



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	AM Peak	Midday	PM Peak	Evening		
	5 a.m. – 6 a.m.	6 a.m. – 9 a.m.	9 a.m. – 3 p.m.	3 p.m. – 6 p.m.	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.

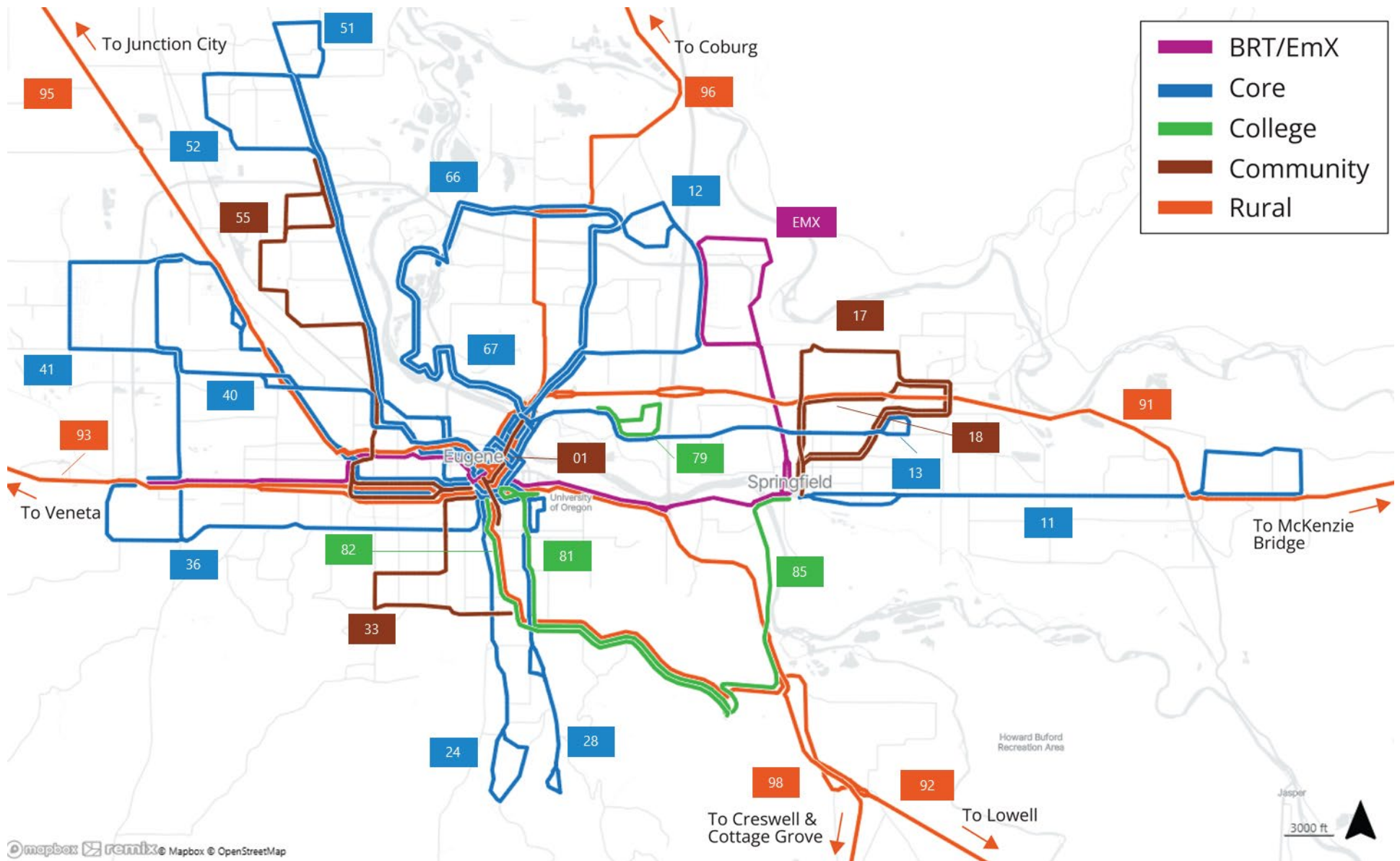


Figure 1: Route Type Map

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	▪ 5:30 AM–12:00 AM
	▪ Saturday	▪ 7:00 AM–11:30 PM
	▪ Sunday	▪ 7:30 AM–9:30 PM
Core	▪ Weekday	▪ 5:30 AM–12:00 AM
	▪ Saturday	▪ 7:00 AM–11:30 PM
	▪ Sunday	▪ 7:30 AM–9:30 PM
College	▪ Weekday	▪ 6:30 AM–7:00 PM
	▪ Saturday	▪ Limited
Community	▪ Weekday	▪ 6:00 AM–10:30 PM
	▪ Saturday	▪ 7:30 AM–10:30 PM
	▪ Sunday	▪ 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.

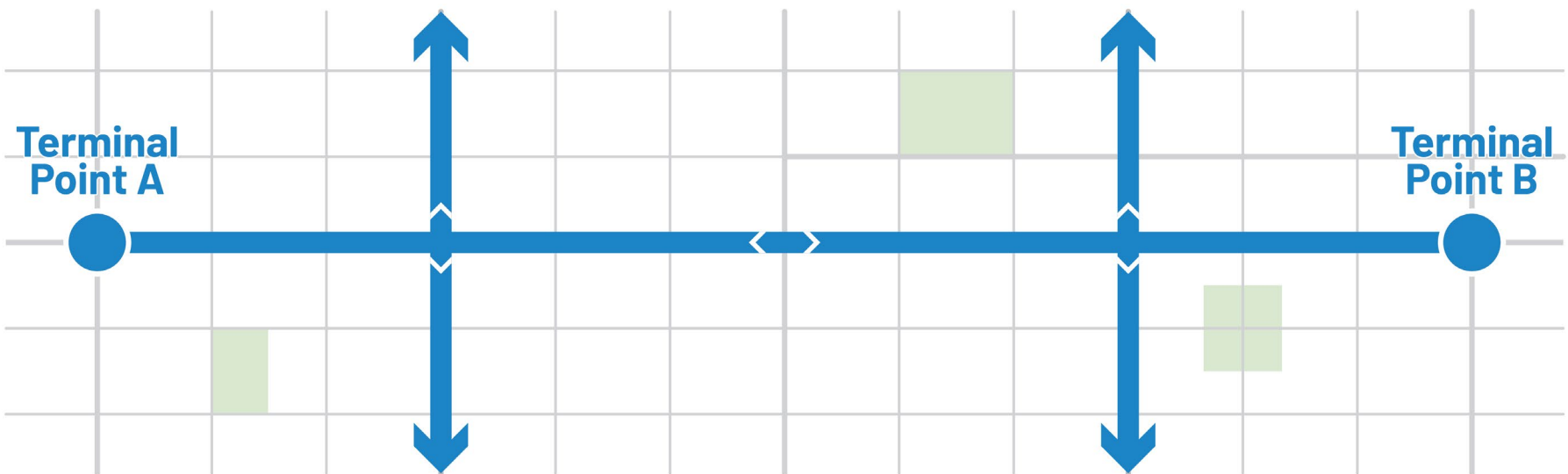


Figure 2: Illustration of Ideal Route Design

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:

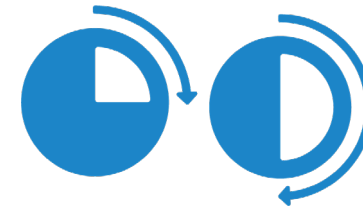
Frequency and Span

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.

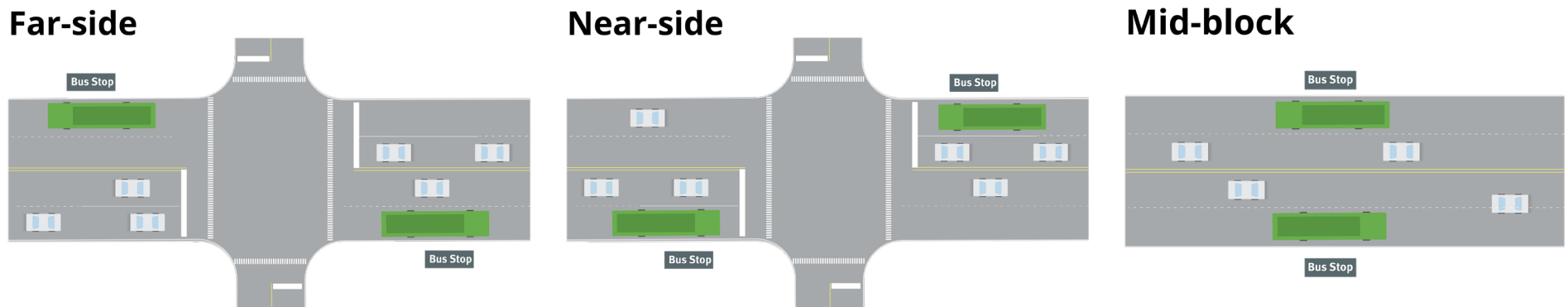


Figure 3: Bus Stop Locations

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

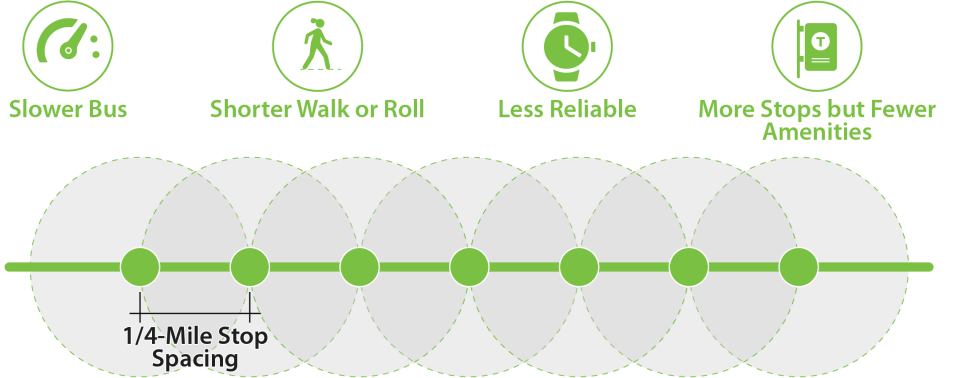
Bus Stop Spacing

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.

WHEN STOPS ARE CLOSER TOGETHER



WHEN STOPS ARE FARTHER APART

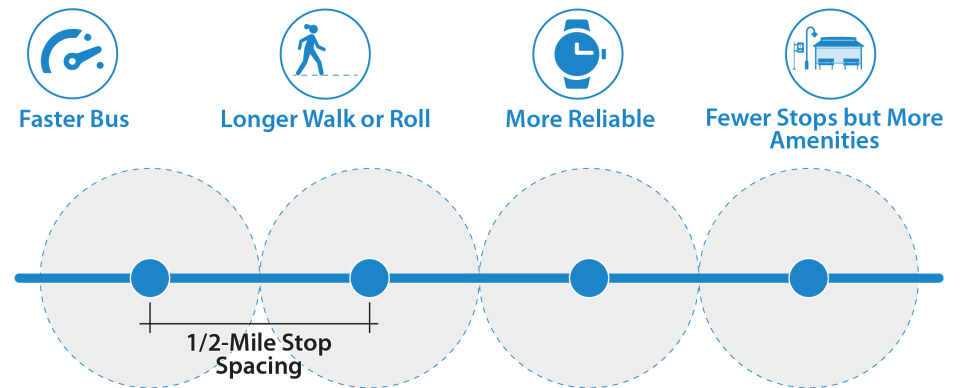


Figure 4: Bus Stop Spacing Tradeoffs

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.

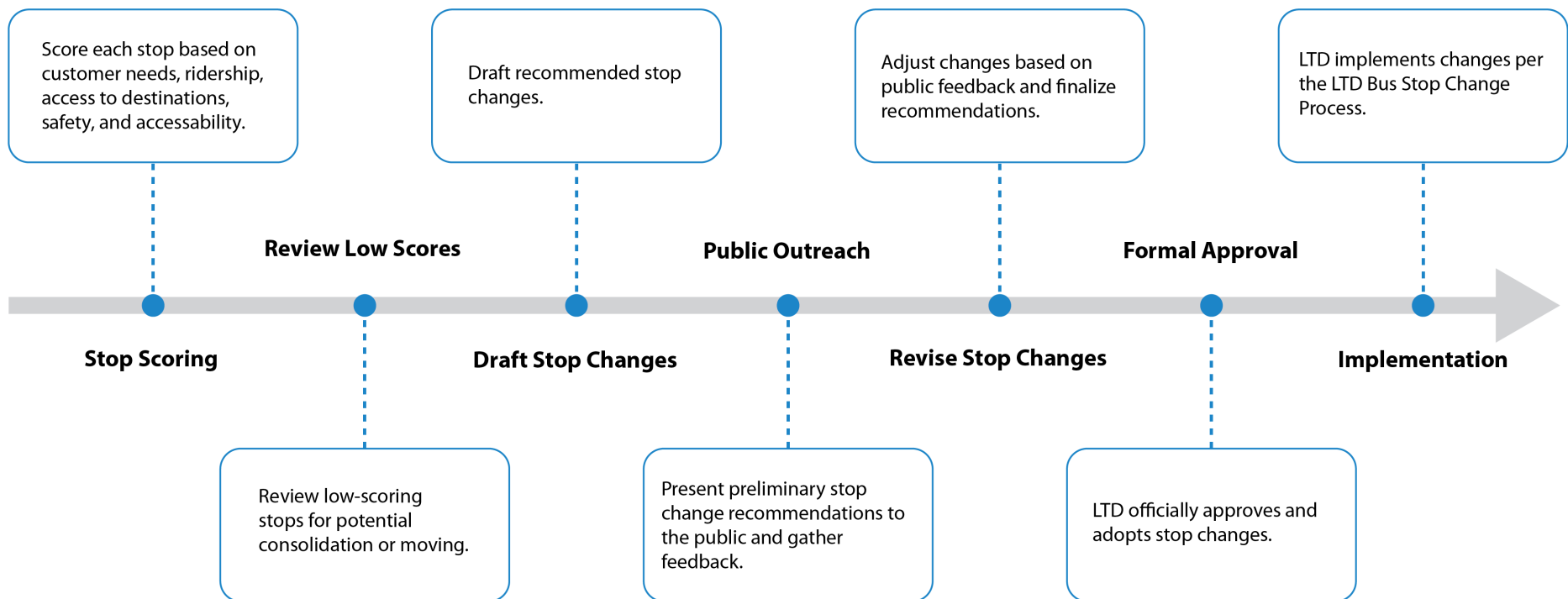


Figure 5: Bus Stop Balancing Approach

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.

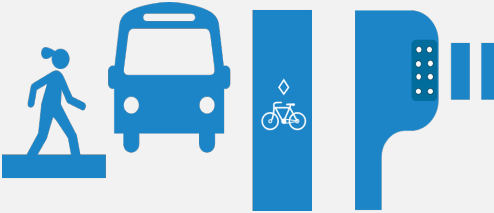
On all routes, closer spacing may be implemented in areas with a high number of boardings or in locations that are heavily used by older adults or people with disabilities.

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.

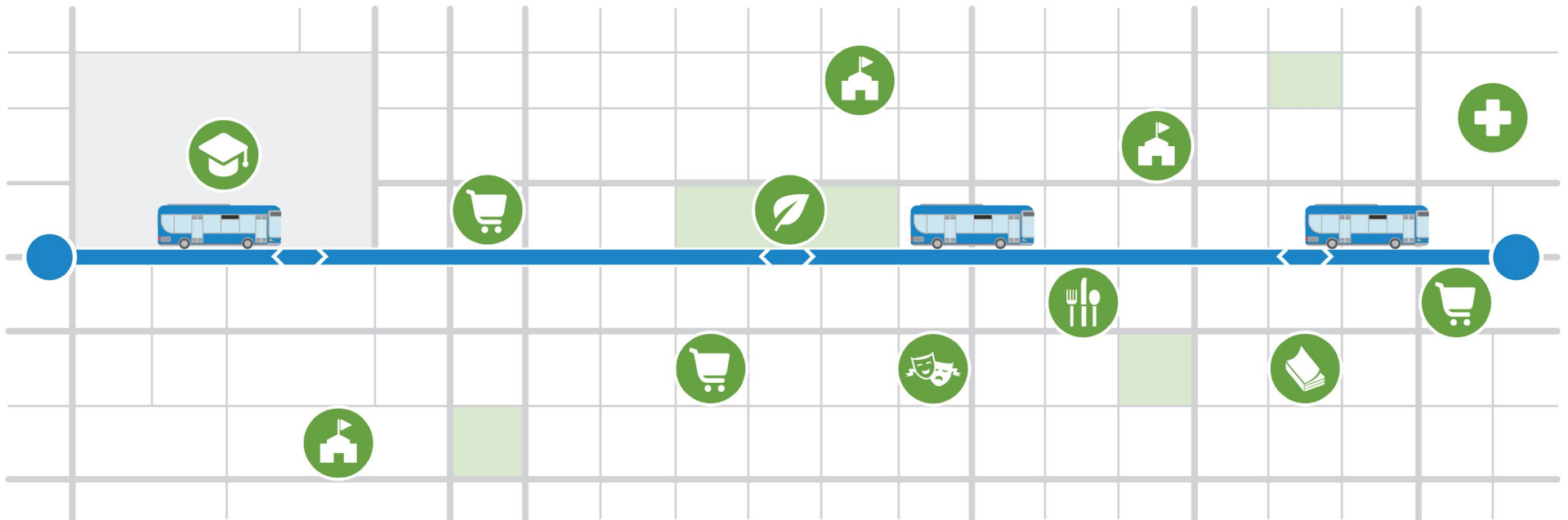


Figure 6: Illustration of Route Designed to Optimize Productivity

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

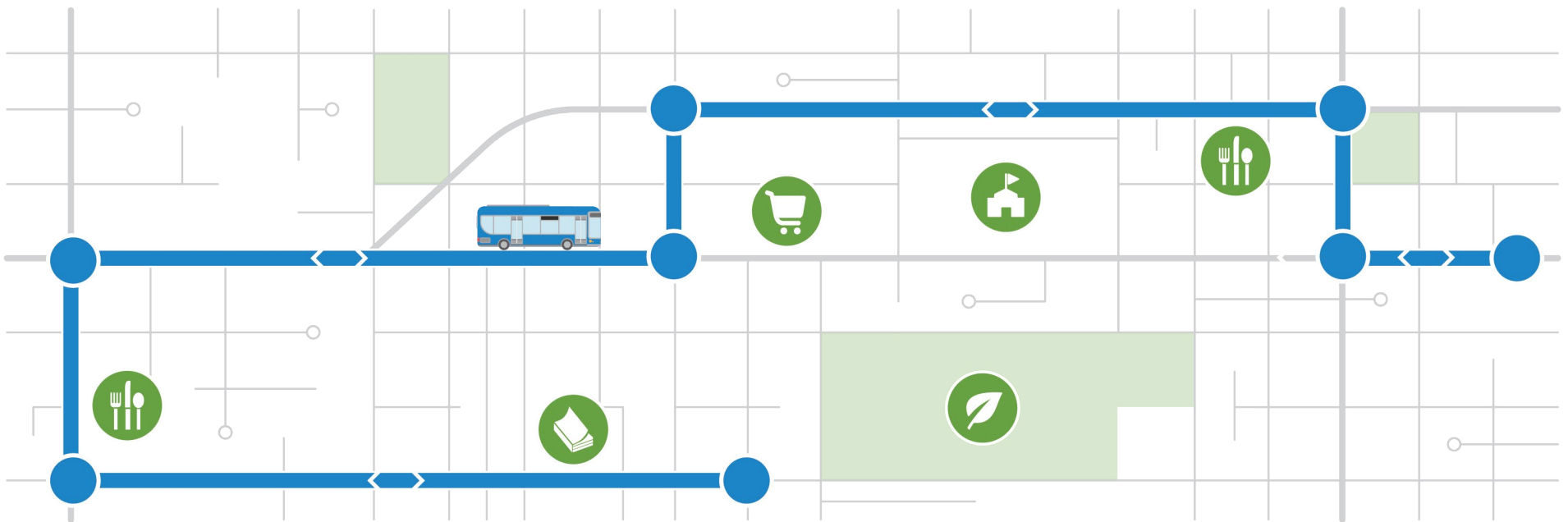


Figure 7: Illustration of Route Designed to Maximize Coverage

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:

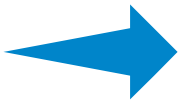
- Trips cannot be adequately provided by regularly scheduled service, or there is not enough capacity within regularly scheduled service.
- There are no budgetary, operational, or fleet constraints that would preclude the addition of the tripper.

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.

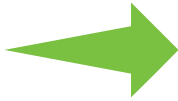
Service Reductions

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% or more of the route's miles; **OR**
 - A new transit route is established, **or**
 - A transit route is discontinued without reasonable access alternatives, **or**
 - Restructuring of service throughout a 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

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:

- ### 2
- 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 or 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 ($7.1\% \times 0.8$)

Example 2:

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

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:

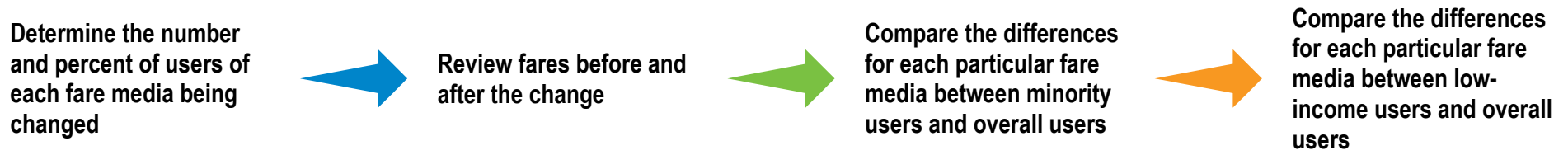
- Fare increases or decreases for the entire system
- Fare increases or decreases on certain transit modes
- Fare increases or decreases by fare payment type or fare media

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.

Trippler: 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 $\frac{3}{4}$ -mile boundary of non-commuter fixed route transit service operated by LTD within the Eugene-Springfield metropolitan area. For non-emergency medical transportation (NEMT) service, this is generally within Lane County.

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.