



Lane Transit District

# BUS TALK Newsletter

DECEMBER 2023



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## HOLIDAY SERVICE HOURS

LTD buses, Customer Service Center and Administrative Offices operate on adjusted schedules in observation of certain holidays. A preview of adjusted holiday schedules is below:

### Christmas Eve

**Sunday, December 24**

Buses: Regular schedules with last bus trips departing Eugene Station at 7:30 p.m.

Customer Service Center: Closed

Administrative Offices: Closed

### Christmas Day

**Monday, December 25**

Buses: No service

Customer Service Center: Closed

Administrative Offices: Closed

### New Year's Eve

**Sunday, December 31**

Buses: Regular schedules

Customer Service Center: Closed

Administrative Offices: Closed

### New Year's Day

**Monday, January 1, 2024**

Buses: Sunday schedules

Customer Service Center: 9:00 a.m. - 5:00 p.m.

Administrative Offices: Closed

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

## SHARE YOUR IDEAS FOR IMPROVING LTD FIXED-ROUTE SERVICE

### Virtual Town Hall

**Wednesday, December 6**

**12:00-1:00 p.m. & 6:00-7:00 p.m**

LTD has started a System Review to identify improvements to the fixed route network – and we want to hear from you! Join us for one of two virtual Town Hall meetings where we will provide information on the System Review process and get your feedback on service needs and priorities.

[Register](#) for one of the sessions.



## FREE RIDES TO EGAN WARMING CENTERS

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

Visit the [Egan Warming Center webpage](#) for more information, or to [sign up to volunteer](#).



Egan Warming Centers

## COMING SOON: IMPROVED CUSTOMER AMENITIES AT EUGENE STATION

LTD is making improvements to Eugene Station, the central hub of LTD's transit system. Construction began on November 20 and will last through the fall of 2024. During construction, riders will experience some changes, but the Customer Service Center (CSC) building will remain open for service throughout construction. Here's what to expect during construction:

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

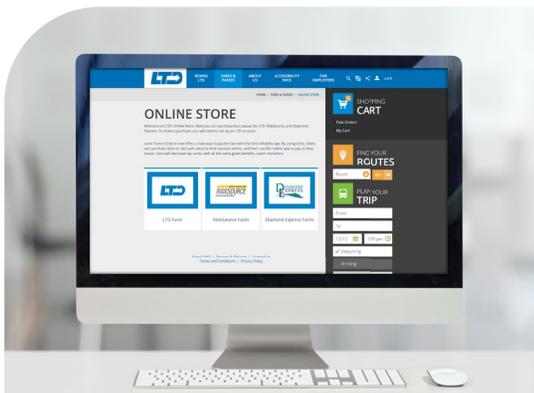
Learn more about the improved customer amenities and get details about the project at the [LTD Eugene Station Remodel webpage](#).



Restrooms, Seating, and Customer Service Desk



Customer Service Desk



### HOLIDAY GIFTING

Need a thoughtful and practical gift idea? Give your loved one, coworker or friend a tap card with stored value, or a RideSource or Diamond Express ticket book. Take a trip to an LTD Customer Service Center at Eugene or Springfield Station, or visit [LTD's Online Store](#) to purchase.



## INTERNATIONAL DAY OF PERSONS WITH DISABILITIES

December 3 is International Day of Persons with Disabilities, promoting the rights and well-being of persons with disabilities worldwide. At LTD, we are committed to listening, learning, and including voices from the diverse identities and abilities of our community — and we take care to consider how our decision-making processes address historic inequities in transportation. By partnering with local governments and non-profits such as White Bird Clinic, Senior and Disability Services, Alternative Work Concepts, and South Lane Wheels, LTD delivers award-winning services to older adults and people with disabilities. LTD was the first transit district in the United States to feature a fully accessible vehicle fleet, before it became an ADA requirement. In our day-to-day operations, we strive to increase the opportunities and independence for people with disabilities to get where they need to go.

To learn more about [LTD's accessible services](#).



## BE PREPARED FOR WINTER WEATHER

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

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

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



## PUBLIC MEETINGS

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

### Community Steering Council

Tuesday, December 12 • 5:30-7:30 p.m.

### Board Work Session

Wednesday, December 13 • 5:30-7:00 p.m.

### Board of Directors Meeting

Wednesday, December 13 • 7:00-7:30 p.m.

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

## FIND US ON SOCIAL MEDIA

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



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