For Immediate Release

Media Contact: Pat Walsh, LTD CMO
Email: Pat.Walsh@LTD.org
Phone: 541-513-1236

Lane Transit District

# LTD Wants Passengers’ Opinion

EUGENE, Ore. ---(Mar. 23, 2023)--- Lane Transit District passengers are being asked to participate in an online survey that will assist the District in evaluating customer satisfaction with fixed or neighborhood bus service as well as to identify opportunities for improvements throughout the District. The survey is available Monday, March 27, through Sunday, April 30, 2023.

Administered by the American Bus Bench Marking Group (ABBG), the three- to five-minute-long survey is confidential. The survey will be available online at LTD.org beginning March 27, and paper copies will be available at the LTD Customer Service Center in Eugene Station at 1080 Willamette Street. Participants who complete the survey will be eligible to win one of two $100 gift certificates from Fred Meyer.

“Passenger feedback is used by LTD to evaluate its current service and identify opportunities to connect our community,” said Pat Walsh, LTD’s Chief Marketing Officer. “We encourage LTD passengers to take five minutes to participate in the survey so LTD understands how it is doing delivering them to where they need and want to go.”

LTD is one of 23 mid-sized transit agencies nationwide that participate 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 [American Bus Benchmarking Group](https://americanbusbenchmarking.org/about-the-group/) (ABBG) Survey, the confidential online research is conducted by The [Transportation Strategy Centre at Imperial College](http://www.imperial.ac.uk/transport-studies/transport-strategy-centre/) 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)

Lane Transit District (LTD) is a special district of the State of Oregon led by a seven-member volunteer board of directors appointed by Oregon’s governor. LTD’s budget is funded through a combination of fares, taxes paid by local employers and employees, and from state and federal sources. LTD lives its mission to connect our community by delivering more than 5 million annual passenger boardings from 30 fixed bus routes and two EmX Bus Rapid Transit lines. LTD’s paratransit service, RideSource, provides more than 250,000 trips annually for people with disabilities and Medicaid recipients. More information about LTD is at [www.LTD.org](http://www.LTD.org).