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

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

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

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

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

Public Comment:
Public comment occurs at the beginning of each meeting. In-person sign-up is available on the day of the meeting in the Boardroom. Attendees can participate virtually via Zoom. To join virtually, follow the link provided on LTD's Events Calendar on the day of the meeting at https://www.ltd.org/events-calendar/. In order to provide public comment, participants should use the "Raise Hand" feature on Zoom. For phone participants, press *9. Speakers will be called by name when it's their turn. Individual comments are generally limited to three minutes; however, the presiding Board officer will determine the final time limits based on the number of speakers and the time available.

For those unable to attend in person or virtually but who wish to submit written testimony, email clerk@ltd.org. Comments must be received by noon on the day prior to the meeting.

STRATEGIC PLANNING COMMITTEE:	**TIME:**
1. **CALL TO ORDER & ROLL CALL**: Alma Hesus (Chair), Tiffany Edwards (Vice Chair), Bill Johnston, Mayor Kaarin Knudson, Andrew Buck, Heather Buch, Claire Syrett, Gino Grimaldi, Rob Zako, Scooter Milne, Jack Boisen, Paul Comery, Sarah Mazze, Peter Simmeth	**5:30-5:35**
2. **PUBLIC COMMENT**	**5:35-5:40**
3. **STAFF UPDATES**	**5:40-5:55**
4. **AGENDA ITEMS**	
➢ Transit Shared Mobility Study	**5:55-6:30**
➢ Fixed Route Service Policy Update Briefing	**6:30-7:00**
5. **ADJOURN**	**7:00**

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

Lane Transit District
Agenda Item Summary (AIS)

Presented By: Brodie Hylton, Executive Director, Cascadia Mobility and Kerry Aszklar, Associate Planner, LTD

AIS Title: Transit Shared Mobility Study

Prepared By: Kerry Aszklar, Associate Planner

Action: Discussion and Feedback

Agenda Item Summary: Lane Transit District (LTD) has a long history of supporting bikeshare in the Eugene-Springfield area. LTD is partnering with Cascadia Mobility to explore what the next generation of the regional bikeshare system will look like. This presentation by LTD and Cascadia Mobility will provide an overview of LTD's history of supporting bikeshare, how our bikeshare system is operating today, and how micromobility complements public transit. The presentation will also go over Cascadia Mobility's current Oregon Department of Transportation (ODOT) grant-funded planning study, which will explore electrification, a transit-integration strategy, system coverage, and equipment.

Attachments:

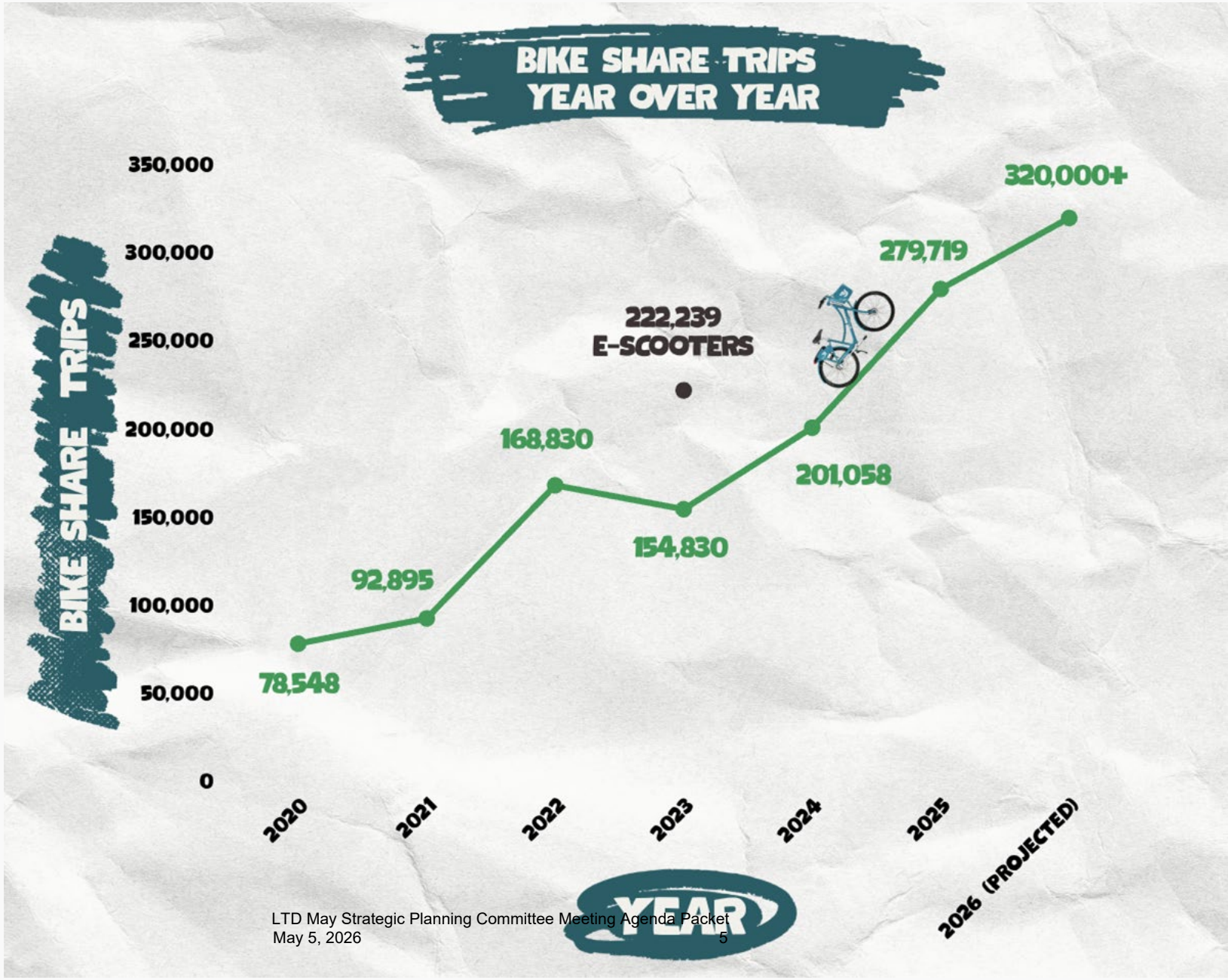
1) Shared Micromobility Program 2.0 Presentation
2) Transit Integration White Paper

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

Planning for Bike Share 2.0

Brodie Hylton
Executive Director
Cascadia Mobility

PeaceHealth Rides



Quick History of Bike Share in Eugene

2014

Eugene Bike Share Feasibility Study

LTD & City of Eugene complete a bike share feasibility Study.

2018

PeaceHealth Rides Launch

300 bikes, 30 hubs. Operated and privately funded by Social Bicycles, acquired by Uber in 2019.

PeaceHealth Rides

2020

Uber Walks Away

City of Eugene assumes program operations, seeks nonprofit operator. Cascadia Mobility is formed.

2021

Nonprofit Operations Begin

Cascadia Mobility is awarded startup grant from ODOT and bike share operations contract in Eugene.

Quick History of Bike Share in Eugene

2022

Bike Share Catches On

Shared Mobility Working Group formed. Funding stabilizes. Ridership way up.

2023

E-Scooter Share Pilot

Strong ridership, but many challenges. Program folds due to insolvency of e-scooter company.

2024

Bike Share Expansion

Cascadia Mobility expands bike share fleet to 450 bikes and over 150 stations, including Springfield.

2025

Record Ridership

280,000 bike share trips. Bikeshare stations integrated into LTD's Transit App.

We can do more but it will take a new equipment provider.

Cascadia Mobility awarded ODOT grant to develop a plan for "Bike Share 2.0".

Why the Two Wheel Transit Agency Nonprofit Model Works

Professional

- Highly experienced, passionate team
- Held to a high standard

Values Driven

- Access to transportation is a human right and a social determinant of health
- Community oriented, local

Entrepreneurial

- 501(c)(3) = grant eligible
- Scope can flex, can lead or team

Collaborative

- Shared Mobility Working Group
- Local partnerships are key

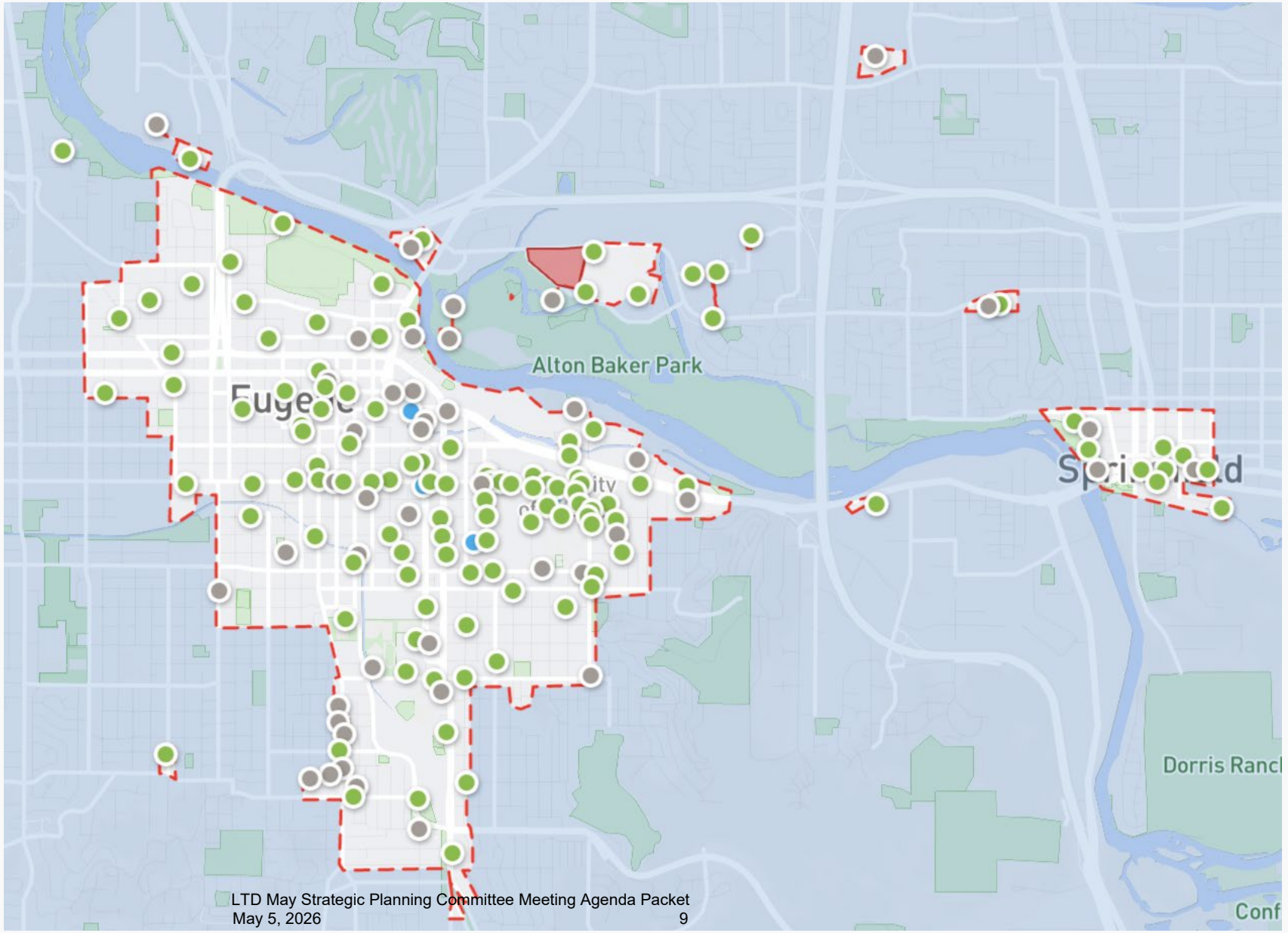
Today

PeaceHealth Rides

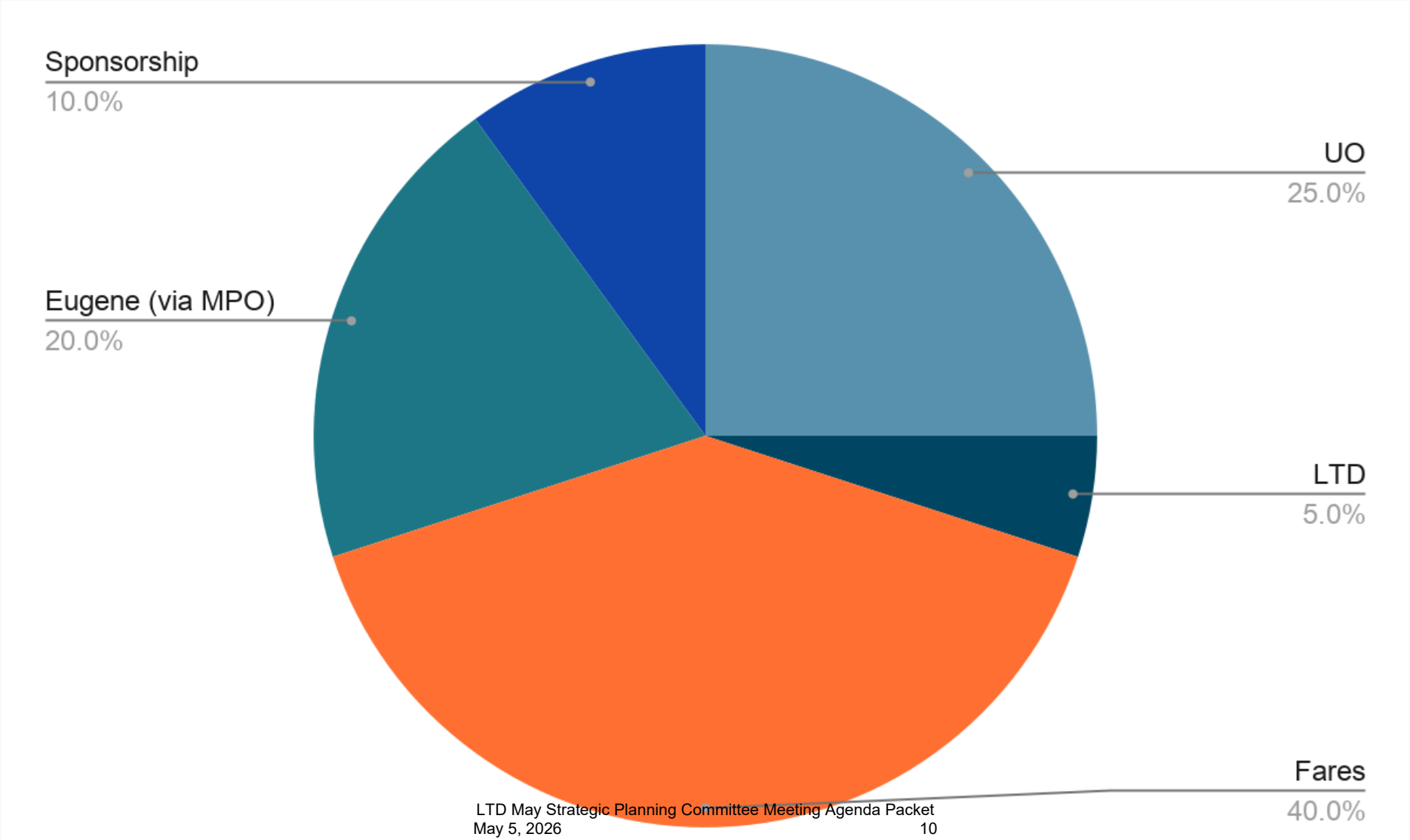
160+ Hubs

450 Bikes
(405 Active)

1000 trips/day



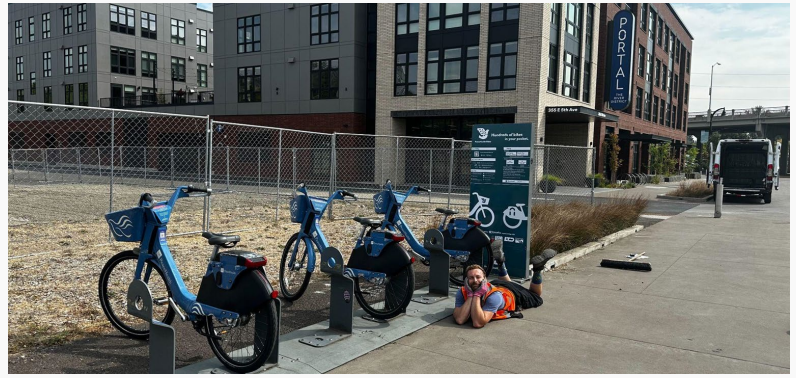
How it Works Now: Bike Share Economics



How it Works Now: Bike Share Economics

Bike Share

- $1M operating budget
- 450 bikes
- 300,000 trips
- Average 1 mile per trip



	Operating Expense per Passenger Mile	Operating Expense per Passenger Trip	Fare Revenue per Passenger Trip
LTD Bus + BRT (2024)*	$2.87	$9.46	$0.69
PeaceHealth Rides	$3.33	$3.33	$1.33

*Source: FTA 2024 LTD Agency Profile: https://www.transit.dot.gov/sites/fta.dot.gov/files/transit_agency_profile_doc/2024/00007.pdf

2026: Developing a Plan For Shared Mobility 2.0

Electrify
- Improve accessibility
- Broaden user base

Expand
- Identify new service areas
- Extend reach of transit

Integrate
- With LTD
- Multi-modal

500,000 trips on 500 e-bikes.

Alignment with Regional Plans

Provide public transportation to ensure a connected, sustainable, and equitable community.

First-mile/last-mile solution.

Shared Micromobility is called out as a key strategy in the following local plans:

- Eugene & Springfield Transportation System Plans
- Lane MPO Regional Transportation Plan
- UO Transportation Plan
- LTD Mobility Management Strategy

Bike Share 2.0: Scope of Work

Task	Description
Regional Assessment (What/Where)	• Transportation access and equity • Electrification • Transit integration • System coverage • Regional governance
Implementation Plan (How/Who/When)	• Financial pro-forma • Public engagement plan • Procurement plan

TOOLE DESIGN

Bike Share 2.0: Regional Assessment

Transportation Access & Equity Evaluation

- Understand how a unified, single-brand shared micromobility system can improve mobility outcomes for all users.

Electrification Assessment

- Take advantage of high demand for e-bikes balancing upfront (capital) and maintenance (operational) costs.

Transit Integration Evaluation

- Identify ways to better integrate with transit and extend its range, fill gaps, and provide first-and last-mile connections.

System Coverage Assessment

- Identify where shared micromobility should expand to meet community needs and expand access across the region.

Regional Governance Model

- Identify the best model to allow the system to expand and the role of different partners.

Bike Share 2.0: Implementation Plan

Financial Plan

- Compare financial cost projections and revenues.
- Identify potential funding sources.

Public Engagement Strategy

- Develop a public engagement strategy that centers community voices, builds trust, and supports regional expansion.

Procurement Framework

- Identify next steps for implementation.

Benefits of Electrification

- **Trip distances**: can be up to 30% longer on an e-bike.
- **More riders**: reduced effort reduces barriers to entry.
- **More trips**: e-bikes are more attractive to riders and have increased ridership by 30% to 60% in some systems.
- **Higher revenue potential**: riders willing to pay more to ride an e-bike when given a choice.

Levels of Transit Integration

Identify ways to better integrate with transit and extend its range, fill gaps, and provide first- and last-mile connections.

Branding and customer experience

Trip planning and wayfinding

Fare payment integration

Operational and service integration

Data and technology coordination

Benefits to LTD and the Community

Transit access
- First / last mile connection to bus routes.

Focus
- Ability to concentrate on higher ridership corridors.

Community Goodwill
- Demonstrate role as “mobility manager” with zero emissions.

Innovative
- Be among the first transit agencies to integrate.
- Influence the public transportation landscape.

Efficient
- Provide service at a fraction of the cost per trip and higher fare revenue per trip when compared to bus.

Plan Timeline

We are here

	Months									
	1	2	3	4	5	6	7	8	9	10
Project Management										
Identify / contract third party consultant										
Project Kickoff										
Check-in calls and progress reports										
Regional Shared Micromobility Assessment										
Equipment Market Analysis										
Electrification Assessment										
Transit Integration Opportunities										
Regional Assessment										
Governance Model										
Draft Shared Micromobility Program Recommendations										
Final Shared Micromobility Program Recommendations										
Implementation Plan										
Recommend Operating Framework										
Implementation Planning										
Financial Proforma										
Draft Implementation Plan										
Final Implementation Plan										
Partner Coordination										
Shared Mobility Working Group Meetings (4)										
Presentations to LTD Board / mobility management committee										

Thank you

TOOLE DESIGN

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EUGENE/SPRINGFIELD SHARED MOBILITY PLAN
TRANSIT INTEGRATION WHITE PAPER

Introduction

Integrating shared micromobility systems more closely with public transit is a goal shared by many cities, yet achieved by few to a meaningful degree. By more tightly coordinating shared micromobility with transit, cities can provide a more seamless first- and last-mile connection to transit, with multiple benefits, the most notable being higher ridership on both transit and shared micromobility systems, greater access to opportunities for riders, and the potential for increased mode shift from vehicles. Greater levels of integration can also achieve benefits like more cost-effective service, with shared micromobility helping to fill gaps in the transit network.

The purpose of this white paper is to identify tangible ways to better integrate bikeshare (and shared micromobility more generally) with transit. By following the short and long-term steps outlined in this white paper, the City of Eugene, Lane Transit District (LTD), and Cascadia Mobility will continue their history of innovation and leadership in transportation mobility.

The Institute for Transportation and Development Policy (ITDP) recommends utilizing multiple types of integration between transit and bikeshare, including physical, payment/fare, information, and institutional. We have modified ITDP's focus areas slightly, and re-ordered them in approximate order of difficulty and priority, from easiest to most challenging to implement:

1. Data sharing
2. Branding and marketing
3. Physical integration
4. Trip planning and wayfinding
5. Fare payment integration
6. Operational and service integration

LTD has already implemented some of these practices, including bikeshare trip planning in the Transit app, some initial marketing and branding efforts, and preliminary integration of fare payment methods. This white paper elaborates on the current state of bikeshare integration with transit in Lane County and outlines additional considerations, next steps, and responsible parties.

Focus Area 1 – Data Sharing

Data sharing is a foundational component of the integration of shared micromobility and transit. The primary objective of this focus area is to establish and adopt data-sharing practices that address privacy and security concerns, while supporting travelers' trip planning and agencies' service planning and performance evaluation.

Data Sharing Standards

The shared micromobility industry has developed two primary data standards, the General Bikeshare Feed Specification (GBFS)[1] and the Mobility Data Specification (MDS)[2], that establish consistent reporting structures of real-time data and allow cities and data vendors to develop dashboards and software products for compliance monitoring, performance evaluation, and operational planning.

GBFS was initially developed for docked bikeshare systems, and for privacy reasons, a GBFS feed provides real-time location of available vehicles, as well as their state of battery charge, but does *not* provide the real-time location of vehicles while in use. GBFS feeds also can provide the location of parking bays or docks, as well as parking availability.

MDS was developed in the wake of the dockless shared bike and scooter boom, and it provides additional data points beyond GBFS, including unavailable vehicles as well as close-to-real-time data about routes taken by users. Because of the more detailed data about trip locations and times, MDS feeds have greater privacy concerns than GBFS and generally require stricter control on access to the data.

In addition to the MDS feed described above, there are other "flavors" of MDS feeds (i.e. other application programming interfaces (APIs)) that allow regulating agencies to communicate rules to shared micromobility companies, such as where vehicles can operate, how many vehicles can be deployed, and other high-level policy or operational considerations.

Similarly, transit operators have increasingly adopted the Generalized Transit Feed Specification (GTFS)[3] for transmitting real-time operations data, which in turn has allowed third parties to use the data for trip planning, performance evaluation, and research.

Current State of Integration in Eugene / Springfield

LTD publishes a GTFS feed and Cascadia Mobility publishes a GBFS feed, both of which are incorporated into the Transit app for trip planning. Toole Design is not aware of any additional transportation data specifications published by either party or any other uses of this data.

Opportunities for Additional Integration in Eugene / Springfield

In the short term, the Shared Mobility Working Group (SMWG) should consider whether GBFS and GTFS are sufficient for their long-term needs. The SMWG should discuss and determine whether the additional information provided by MDS, such as vehicle routes, states (e.g., reserved, in-trip, available), and events (e.g., maintenance,

[1] General Bikeshare Feed Specification
[2] About MDS | Open Mobility Foundation
[3] General Transit Feed Specification

trip end, trip start, trip cancelled)[4], is sufficiently valuable for system planning, regulation, and evaluation to warrant adding MDS on top of the existing GBFS feed.

It is worth noting that there are no true "minimum requirements" for a MDS feed – an operator with a functioning GBFS feed would be able to also create a MDS feed. However, the value of a MDS feed is amplified when the fleet is able to provide a rich data set, in order to provide valuable operational and service planning information and insights. Therefore, it is important for the SMWG to determine early on its operational and service planning needs and wants, to then inform whether and how to go about implementing MDS.

If the SMWG decides to add a MDS feed, then it needs to determine whether the current fleet's technical specifications (e.g., frequency of communicating vehicle state and location) are sufficient for their needs, or if equipment updates are needed. If updates are needed, the SMWG should include questions and requirements in future equipment procurement to ensure that the next generation fleet has the capabilities to provide a MDS feed.

If the City of Eugene, LTD, and Cascadia Mobility are interested in fare payment integration (see Focus Area 5 for more on this topic), the SMWG should put thought into the data sharing requirements for different types of fare integration. In a more easily implementable form of fare integration, only trip location and time details are needed from the bikeshare system in order to allocate discounts. Under this approach, the SMWG would want to consider how multimodal trips (connecting bikeshare and transit) are tracked (while ensuring travelers' privacy is strictly maintained). Other, more sophisticated levels of fare integration are also possible, such as a common open loop payment system or by linking credit card payment processors. If this latter approach is a priority, we recommend the SMWG ensure that any future fare payment RFI / RFP includes clear requirements of the payment provider to be able to identify chained, multimodal trips so that fare discounts or free transfers can be automatically applied.

In the longer term, members of the SMWG should consider implementing dashboards, either developed by a third-party data aggregator (e.g., INRIX, Populus, Ride Report, etc.) or in-house (e.g., SDOT's data dashboard). Different versions of the dashboards could be developed for different audiences. A public-facing dashboard could provide a limited set of high-level metrics and depict where trips are occurring by transit and bikeshare around Lane County, which can be useful for the media, researchers, and curious members of the public (see Figures 1 and 2). Internally, more detailed dashboards could provide useful system monitoring purposes from an operational perspective, as well as support longer-term system planning. Many of the third-party data aggregators already offer a platform that includes both public-facing dashboards and internal dashboards, built on a common set of GBFS, MDS, and/or GTFS data feeds provided by local operators and agencies. A similar approach could be taken with an in-house set of dashboards, if desired.

LCOG could be the ideal party to oversee and coordinate data dashboards, with approval from other SMWG members. Bikeshare and transit data are broadly useful for regional transportation modeling and planning purposes, and LCOG likely has more of the IT and other technical resources needed to support dashboard creation and maintenance. Assuming this is the case, this arrangement could also allow for improvements and refinements to data dashboards over time, to meet changing internal needs or public requests. However, data and dashboard ownership and access would need to be carefully managed. Most critically, Cascadia Mobility would need to retain access to internal operational dashboards. If this data and dashboard management approach is preferred by the SMWG, the City, Cascadia Mobility, and LTD would want to revisit the bikeshare system's user agreement language and revise it accordingly to ensure that users agreed to this arrangement.

[4] MDS and GBFS - OMF

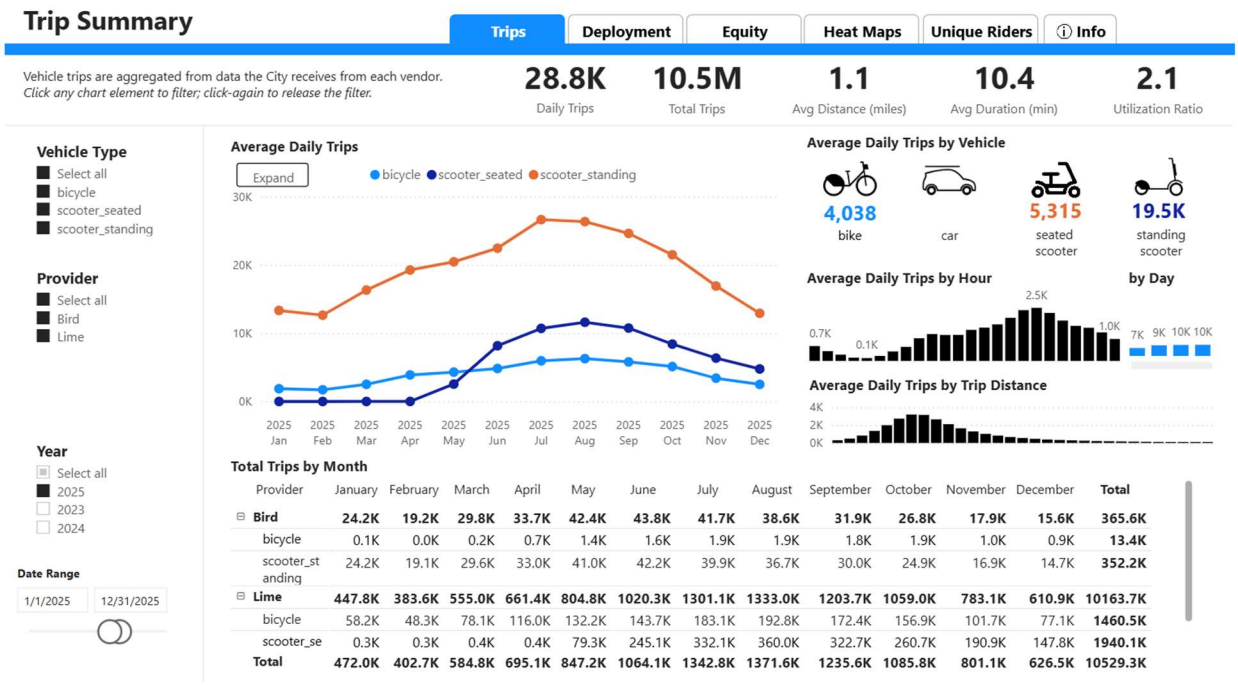


Figure 1: Seattle Department of Transportation's (SDOT) Shared Mobility Data Dashboard shows vehicle, trip, equity, and other characteristics of shared micromobility operations in the City.

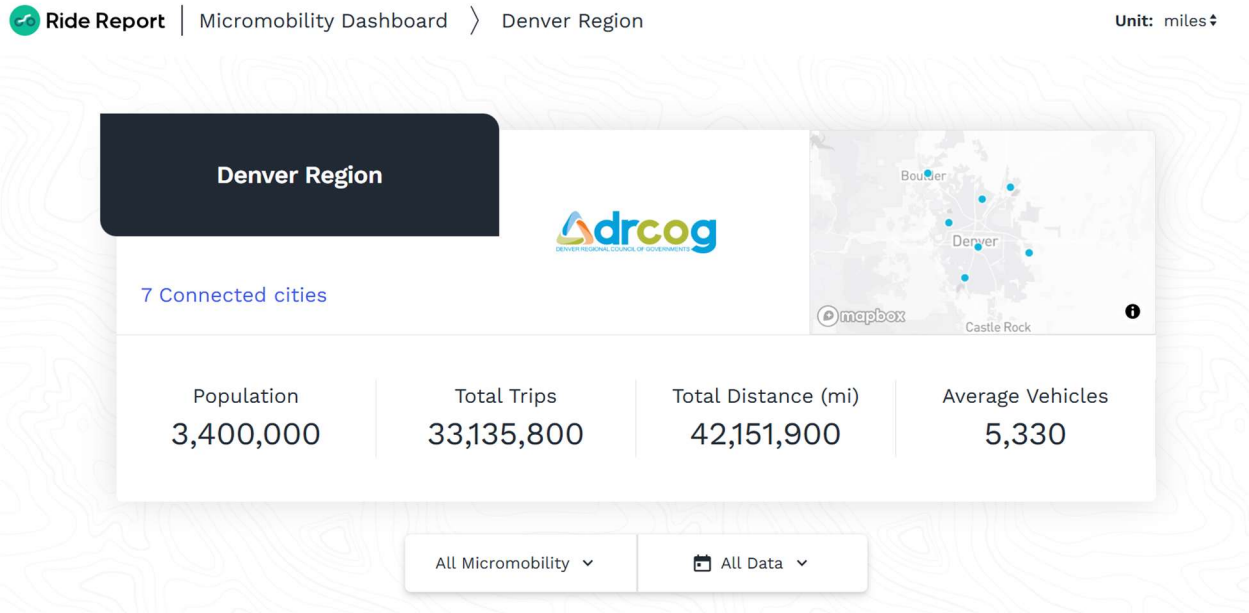


Figure 2: DRCOG in the Denver region (MPO, not a transit agency) funds the Ride Report data platform to provide a regional shared micromobility dashboard. They also coordinate a regional Micromobility Work Group and funded a study to ensure greater regional collaboration and shared micromobility consistency.[5]

[5] Shared Micromobility in the Denver Region

Focus Area 2 – Branding and Marketing

A relatively easy-implementation integration practice is to provide more seamless, coordinated branding and marketing across the public transit and shared micromobility systems. Branding and marketing initiatives can take many forms in an integrated shared micromobility system, such as:

- Communication and promotional strategies that connect shared micromobility and transit and reinforce shared goals and increase visibility.
- Co-branding vehicles, stations, digital platforms, station maps, and other collateral to present a unified system identity.
- Coordinated advertising or sponsorship, e.g., adding assets to transit advertising contracts with coordinated messaging.

Communication and promotional strategies represent an opportunity for LTD, the City of Eugene, and Cascadia Mobility to work together to develop common terms and phrases that support collaborative communications strategies. Cross-promotions could include initiatives such as LTD sharing discount codes for new riders or for special events on the docked bikeshare system, and likewise, Cascadia Mobility sharing LTD passes, discounts, and other information with its riders.

Figure 3: Co-promotion of the Lime shared micromobility program at a bus shelter.

Promoting the bikeshare system on transit vehicles and at transit stops likewise represents an opportunity to encourage more travelers to consider bikeshare as a viable option and as a complement to transit use (see Figure 3 and Figure 4 for an example from Lime and UCLA).

One of the major opportunities of a more fully-integrated, co-branded bikeshare and transit system is in encouraging travelers to see the two options as complementary, either in combination across a single journey or as substitutes depending on the circumstances. While Eugene and Springfield's docked bikeshare system already has a strong local brand, further co-branding efforts with LTD, especially through a title sponsorship, could increase brand identity and help dispel perceptions about bikeshare being only useful for certain demographics (e.g. young men, tourists, etc.), and thereby increase overall usage of the docked bikeshare system by a wider cross-section of the Eugene and Springfield population. For example, in Los Angeles, the local bikeshare system is co-branded as "Metro" bikeshare and features the LA Metro logo (see Figure 6).

Finally, a more fully integrated bikeshare and public transit system could also offer additional coordinated advertising and sponsorship opportunities. For example, advertising space on the bikes or stations could be sold as a package with on-board, vehicle, or bus stop advertising (see Figure 5).

Figure 4: UCLA Bruin Bike Share co-promotion on a bus shelter display panel.

Figure 6: Example of a transit agency (LA Metro) as the major sponsor incorporating transit branding into the LA Metro Bike Share program in Los Angeles, CA.

Figure 5: Example of advertising space on the rear fender and front basket of the WE-Cycle bikeshare system.

Current State of Integration in Eugene / Springfield

Based on discussions with LTD and Cascadia Mobility, there have been some coordinated promotional efforts, but otherwise limited branding and marketing efforts. Both organizations have expressed interest in greater coordination.

Opportunities for Additional Integration in Eugene / Springfield

Short-term efforts should focus primarily on coordination between Cascadia Mobility and LTD to determine priorities and understand opportunities and constraints. From a very broad perspective, the City of Eugene, LTD, and Cascadia Mobility should identify the interest in co-branding vehicles, and if so, what the parameters and guardrails would be for co-branding.

It would be particularly helpful to finalize any title sponsorship decisions before procuring new equipment. For example, if LTD were to commit to title sponsorship as a primary funder of the bikeshare program, this would affect bikeshare fleet design decisions, including how to use LTD colors, logos, etc. Determining this early allows branding needs and decisions to be included in the procurement process and can help avoid the need to order vehicle wraps to retrofit the fleet later.Another short-term conversation that would be important to have early on would be to understand the parameters in place around advertising. Many transit operators have strict guidelines on what type of advertising can be shown on buses or bus shelters and by whom. The City of Eugene may also have restrictions on advertising in the right-of-way. Understanding these guidelines will help to identify future opportunities to coordinate advertising and sponsorship efforts, particularly for any smaller sponsorship efforts (outside of the title sponsor).

On a more tactical level, in the short term, LTD, the City of Eugene, and Cascadia Mobility will also want to align on style guidance (e.g., colors, fonts, etc.), common language, and how to present logos and other materials in relation to each other.

Over the long term, the initial coordination will ideally result in tangible programmatic efforts. This could entail a wide range of activities, from ordering new docked bikeshare fleet vehicles painted in a particular co-branded color and logos, to physical ads on transit vehicles and transit stops, to ongoing communication efforts to cross-promote the two services.

Focus Area 3 – Physical Integration

Shared micromobility devices should be available in close proximity and visible to transit to facilitate multimodal connections. This includes locating shared micromobility parking areas at transit centers, EmX stations, major bus transfer points, as part of mobility hubs, and at key neighborhood stations. These can be located at the transit stop itself (see Figure 7) or adjacent and visible to the stop (see Figure 8). Shared micromobility siting criteria can be integrated into transit design guidelines to ensure devices do not block passenger loading, unloading, waiting areas, or access pathways.

Figure 7: Metro Transit in Omaha used FTA's 5339 – Grants for Buses and Bus Facilities formula grant program to site Heartland Bikeshare stations at key transit stops (Source: Better Bike Share).

As a first- and last-mile transportation mode, shared micromobility trips that connect to transit typically start or end at a non-transit origin or destination. At a system level, it is important that the network includes stations at key transit stops and "feeder" stations serving other important origins and destinations. Similar to public transit, docked bikeshare network planning is resource-constrained and faced with the tradeoff of ridership and coverage. While providing comprehensive coverage provides service for more riders, this approach comes with greater ongoing operating expense, and it risks sacrificing additional ridership and therefore revenue.

Figure 8: The 4th & Blair PeaceHealth Rides bikeshare station is located across the street and visible from the LTD bus stop.

Current State of Integration in Eugene / Springfield

Out of the 116 current bikeshare stations, only 18 are within 100 ft of an existing bus stop and only three are within 100 ft of a high-frequency bus route, suggesting there is opportunity to improve the physical integration between the two systems (see Figure 9).

Opportunities for Additional Integration in Eugene / Springfield

Physical integration requires collaboration to make decision at a system planning and site design level. Potential policies to improve physical integration include:

- **Evaluate relocation opportunities for existing bikeshare stations:** With only 16% of current bikeshare stations within 100 ft of transit, there is an opportunity to consider strategic relocation of stations to improve visibility and connectivity from/to transit stops. A review of station performance could include stations located near EmX, major transit transfers, and high ridership transit stops as high priorities for relocation if ridership is deemed to be underperforming.
- **Coordinate on system changes:** The SMWG could create an agency coordination protocol for LTD and Cascadia Mobility (as well as the Cities of Eugene and Springfield and UO) to review opportunities for co-locating bikeshare and transit that would be triggered by either agency adding or relocating stops and/or stations.
- **Coordinate system planning:** Cascadia Mobility, the Cities of Eugene and Springfield, and UO should champion system planning for the bikeshare program (depending on the location) and work in collaboration with LTD to ensure that the network integrates with existing and planned transit infrastructure, projects, and funding opportunities. A coordinated approach to system planning can help prioritize bikeshare at high-ridership stops and trunk bus corridors and feeder stations to facilitate first- and last-mile connections. It can also provide coverage for areas where accessing transit is more difficult, such as neighborhoods with longer walking distances to transit stops or limited local service. In these areas, bikeshare can expand the effective catchment area of transit stops. Under a more integrated service planning model, bikeshare could help support transit system planning decisions and provide mobility service in areas where LTD is considering potential service cuts or route consolidation.

- **Expand the use of low-cost bikeshare parking areas:** the City of Eugene has had great success expanding the bikeshare program using bike racks and rapid implementation materials (see Figure 10). Bike racks can also be used by non-bikeshare riders. This station design type is a cost-effective option at single-line or low frequency transit stops and neighborhood feeder stations, particularly for the outer reaches of the service area.
- **Include bikeshare in transit stop design guidelines:** LTD's transit stop design guidelines should be updated to include bikeshare station designs when integrated at a transit stop. This will ensure that bikeshare stations are appropriately designed to maintain clearances for passenger loading, unloading, and waiting areas, pedestrian clear paths, and operating clearances for on-street bikeshare stations.
- **Coordinate on capital projects:** LTD should include bikeshare in the planning and budgeting of new transit infrastructure projects (BRT corridors, TOD developments, etc.). Major transit projects should allocate space for bikeshare stations, wayfinding signage to connect between modes, and opportunities for electrical connections for future charging stations. Bikeshare should also be included in transit capital funding applications, including FTA grants.

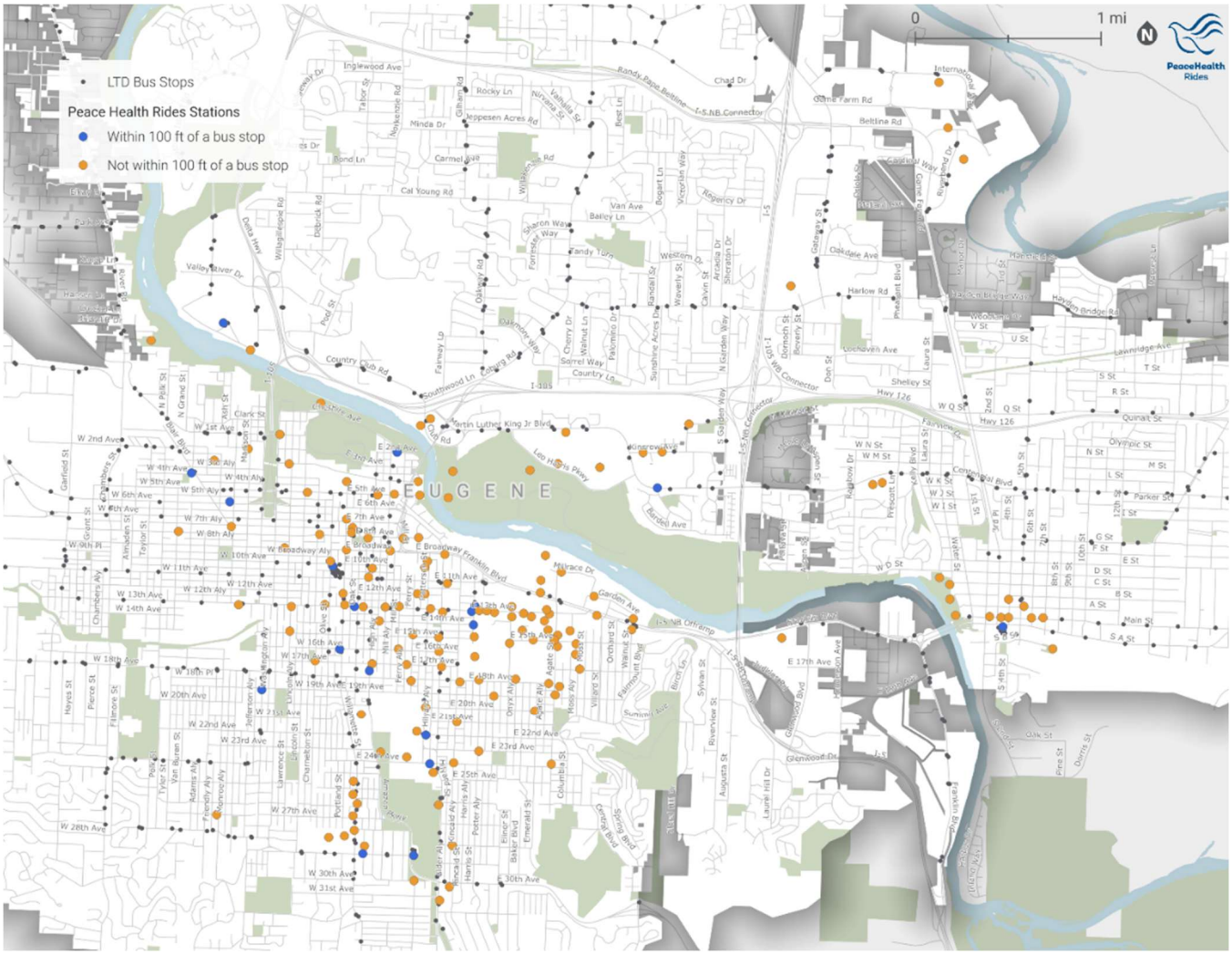


Figure 9: Comparison of LTD bus stops and PeaceHealth Rides bikeshare stations.

Figure 10: PeaceHealth bikeshare station with adjacent bike racks, where riders are authorized to park bikeshare vehicles.

Focus Area 4 – Trip Planning and Wayfinding

Trip planning integration refers to including shared micromobility options in digital transit trip-planning tools.[6] Wayfinding integration refers to developing signage to guide users between transit stops and micromobility stations. This could include locational maps at transit stops and bikeshare stations that show nearby transit stops and bikeshare stations (see Figure 11), as well as static and dynamic signage to clearly direct riders between transit stops and bikeshare stations.

This type of integration is often achievable and relatively cost-effective, but does require coordination across departments and with operators, as well as capacity to manage data, maintain accurate information, and update signage and digital tools over time.

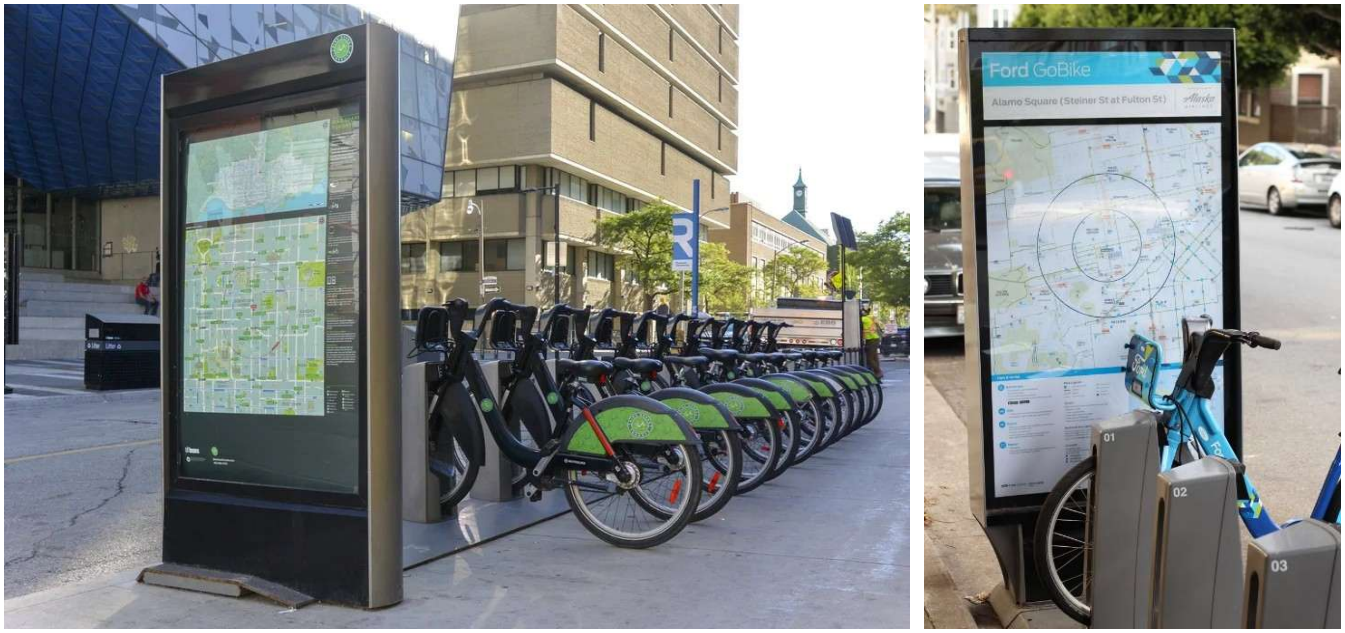


Figure 11: Bikeshare stations in Toronto (left) and San Francisco (right) with maps of the adjacent streets, centered on the bikeshare station. Photo credit: Toronto TO360 — Design for Movement; San Francisco Bay Wheels Bicycles — Tunnel Time

[6] Plan a multimodal trip with Transit+ - Transit Support

Current State of Integration in Eugene / Springfield

Trip-planning for bikeshare has been integrated in the Transit app where riders are provided PeaceHealth Rides as a travel option along with a predicted travel time and directed to the nearest bikeshare station at their origin/destination. The Transit app also provides multimodal trip directions, combining bikeshare (or personal bike) with public transit options (see Figure 12).

The PeaceHealth Rides bikeshare program does not currently include wayfinding at any of their stations and is an expensive add-on to create and update these maps. LTD has some pedestrian-scale wayfinding at major transit stops such as Eugene Station (see Figure 13). Any future updates to transit wayfinding should include identification and direction to nearby bikeshare stations.

The City of Eugene implemented pedestrian wayfinding in the Downtown vicinity (see Figure 14). These maps identify nearby transit stops and future updates should include bikeshare stations.

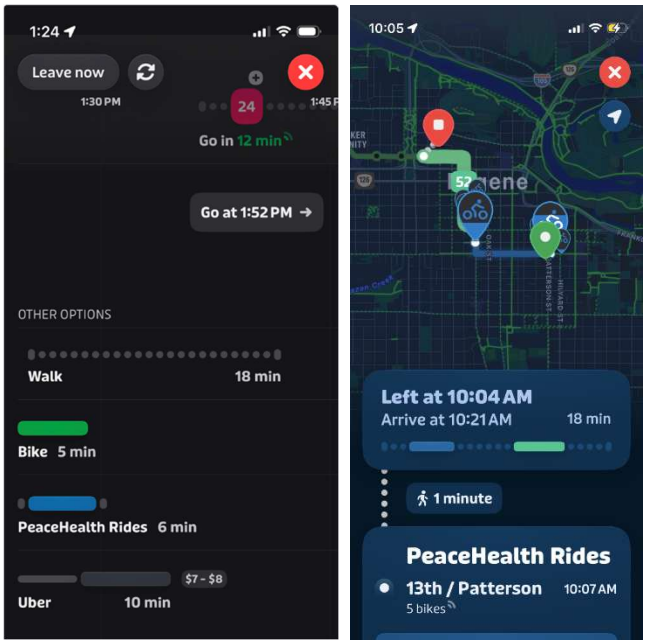


Figure 12: Bikeshare as a stand-alone option in the Transit App and offered as part of a multimodal trip with public transit.

Figure 13: LTD recently updated wayfinding at Eugene Station. LTD wayfinding can help identify and guide people to nearby bikeshare stations.

Figure 14: Pedestrian wayfinding signage in Downtown Eugene could be updated to include the location of bikeshare stations (Source: Merje Design).

Opportunities for Additional Integration in Eugene / Springfield

The Transit app already offers strong multimodal trip planning capabilities, including bikeshare and public transit options separately and in tandem. However, if LTD, Cascadia Mobility, and other members of the SMWG are planning to integrate fare payment systems (see more in

Focus Area 5 – Fare Payment Integration), it should be decided whether any new integrated fare payment system can provide trip planning functionality that exceeds what is currently offered in the Transit app (which is currently operating without support from LTD or Cascadia Mobility, by simply leveraging the GBFS and GTFS feeds), and whether that additional functionality is worth paying for.

The current PeaceHealth bikeshare system has little if any existing wayfinding maps and signage. While retrofitting the existing system would be costly and time-consuming, any updates to existing wayfinding or future wayfinding efforts led by LTD, the City of Eugene, or the City of Springfield should include bikeshare.

Focus Area 5 – Fare Payment Integration

Figure 15: LTD currently uses Umo as its fare payment platform, but is preparing to release an RFP for a new fare payment partner. This is an opportunity to incorporate bikeshare fare payment specifications into the RFP.

Payment integration of bikeshare with transit would allow users to reserve, transfer between, and pay for multiple modes of transportation. Within the realm of fare payment integration, however, there exist different levels of coordination and integration. In all cases, a relatively high level of time, effort, and cost is required to initially set up technical integrations as well as ongoing efforts to maintain the integrations, as technologies, services, and regulations change. Fare integration can be achieved, in full or in part, by using smart/RFID cards, mobile payment apps, or reduced fare transfers.

One of the easiest steps that a bikeshare program can take is to harmonize shared micromobility trip fares within a reasonable range of the typical fare for a public transit trip. This advice applies to both full-fare trips, as well as discounted fare programs, which are typically intended for low-income travelers, seniors, or other priority groups. An additional way to encourage public transit users to use bikeshare, if the bikeshare program's finances can accommodate it, is to offer discounted memberships for transit pass holders.

At a basic level, integration can entail (relatively) simple steps such as allowing travelers to use the same payment card (e.g. LTD's UMO card) on both public transit and bikeshare trips, drawing funds under two separate accounts – one for each mode. Another similar, more surface-level integration is to include both public transit and bikeshare options within a digital travel application or mobility wallet, with the option to pay for either mode from within the app. However, at this level, there may not be any true coordination of fares as part of a multimodal trip, such as discounted or free transfers from one mode to the other as part of a single journey.

Deeper fare payment integration can take multiple forms, including fare capping and free or discounted transfers. Free and discounted transfers have already been realized in a small number of pilots, such as King County Metro's (KCM) Bike & Scoot to Transit program, Denver area's Regional Transportation District's (RTD) First Mile Free program, and Redding, California's bikeshare system's transit rider subsidy program. In Seattle, travelers taking a shared micromobility trip of at least 15 minutes and ending at a KCM light rail station earn a voucher in the Transit GO app that equates to a free transit trip. Once the transit trip voucher is used, the traveler receives an additional voucher for use on a shared bike or scooter rental. In Denver, travelers taking a shared scooter or bike to one of two light rail stations automatically receive a $5 discount on their trip, without any need to use discount codes. KCM's program is in its third year, while the RTD program was launched in 2026.

As noted above, full fare system integration is complex, can be time-consuming and potentially expensive, and can be administratively burdensome. Many of the focus areas mentioned previously, such as physical integration, should be prioritized over fare payment integration efforts. Once these simpler, more basic structural elements are in place, deeper transit integration becomes both more feasible and more impactful.

Current State of Integration in Eugene / Springfield

It is currently possible for travelers to sync LTD's UMO RFID payment cards with PeaceHealth Rides membership, which can then be used to unlock bikes, but there are no other fare integrations. It does not appear to be possible to book a trip on either LTD or PeaceHealth rides through the Transit App.

An upcoming RFP for a new fare system offers a tangible opportunity to realize some of the more ambitious fare integration efforts described above.

From an equity perspective, both LTD and PeaceHealth Rides offer discounted fare programs for qualifying riders. PeaceHealth Rides provides free annual bike share membership, which includes 60 minutes of free ride time per day, with a per-minute charge thereafter.[7] LTD provides 50%-off fare discounts to Medicare recipients and other qualifying people with disabilities, as well as veterans on disability benefits.[8]

Opportunities for Additional Integration in Eugene / Springfield

While most of the fare payment integration efforts are likely to be long-term endeavors, there are a few near-term actions that the SMWG can take with an eye toward long term implementation.

First, the SMWG should document its specific needs for transit integration (e.g., an open loop payment system), so that the upcoming LTD RFP for a new fare system can select a vendor and system that is compatible with long-term integration goals.

Second, the SMWG can review bikeshare fares to identify opportunities to adjust fare amounts and structures to more closely match public transit. For example, some shared micromobility operators are moving away from the industry standard unlock fee ($1.50 in Eugene/Springfied) and per-minute charge ($0.19 per minute in Eugene/Springfield), to a fare structure that assesses a flat rate for a set duration of time (e.g. 20 minutes), to more closely mirror what travelers would pay for a comparable public transit trip ($1.75 on LTD buses) (see for example new flat-rate fare offerings from Lime[9] and Dott[10]).

Third, the SMWG should investigate the possibility of adopting some of the more accessible discounted-fare options that have been piloted in Seattle and Denver. In the case of Seattle, the local transit agency has worked through many of the initial challenges and integration issues, which could position Eugene and Springfield to benefit from their efforts and lessons learned.

Ultimately, if the goal is for full fare integration, with bikeshare and public transit being treated interchangeably within the same payment system and with fare coordination, free transfers, and potentially even fare capping, then substantial work will need to go into synchronizing payment systems between docked bikeshare and public transit.

[7] PeaceHealth Rides – Eugene Bike Share
[8] https://www.ltd.org/fares-passes/
[9] Lime adds flat-rate rides to monthly membership model | Zag Daily
[10] Dott tests fixed pricing model to improve safety in Madrid | Zag Daily

Focus Area 6 – Operational and Service Integration

In most cases, public transit agencies and shared micromobility programs are operated separately, housed in separate locations, governed by different boards, and funded through distinct revenue streams.

While it is not strictly necessary to address all previous integration areas before addressing operational and service integration, the effectiveness of actions at this level will be enhanced by earlier efforts to adopt data sharing standards, co-locate transit and bikeshare hubs, and integrate fares.

Figure 16: The Roaring Fork Transit Authority (RFTA) plays a large role in the WE-cycle bikeshare program in the Aspen area as a major funding partner, as a regional coordinator to bring together City and County partners, and providing in-kind staff, warehouse, and other resources.

Operational and service integration ideally occurs across departments, agencies, organizations, and different levels of government, and it can entail many different possible initiatives. Some strategic short- and medium-term initiatives can include sharing resources and making in-kind contributions, such as:

- Sharing or donating maintenance and/or operations facilities.
- Coordinating shared insurance coverage.
- Finding opportunities to synchronize and coordinate customer service functions.
- Assistance and support in permitting, installing, and powering electrified docking stations.
- Consolidating discount fare validation programs.
- Consolidating marketing and communications efforts under LTD's Communications department.
- Grant writing support and collaboration.

Over the longer term, fuller integration of shared micromobility systems with public transit agency operations can lead to improved service coordination. This can include finding opportunities for shared micromobility to fill existing gaps in transit service, as well as cohesive planning of service changes, such as weighing the costs and benefits of providing additional transit versus shared micromobility service. Operational integrations can also lead to improved coordination in the event of system failures or delays, with shared micromobility and transit systems working to serve as alternative, redundant forms of transportation. There are also opportunities to coordinate on a regional level, to expand shared micromobility services areas in order to improve access and align with regional transit routes.

While all these institutional efforts have benefits for ridership, they also introduce added complexity and challenges, particularly if each municipality holds a separate contract or wants to make independent expansion decisions. Strong institutional alignment is critical to sustain service and operational integration.

Current State of Integration in Eugene / Springfield

To date, there has been limited operation and service planning coordination between the Cities of Eugene and Springfield, Cascadia Mobility, and LTD. One example of partnerships between the SMWG is the City of Eugene helping to identify low-cost warehouse space for Cascadia Mobility.

Opportunities for Additional Integration in Eugene / Springfield

In the short term, the SMWG should discuss opportunities, barriers, and priorities for operations and service planning coordination. See below for a set of initial questions for each of the short-term opportunities identified above:

- **Sharing or donating maintenance and/or operations facilities:** Does LTD or the City of Eugene or Springfield own any under-utilized maintenance or operations facilities? Would they be willing to provide the facility for free or at a low rate to Cascadia Mobility to use as an operations warehouse? If the bikeshare system is electrified, is there city, LTD, or UO property where battery charging cabinets or stations could be located (e.g. at parking garages, transit centers, etc.) that could reduce permitting and installation costs, as well as speed up the recharging process (i.e. avoiding a roundtrip to the central warehouse)?
- **Coordinating shared insurance coverage:** What are the current set of insurance requirements for the docked bikeshare program? Are they right-sized to the level of risk? When does LTD's insurance coverage period conclude, offering an opportunity to consider adding the docked bikeshare system assets and operations? What payment arrangement would Cascadia Mobility and LTD (and other parties) enter into under an umbrella insurance policy?
- **Finding opportunities to synchronize and coordinate customer service functions:** How much of the current docked bikeshare system budget is allocated to customer service functions? What specialized skills and knowledge are required for successful customer service for docked bikeshare, that might be lacking for general public sector or specialized public transit customer service?
- **Assistance and support in permitting, installing, and powering electrified docking stations:** Although this is already covered in a separate white paper, this area is a key opportunity for operational and service planning coordination. Some of the questions identified in the white paper included: How much power draw does a docked bikeshare station require, both on average and at peak times? Who will pay for the additional power draw when tapping into existing electrified street furniture (e.g. light poles)? Are there opportunities for permitting support and streamlining in partnership with SUB and EWEB? See the electrification white paper for more details.
- **Consolidating discount fare validation programs:** LTD and Cascadia Mobility offer different types of discounted fare programs. LTD provides free transit passes for K-12 students[11] and college students[12], as well as seniors[13], and LTD also offers half-off discounts to Medicare recipients, people with disabilities, and veterans[14]. In contrast, the bikeshare system's discounted fare program (free bikeshare membership and 60 free minutes of ride time per day) focuses on low-income travelers, qualifying through federal assistance programs[15]. If LTD and Cascadia Mobility were to align their discount fare programs, then there could be substantial benefit in consolidating the validation efforts that underpin the programs. Cascadia Mobility currently works with several community partners to provide their validation services, while LTD primarily conducts the validation in-house through their customer service center (with the exception of the college student pass, which is administered by the local universities). Above and beyond simply consolidating validation processes, the SMWG should also consider other validation options, such as SheerID[16], that can reduce administrative cost and burden and result in much faster, simpler validation.
- **Consolidating marketing and communications efforts under LTD's Communications department:** While the topic of marketing was covered in greater depth in a previous Focus Area section, there could

[11] LTD K-12 Student Pass
[12] LTD College Student Pass
[13] LTD Honored Rider Pass
[14] LTD Half-Fare Passes
[15] PeaceHealth Rides Bike Eugene! Access Plan
[16] SheerID

be cost savings associated with LTD's Communications department leading all or most the docked bikeshare system's marketing and communications work, to avoid duplication of effort and streamline implementation. Some questions to ask include: What would the cost sharing arrangement look like under this consolidation approach? Would LTD's existing communications staff be able to take on this additional work, or would additional staff be needed? What would the approval process look like on marketing and communications, to ensure both LTD and Cascadia have the opportunity to express their needs and preferences, while ensuring that decision-making doesn't get slowed down or stalled.

- **Grant writing support and collaboration:** As the SMWG considers different arrangements and degrees of operational and service planning integration, it should consider how these arrangements affect eligibility for different funding opportunities. Some suggested questions include: Would Cascadia Mobility still be able to apply for grants as a non-profit? What grant opportunities is LTD (and other SMWG partners, such as the cities, SUB, and EWEB) pursuing? Are bikeshare capital or operating costs eligible under these programs? Are there opportunities to share access to LTD or other public SMWG parties' grants management software, staff, expertise, etc.?

Effectiveness of the Transit Integration Focus Areas

Some limited academic research, drawing on pilot evaluations and practitioner experience, suggests that some of the more effective focus areas for achieving city goals are around **fares** (especially if fares are reduced), **physical interventions**, and **operational and service planning coordination**.

A pilot study in Sydney, Australia of a Mobility-as-a-Service program found encouraging results in car use reduction as a result of a bundling of discounted monthly memberships to public transport, rideshare, car share and car rental services.[17] Similarly, an Uber-backed report found that households were able to reduce car usage when provided with a multimodal bundle of services (ridehailing, transit, and micromobility).[18]

Recent research drawing from practitioner interviews finds that transit integration efforts are only worthwhile when built upon a pre-existing foundation of high-quality public transit as well as dedicated micromobility infrastructure.[19] The researchers find that institutional (i.e., operational and service planning) and physical integration efforts are more effective than digital integration strategies, which face challenges related to data sharing and privacy as well as overall feasibility.

Reducing fares can dramatically increase ridership on shared micromobility systems, particularly among price-sensitive groups like low-income travelers.[20] Instituting fare integrations that cap or reduce the cost of connecting public transit and shared micromobility trips within a single overall journey could help increase overall ridership across both systems.

[17] Mobility as a service and private car use: Evidence from the Sydney MaaS trial - ScienceDirect
[18] Launching 'One Less Car' as part of our commitment to more sustainable City living | Uber Newsroom
[19] Strategies, opportunities, and challenges of integrating shared micromobility with public transport - ScienceDirect
[20] Findings from the City of Grand Rapids' Shared Micromobility Free Fare Pilot Program

Recommendations

LTD is already a partner in the PeaceHealth Rides bikeshare program and is preparing to increase its role, by bringing significant funding and resources to the next iteration of the program and with a keen interest in more significantly integrating transit and shared micromobility services.

The tables below provide a summary of suggested actions that could be taken to better integrate shared micromobility. These are broken down into the following categories:

- **Short-term**: actions that should be considered now, prior to upgrading the bikeshare and transit payment systems.
- **Medium-term**: actions that should be taken to inform and implement upgrade of the bikeshare and transit payment systems.
- **Long-term**: actions that will take a longer period of time to coordinate.

Short-Term Opportunities

Focus Area	Short-Term Transit Integration Activities
1. Data Sharing	• Decide whether upgrading the bikeshare system's data feeds to MDS is worthwhile for the additional insights possible with this specification, and if so, include these requirements in the fleet upgrade RFP. • Develop a data management plan that discusses LCOG's potential role in managing and maintaining system data and what partners need access to what data.
2. Branding and Marketing	• Find early opportunities for coordinated promotions and messaging. This could include: ▪ LTD sponsoring and having logo placement on bikeshare baskets. ▪ LTD, Cascadia Mobility, and the City of Eugene developing coordinated language and messaging. ▪ LTD's Communications team developing promotional materials and campaigns to tie together bikeshare and transit. • Identify LTD's financial role in the upgraded bikeshare program and if that warrants title sponsorship, establish the parameters for co-branding that could include system naming, brand and color, and significant logo placement (e.g., on the stem or rear fender of the bike) with other assets reserved for additional sponsors (e.g., the bike basket). • Identify any constraints around advertising on the bikeshare bikes or stations.
3. Physical Integration	• Determine priority transit stops and relocation opportunities for future bikeshare station co-location.

Focus Area	Short-Term Transit Integration Activities
4. Trip Planning and Wayfinding	• LTD and the City of Eugene should use the recommendations of the SMWG and coordinate on future procurement for bikeshare equipment, transit fare payment, and other technologies to ensure specifications allow for trip planning and fare payment integration. • Conduct an inventory of existing wayfinding at bikeshare stations and transit stops.
5. Fare Payment Integration	• Discuss the preferred approach for fare payment integration: ▪ Light integration approach: using trip location and time data from bikeshare. Reach out to Seattle (King County Metro, SDOT) to learn about implementation challenges and opportunities. ▪ Deep integration approach: using common, open-loop payments for both bikeshare and transit. • Review bikeshare fares and decide whether to align more closely with transit fares.
6. Operational and Service Integration	• Identify opportunities to share, donate, or provide low-cost City- or LTD-owned maintenance or operations facilities with Cascadia Mobility. • City of Eugene, LTD, and Cascadia Mobility to discuss the potential and cost-sharing approach for: ▪ Shared insurance coverage options for the bikeshare program. ▪ Joint customer service functions with LTD. ▪ Aligning discount fare program structures and consolidating validation programs. ▪ Consolidated communications efforts through LTD's Communications department. ▪ Opportunities for grant writing support and collaboration.

Medium-Term Opportunities

Focus Area	Medium-Term Transit Integration Activities
1. Data Sharing	• Consider implementing dashboards (both internal for operations and service planning and external for public access), either in-house or through a data aggregator.
2. Branding and Marketing	• Coordinate with the Cities of Eugene and Springfield to address any constraints around advertising or sponsorship on the bikeshare stations or bikes. • Identify any potential barriers to LTD including bikeshare assets in future advertising contracts and discuss potential revenue-sharing arrangements.
3. Physical Integration	• Once new equipment specifications are known, update LTD's transit design guidelines to include designs for sidewalk and on-street bikeshare stations at LTD stops. • Develop a coordination process for LTD, the Cities of Eugene and Springfield, UO, and Cascadia Mobility to coordinate on all major transit projects and new or relocation of transit stops or bikeshare stations. • Incorporate bikeshare stations into major transit projects and grant funding applications.
4. Trip Planning and Wayfinding	• Incorporate bikeshare station locations into any wayfinding projects and digital maps.
5. Fare Payment Integration	• Identify fare integration needs based on the preferred approach (light or deep) to include in bikeshare and transit payment system procurements.
6. Operational and Service Integration	• Coordinate service planning efforts across bikeshare and transit (e.g. bikeshare filing in gaps in transit network, providing alternative service when closures occur, etc.) • Identify next opportunity for insurance coverage renewal to negotiate new terms and coverage.

Long-Term Opportunities

Focus Area	Long-Term Transit Integration Activities
1. Data Sharing	• Implement MDS. • Develop, maintain, and improve dashboards (both internal and public-facing).
2. Branding and Marketing	▪ Recruit short-term sponsors for non-LTD assets, e.g., bikeshare basket logo placement. ▪ Include shared micromobility assets in future renewals of LTD's transit advertising contracts.
3. Physical Integration	• Cascadia Mobility, Cities of Eugene and Springfield, LTD, and UO to coordinate on future system planning and station siting to locate new bikeshare stations near transit stops. • Periodically evaluate and revisit bikeshare station siting based on ridership, changes to transit service, etc.
4. Trip Planning and Wayfinding	• Periodically update wayfinding and digital maps as transit routes and stops and bikeshare station locations change.
5. Fare Payment Integration	• Implement preferred fare integration approach, based on trip location / time or through an open-loop payment system.
6. Operational and Service Integration	• Integrate customer service, communications, and discount program verification into LTD (depending on the outcomes of short-term discussions).

Other Resources

General resources on integration of public transit and shared micromobility:

- Transit and Micromobility
- Detroit's Plan for Integrating Bike Share and Transit
- Detroiters Want Better Bike Share and Transit Alignment

Data sharing:

- The Role of Data Specifications in Creating an Interoperable Transportation System – SUMC Mobility Learning Center

Physical integration:

- Shared Scooter Parking: The Role of Parking Density and Land Use in Compliance and Demand - Urbanism Next
- Dedicated Parking for Micromobility - Urbanism Next

Trip planning and wayfinding:

- Mobility as a Service | What is MaaS? | Practical MaaS
- Practical Mobility-as-a-Service: Integrating Ticketing Into 3rd-Party Apps
- Placing Public Transport at the Center of Mobility as a Service (MaaS)

Fare integration and discounted fares:

- The Path to Mobility Interoperability – SUMC Mobility Learning Center
- Open-Loop Transit Payments Summary – SUMC Mobility Learning Center
- Zero Fare Transit State of the Industry – SUMC Mobility Learning Center
- Denver Regional Transportation District Launches Open Payments with Masabi, Enabling Tap-n-Ride - Masabi
- Providing Low-Income Fare Discounts at Public Transit Agencies | The National Academies Press
- Who uses subsidized micromobility, and why? Understanding low-income riders in three countries - ScienceDirect

Lane Transit District
Agenda Item Summary (AIS)

Prepared and Presented By: Dave Roth, Director of Mobility Planning and Policy, and Heather Lindsay, Senior Service Planner

AIS Title: Fixed Route Service Policy Update Briefing

Action: Discussion and Feedback

Agenda Item Summary
Staff will brief the Strategic Planning Committee (SPC) on the updated Lane Transit District (LTD) draft Fixed Route Service Policy. The policy is presented for discussion and feedback prior to consideration for adoption by LTD's Board of Directors at its June 17, 2026 meeting.

Background
The Federal Transit Administration (FTA) requires transit agencies to develop and maintain service standards and service policies as a condition of federal funding. LTD's Fixed Route Service Policy was last revised in 2022. The policy establishes the standards and criteria used to design, evaluate, and adjust fixed route transit service. It governs decisions related to route structure, service frequency, span of service, stop placement, and service changes, and includes LTD's Title VI Disparate Impact and Disproportionate Burden policy.

The updated policy document is organized into the following sections: Service Overview; Service Design Standards; Performance Standards; Service Evaluation Procedures; Title VI Policy; Maintenance of Fixed Route Service Policy; and Appendices.

Policy Update Process
During Summer 2025, LTD engaged Nelson\Nygaard Consulting Associates to provide technical assistance in updating the Fixed Route Service Policy. The work was organized around four primary tasks.

Service Policy and Performance Review. Nelson\Nygaard reviewed LTD's existing service policy and evaluated fixed route performance against current standards, both pre- and post-COVID. The consultant conducted peer agency case studies encompassing five transit agencies: Cherriots (Salem-Keizer), Utah Transit Authority, Spokane Transit Authority, TriMet, and Transfort (Fort Collins). The peer review examined how each agency structures its performance standards and service evaluation processes and produced recommendations for updating LTD's standards. The consultant also interviewed LTD planning staff to understand how the existing policy is applied in practice when assessing performance issues and making service adjustments.

Integration of Bus Stop Balancing Methodology. A bus stop balancing methodology was developed during the 2024 LTD System Review to improve the speed and reliability of the fixed route network by

optimizing stop spacing across the system. The updated service policy incorporates this methodology, including a summary of the process and reference to a companion document providing step-by-step guidance for its application to any route in the system.

Integration of Updated Title VI Methodology. The 2024 System Review included a Title VI Disparate Impact and Disproportionate Burden analysis of recommended service changes. Based on that work, refinements were made to the methodology used to define major and minor service changes and to evaluate potential disparate impacts on minority riders and disproportionate burdens on low-income riders. The updated policy reflects those methodological changes and brings LTD's Disparate Impact Policy into alignment with current practice.

Document Refresh. The policy document has been reformatted to improve legibility and accessibility, with updated graphic elements to better illustrate standards and design criteria that are difficult to convey through text alone.

Stakeholder Engagement and Adoption Process
Nelson\Nygaard facilitated two working sessions with LTD planning staff in July and October 2025 to develop draft revisions and incorporate staff input. Draft recommendations were presented to the SPC at its November 2025 meeting, and feedback from that briefing has been incorporated into the current draft. The draft policy is presented to SPC at its May 2026 meeting for discussion and feedback. Following SPC review, the updated Fixed Route Service Policy will be presented to LTD's Board of Directors for adoption at its June 17, 2026 meeting.

Key Policy Updates
The updated policy reflects current industry practice and incorporates lessons from LTD's post-COVID service recovery and findings from the 2024 System Review. Service design standards, span of service criteria, and stop placement standards have been updated to provide clearer guidance for planning and operational decisions. Performance standards have been recalibrated against peer agency benchmarks and recent LTD system performance data. The service evaluation procedures have been strengthened to better articulate how performance findings translate into service change recommendations. Equity is embedded throughout: Title VI analysis requirements, disparate impact thresholds, and minimum service standards for transit-dependent populations are integral to the policy framework.

Attachments:
1) Draft 2026 LTD Fixed Route Service Policy
2) 2026 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

April 2026

Executive Summary

Lane Transit District (LTD) is committed to creating a more connected, sustainable, and equitable community. Fixed route transit is foundational infrastructure for that commitment, and its impact extends well beyond mobility:

Healthcare

Reliable transit connects residents to medical appointments, pharmacies, and health services reducing missed care and supporting populations who face the greatest health disparities.

Workforce

Fixed route service connects job seekers to employment centers and supports workforce participation for shift workers, lower-wage employees, and those without access to a personal vehicle.

Housing

Bus corridors expand where affordable housing is viable and support transit-oriented development, allowing households to access the region without depending on car ownership.

Education

Transit provides students at every level – from K-12 to Lane Community College (LCC) and the University of Oregon – with the independent mobility that supports attendance, retention, and academic success.

The Fixed Route Service Policy is one tool for realizing these commitments, establishing the standards and frameworks that govern how LTD plans, evaluates, and adapts its service.

The purpose of a service policy document 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 measurable and replicable. The service policy also provides guidance to resolve service performance issues. This service policy does not apply to non-fixed route paratransit services such as RideSource or other mobility-on-demand options.

The Federal Transit Administration (FTA) requires that agencies that receive federal funding, such as LTD, develop a service policy that, at a minimum, describes vehicle load, headway, service availability, and on-time performance standards for each mode of service (i.e., BRT, bus, and rail). Additionally, it requires periodic service evaluation to prevent: (1) disparate impact discrimination on the basis of race, color, or national origin and/or (2) disproportionate burden discrimination on the basis of income.

LTD's service policy was last updated in 2022. The 2026 update will reflect federal Title VI guidelines aimed at ensuring the equitable distribution of public transit service.

Since the initial service policy was first adopted more than two decades ago, substantial changes have occurred within the communities served by LTD. To meet these changing needs, LTD's service has also evolved, most notably with the addition of the West Eugene EmX.

The following updated service policy document applies industry standard techniques and methodologies that will help decision-makers, members of the public, and partner agencies understand why and how LTD makes changes to its fixed route service—adapting to the ever-changing mobility environment while continuing to meet the needs of the communities the agency serves.

There are seven (7) components of the service policy:

Service Overview	Describes LTD's route types along with their frequencies and service spans.
Service Design Standards	Outlines principles of network and route design including placement of bus stops (locations and spacing) and stop amenities.
Performance Standards	Describes LTD's benchmarks for the safety, efficiency, and overall quality of fixed route service, which include criteria such as service reliability, productivity, and passenger load factor.
Service Evaluation Procedures	Describes standards that guide the decisions regarding service increases and reductions.
Title VI Policy	Describes policies and procedures governing the equitable distribution of service, including evaluating the impacts of service changes on minority and low-income populations. For more information on Title VI regulations, see FTA Circular 4702.1B1.[1]
Maintenance of Fixed Route Service Policy	Outlines who is responsible for maintaining the service policy and when review occurs
Appendices	Defines the methodologies used to calculate specific evaluation measures within the service policy.

[1] https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf 3

1. Service Overview

About LTD

Lane Transit District (LTD) was established in 1970 under Oregon State laws that allowed the formation of transit districts as special taxing entities. The District began operating in the Eugene-Springfield area on November 23, 1970.

In 2025, LTD…

Served a population base of approximately **327,173 people**

Had a fleet of **116 buses** in revenue service

Operated **28 bus routes**…

…that traveled more than **2.8 million miles**

Had approximately **6 million passenger boardings**

Provided almost **235,000 revenue hours** of fixed route service

LTD also provides other non-fixed route services for those unable to use the fixed route system. More information about these non-fixed route services is 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

Time Periods

LTD operates different levels of service depending on time of day and day of the week.

These time periods are described in Table 1.

Table 1: LTD Time Period Definitions

Time Period	Weekday					Saturday	Sunday
Definition	**AM** 5 a.m. – 6 a.m.	**AM Peak** 6 a.m. – 9 a.m.	**Midday** 9 a.m. – 3 p.m.	**PM Peak** 3 p.m. – 6 p.m.	**Evening** 6 p.m. – 12 a.m.	7 a.m. – 12 a.m.	8 a.m. – 9 p.m.

Route Types

The LTD fixed route transit network includes the five route types described below and represented in Figure 1:

- Bus Rapid Transit (BRT)/Emerald Express (EmX)
- Core routes
- College routes
- Community routes
- Rural routes

These route types and characteristics are desired outcomes for the network based on available resources.

For spans and frequencies, refer to Table 3 and Table 4.

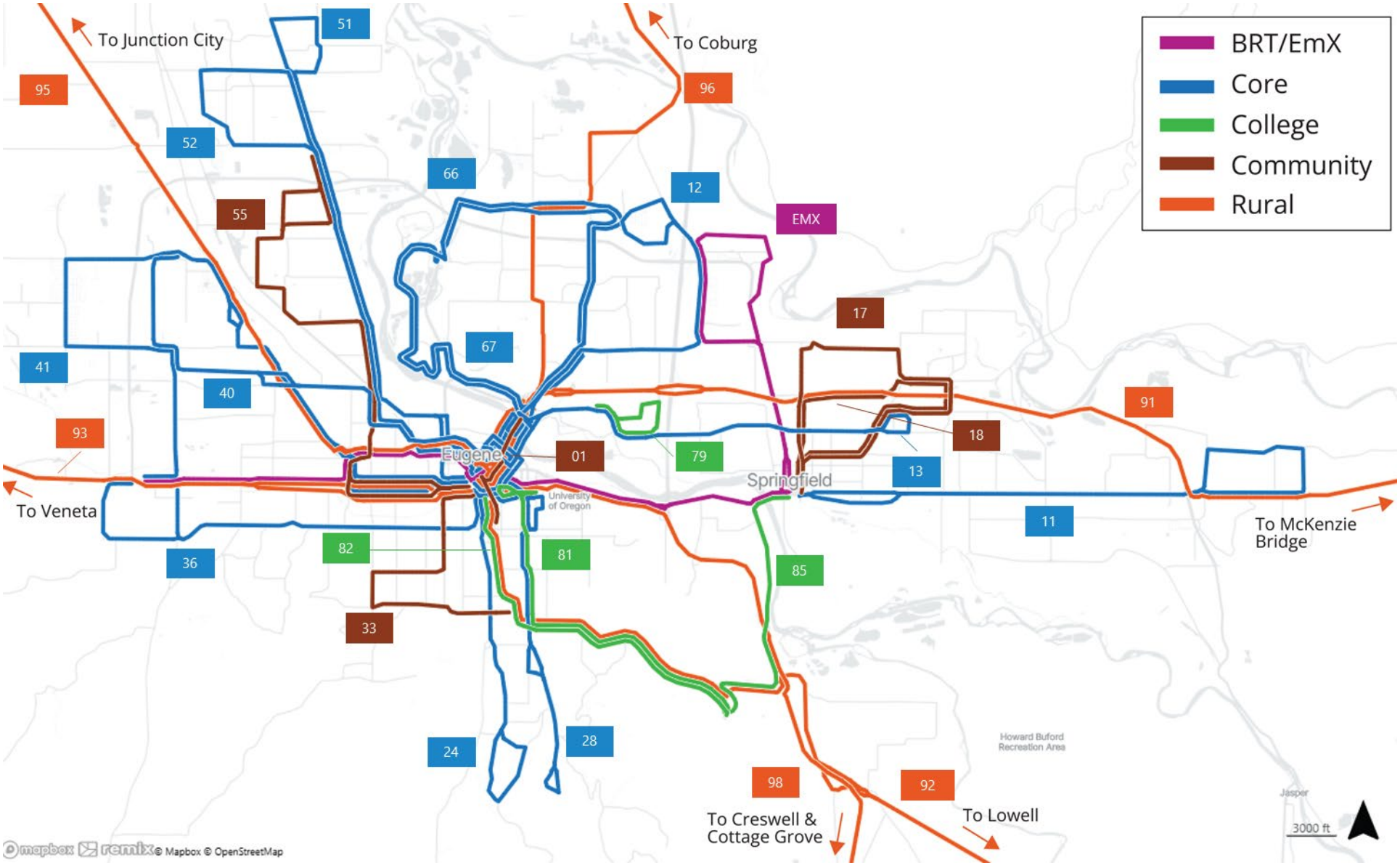


Figure 1: Route Type Map

Table 2: Route Types and Characteristics

Route Type	Description	Service Features	Service Targets	Service Expectations
Bus Rapid Transit (BRT)/Emerald Express (EmX)	BRT/EmX lines run primarily in dedicated bus-only lanes with some segments of mixed traffic.	Very frequent all-day service; widely spaced stations; longer hours of service.	Higher travel speeds; very reliable service; more amenities at stations; higher passenger loads.	Highest productivity; highest ridership
Core	Core routes operate primarily on arterial streets, major collectors, and corridors identified on the Frequent Transit Network (FTN).	Frequent all-day service; moderate distance between stops; longer hours of service.	Moderate travel speeds; reliable service; amenities at major stops; high passenger loads.	High productivity; high ridership
College	College routes are designed to provide transit primarily for university students traveling to the University of Oregon (UO) or Lane Community College (LCC). These routes are characterized by fluctuating frequency and one-way service to meet demand.	Fluctuating all-day or peak service; variable distance between stops; shorter hours of service.	Moderate travel speeds; reliable service; fewer stops with amenities; high passenger loads.	High productivity; high ridership
Community	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.	Lower frequency; infrequent all-day or peak service; variable distance between stops depending on the area served; shorter hours of service.	Low to moderate travel speeds; reliable service; fewer stops with amenities; moderate passenger loads.	Moderate productivity; moderate ridership
Rural	Rural routes operate primarily outside the Eugene-Springfield urban growth boundary and help ensure transit access for communities within the LTD service area that may otherwise face limited or no transit options.	Less frequent service with limited hours; variable distance between stops depending on the area served.	Moderate to higher travel speeds; reliable service; fewer stops with amenities; lower passenger loads.	Low productivity; low ridership

Span of Service

The span of service defines the hours when service is offered. LTD has established span of service standards that define the expected hours that any given service will operate throughout the week.

Table 3 displays the current span of service at the time of this fixed route service policy update based on route type and day.

Changes in span of service will be based on available resources and needs.

Table 3: Span of Service

Route Type	Day of Week	Span of Service
BRT/EmX	▪ Weekday ▪ Saturday ▪ Sunday	▪ 5:30 AM–12:00 AM ▪ 7:00 AM–11:30 PM ▪ 7:30 AM–9:30 PM
Core	▪ Weekday ▪ Saturday ▪ Sunday	▪ 5:30 AM–12:00 AM ▪ 7:00 AM–11:30 PM ▪ 7:30 AM–9:30 PM
College	▪ Weekday ▪ Saturday	▪ 6:30 AM–7:00 PM ▪ Limited
Community	▪ Weekday ▪ Saturday ▪ Sunday	▪ 6:00 AM–10:30 PM ▪ 7:30 AM–10:30 PM ▪ Limited
Rural	All Days	Variable*

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

Frequency

Frequency, also referred to as headway, is the time between trips. LTD operates different levels of service depending on the time of day and day of the week.

Table 4 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 4: Desired Frequency Range in Minutes by Service Type

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

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

2. Service Design Standards

Clear design standards support efficient and safe transit systems. This section covers route design, bus stop placement and amenities, and system-wide distribution of service.

Route Characteristics

Route Design

Whenever possible, routes will be structured as two-way (inbound & outbound) straight-line routes between terminal points (Figure 2). Routes designed to be as straight as possible reduce travel times and increase the legibility of the network. 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. Where possible, the terminal points at both ends of a route will be located at major activity centers to ensure ridership in both directions of operation.

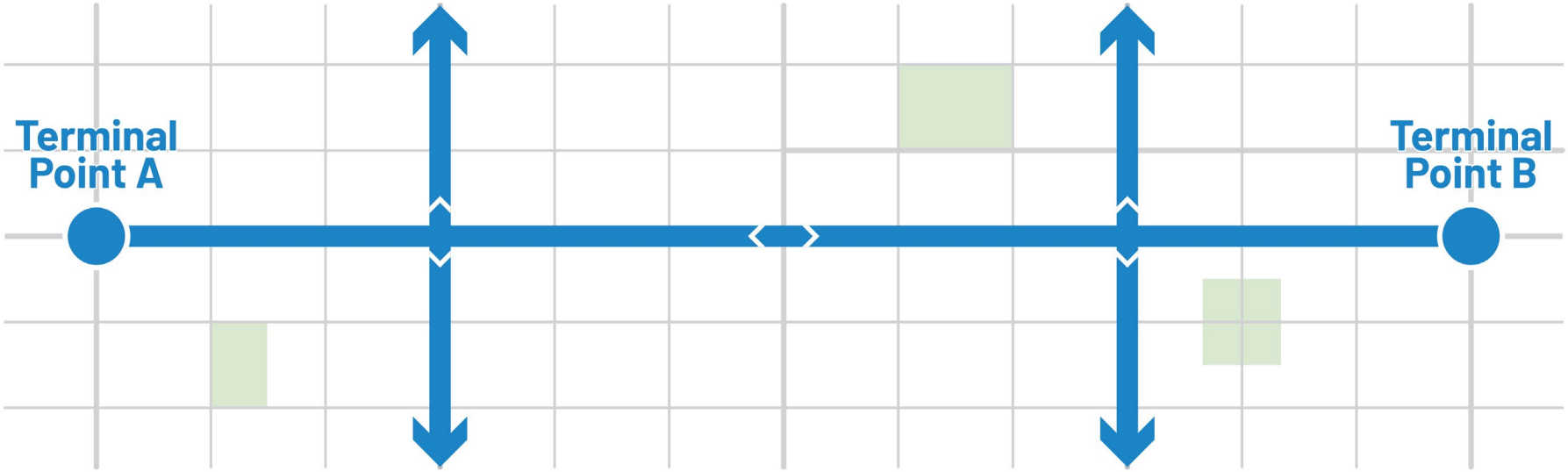


Figure 2: Illustration of Ideal Route Design

Newly constructed 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. To the extent possible, LTD staff participate and contribute technical expertise on public infrastructure design, engineering, and construction projects.

Route 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 weigh the benefits of the deviation against the amount of impact to through riders using a specific formula. **Appendix C** provides the methodology for calculating the impact of deviations.

Route Scheduling

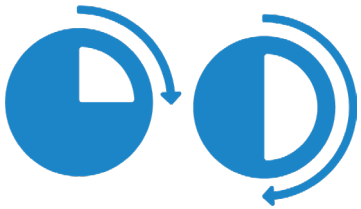
Route scheduling will take into consideration the following factors:

Frequency and Span

Schedules will strive to meet the service spans and frequencies for each route type in the Service Overview (Section 1).

Timetable Clarity

Schedules will maintain consistency and clarity of timetables for passengers by using clock-face headways whenever possible (i.e., frequency intervals of 15, 20, 30, or 60 minutes).



Efficiency of Frequent Routes

When scheduling transfers, the efficient operation of the more frequent route will receive higher priority than ensuring timed transfers. When possible, scheduling will also strive to maintain coordinated transfers at Eugene Station.

Typical Conditions

Scheduled running time for routes will consider typical traffic congestion and meet passenger load factor standards for average weekday conditions. Schedules will include sufficient recovery time on each route to provide for bus operator restroom breaks and to compensate for variations in run time.

Bus Stops

Bus Stop Locations

Determining appropriate bus stop locations depends on a variety of primary and secondary factors:

- **Primary factors** include visibility and sight distance, traffic and pedestrian safety, and ADA accessibility.
- **Secondary factors** include transit operational needs, traffic conditions, adjacent land uses, presence of on-street parking, physical roadside constraints (trees, poles, driveways, utilities, etc.), extent of available public right-of-way, and potential property owner impacts.

There are three basic types of bus stop locations along a street, as shown in

Figure 3:

- **Far-side:** Located after an intersection,
- **Near-side:** Located immediately before an intersection, and
- **Mid-block:** Located between intersections bus stops.

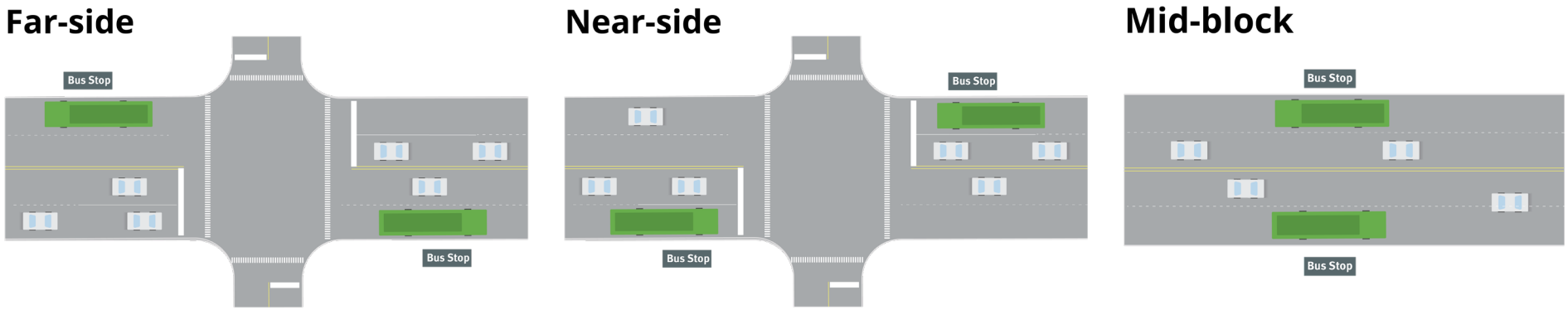


Figure 3: Bus Stop Locations

Generally, far-side stops are preferred for safety and operational reasons. Additional details about the benefits and tradeoffs of each stop location are outlined in Table 5 below.

Table 5: Advantages and Disadvantages of Bus Stop Locations

Stop Type	Advantage	Disadvantages
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 rather than in front. ▪ Requires shorter deceleration distances for buses. ▪ Allows buses to utilize signal priority more efficiently—the risk of missing a green light while boarding passengers is eliminated. ▪ Reduces queue lengths at intersections because the bus does not block the intersection while loading	▪ 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 collisions since drivers do not expect buses to stop again after stopping at a red light
Near Side	▪ Minimizes conflict between buses and traffic when traffic is heavy on the far side of the intersection. ▪ Passengers access buses closest to crosswalk, reducing potentially unsafe crossing behaviors. ▪ Intersection available to assist in pulling away from curb. ▪ Allows for passengers to board/alight while a bus is stopped at a red light. ▪ Provides driver with opportunity to look for oncoming traffic, including other buses with passengers that may need to transfer	▪ May increase conflicts with right turning vehicles. ▪ 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
Mid-block	▪ Gaps in traffic flow are created for buses re-entering the flow of traffic at signalized intersections. ▪ May be safer for pedestrians if mid-block pedestrian safety enhancements are present. ▪ Minimizes sight distance problems for vehicles and pedestrians by moving boarding area away from intersection traffic. ▪ Minimizes conflicts with traffic turning at intersections, improving traffic flow (depending on congestion).	▪ Passenger waiting areas experience less pedestrian congestion. ▪ Without mid-block pedestrian safety improvements, pedestrians may choose to cross unsafely without yielding to traffic. ▪ Without mid-block pedestrian safety improvements, can increase walking distance for pedestrians crossing at intersections. ▪ Best placed to serve high-demand trip generators (e.g., shopping centers, hospitals) or long blocks where intersection-adjacent stops are infeasible

National Association of City Transportation Officials. (2016). *Transit Street Design Guide*. Island Press

Bus 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 every 1/8 to 1/4 mile) provide short walking distances but create longer and less reliable trips due to delay accumulated at each stop. Frequent stops also contribute to vehicle wear and tear as the bus pulls in and out of traffic more frequently.
2. Less frequent stops can lead to higher speeds and shorter, more reliable trips, but stops that are farther apart reduce the number of people within reach of the bus and lengthen the distance passengers must travel to reach the stop.

Figure 4: Bus Stop Spacing Tradeoffs

Bus Stop Balancing

Bus stop balancing is the process of evaluating bus stop spacing and adjusting as necessary to better align with the route's type and intended purpose.

Balancing stops may mean consolidating or moving stops that are too close together, not frequented, or have a safety concern at that location. In some instances, it can mean adding stops where there is high demand.

Figure 5 illustrates LTD's process for balancing bus stops.

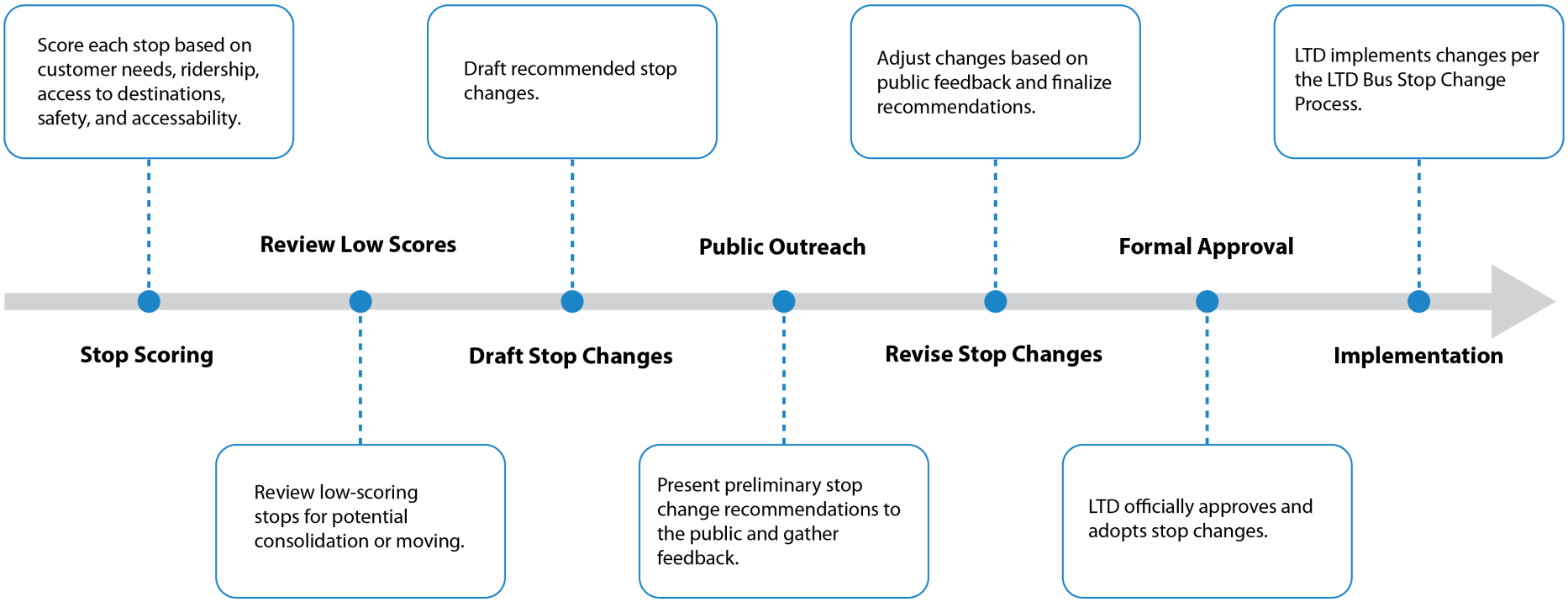


Figure 5: Bus Stop Balancing Approach

Bus stop spacing is primarily based on route type and land use, with different considerations whether an area residential, commercial, and/or a major trip generator. In general, LTD uses the following typical bus stop spacing guidelines:

Route Type	Bus Stop Spacing Guidelines
BRT/EmX	Stations are generally spaced one-third to one-half mile apart to maintain high frequency and service reliability.
Core, College, and Community	Stops are generally placed between 1,000 to 1,500 feet apart (about ¼ mile) in developed areas. Stop spacing considers the immediate street environment and safe operation of transit vehicles.
Rural (or less developed areas)	Stops are generally placed further apart (beyond ¼ mile) but may be prioritized at locations where passengers are known to congregate, regardless of spacing.

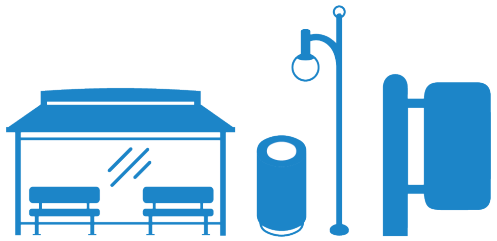
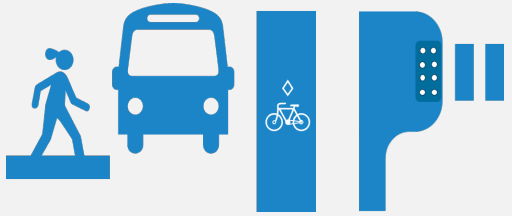
On all routes, closer spacing may be implemented in areas with a high number of boardings or in locations that are heavily used by older adults or people with disabilities.

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

Bus Stop Amenities

LTD regularly evaluates the availability and distribution of transit amenities in accordance with Federal Title VI requirements and Americans with Disabilities Act (ADA) requirements that are within LTD's jurisdiction.

Amenity considerations for LTD bus stops are outlined below.

Bus Stop Type	Amenity Summary	Amenity Types	
BRT/EmX	Amenities at EmX stations are based on need or projected demand	▪ Shelter coverage ▪ Lighting ▪ Seating ▪ Trash cans ▪ Level boarding platforms ▪ Route signage ▪ Fare validators and/or ticket vending machines	
Enhanced Corridor Stops	Enhanced Corridors may include a range of investment, from limited to relatively high (comparable to EmX)	▪ Near-level boarding platforms ▪ Off-board fare collection ▪ Bulb outs ▪ Bike channels/floating stops	
Fixed Route Stops (non-BRT/EmX)	Amenities on fixed route stops within the Eugene-Springfield metro area and within the city limits on rural routes will, at a minimum, include a stop pole and placard	▪ Stop poles will be near the boarding area, considering immediate road and sidewalk conditions ▪ Stop placards will adhere to LTD's branding guidelines and will, at a minimum, include the stop number and list the routes serving the stop ▪ Bus Stop Information (BSI) cards and holders will be placed at route timepoints and other locations as determined by staff	

If funding and staff resources are available and infrastructure conditions allow, stop amenities will be considered as follows:

Bus Shelters

- **Boardings:** Bus shelters may be located at bus stops with at least 30 average boardings per weekday, with installation prioritized based on heaviest usage.
- **Sponsorship:** Shelters may be located at any stop if a municipality or developer requests a shelter for an adjacent development and funds or subsidizes the cost of the requested shelter, including installation and maintenance.
- **Shelter Removal:** Shelters may be removed based on non-conforming stop activities such as graffiti and loitering.

Bus Benches

Bus benches may be located at shelters but are not required at every shelter location.

- **Boardings:** Stop seating may be located at stops with 10 or more average boardings per weekday.
- **ADA Considerations:** Stop seating may be placed at stops used by older adults or people with disabilities on a regular basis (3 or more boardings per week).
- **Sponsorship:** Benches may be located at any stop if a municipality or developer requests a bench for an adjacent development and funds or subsidizes the cost of the bench.
- **Bench and Trash Receptacle Removal:** May be removed based on non-conforming stop activity.

In partnership with respective road authorities, LTD is working to improve accessibility system wide. This will not be required where curbs and sidewalks do not exist.

Network Design

Service Allocation

LTD's fixed route network is designed to balance productivity and geographic coverage. Service designed to **optimize productivity** is closely associated with:

- **Frequency:** Routes that run frequently are more likely to be useful.
- **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.

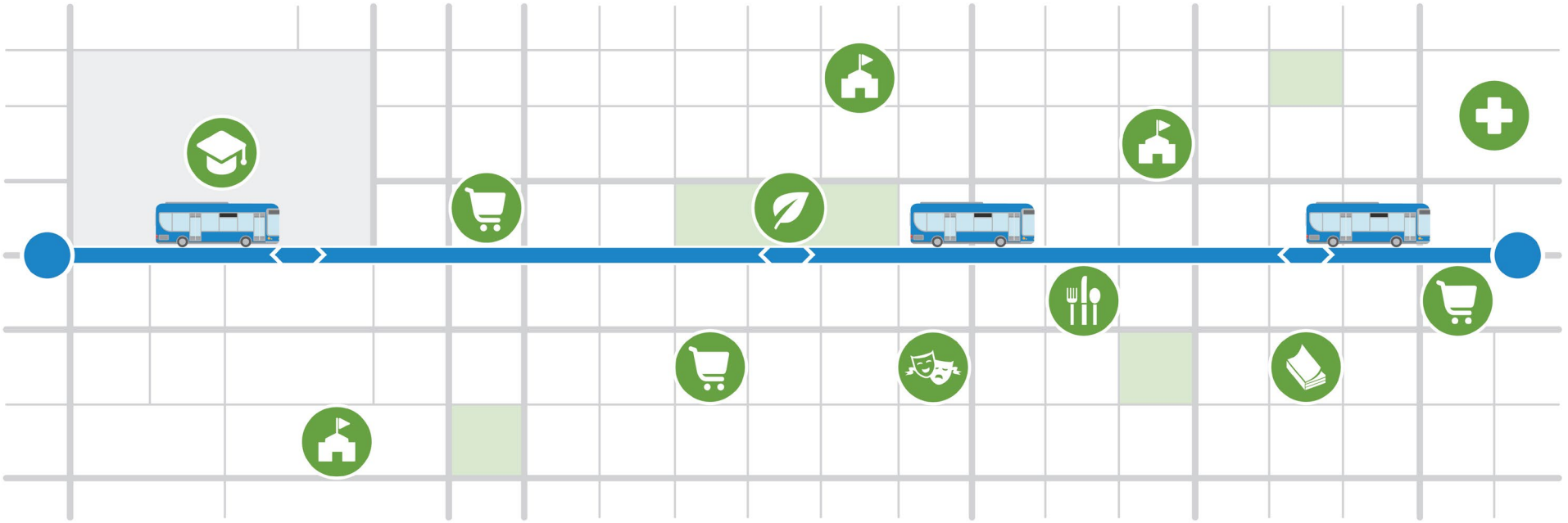


Figure 6: Illustration of Route Designed to Optimize Productivity

In contrast, service designed to **optimize geographic coverage** is closely associated with:

- **Access:** Routes provide mobility access to people who lack transportation options, when they are in or wish to reach areas that do not support high productivity service.
- **Frequency:** Routes generally operate with lower frequency, with buses arriving every 30-60 minutes or longer.
- **Density:** Routes designed to reach as many neighborhoods as possible, even if relatively few people are likely to use service to or from that area.
- **Walkability:** Routes rely on longer walking distances to stops
- **Linearity**: Routes may be designed more indirectly to maximize coverage area

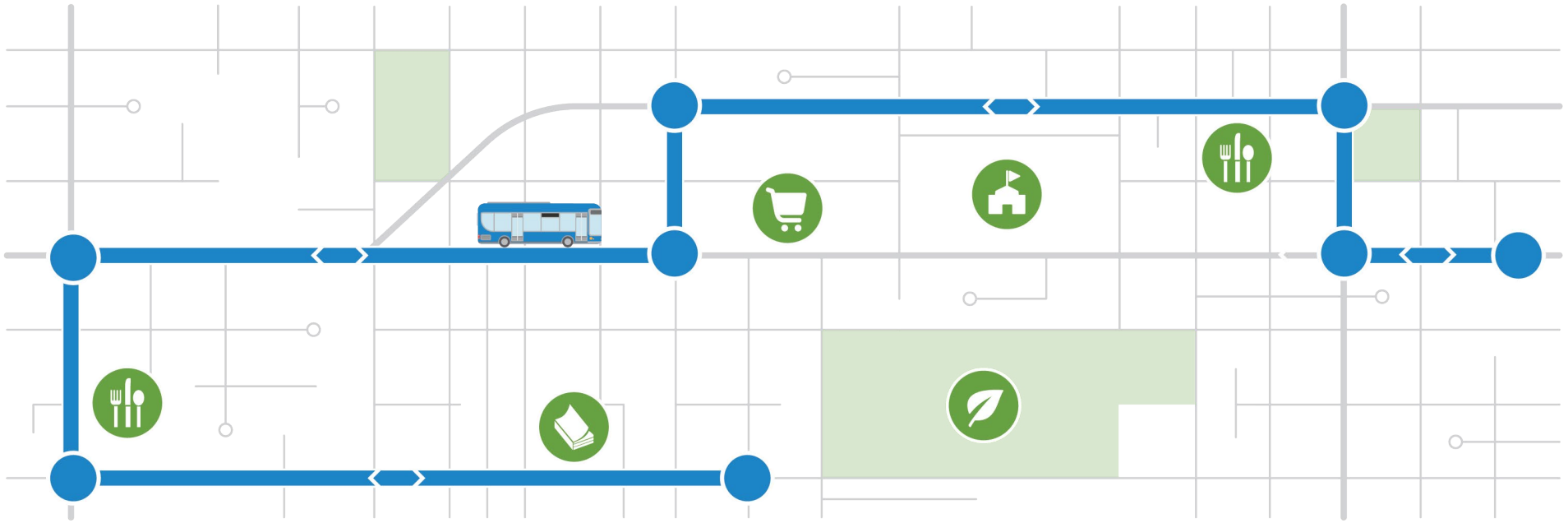


Figure 7: Illustration of Route Designed to Maximize Coverage

Service allocation between productivity and coverage routes may temporarily fluctuate in response to budgetary, staffing capacity, or other internal and/or external factors. A significant change in service conditions is defined in the Service Changes Procedures section below.

3. Performance Standards

Performance standards are quantifiable measures of a route or system's performance; they are used to ensure that the system meets LTD's goals and identified needs. This section includes service reliability measures (on-time performance, missed trips, road calls, and vehicle age), productivity, and passenger load.

Service Reliability

On-time Performance

A bus is considered on time if it departs a timepoint between 0 and 4 minutes after the scheduled time. At least 90% of the buses on all routes should be on time at significant timepoints. 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. Ideal spacing for timepoints on routes under 60 minutes in length is 6-8 minutes apart as infrastructure allows.

Missed Trips

Missed trips are defined as scheduled transit service that does not operate as planned. This may happen due to mechanical issues, an operator or a bus is not being available for the trip, or other unforeseen circumstances. The number of missed trips should be less than half a percent of total trips operated.

Road Calls

Road calls occur when a bus experiences a mechanical failure and cannot complete a trip as scheduled. Road calls on the system should not occur more frequently than once every 10,000 to 12,000 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 2025.

Productivity

Ridership productivity is measured as average weekday riders per revenue hour of service. Productivity is a measure of how well utilized a route is and can be used to identify which routes should be considered for modification.

Each route type has different measures of performance, with actions recommended for each performance level:

- If a route is **unsatisfactory,** a detailed route analysis should be conducted. Headway reductions, operational changes, marketing, or route redesign will be considered.
- If a route falls in the **monitor** category, it should be monitored closely. Headway reductions, operational changes, marketing, or redesign will be considered.
- If a route meets its **standard**, no action is taken.
- If a route **exceeds** its productivity standard, frequency improvements will be considered.

Table 6 below outlines productivity thresholds by route type for the performance categories defined above.

Table 6: Productivity Thresholds (Average Weekday Riders per Revenue Hour) by Route Type

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

BRT, Core, and College routes are expected to have high productivity. Therefore, performance measures are monitored more closely.

Community and rural routes serve a coverage function—the expectation for these routes is moderate to low ridership and productivity. Productivity targets are monitored but are not the primary performance measure for these routes.

Route productivity will be evaluated during regular service change evaluations. Routes with substandard productivity will be subject to modification, within the limits established in the Service Changes Procedures section below.

Passenger Load

Passenger load is used as a measure of comfort: When buses are overcrowded and riders must stand, they experience the ride as less comfortable.

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

- Passenger loads consistently exceed 1.75 times the seated capacity of the vehicle; or
- Passengers are consistently not accommodated on a trip due to full passenger loads and the next scheduled trip is more than 30 minutes away; or
- Passengers 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 a balance between frequency and coverage resources.

4. Service Evaluation Procedures

This section covers the service change process, including the bid structure and the considerations for increasing or reducing service. More details on major service changes as they pertain to Title VI regulations are found in the next section.

Bid Structure

Service changes, known as bids, are typically made three times per year in accordance with the bargaining unit contract. 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 or potential passengers.
- 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 (e.g., 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 (e.g., 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 and disproportionate burden policy. For more information on reductions in service, see Service Reduction.

Winter and Summer Bids

Minor service adjustments will generally be made during the winter and summer bids. These may include 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 Span and Frequency sections
- **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

Service Change Types

Service Increases

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
6. Ability to meet desired service levels as described in the Service Allocation section
7. Ability to maintain service under Service Evaluations Procedures and Implementation/Evaluation Guidelines

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 can be added by increasing span and frequency on weekdays, Saturday, and/or Sunday.

Tripper Service Implementation

A tripper provides limited additional service, usually no more than one round trip. A tripper is 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:

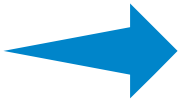
- Trips cannot be adequately provided by regularly scheduled service, or there is not enough capacity within regularly scheduled service.
- There are no budgetary, operational, or fleet constraints that would preclude the addition of the tripper.

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.

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:

Examine schedules for on-time performance issues that may be depressing ridership and adjust running times as needed

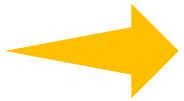


Examine ridership patterns on early morning, evening, and weekend trips and reduce span and frequencies as appropriate, within the limits set in the Span and Frequency sections. This may involve a shift in the route type, from core to community or from community to limited/rural

Consider eliminating service or combining routes on substandard segments if the following conditions are met:

- Alternate service is available within one mile of eliminated segments
- Available data for adjacent census block groups does not suggest a disproportionate number of older adults or households with zero vehicles live within half a mile of eliminated segments
- Available data does not suggest a disproportionate number of people with disabilities board transit on the eliminated segments

Consider weekday-only service on the route



Consider discontinuing the route

This approach will focus on routes in the following order:

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

In the case of temporary extreme weather or human-caused 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, to maintain safe operations.

5. Title VI Policies

The equitable distribution of fixed route transit service is a major factor when determining service changes. Title VI of the Civil Rights Act of 1964 requires that public transportation providers that receive federal funding operate their services in a way that does not discriminate on the basis of race, color, or national origin. To this end, FTA requires that all transit providers evaluate the impact of major service changes, defined below, on minority populations through a disparate impact analysis.

While low-income populations are not a protected class under Title VI, the FTA also requires transit providers to evaluate the impact of major service changes on low-income populations through a disproportionate burden analysis.

Major Service Changes

A major service change is defined as a change in service of:

- 25 percent or more of the number of route miles, **or**
- 25 percent or more of a route's revenue hours of service daily for the day of the week for which a change is made, **or**
- Any change in routing of a bus that alters 40% of 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 geographic area as defined by LTD

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 meets 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, 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 human-caused disasters ▪ Public health emergencies (such as pandemics) ▪ Changes in service due to federal guidelines ▪ 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 is not considered a Major Service Change, 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

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] A disparate impact occurs when a facially neutral policy or practice disproportionately affects members of a group identified by race, color, or national origin. A finding of disparate impact may be determined where LTD's policy of practice lacks a substantial legitimate justification and if one or more alternatives exist that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.

Disproportionate Burden Policy

A Disproportionate Burden Policy establishes a threshold for determining whether a Major Service Change or fare change has a potential disproportionate burden on low-income populations. A disproportionate burden is a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires LTD to evaluate alternatives and mitigate burdens where practical.

[2] FTA Circular 4702.1B, https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf

80 Percent Rule

There could be evidence of disparate impact or a disproportionate burden if:

- Benefits provided to minority or low-income populations are at a rate less than 80 percent of the 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 of 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?

Average percent 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 0.8)

Example 2:

- Minority Population 8.1 percent – 80% (Threshold is 8.8 percent)
- Non-Minority Population 11 percent (11% x 0.8)

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 nonminority populations). This would indicate a disparate impact.

If a disparate impact or disproportionate burden is found:

- The District may modify the proposed changes in order to avoid, minimize, or mitigate potential disparate impacts or disproportionate burdens. 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 or disproportionate burdens.
- If the District elects not to alter the proposed service changes despite the potential disparate impacts on minority populations or disproportionate burden on low-income populations; or if the District finds, even after revisions, that there continues to be disparate impacts on minority populations or disproportionate burdens on low-income populations, the District will implement the service change only if:
  - The District has a substantial legitimate justification for the proposed service change; and
  - 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

Fare Changes

A fare equity analysis must be completed for all fare changes, regardless of the amount of increase or decrease. These fare changes include:

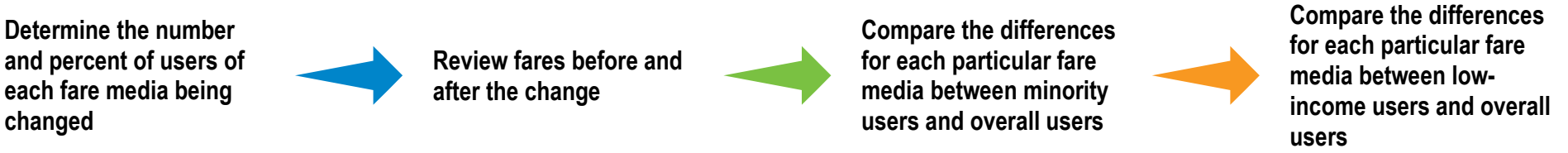
- Fare increases or decreases for the entire system
- Fare increases or decreases on certain transit modes
- Fare increases or decreases by fare payment type or fare media

Exceptions to this requirement are:

- Days on which the District has declared that all passengers can ride for free.
- 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.

For all fare changes other than these exceptions, a fare equity analysis must be completed that evaluates impacts on minority populations and low-income populations. To do so, the District must analyze all available data from ridership surveys to evaluate whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change.

The District must take the following steps to evaluate the data:



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. Similarly, a disproportionate burden is noted when the percentage of trips by low-income 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-low-income riders. Differences in the use of fare options between minority populations and non-minority populations and between low-income and non-low-income populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

6. Maintenance of the Fixed Route Service Policy

The Director of Mobility Planning and Policy 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 Mobility Planning and Policy, the CEO, or the Board of Directors.

Review of Service Policy	Date
Board Approval of Revisions	06/16/99
Board Approval of Revisions	03/16/11
Board Approval of Revisions	06/18/14
Board Approval of Revisions	10/22/14
Board Approval of Revisions	02/16/22

GLOSSARY

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

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

Comprehensive Operations Analysis (COA): Process of evaluating 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.

Disparate Impact: A facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin.

Disproportionate Burden: A facially neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations.

FTA: The Federal Transit Administration (FTA) is the administration within the U.S. Department of Transportation that oversees public transportation.

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.

Minority Persons: Minority persons include the following:

- American Indian and Alaska Native, which refers to people having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- Asian, which refers to people having origins in any of the original peoples of the Far East, Southeast Asia, or Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- Black or African American, which refers to people having origins in any of the Black racial groups of Africa.
- Hispanic or Latino, which includes persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- Native Hawaiian or Other Pacific Islander, which refers to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

Minority Populations: Any readily identifiable group of minority persons who live in geographic proximity and, if circumstances warrant, geographically dispersed/transient populations (such as migrant workers or Native Americans) who will be similarly affected by a proposed DOT program, policy, or activity.

On-time Performance: The percentage of transit trips that depart at their scheduled times.

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 minus 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.

Service Availability: A general measure of the distribution of routes within the service area. E.g., service availability could be measured by the percentage of residents in the service area that are within a specified distance from a bus stop.

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 passengers 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: Additional service, usually no more than one round trip, designed to meet unusually high demand at a particular location. This 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.

Vehicle Load: The ratio of passengers to the total number of seats on the vehicle.

APPENDIX A

OTHER LTD SERVICES

RideSource

RideSource provides ADA 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 ¾-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.

Other Contracted Services

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 CEO.

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.

Charter Service

In accordance with Federal regulations, LTD is only allowed to operate charter services as allowed under 49 CFR Part 604**,** which governs the provision of charter service by recipients of federal funds from FTA. LTD is allowed to operate certain types of community-based charter services, some irregular or limited duration services, and some additional services that are covered by the exceptions.

Federal Transit Administration (FTA) Guidelines

Federal regulations define charter service as follows:

- Transportation provided at the request of a third party for the exclusive use of a bus or van for a negotiated price, **or**

- Transportation provided to the public for events or functions that occur on an irregular basis or for a limited duration and:
    - A premium fare is charged that is greater than the usual or customary fixed route fare; or
    - The service is paid for in whole or in part by a third party.

Irregular or Limited Duration Services

Irregular or limited duration services, which are **not** charter services but which LTD is also authorized to operate under the Charter Service Policy, include the following:

- **Irregular or limited-term service:** Service that is either requested by a third party for an exclusive group of individuals and is provided free of charge OR is initiated by LTD and has no premium fare and is not paid for in whole or in part by a third party.
- **Shuttle service:** Service for a one-time event if the service is open to the public, the itinerary is determined by LTD, LTD charges its customary fixed route fare, and there is no third-party involvement.
- **University Subsidized:** When a university pays LTD a fixed charge to allow all faculty, staff, and students to ride the transit system for free, so long as LTD provides the service on a regular basis along a fixed route and it is open to the public.
- **As Needed:** When LTD sees a need and wants to provide service for a limited duration at the customary fixed route fare.

The full policy is outlined in the Lane Transit District Charter Service Policy, updated in 2023. Frequently asked questions about the charter policy can be found on LTD's Charter Service Request webpage, and the full policy can be requested by contacting LTD@LTD.org.

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.

- **BRT:** Line service, two-way every 15 minutes or better: 100% Frequency, 0% Coverage.
- **Core:** 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.
- **Community:** Line service, two-way operating every 20 to 30 minutes:
  - 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.
- **Rural:** Line service operating two-way every 60 minutes or worse, 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 the BRT category (line service, every 15 minutes or better). 4.2 miles are in the Core route category (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: 65,000 * 91% = 59,150.

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

Step 4: Add the Frequency and Coverage revenue hours for each route, then divide 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:

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

For a new development, boardings and alightings can be estimated using data from bus stops 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 show how the formula is applied:

A. Example: Through ridership on average is 200 riders per weekday. The deviation adds five minutes to travel time and will result in an additional 50 boardings and alightings 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 alightings 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.

SPC: Fixed Route Service Policy – Draft Final

May 5, 2026

MISSION

Connecting Our Community

VISION

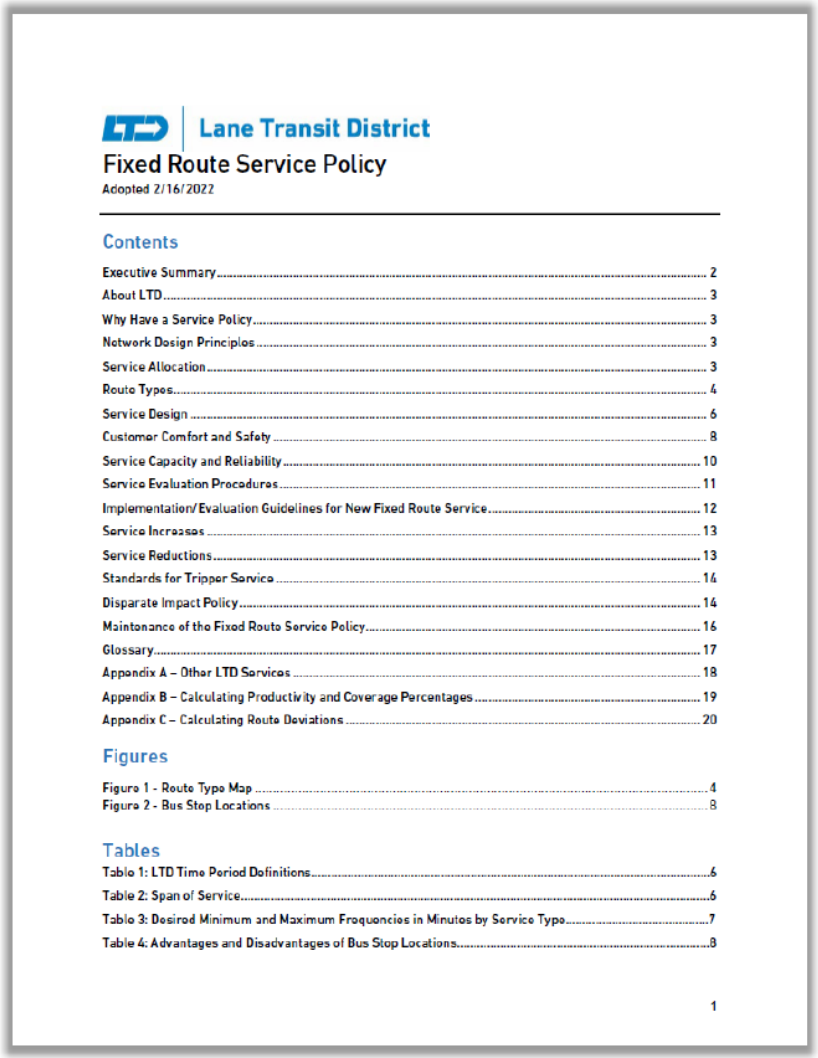
In all that we do, we are committed to creating a more connected, sustainable, and equitable community

VALUES

Respect, Integrity, Innovation, Equity, Safety, and Collaboration

Agenda

- Project Recap
- What's Changed: Key Policy Updates
- Draft Final Document



Lane Transit District

Fixed Route Service Policy

Adopted 2/16/2022

Contents

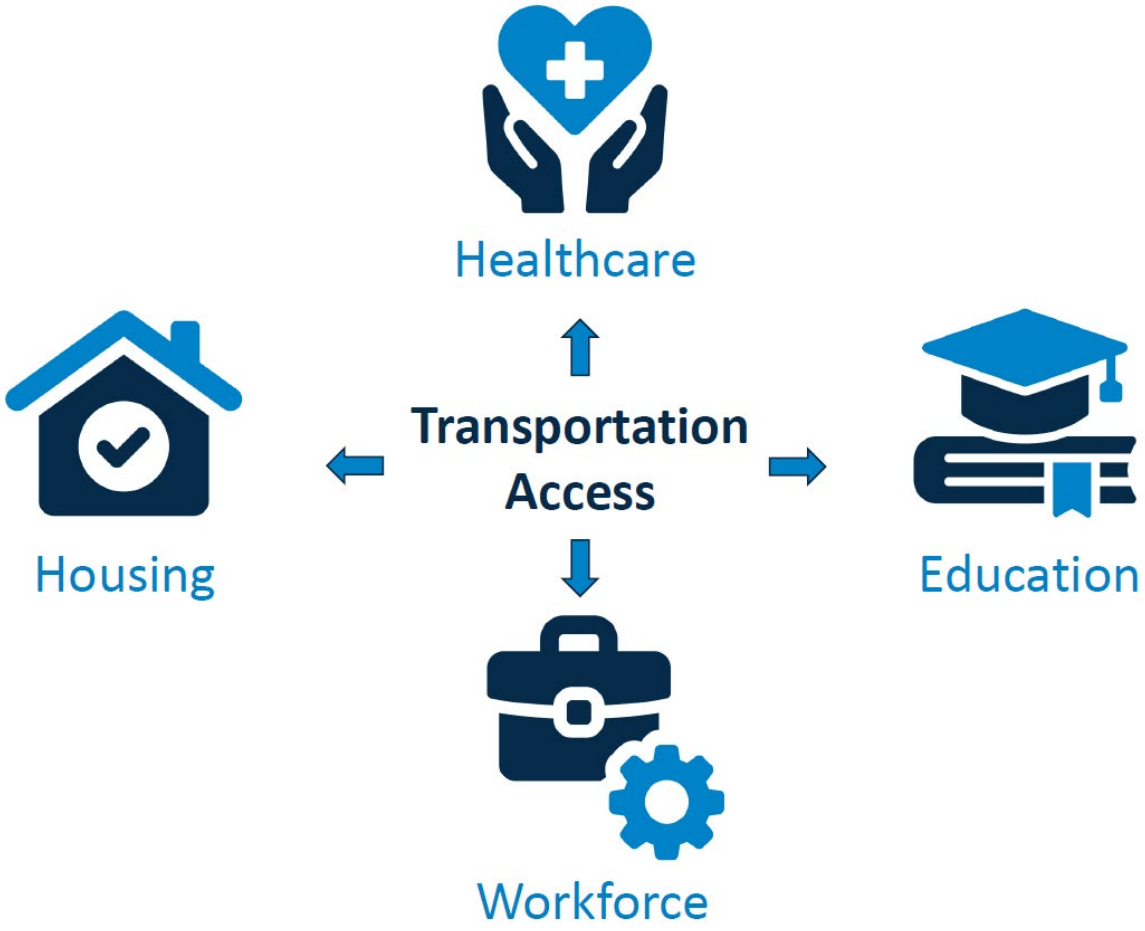
Figures

Tables

1

Project Recap

- Why this policy matters
  - Federal Transit Administration (FTA)-required
  - Supports Community Outcomes



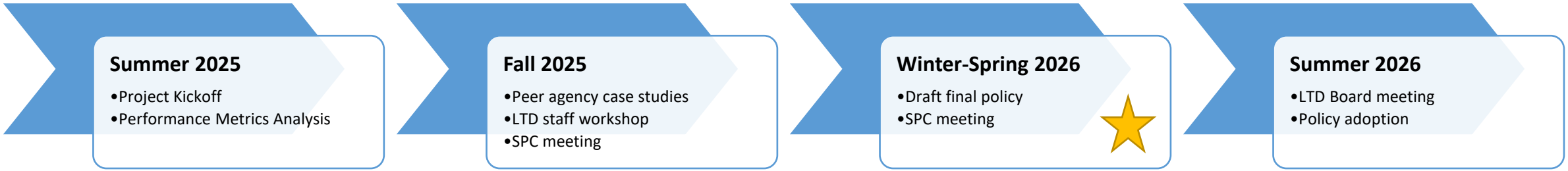
Project Recap

There are seven (7) components of the service policy:

Service Overview	Describes LTD's route types along with their frequencies and service spans.
Service Design Standards	Outlines principles of network and route design including placement of bus stops (locations and spacing) and stop amenities.
Performance Standards	Describes LTD's benchmarks for the safety, efficiency, and overall quality of fixed route service, which include criteria such as service reliability, productivity, and passenger load factor.
Service Evaluation Procedures	Describes standards that guide the decisions regarding service increases and reductions.
Title VI Policy	Describes policies and procedures governing the equitable distribution of service, including evaluating the impacts of service changes on minority and low-income populations. For more information on Title VI regulations, see FTA Circular 4702.1B1.[1]
Maintenance of Fixed Route Service Policy	Outlines who is responsible for maintaining the service policy and when review occurs
Appendices	Defines the methodologies used to calculate specific evaluation measures within the service policy.

Project Recap

- Project Overview & Process
  - Integrated new/updated LTD policies
  - Measured against peer agencies (best practices)
  - Refined fixed routes categories and performance metrics
  - Refreshed policy design and graphics



What's Changed: Key Policy Updates

- Simplified route types
  - Single routes that were previously their own route type are merged with route types of the same characteristics
    - Route 55 is a "Community Route"
    - Route 24 is a "Core Route"
    - Eliminate "Express Route" category and move 79x into "College Route"

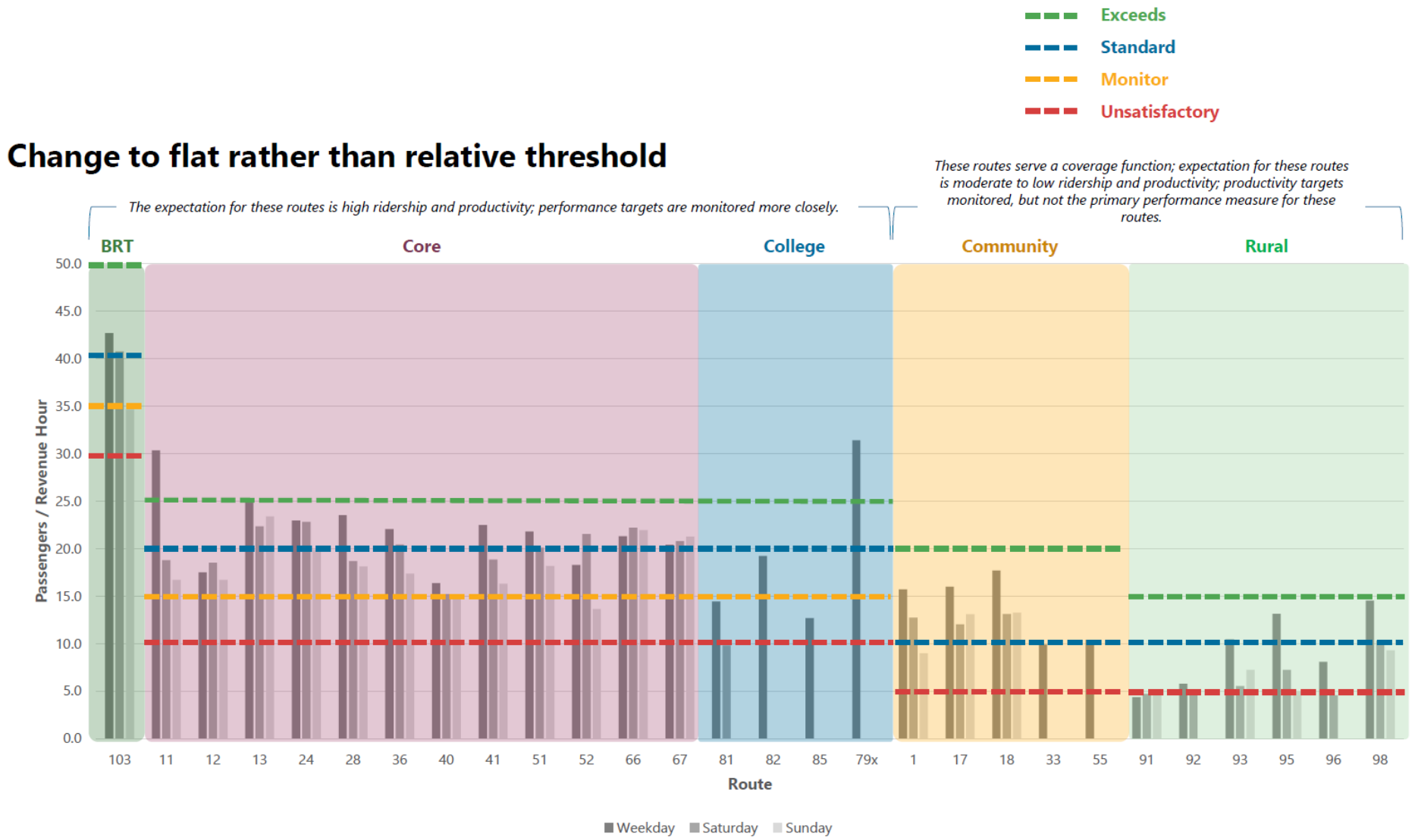
What's Changed: Key Policy Updates

- Productivity threshold
  - Relative to flat
  - New performance framework
    - Exceeds
    - Standard
    - Monitor
    - Unsatisfactory

Table 6: Productivity Thresholds (Average Weekday Riders per Revenue Hour) by Route Type

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

What's Changed: Key Policy Updates



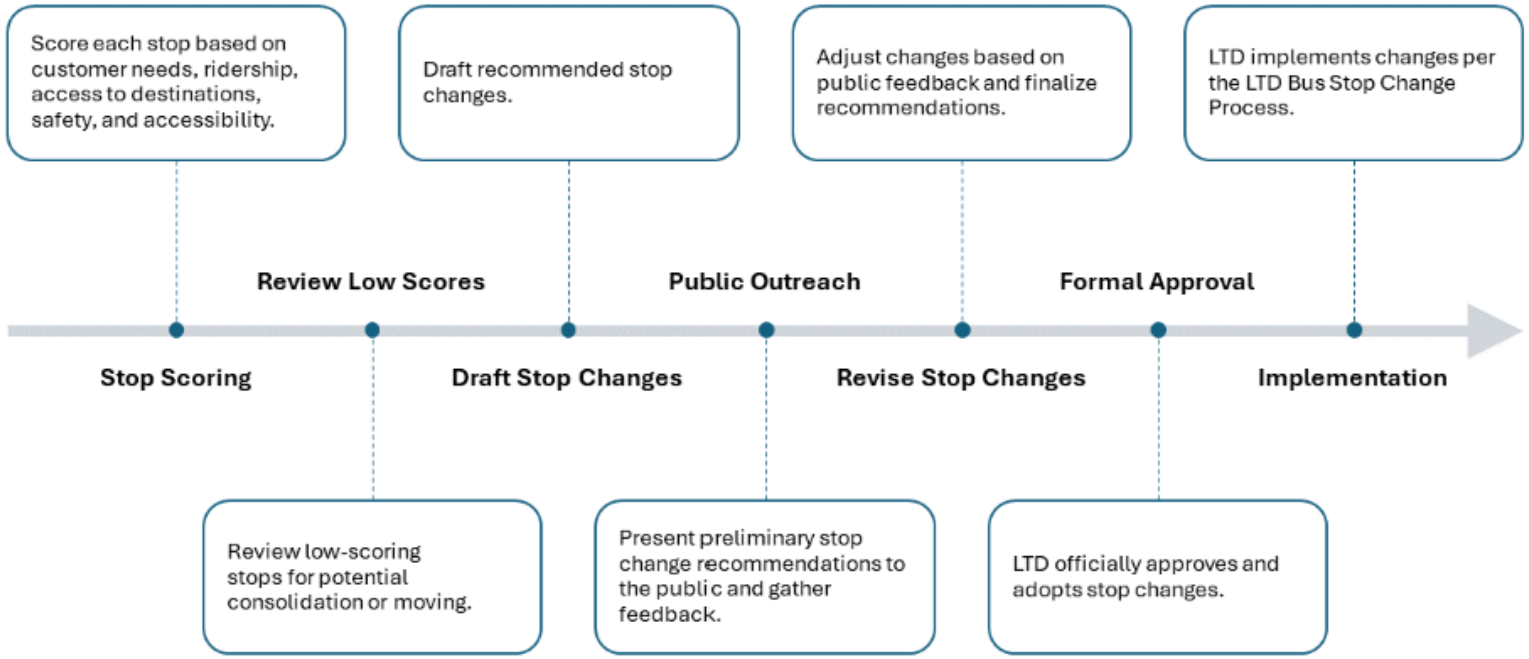
What's Changed: Key Policy Updates

- 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*

What's Changed: Key Policy Updates

- Bus stop spacing
  - Incorporate bus stop balancing methodology



What's Changed: Key Policy Updates

- Title VI
  - New policy includes
    - Definitions of disparate impact and disproportionate burden
    - Disproportionate burden language
    - Updated definition of a 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.

What's Changed: Key Policy Updates

- Document reorganization
  - Add executive summary
  - Reorganize outline and table of contents
  - Graphic refresh and new info graphics

Draft Final Document

Executive Summary

Lane Transit District (LTD) is committed to creating a more connected, sustainable, and equitable community. Fixed route transit is foundational infrastructure for that commitment, and its impact extends well beyond mobility:

Healthcare

Reliable transit connects residents to medical appointments, pharmacies, and health services reducing missed care and supporting populations who face the greatest health disparities.

Workforce

Fixed route service connects job seekers to employment centers and supports workforce participation for shift workers, lower-wage employees, and those without access to a personal vehicle.

Housing

Bus corridors expand where affordable housing is viable and support transit-oriented development, allowing households to access the region without depending on car ownership.

Education

Transit provides students at every level – from K-12 to Lane Community College (LCC) and the University of Oregon – with the independent mobility that supports attendance, retention, and academic success.

The Fixed Route Service Policy is one tool for realizing these commitments, establishing the standards and frameworks that govern how LTD plans, evaluates, and adapts its service.

LANE TRANSIT DISTRICT

Fixed Route Service Policy

April 2026

Discussion

- Next Steps
  - LTD Board of Directors to consider adoption in summer, 2026