



**For Immediate Release**

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## **Lane Transit District**

### **LTD Passengers Asked to Complete Survey**

Eugene, Ore.---(Mar. 28, 2022)---Lane Transit District (LTD) is asking its fixed-route bus passengers to participate in an online survey that will be posted today through May 1, 2022, to provide feedback that will assist the District to identify opportunities for bus service improvements based on LTD's available resources.

The confidential online survey takes three to five minutes to complete and is available here ([www.ltd.org/customer-service-survey/](http://www.ltd.org/customer-service-survey/)). Printed surveys are available at the LTD Customer Service Center at 1080 Willamette Street in Eugene. As an incentive to encourage survey participation, all who complete the survey will be entered in a drawing to win one of two \$100 gift certificates from Fred Meyer.

"The feedback that passengers provide the District through the ABBG Fixed-Route Survey and other customer service research provides valuable information that helps LTD to deliver service that creates a more connected, sustainable, and equitable community," said Pat Walsh, LTD's Director of Marketing and Communications. "We encourage LTD passengers to take a few minutes to complete the survey."

LTD is one of 23 mid-sized transit agencies national that participates in the ABBG Fixed-Route Survey. Results are shared among member agencies as a tool to compare performance, share experiences, and identify best practices for fixed route services. Known as the annual [[Americanbusbenchmarking.org/about-the-group/](http://Americanbusbenchmarking.org/about-the-group/)] American Bus Benchmarking Group (ABBG) Survey, the confidential online research is conducted by [[imperial.ac.uk/transport-studies/transport-strategy-centre/](http://imperial.ac.uk/transport-studies/transport-strategy-centre/)]The Transportation Strategy Centre at Imperial College in London, England, a world leader in public transit benchmarking. LTD also participates in the ABBG's paratransit survey that will be administered later this year.

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### **About Lane Transit District (LTD)**

LTD provides more than 10 million boardings every year on its buses and EmX Bus Rapid Transit line in Lane County, Oregon. Encompassing the Eugene-Springfield area, LTD is a special district of the State of Oregon and led by a seven-member board of directors appointed by Oregon's Governor. LTD also operates RideSource, a paratransit service for people with disabilities, and numerous transportation options programs to promote sustainable travel county wide.