



For Immediate Release

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Lane Transit District

LTD Opens Springfield Customer Service Center

EUGENE, Ore. ---(August 17, 2023)--- Lane Transit District (LTD) will open a Customer Service Center in the [Downtown Springfield Station](#) on Thursday, August 17. A District customer service representative will be in the station from 9 a.m. to 5 p.m. (closed for lunch 1 p.m. to 1:30 pm) Monday through Friday to answer questions about LTD service, receive compliments and complaints, accept lost and found items, and to sell daily bus [fares](#) and a variety of other passes, including Honored Rider and Half-Fare passes requiring photo identification.

Opened in 2004, the Downtown Springfield Station is the community transportation hub for people traveling aboard EmX arriving from or departing to Eugene. From the station, passengers can transfer to or from LTD's neighborhood bus routes serving Springfield, McKenzie Bridge, and Lane Community College, and the EmX service to PeaceHealth Riverbend and Gateway area. In addition, the Downtown Springfield Station is a Park & Ride location for people who want to drive their car part way to their destination and then ride the bus the rest of the way.

LTD [bus schedules](#) are available at LTD.org.

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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.