



BUS TALK

APRIL 2024



HAPPY EARTH DAY!

APRIL 22



Earth Day is Every Day at LTD

Earth Day was first observed in 1970 to bring awareness to air and water pollution. Now, more than a billion people around the world join together on April 22 to advocate for action, environmental justice, and policy change. At LTD, we're committed to making Earth Day initiatives and environmental justice a year-round effort. We are meeting the urgent need to address climate change by committing to eliminate fossil fuels from our fleet by 2035 and encouraging our community to choose public transportation, biking, and walking. When you choose transit, you are participating in climate action. Thanks for joining us as we work toward creating a more connected, sustainable, and equitable community.

Did you know you can track LTD's progress to reaching its sustainability goals? Check out our [Performance Dashboard](#) to learn more.

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STAY IN-THE-KNOW ON-THE-GO!

LTD is offering a new way to stay connected. Riders can now subscribe to text message alerts, in addition to email updates, about projects, service alerts, and other news. It's free and easy to subscribe!

How to Subscribe

You can subscribe to text message alerts, email updates, or both. **Subscribe online** to receive email updates or text messages, or text **888-311-8601** with the keyword of each topic for which you'd like to receive text messages.

- Alerts - to receive text messages about ALL bus detours and system-wide alerts
- News - to receive text messages about general news and updates, such as Bus Talk and Service Changes.
- Projects - to receive text messages about ALL current projects, such as LTD construction projects and public outreach for projects

Please use the **online subscriber form** to subscribe to alerts for a specific bus route or LTD project.

Message and data rates may apply. SMS messages received may count towards pay-as-you-go cellular plans. Check your carrier for details.

OPT-IN TODAY

Receive
**SERVICE
ALERTS**
right to your phone!

1

Text
ALERTS
to 888-311-8601
No cellular data plan required.



ACCESS ENDLESS SUMMER FUN WITH LTD'S STUDENT TRANSIT PASS

As the school year comes to an end, Lane Transit District wants to remind students to get their free Student Transit Pass before summer break. All K-12 students in public, private, charter and home schools across Lane County are eligible for the Student Transit Pass program. Students and parents can visit their school's office to get an electronic tap card or information about how to use the Umo Mobility app to redeem a Student Transit Pass. Students must get their bus pass before the last day of school to continue riding the bus for free all summer long.

For more information about the **Student Transit Pass**, visit your school's office.

DISCOVER THE FUTURE OF COMMUTING: VANPOOL INFO-SESSION SERIES!

Are you tired of stressful solo commutes? Ready to save money and reduce your carbon footprint? Join us remotely for an enlightening Vanpool Info-Session and unlock the keys to a smoother, more sustainable commute! LTD's Vanpool Info-Session series kicks off this April.



Info Session Dates & Times:

- April 10, 1-3 p.m.
- June 5, 1-3 p.m.
- August 7, 10 a.m. – 12 p.m.
- October 2, 1-3 p.m.
- December 4, 1-3 p.m.

Who Should Attend?

- Commuters seeking a more cost-effective, stress-free alternative to solo driving.
- Employers interested in promoting sustainable transportation options for their workforce.
- Anyone curious about the benefits and logistics of vanpooling.

What to Expect:

- **Expert Insights:** Learn from transportation specialists who will guide you through the process and answer all your questions.
- **Success Stories:** Hear firsthand accounts from satisfied vanpoolers who have transformed their commute experience.
- **Special Offers:** Info-session attendees' names will be entered into a raffle for a chance to win a gift card!

Register for an info-session today and take the first step towards a smoother, more sustainable way to travel.

GOT 5 MINUTES? TAKE OUR CUSTOMER SURVEY!

You could win a
\$100 Fred Meyer gift card

Whether you use the buses frequently, occasionally, or hardly at all, we want to hear from you! Take LTD's annual customer satisfaction survey to tell us about your experience with LTD. People who complete the survey will be entered to win a \$100 gift card to Fred Meyer. The survey takes 3-5 minutes to complete and is available April 8-May 5. Printed surveys are available upon request at the Customer Service Center and can be returned there once completed.



Take the [survey](#).

SAFETY SPOTLIGHT: UPDATED CARRY-ON POLICY

Effective March 1, 2024

Safety is LTD's top priority. That's why LTD regularly gathers feedback from riders, members of the community, and LTD staff to assess common issues and identify solutions. Establishing a clear definition of which carry-on items are allowed on the bus is one outcome of these conversations. LTD's goal with this rule change is to make the bus safer, more comfortable, and a better experience for all riders.

Know the rules before you ride. More details available on the [carry-on policy press release](#).

RIDER TIP: LOST & FOUND

Did you know that you can report a lost or found item through an online form? When LTD receives an item found on a bus or other LTD property, most items are stored for seven days. Items like bicycles, purses, wallets, and electronics (cell phones, tablets, laptops, etc.) are saved for 30 days. Unclaimed items will be donated to local charities after that time. To report a lost item, visit the Customer Service Center or call 541-687-5555 during regular business hours, or [fill out a form online](#).

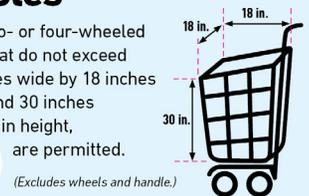
No Wagons

Sorry, no wagons. The aisle and doorways must be kept clear for the smooth entry and exit of passengers.



Wheeled Carts & Totes

Only two- or four-wheeled carts that do not exceed 18 inches wide by 18 inches deep, and 30 inches in height, are permitted.



Personal Items

Luggage, shopping bags, and backpacks must be able to fit in the rider's lap, be clean and not create a sanitary issue such as a leaking bag.



Strollers

Unfolded strollers containing a child are allowed. Strollers without a child should be collapsed.



Get Involved



HELP LTD REIMAGINE YOUR TRANSIT SYSTEM

This spring, LTD will have opportunities for the community to provide feedback on important projects that will help us serve you better.

1

REIMAGINE YOUR TRANSIT SYSTEM

The Community Outreach Framework is ready for you to review and provide public comment. This framework is a foundational guide for how LTD will engage with the community on everything from big projects to everyday policies and programs. It was drafted with care and collaboration, through surveys, interviews, discussions with community leaders, and the hard work of the Community Steering Council. We value your input and want to hear from you! Tell us what you think during the public comment period from March 26-April 9.

Download the draft Community Outreach Framework and provide your comments online, or pick up a paper copy at LTD's Customer Service Centers at Eugene Station and Springfield Station. Learn more about [Community Outreach and Communications Assessment](#) (COCA).

2

LTD SYSTEM REVIEW

Stay tuned for opportunities to [provide feedback](#) on proposed service improvement options for the [LTD System Review](#) project.

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.

Ad Hoc: Recruitment and Retention Meeting

Wednesday, April 3
5:30 p.m. – 6:30 p.m.

Strategic Planning Committee Meeting

Tuesday, April 23
5:30 p.m. – 6:30 p.m.

Board of Directors Meeting

Wednesday, April 24
5:30 p.m. – 7:00 p.m.

Budget Committee Meeting

Tuesday, April 30
5:30 p.m. – 6:30 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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