



Lane Transit District

ANNUAL

IMPACT REPORT 2023-24



Chief Executive Officer's Message

Lane Transit District has connected our community for more than 50 years. Throughout our history, LTD has grown and adapted to meet our region's needs. By 1985, all LTD buses were wheelchair accessible, the first transit system in the United States to do so and five years before the Americans with Disabilities Act established an "equal opportunity" law. In 2007, EmX opened for service, the very first Bus Rapid Transit system in the U.S.

LTD remains as mindful as ever of our responsibility to our riders, taxpayers, employers, and community organizations.

The transportation landscape and the needs of the communities we serve are evolving rapidly. As urban and rural communities change, so do the preferences of riders. We know the need for public transportation is strong – LTD ridership continues to grow every year. By adding innovative mobility options to areas with transportation

gaps, increasing frequency throughout the system, and improving the overall ease of use, we are reducing barriers to getting people where they need to go.

Driven by our values of innovation and collaboration, LTD and our regional partners are creating a package of services to meet the mobility needs of our diverse communities. Together, we are developing a vision for what transit could look like in the next 50 years.

We look forward to growing with you,



Jameson Auten
Chief Executive Officer
Lane Transit District



Board of Directors



Gino Grimaldi
Subdistrict 1
East Springfield to McKenzie Bridge areas.



Michelle Webber
Subdistrict 2
West Springfield area.



Heather Murphy
Subdistrict 3
SE Eugene, Creswell, Cottage Grove, and Lowell areas.



Kelly Sutherland
Subdistrict 4
North Eugene (east of River Road) and the Coburg areas.



Pete Knox
Subdistrict 5
Central and West Eugene, including the University area and downtown, and the Whiteaker, Jefferson, and West Side neighborhoods.



Lawrence Green
Subdistrict 6
W. Eugene/ HWY 99, River Road, and Junction City areas.



Susan Cox
Subdistrict 7
Southwest Eugene, Veneta, and Fern Ridge areas

Board Subcommittees & Community Advisory Committees

The Lane Transit District Board of Directors appoints several community advisory committees to ensure that a range of stakeholder voices contribute to LTD's planning process.

- Budget Committee
- Strategic Planning Committee
- State Transportation Improvement Fund (STIF) Advisory Committee

Mission. Vision. Values.

The Foundation for LTD's Culture

Mission

Connecting our Community

Vision

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



Values

Organizational values guide how we, as individuals and a team, act toward the future. To ensure Lane Transit District's success and because we care, we hold ourselves and our colleagues accountable to our six core values.

Respect

We honor and dignify all individuals by listening intently to their unique contributions and needs — treating others with trust, care, kindness, and courtesy.

Integrity

We hold all that we say and do to a high standard of honesty, stewardship, ethics, fairness, and compassion.

Innovation

We persist in applying resourcefulness, creativity, and new technology alongside known best practices to best serve our community.

Safety

We create a safe environment for our employees, customers, and community — and are always willing to reach out to help, support, and assist others in ways that are safe to all involved.

Equity

We commit to listening, learning, and including voices from the diverse identities and abilities of our employees and our community — and we take care to consider how our decision-making processes address historic inequities in transportation.

Collaboration

We demonstrate cooperation and excellent team behaviors when working with others — both internally and with our partners in the District — by focusing on common purpose and win-win outcomes.

LTD's History

Lane Transit District (LTD) was established in 1970 with a fleet of eighteen secondhand buses, affectionately called the “green meanies” for their distinctive emerald color. Before LTD's incorporation as a public agency, the region's transportation



was served by a series of private bus companies, an early 20th-century electric streetcar system, and even a mule-drawn streetcar operated by Wiley Griffon, one of Eugene's first Black residents during Oregon's exclusionary laws. Since its founding, LTD's mission has been to enhance community mobility, a purpose that has fueled numerous groundbreaking achievements over the decades.

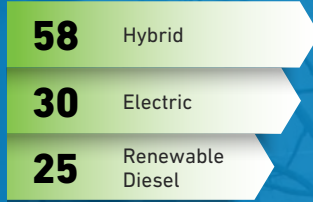
In 1985, LTD became the first transit system in the United States to achieve full wheelchair accessibility. Further advancing its leadership in public transportation, LTD launched the nation's first Bus Rapid Transit (BRT) system in 2007, named the EmX, which continues to serve the Eugene and Springfield areas.

Today, LTD operates 30 fixed bus routes and two EmX lines, delivering over 6 million passenger boardings annually, while the equitable access service, RideSource, provides more than 360,000 trips each year.

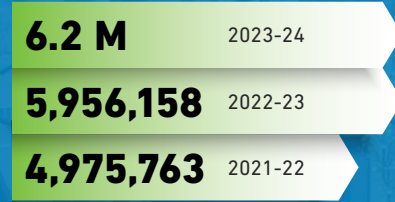


By the Numbers

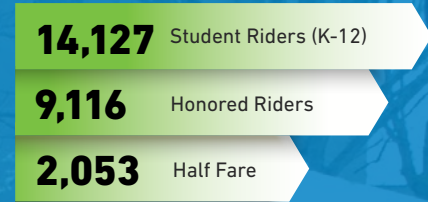
LTD BUS FLEET: 113



RIDERSHIP



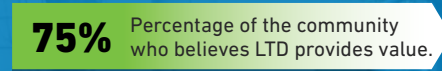
RIDER PASSES IN CIRCULATION



EMPLOYMENT



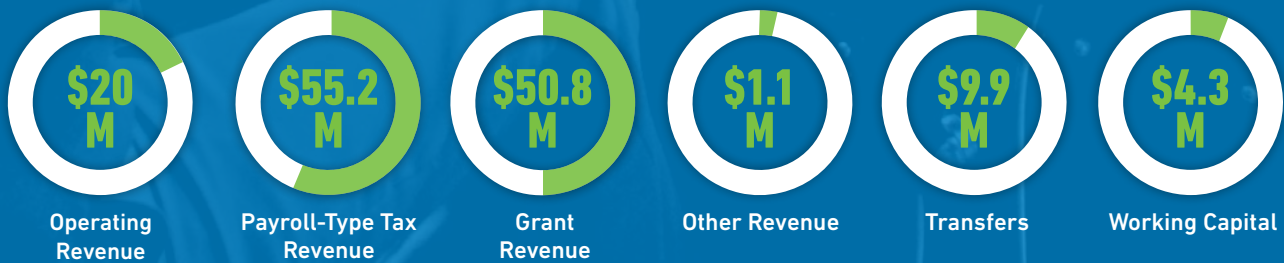
SURVEY SAYS



EXPENDITURE BUDGET \$141.3 M (MILLION)



REVENUE FORECAST \$141.3 M (MILLION)



Data is in reference to July 1, 2023 through June 30, 2024, unless noted otherwise. Financial figures represent 2023-24 budget.

More Operators Leads to Increased Service

LTD began a major recruitment push in 2023. To fill the need for fleet mechanics, public safety officers, and bus operators, LTD shared its story widely to inform potential candidates about the opportunities and benefits of working at the District. In FY24, we successfully optimized our training efforts by increasing the total number of operators trained by 44% year over year, from 34 to 49, despite holding fewer classes (five in FY24 compared to seven in FY23). This reflects a strategic improvement in class efficiency, with fuller sessions that maximized resources and yielded greater results.

More operators allowed LTD to increase weekday service by 8% in September 2024, the largest single addition since 2019. More frequent service creates a more usable system, especially as a growing number of community members are choosing to use public transportation more often. Higher levels of ridership contribute to cleaner air, reduced traffic, and safer mobility.

LTD Service Expansion
Largest Single Addition Since 2019

Increase in Bus Operator Workforce = Increase in Service for the Community

LTD Employee Benefits

\$25.21/hr
Starting Bus Operators

Paid CDL
LTD Training

100%
Employer-Paid Insurance

Student Loan
Qualify for Public Service Loan Forgiveness

PTO
Paid Time Off Accrual



“ Why do I value this job so much? I would have to say being a positive presence in the lives of the community ensuring they safely get to and from their destination. It’s a lifeline for many people and should be a positive, safe experience. ”

— Mike Clark
Bus Operator

Community Outreach & Events

LTD’s outreach and engagement activities and events are focused on a range of objectives from listening to our community’s needs to fostering appreciation for the value of transportation options. Here is a snapshot of community engagement last fiscal year:

98

Partnered Community Events

9

Events Hosted at LTD Stations

10

Community Events Where Free Bus Passes Were Provided





LTD Projects

Modernizing Eugene Station

With an eye towards safety, security, and inclusivity, LTD completed a 10-month remodel and modernization project at Eugene Station in Fall 2024. Updates include improved wayfinding signage, inclusive restrooms, additional lighting, and an updated and more accessible Customer Service Center. Read about the updates at LTD.org/ES-Remodel



Safer EmX and "Bus Only" Lanes

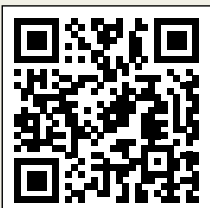
In Summer 2023, LTD began a project to improve road signage and markings near EmX lanes to make it easier for personal vehicle drivers and buses to share the road and access businesses. The first phase of the project was painting Business Access & Transit (BAT) lanes red to increase visibility. The next phase included new traffic signals and road signs to promote proper use of BAT lanes.

Engaging and Collaborating with our Community

Together with a Community Steering Council representing business owners, transit riders, local residents and more, LTD developed and adopted a new framework to engage and communicate with our community. Learn more about the Community Engagement Framework at LTD.org/COCA

Improving Fixed Route Service

Beginning with community outreach and rider surveys, LTD conducted a comprehensive evaluation of bus and EmX routes. This evaluation culminated in short-term and long-term recommendations for service updates that help riders get to the places they need to go efficiently. See the proposals at LTDSysremReview.org



Performance Dashboard

LTD recognizes that proactively sharing data about our operations and the impact of our services is a key step of engaging with our community. The Business Intelligence program launched in January of 2024 fosters transparency by tracking key performance metrics and providing insights into operational inefficiencies. Learn more at LTD.org/Data-Dashboards

Accessibility & Paratransit

Through RideSource, LTD offers an origin-to-destination transportation solution for people unable to use a fixed-route bus due to a disability. The service operates within approximately 3/4 miles of bus routes in the Eugene/Springfield metropolitan area and operates the same hours as the bus.



980,584	ADA Paratransit Total Miles	3,107,319	Non-emergent Medical Transportation (NEMT) Total Miles	27,178	Consecutive Accident-Free Trips
110,418	ADA Paratransit Total Trips	251,158	Non-emergent Medical Transportation (NEMT) Total Trips	164	Participants in our Service Animal Paw Print Program
2,310	ADA Paratransit Members Served	9,911	Non-emergent Medical Transportation (NEMT) Total Members Served		



Community Collaborations

LTD is honored to work with a range of community partners to have a positive impact on our community. These collaborations help members of our community stay safe during extreme weather events, ensure every K-12 student in Lane County has access to transportation, and more.

Free rides to Egan Warming Centers, summer cooling centers, and smoke respite shelters	Student Transit Passes in collaboration with Eugene 4J, Bethel, and Springfield School Districts, and Lane Education Service District
Stuff the Bus Food Drive in partnership with FOOD for Lane County & USMC	Housing services at Eugene Station in partnership with the Reveille Foundation



Mobility Solutions for a **More Connected Community**

How will the people of Lane County move in the next ten, twenty, or fifty years? LTD's purpose is to connect our community, and continuing to serve that mission into the future requires engagement and collaboration with neighbors, advocates, and leaders.

We also must understand current needs as we imagine how an effective mobility system can contribute to a brighter future for all who call our region "home." Today, forty-seven percent of households in Lane County are struggling financially.* Too many of our neighbors face barriers to affordable housing and well-paying jobs, or struggle to access the resources they

need to live healthy, fulfilling lives. Mobility — how we connect to the places we need to be — can have a positive impact on increasing access and lifting up our entire community.

LTD is embarking on a long-range mobility planning process to establish a vision for a stronger, more connected community. Beginning in 2025, there will be opportunities for your voice to be part of that process. Learn more and watch for opportunities to engage in **LTD Connect 2045** at **LTD.org/Projects-and-Planning**

* 2024 Lane County ALICE Report



Lane Transit District

At LTD, we are committed to transparency and continuous improvement. The data in this report reflects our efforts to enhance service, improve accessibility, and meet the needs of our community.

We appreciate your ongoing support in helping us build a stronger and more sustainable transit system.

Connect with us on Social Media

