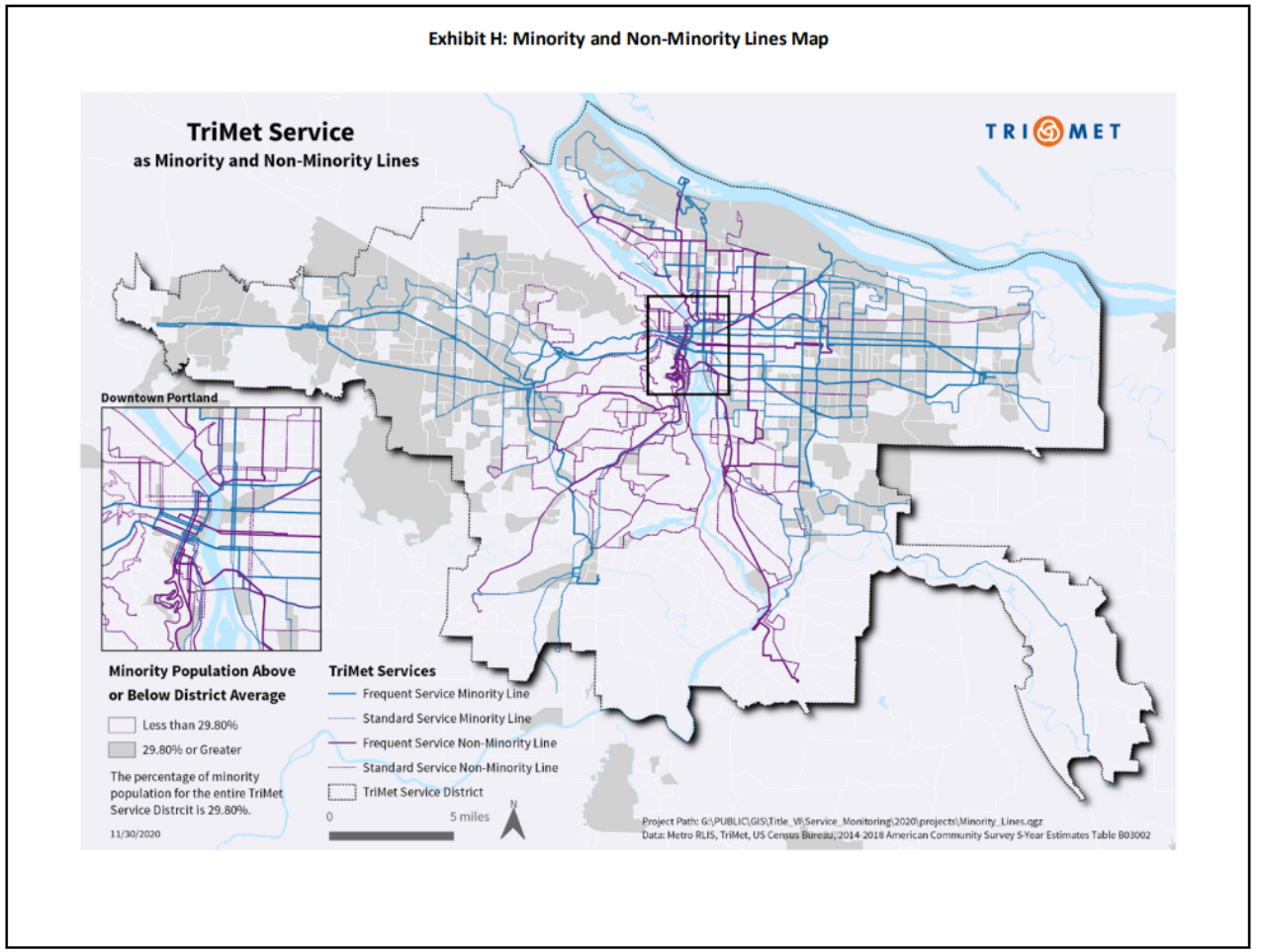
	Bench Placement Criteria	Shelter Placement Criteria	Other Considerations
LTD	• **15** or more daily boardings	• **30** or more daily boardings	• High usage by older adults and people with disabilities • Significant transfer activity • Funding/subsidization of the amenity by a municipality or developer
Cherriots	• **10** or more daily boardings	• **20** daily boardings at local stops • **5** daily boardings at regional stops	
UTA	• **10** or more daily boardings at stops with headways of 15 minutes or less • 5 or more daily boardings at stops with headways of greater than 15 minutes	• **40** or more daily boardings at stops with headways of 15 minutes or less • **10** or more daily boardings at stops with headways of greater than 15 minutes	
Spokane Transit	• **10** or more daily boardings • Transfer points between two or more routes • Stops adjacent to ridership generator with high proportion of riders with limited mobility	• **25** or more daily boardings • Transfer points between two or more routes, OR • Stops adjacent to ridership generator with high proportion of riders with limited mobility	
TriMet	• Simme seat: **12** or more daily boardings • Premium bench: **25** or more daily boardings • Ad bench: considered at any stop lacking amenities if in a safe location	• **50** or more daily boardings • Infrequent service: **35** or more daily boardings on routes with peak headways greater than 17 minutes • Lift usage: minimum of 15 weekday boardings and 4% lift usage	• Proximity to senior housing and minimum of 20 daily boardings • Shelter funded and maintained by others • Development of large new activity center adjacent to transit where ridership is projected to meet criteria • Consolidated bus stop: combined ridership totals increase likelihood of shelter placement
Transfort	• **25** or more daily boardings and/or transferring passengers	• **50** or more boarding and/or transferring passengers OR • Stops that serve concentrations of older adults or people with disabilities	

Case Studies: Stop Amenity Standards

- LTD standard slightly **higher** than most peers for Bench placement standard
- LTD standard generally **in-line or better** than peers for Shelter placement standard
- All agencies other than Cherriots and UTA set guidelines for incorporating the needs of older adults and people with disabilities into transit amenity decisions.
- UTA and TriMet consider peak headways when determining ridership benchmarks for amenities.
  - For bus routes with less frequent service, the ridership benchmarks are lower because average wait times are longer for riders at infrequent routes.

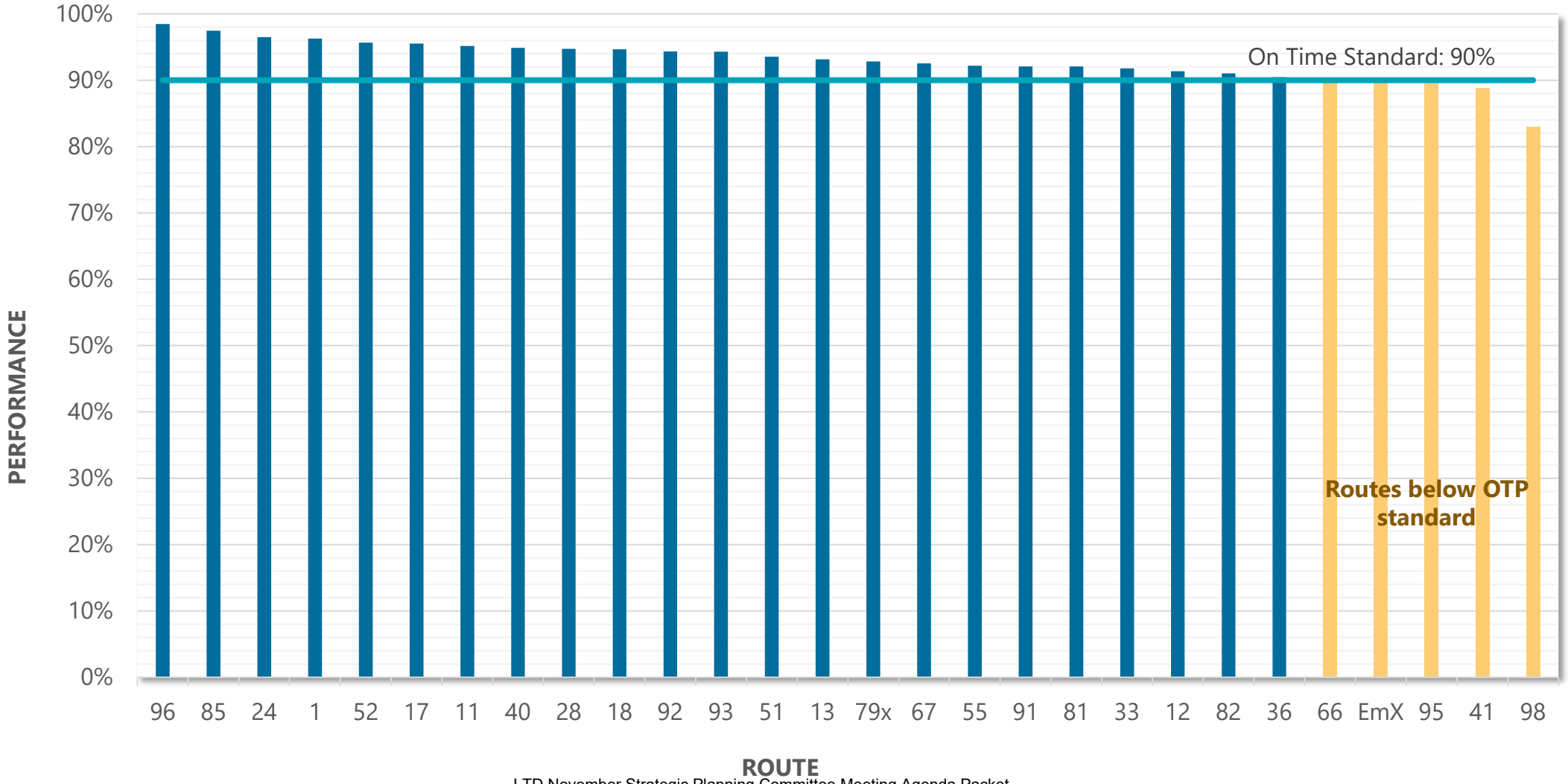
Other Considerations of Note

- Transfort considers service requests based on:
  - Population density (current and projected),
  - Employment density (current and projected)
  - Service area characteristics (age, income, vehicles per household)
  - Enhancement of timed transfers
  - Major destination (employers, hospitals/nursing homes, colleges/schools, shopping centers, and social service/government centers).
- In addition to a detailed score rubric for disparate impacts, TriMet also monitors performance standards for minority and non-minority lines.
  - Minority lines are lines that provide at least 1/3 of their service in block groups that have above-average minority populations.



Performance Evaluation

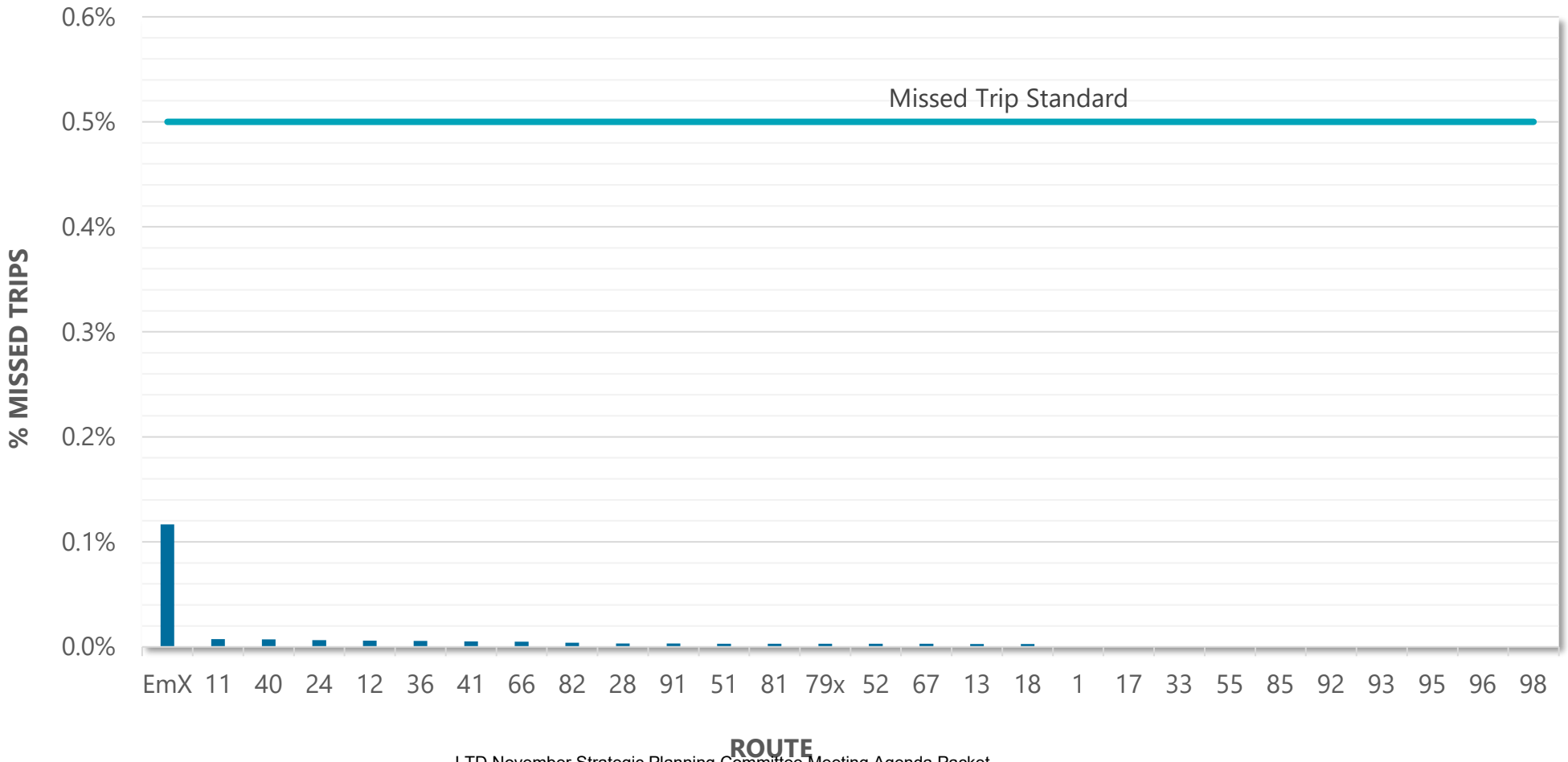
Measuring Performance: OTP



*Aug 2024-2025 Data

Measuring Performance: Missed Trips

- LTD goal: the number of missed trips will be less than half a percent of total trips operated.

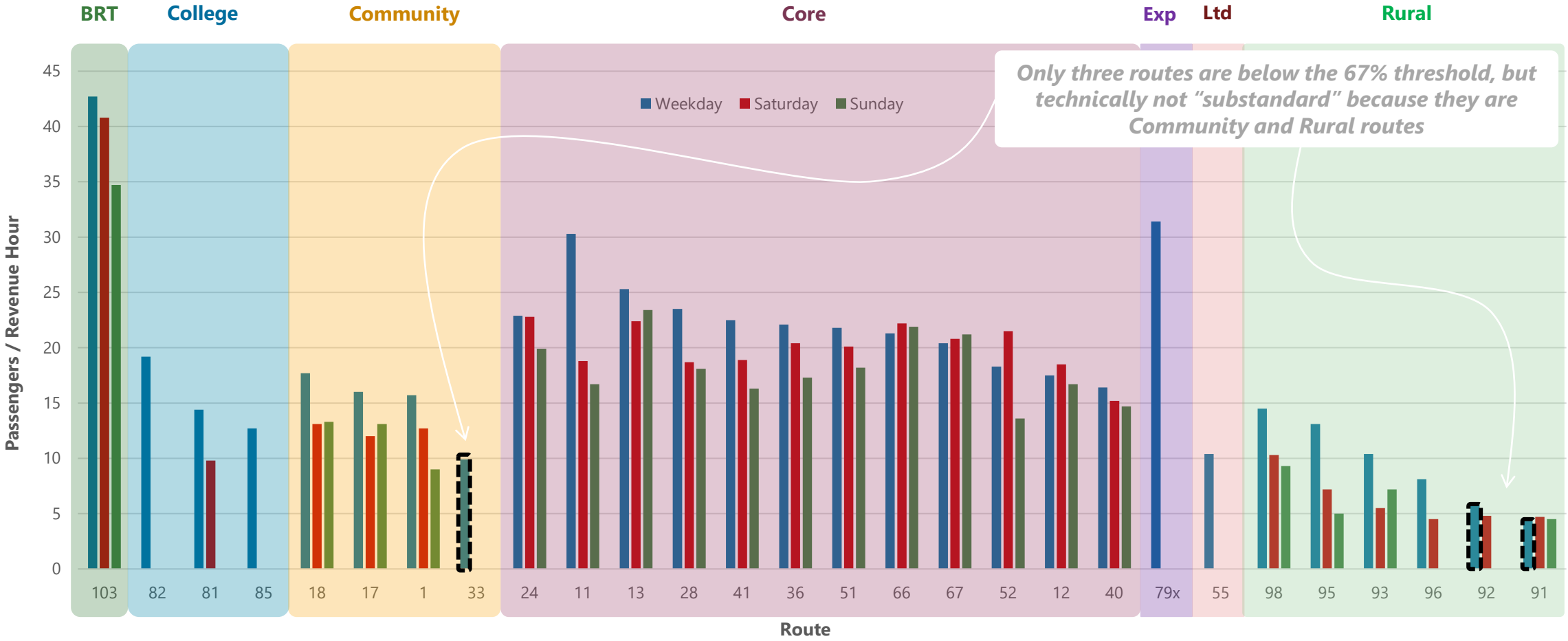


Measuring Performance: Frequency

Route	Route Type	AM	AM Peak	Meets AM Peak Target?	Midday	Meets Midday Peak Target?	PM Peak	Meets PM Peak Target?	Evening	Meets Evening PM Peak Target?
EmX	BRT/EmX	-	10/15	Yes	10/15	Yes	10/15	Yes	15/30	Yes
1	Community	-	30	No	30/60	Yes	30/60	Yes	60	Yes
11	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
12	Core	-	15/30	No	15/30	Yes	15/30	Yes	30/60	Yes
13	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
17	Community	-	30	No	30/60	Yes	30/60	Yes	60	Yes
18	Community	-	30	No	30/60	Yes	30/60	Yes	60	Yes
24	Community	-	30	Yes	30/60	Yes	30/60	Yes	60	Yes
28	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
33	Community	-	30	No	30/60	No	30/60	No	60	No
36	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
40	Core	-	15/30	No	15/30	No	15/30	Yes	30/60	Yes
41	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
51	Core	-	15/30	Yes	15/30	No	15/30	Yes	30/60	Yes
52	Core	-	15/30	Yes	15/30	No	15/30	Yes	30/60	Yes
55	Limited	-	≥60	No	≥60	No	≥60	Yes	-	-
66	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
67	Core	-	15/30	Yes	15/30	Yes	15/30	Yes	30/60	Yes
79x	Express	-	5/25	No	30	No	20/30	No	60	Yes
81	College	-	10/30	No	30/60	Yes	30/60	Yes	60	Yes
82	College	-	10/30	Yes	30/60	Yes	30/60	Yes	60	Yes
85	College	-	10/30	No	30/60	Yes	30/60	Yes	60	No
91	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-
92	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-
93	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-
95	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-
96	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-
98	Rural	Variable	Variable	-	Variable	-	Variable	-	Variable	-

45% not meeting target **27% not meeting target** **9% not meeting target** **9% not meeting target**

Measuring Performance: Productivity



*"...A route will be considered substandard if ridership productivity is less than **67 percent of the average** of other routes within its specific route category. Productivity will be computed **separately for weekdays, Saturdays, and Sundays**. **Community, limited, and rural routes may operate below 67%** of other routes within its category, recognizing that these routes provide coverage service where productivity is not the goal. For route categories which contain only a single route, productivity will be measured based on historical performance..."*

Draft Recommendations

Recommendations: Productivity

Change to flat rather than relative threshold

- Most peer agencies set productivity standards that establish a set number of rides per hour with each route type.
  - Standards vary by agency, but productivity goals roughly have these standards:
    - **20** rides per hour for **frequent/corridor** routes
    - **10** rides per hour for **coverage and rural** routes
    - **5** rides per hour for **deviated fixed routes**.
- Productivity standards by route type are one way to distinguish standards for routes that operate differently and serve different purposes.
- Transfort sets several tiers of productivity and specify what actions should be considered for each tier.

Transfort

	Action	Rapid Routes	Commercial Routes	University Routes	Residential Routes	Regional Routes
Exceeds	Consider Increased Frequency	>50 passengers/ hour	30 passengers /hour	>60 passengers/hour	>40 passengers/ hour	>30 passengers /hour
Satisfactory	No Change	41-50 passengers/ hour	20–30 passengers /hour	30–60 passengers/hour	20–40 passengers/ hour	20–30 passengers /hour
Marginal	Consider headway reductions, operational changes, marketing, redesign, or elimination	20–40 passengers/ hour	15–20 passengers /hour	15–20 passengers/hour	15–20 passengers/ hour	15–20 passengers /hour
Unsatisfactory	Consider headway reductions, operational changes, marketing, redesign, or elimination	<20 passengers/ hour	<15 passengers /hour	<15 passengers/hour	<15 passengers/ hour	<15 passengers /hour

Recommendations: Productivity

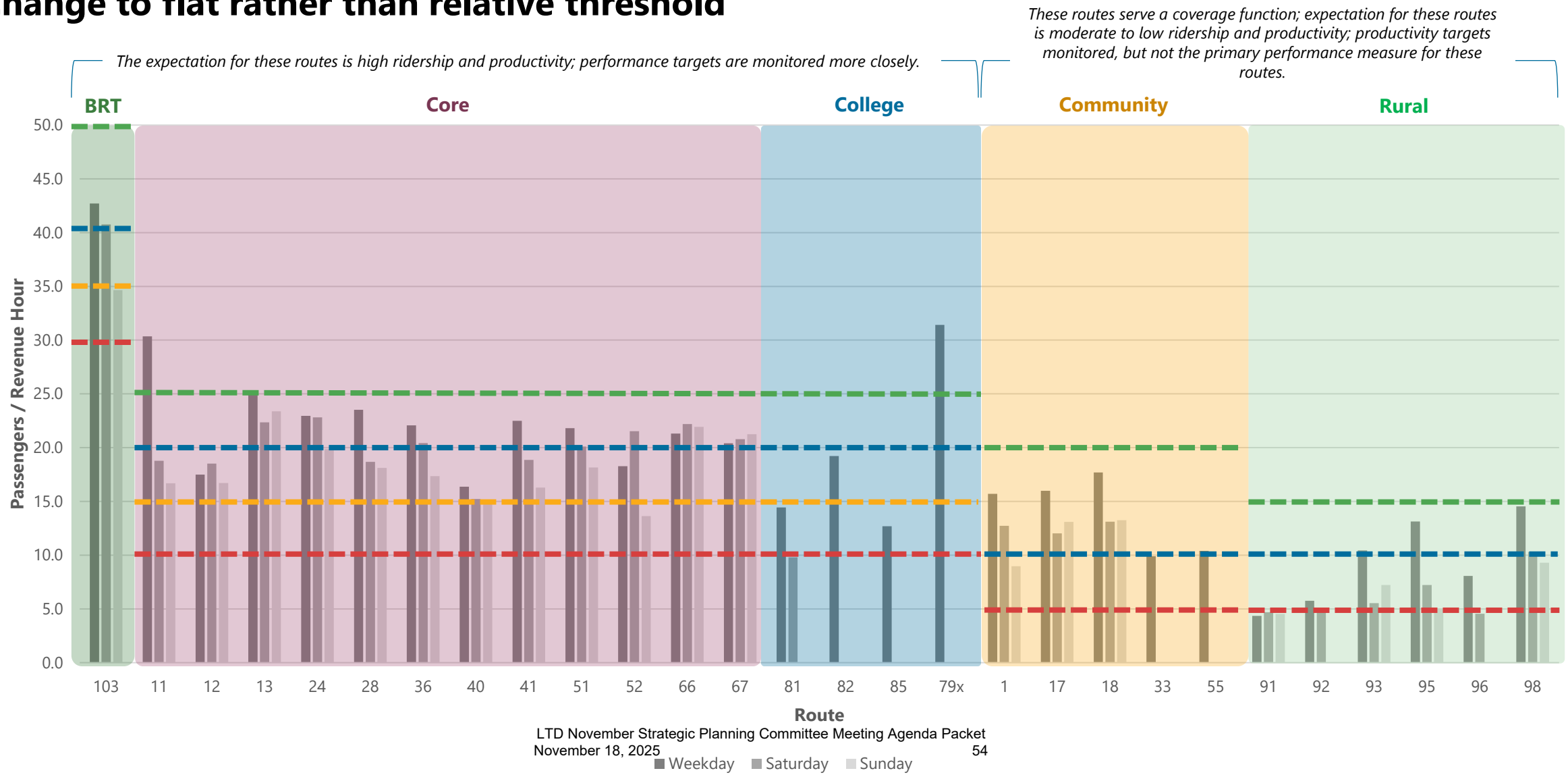
Change to flat rather than relative threshold

- Simplify the number of route types
  - Route 55 becomes a "Community" route
  - Route 24 becomes a "Core" route
  - Eliminate the "x" designation for Route 79x and make a "College" route
- Establish base standards for remaining route types:
  - BRT/EmX
  - Core
  - College
  - Community
  - Rural
- Establish "Exceeds," "Monitor," and "Unsatisfactory" thresholds

Route Type	Unsatisfactory	Monitor	Standard	Exceeds
BRT/EmX	30	35	**40**	50
Core	10	15	**20**	30
College	10	15	**20**	30
Community	5	n/a	**10**	20
Rural	5	n/a	**10**	15
Action	*Detailed route analysis; Consider headway reductions, operational changes, marketing, redesign,*	*Monitor closely; Consider headway reductions, operational changes, marketing, redesign, or elimination*	***None***	*Consider for frequency improvement*

Recommendations: Productivity

Change to flat rather than relative threshold



Recommendations: Frequency

Set single minimum threshold & consolidate route types

- Peer agencies use a single number for maximum allowed headway for each route type
  - LTD sets a range of preferred headways to maximum headways.
  - LTD uses a range to set aspirational headway targets for future high-frequency routes.
  - Setting a minimum standard for each route type and describing aspirational standards in the service policy document will help riders and staff more clearly understand this standard.
- Consolidate Route Types
  - Remove express and limited

Recommendations: Frequency

Simplify thresholds

Route Type	Weekday (Peak and Midday)	Weekday (Evening)	Saturday	Sunday
BRT/EmX	10-15	15-30	15-30	15-30
Core	15-30	30-60	30-60	30-60
Community	30-60	60	60	60
College	10-30	30-60	60	60*
Rural	*Variable*	*Variable*	*Variable*	*Variable*

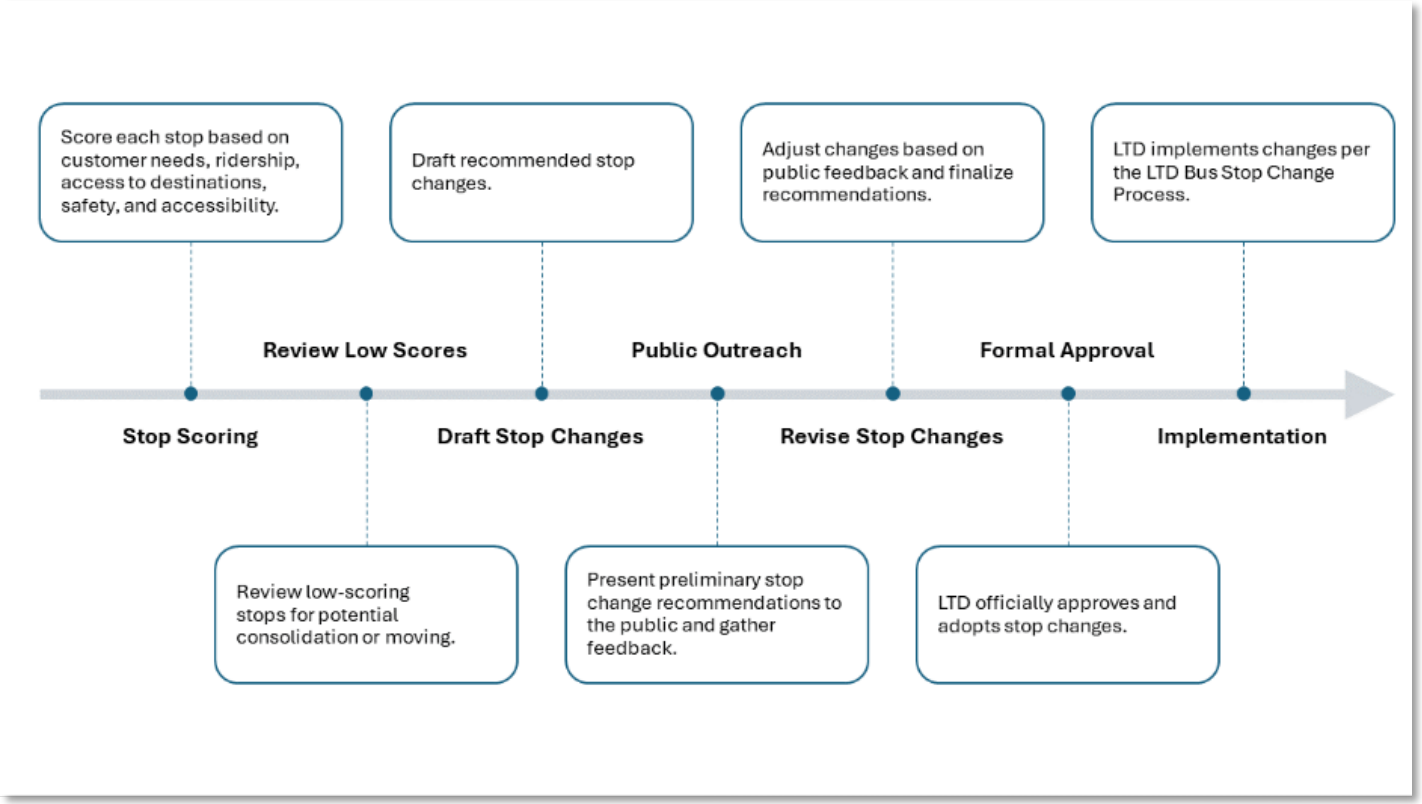
* Recommended long-term improvement included in the LTD system Review for Route 81 only.

Recommendations: Stop Spacing

Integrate Past Work

What is Bus Stop Balancing?

- Several factors contribute to the speed of transit trips. One important tool in an agency's tool belt to improve speed and reliability is the distance, or spacing, between stops. Many agencies across the country have evaluated their bus stops to balance access with speed. This evaluation process is often called bus stop balancing and is used to ensure bus stops are the right distance apart.
- Insufficient stops along a route reduces the number of people within reach of the bus and lengthens the distance passengers must walk, bike, or drive to access the stop. Too many stops can mean the bus stops too frequently, adding to the cumulative trip time and contributes to vehicle wear and tear with each stop as the bus pulls in and out of traffic and allows passengers to board or alight. Balancing stops may mean consolidating or moving stops that are too close together, not frequented, or if there is a safety concern at that location. In some instances, it can mean adding new stops where there is high demand.



Recommendations: Title VI

Integrate N/N Work

- Title VI Update conducted in 2024 for System Review
- Policy updates include:
  - *Adding definitions of DI/DB*
  - *Adding Disproportionate Burden (DB) language to policy*
  - Update definition of Major Service Change

Disparate Impact

A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where LTD's (the recipient's) policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden

A neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

Recommendations: Title VI

Integrate N/N Work

- Title VI Update conducted in 2024 for System Review
- Policy updates include:
  - Adding definitions of DI/DB
  - Adding Disproportionate Burden (DB) language to policy
  - *Update definition of Major Service Change*

Existing Policy:

Major Service Changes

Major services changes are defined below.

1. **A change in service of 25 percent or more of the number of transit route miles of the system;**
2. **A change in service of 25 percent or more of a route's revenue hours of service on a daily basis for the day of the week for which a change is made;**
3. **A new transit route is established or terminated;**
4. **Any change in the days of the week a route is in service.**

Updated Policy:

"A major service change is defined as:

- A change in service of:
  - 25% or more of the number of route miles, or
  - 25% change or more of a route's revenue hours of service on a daily basis for the day of the week for which a change is made, or;
  - Any change in the routing of a bus route, when it is in service that alters 40% or more of the route's miles, or;
- A new transit route is established, or;
- A transit route is discontinued without reasonable access alternatives, or:
- Restructuring of service throughout a sector as defined by LTD, or:
- Decrease in the level of transit service (span in days and/or hours, and/or frequency) and/or decreased access to transit service defined as an increase of the access distance to beyond one-quarter mile of bus stops"

Recommendations: Document Reorganization

- Reorganize document outline and TOC
- Add graphic elements

Next Steps

Next Steps

- Updated draft of service policy (Nov. 2025)
- Draft design of service policy document (Dec. 2025)
- SPC Presentation (Jan. 2026)
- Final designed document (Jan. 2026)

NELSON
NYGAARD

Lane Transit District
Agenda Item Summary (AIS)

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

AIS Title: Fare System Roadmap Briefing

Action: Discussion and Feedback

Agenda Item Summary
District staff will brief the Strategic Planning Committee (SPC) and seek feedback on LTD's Fare System Roadmap project.

Background
LTD is developing a Fare System Roadmap to define a desired future state of its fare system. This project is being driven by the necessary replacement of aging technology and hardware, while enabling a more seamless experience across modes and services.

A modern fare system provides the technology and infrastructure that allow riders to pay fares conveniently and securely, and ensure payments are verified. Such systems typically support multiple payment options including contactless bank cards, mobile wallets, smartcards, and cash – managed through a centralized platform that oversees transactions, fare policies, and rider accounts. The system also provides data on ridership and revenue, enhancing operational efficiency and enabling flexible fare structures adaptable to future technologies.

This project will guide the District through the transition to a new fare system. Objectives include:

- Define the preferred future fare system, capabilities, and requirements;
- Identify enabling and supporting technologies and system models; and
- Develop a roadmap for the transition, focused on key decisions, implementation, and timing of investments.

With support from the Access Planning consultant firm, LTD's Planning team conducted a series of five virtual focus groups in August and September, engaging internal staff and key external stakeholders. These sessions built on prior outreach to help define success measures, identify barriers, clarify information needs, and assess risks. A follow-up workshop in late October provided an opportunity for key staff to review options and draft recommendations. The final Fare System Roadmap is now in development and is anticipated to be completed later this fall. Upon completion, the final document and recommendations will inform LTD's forthcoming Long-Range Mobility Plan.

Lane Transit District
Agenda Item Summary (AIS)

Attachments:

1) Fare System Roadmap Presentation

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

Fare System Roadmap – SPC Presentation

11/18/25


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

Agenda – Fare System Roadmap

Planning Process

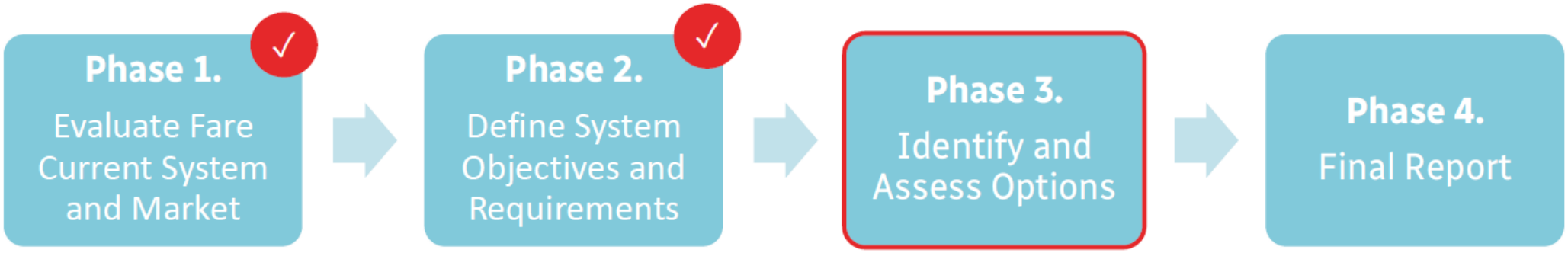
Options

Preliminary Roadmap Recommendations

Planning Process

Project Context

Goal: To develop a strategic roadmap that will guide Lane Transit District (LTD) in evolving its fare system to better align with future objectives, customer needs, and emerging technologies.



Planning Process

Recap: fare system assessment

Inconsistent and inequitable rider experience across services

- Fare rules and benefits (for example, fare capping) do not carry across all Lane County–area services; there is no time-based transfer window.
- Riders paying with cash or paper often miss the “best fare,” and station sales are not linked to rider accounts.

Aging, unreliable hardware and disconnected sales channels

- On-board validators are aging; quick response code scanning is unreliable and slows boarding; contactless bank cards and mobile wallets are not supported on current devices. Station ticket machines available only at EmX stations and issue paper only; are not connected to rider accounts, creating a separate, manual path.

Limited data and system integration

- The fare system connects poorly with finance and other operational tools, leading to manual reconciliation and underused rider data.
- Integration with partner mobility services and commonly used rider tools is limited or slow.

Diffuse ownership and operational gaps

- Responsibility for fares and systems is spread across teams; inspection and enforcement are inconsistent when staffing is tight.
- Cash handling and manual pass processing add workload and risk; clear performance targets and central monitoring are not consistently in place.

Planning Process

Recap: stakeholder engagement

Who we met with

Groups	Attendees
LTD Staff	Operations, IT, Finance, Customer Service, Marketing
Municipal & Non-Profit Partners	City of Eugene, Eugene Springfield Transportation, St. Vincent de Paul
Schools	Lane Community College, Bethel, Eugene, Springfield School Districts
University & Mobility Partners	University of Oregon, Cascadia Mobility, Lane Council of Governments

Planning Process

Key themes from stakeholder meetings

Reminder - two questions posed:

- *Outcomes for the **User***
- *Outcomes for the **Agency***

Affordability and Equity

- Most affordable fare no matter payment method
- Fare caping for all users
- Vulnerable population considerations

Simplicity and Usability

- "As easy as buying a cup of coffee"
- Barriers related to complex payment structures
- Clear communications

Technology and System Efficiency

- Backend is inefficient - users want more automation, batch processing, etc.
- QR code validators are challenging

Service Integration

- Interest for unified fare in multimodal travel
- Managing multiple apps is challenging

Safety

- System should minimize conflict and prevent confrontation

Planning Process

Revised objectives for fare system

Previous set of objectives (used for engagement):

1. Riders pay consistent and predictable fares across services.
2. Riders benefit from the most affordable fare regardless of how they need to pay.
3. Discount programs are easy to access and work across services.
4. Riders can access multiple services using one account or platform.
5. The fare system integrates with other internal systems and platforms to enable better planning and reporting.
6. Fare collection is efficient.
7. Fare technology is reliable and capable of meeting current and future collection needs.
8. Payment methods are streamlined.
9. The fare system reduces fare evasion.

Refined/adjusted set of objectives:

1. **Best price for every rider, every time**: Riders get the most affordable fare no matter how they pay. Non-technology options remain easy, safe, and carry the same benefits.
2. **Simple and predictable**: Paying feels as easy as buying a coffee. Fewer products, a clear "best fare" promise, and passes that can start any day.
3. **One connected journey across services**: Riders can plan and pay across Lane Transit District, EmX, bike share, and partner services using one account or simple account linking, with consistent benefits and language.
4. **Reliable and efficient**: Hardware works and boarding is fast; staff can change prices and products quickly; data is trustworthy for reporting and audits; routine tasks are automated; group pass programs are easy to manage and to use.

Planning Process

Key system requirements

The following system and technology requirements are required to enable the proposed objectives for LTD's fare system:

- **Open, Account-Based Payments:** Supports credit/debit cards, mobile wallets, and flexible accounts for fare capping and rolling passes.
- **Validator Compatibility:** Accepts smartcards, QR codes, contactless cards, and mobile wallets; reliable and vendor-agnostic.
- **Simple Fare Structure:** Easy-to-understand fares with daily/monthly caps and straightforward short-term options.
- **Integrated Programs & Eligibility:** Supports student/employer passes and secure management of reduced-fare categories.
- **Data & Mobility Integration:** Links with ERP, reporting tools, and other mobility services like bike share and trip planners.
- **Retail & Cash-to-Digital Access:** Convenient cash-to-digital conversion via retail partners and station solutions.
- **Reliability & Security:** Central monitoring, remote updates, strong privacy, and clear governance.

Planning Process

Mapping System Requirements to Objectives

	Objective 1: Best price for every rider, every time	**Objective 2:** Simple and predictable	**Objective 3:** One connected journey across services	**Objective 4:** Reliable and efficient
Open, Account-Based System	X	X	X	
Validator Compatibility	X	X	X	X
Simple Fare Structure	X	X		
Integrated Programs and Eligibility	X		X	
Data and Mobility Service Integration			X	X
Retail and Cash-to-Digital Access	X	X		
Reliability and Security		X		X

Options

Proposed fare system options

1. Maintain status quo.

Continue operating the existing account-based system with current hardware and configurations; minimal changes and investment.

2. Optimize current system.

Keep the current vendor but reconfigure products and discounts, expand retail/community reloads, refresh on-board devices as needed, and improve reporting and connections where available.

3. Migrate to new fare platform.

Run a competitive process to replace the platform and refresh devices; design for best-fare by default, modern interfaces, stronger data connections, and future payment methods.

4. Join a multi-region fare collection system.

Adopt a shared regional platform with standard tools, governance, and cost-sharing; leverage economies of scale and regional interoperability, e.g., NeoRide, HopPass, Cal-ITP.

A fifth option could have been to use an open architecture, but it was determined that open architecture is not viable for LTD due to the high technical complexity, significant integration risks, and LTD's lack of organizational capacity to act as a system integrator.

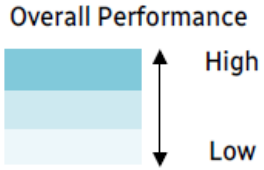
Options

Proposed evaluation criteria

1. **Financial and cost** — upfront and ongoing cost, training, communications; funding or grants; cost to replace/refresh hardware.
2. **Risk management** — service continuity (boarding speed, device performance), reliability, data integrity, reliance on a single vendor.
3. **Control and oversight** — speed to change products and prices; access to data for audit and reporting.
4. **System integration and scalability** — quality of connections to finance and planning tools; partner and regional interoperability; readiness for growth.
5. **Requirements alignment** — ability to deliver and align with range of system requirements.

Options

Preliminary assessment of options



Criteria	Option 1 – Maintain Status Quo	Option 2 – Optimize current system	Option 3 – New platform	Option 4 – Shared platform
Financial & Cost	**Lowest** near-term spend - growing technical debt and missed efficiency gains over time.	**Moderate** - highest value per dollar if changes are mostly configuration + selective hardware refresh.	**High** upfront (procurement, migration, hardware, training, communications) - potential lower operating cost and higher value over time.	**Moderate**–high onboarding, then shared operations may lower unit costs; good for grant positioning.
Risk Management	**Low** change risk - ongoing risk of boarding delays and service friction from device limitations.	**Moderate – low** risk; proven platform; changes can be phased.	**Higher** change risk; may be mitigated with pilots, phased rollout, and parallel running during transition.	**Lower** technical risk (mature platform); **governance risk** (regional change processes can be slower).
Control & Oversight	**Limited** agility to change products/prices quickly – constrained data access.	**Moderate** improvements (within platform limits).	**High** (faster product/price changes; better data ownership)	**Lower** local control (pricing cadence, feature timing, data standards subject to shared rules).
System Integration & Scalability	**Limited** - progress depends on vendor roadmap rather than local priorities.	**Moderate** (better than status quo; still bounded by vendor)	**High** - (modern connections; clearer partner pathways).	**Strong** - (regional reach, multimodal readiness).
Requirements Alignment	**Weak** overall	**Good** overall with known limitations.	**Very strong** across all requirements once in place	**Very strong** on integration and consistency; trade-offs in local autonomy.

Options

Preliminary comparisons and trade-offs between options

- **Budget-only near term: Option 1 (Maintain)** – Keeps costs low but does not materially advance objectives.
- **Speed and lowest change risk: Option 2 (Optimize)** – Provides fastest path to visible improvements with manageable cost and risk.
- **Best long-term control and flexibility: Option 3 (Migrate)**—Provides opportunity for high requirements alignment and data/finance integration once implemented but likely highest costs.
- **Strongest regional integration: Option 4 (Shared platform)** – Provides high potential for excellent cross-agency and multimodal potential but may be tempered by reduced local control.

Preliminary Roadmap Recommendations

- Replacement of validators
- Investment in Ticket Vending Machines (TVMs)
- Support customers reliant on cash
- Management of student and group pass programs
- Fare policy updates

Image for reference only

Discussion and Q/A

Lane Transit District
Agenda Item Summary (AIS)

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

AIS Title: Equitable Engagement Policy Briefing

Action: Discussion and Feedback

Agenda Item Summary
Staff will brief the Strategic Planning Committee (SPC) and seek feedback on LTD's proposed draft Equitable Engagement Policy.

Background
The draft Equitable Engagement Policy is intended to reduce barriers to public participation by providing stipends to community members who serve on LTD advisory committees, task forces, and other structured engagement activities.

In alignment with LTD's Board-adopted Communications Framework, staff have developed the Equitable Engagement Compensation Policy to advance more inclusive and equitable public engagement practices. The policy is modeled after the successful Community Steering Council (CSC) pilot implemented during the Comprehensive Outreach and Communications Analysis (COCA) project. That pilot demonstrated that providing stipends increases the diversity and representativeness of participants, leading to more equitable outcomes and stronger community partnerships.

Draft Policy Overview
The draft policy formalizes LTD's approach to offering stipends for community participation in engagement activities that require a sustained time commitment (typically six months or longer). Key elements include:

- Purpose and Values: Reinforces LTD's core values of equity, respect, and collaboration by recognizing the effort and lived experience community members contribute to agency decision-making.
- Eligibility: Applies to participants in advisory committees, task forces, or long-term project-based engagements who are not otherwise compensated for their participation and who live or work within Lane County. Government and LTD employees are not eligible.
- Stipend Parameters: Up to $50 per eligible meeting (approximately $25/hour). Attendance and eligibility verification required prior to disbursement.

Lane Transit District
Agenda Item Summary (AIS)

Attachments:

1) Draft Equitable Engagement Policy

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

	Marketing Department	**Department(s) Affected:** Administration Departments
		Effective Date: TBD
		Revision Date(s): None to date

LANE TRANSIT DISTRICT
EQUITABLE ENGAGEMENT POLICY

PURPOSE

Lane Transit District (LTD) is committed to building a transportation system that is equitable, sustainable, and responsive to the needs of the community. This policy reflects that commitment by reducing barriers to participation in LTD public engagement opportunities. Including all of our communities in decision-making processes is essential to ensuring our choices reflect and honor those we serve. A stipend program helps acknowledge the personal and financial burden that can come with participating in our forums.

The program supports LTD's core values: equity by creating more inclusive opportunities for engagement, respect by valuing the time and effort of community members, and collaboration by strengthening partnerships between LTD and the public in shaping the future of mobility across Lane County.

An opt-in procedure will identify community members interested in receiving a stipend and ensure they are eligible to do so. These rules and requirements must be followed and communicated before any stipend is purchased or distributed. Stipends must be distributed in accordance with this policy. Any exceptions must be approved by the Chief Executive Officer (CEO).

APPLICABILITY

This policy applies to community members participating in LTD project advisory committees, project task forces, and other eligible public engagement activities that require a sustained commitment to providing feedback on projects lasting six or more months who are not otherwise compensated for their participation. Eligibility is limited to ad-hoc, project-based, time-limited committees.

RESPONSIBILITIES

- **Director of Marketing:** Oversees stipend program, oversight includes ensuring that the project manager is aware of the policy and directing them to necessary resources to carry out responsibilities outlined therein.
- **Marketing Department:** Manages the program, ensures documentation is complete, assists members with vendor setup.
- **Finance Department:** Processes payments (ACH, check, or VISA gift card in limited cases), records transactions, and maintains financial records.

- **Project Manager:** Determines appropriate stipend amount, coordinates with Marketing and Finance department on management of stipends, collects attendance, tracks eligibility, submits stipend reports to Finance Department.

POLICY

Lane Transit District is committed to ensuring that public engagement reflects the voices of the entire community. To support this goal, LTD provides stipends to reduce financial barriers and recognize the meaningful contributions of participants. Stipends acknowledge that community members dedicate time, knowledge, and lived experience that directly shape LTD's decisions and future investments.

Stipends are available to community members engaged in LTD committees or public processes that meet the following requirements:

- Meetings last at least one hour and are part of an engagement effort convened for six months or more.
- Participants are not compensated by another organization for the same activity.
- Government employees and LTD employees are not eligible.
- This stipend program does not extend to LTD Board, standing committees or subcommittees.
- Participants must be approved to receive a stipend, registered in LTD financial system and have provided a W-9 and banking information (if receiving ACH).
- Participants must live or work within Lane County.

Stipend Amount: Up to $50 per eligible meeting or approximately $25/hour of time committed, determined by the project manager.
Payment Frequency: Payments will be processed in accordance with meeting occurrence (monthly, quarterly, etc.), but not more often than once per month.
Payment Methods: Payments may be issued via:

- ACH direct deposit,
- Check (for unbanked members), or
- VISA gift card (in limited circumstances).

Attendance Requirement: Members must attend meetings in full (arriving within 5 minutes of start, leaving no earlier than 5 minutes before end).
Exceptions: Any exceptions must be approved by the CEO.
Grant-Funded Disbursements: If grant funding allows stipends, payments must comply with both grant terms and this policy. The Director of Marketing must maintain a stipend disbursement log and reconciliation for grant reporting.

Disbursement Process:

1. Director of Marketing reviews attendance records, eligibility, and opt-in forms.
2. Prepares **Stipends for Payment Report** and submits to Finance.
3. Finance processes payments by ACH or check (mailed to address on file; no hand delivery). LTD is not responsible for lost or misdirected mail and will not reissue checks.

4. Typically, no manual distribution of stipend checks will occur. An exception can be made if the participant does not have a regular mailing address. In which case, they may retrieve their stipend in person from LTD's Glenwood Office.

DEFINITIONS

ACH (Automated Clearing House): refers to the electronic network in the United States that facilitates direct bank-to-bank transfers, allowing for both direct deposits and direct debits.

Advisory Committee: An Advisory Committee is a body established by the LTD Board to provide advice and recommendations on matters within the scope defined by the Board. Advisory Committees serve in a consultative capacity only and hold no independent decision-making authority.

Stipend: A fixed dollar amount (up to $50 per meeting) provided to community members for participating in LTD projects or advisory committees.

Task Force: A Task Force is a temporary body established by the LTD Board or CEO for the purpose of addressing a specific issue, project, or objective. A Task Force is dissolved upon completion of its assigned charge. Task Forces serve in an advisory and consultative capacity only and hold no independent decision-making authority.

Project Manager: A Project Manager is an individual designated by a project sponsor to plan, coordinate, and oversee a specific project from initiation through closeout. The Project Manager is responsible for managing scope, schedule, budget, risk, and compliance with applicable policies, procedures, and regulations. The Project Manager serves as the primary point of accountability for project delivery.

RECORD RETENTION SCHEDULE

All records created, used, or generated through this policy must be:

- Retained according to the Oregon's public records retention schedule.
- Classified and archived in accordance with LTD's Records and Information Management Policy.
- Reviewed with support from the Records Management Officer, as needed.

COMPLIANCE AND DISCIPLINARY ACTIONS

All LTD employees and participants are expected to follow this policy. Employees who fail to comply may face progressive disciplinary action in accordance with LTD policies, up to and including termination. Community members who provide false information, fail to meet eligibility requirements, or misuse the stipend program may be disqualified from receiving future stipends or participating in engagement activities.

MAINTENANCE

This policy will be reviewed annually by the Director of Marketing in coordination with the Finance Department.

REVISION HISTORY

Revision Number	Author	Summary of Changes
0	**Planning and Marketing Depts.**	

Legal References: IRS regulations regarding taxable compensation (Form 1099 issuance).

Related Forms: IRS Forms W-9 and Form 1099, Engagement Compensation Participation Form, Engagement Attendance Sheet, Stipends for Payment Report

Related Policies and Procedures: N/A

POLICY APPROVAL

Required Approval Type	
Chief Executive Officer (CEO) Approval	☒
Board of Directors' Approval	☐
Union Review (must be submitted at least 10 days before implementation)	☐
Other:	Click or tap here to enter text.

Jameson Auten, Chief Executive Officer (CEO) **Date**

Equitable Engagement Policy – SPC Presentation

11/18/25

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

Agenda – Equitable Engagement Policy

- Purpose
- Applicability
- Policy

Purpose

- Reflects LTD's commitment to an equitable, sustainable, and community-responsive transportation system.
- Reduces barriers to participation in LTD's public engagement opportunities.
- Ensures community voices guide LTD decisions and priorities.

Purpose (cont.)

- Provides stipends to recognize participants' time, knowledge, and lived experience.

- Supports LTD's core values:
  - **Equity**: Inclusive participation opportunities.
  - **Respect**: Value for community contributions.
  - **Collaboration**: Strengthened partnerships shaping Lane County's mobility future.

Applicability

- Applies to community members serving on:
  - Project advisory committees
  - Project task forces
  - Other eligible engagement activities lasting **6+ months**.

- Participants must not be otherwise compensated for their involvement.

- Limited to **ad-hoc**, **project-based**, **time-limited committees**.

- Excludes LTD Board and standing committees/subcommittees.

Policy

- Stipends offered to reduce financial barriers and honor community contributions.

- Eligibility requirements:
  - Meetings ≥ 1 hour, part of engagement lasting ≥ 6 months.
  - Participant not paid by another organization.
  - Lives or works in Lane County.
  - Must submit W-9, banking info, and be approved for payment.

- Stipend: Up to $50 per meeting (≈ $25/hour).

- Attendance required for full meeting; exceptions only by CEO approval.

Discussion and Q/A