



Fairmount Neighborhood Survey Report

Final Report:

Prepared for: Lane Transit District

Prepared by:

Community Planning Workshop

Community Service Center

1209 University of Oregon

Eugene, OR 97403-1209

Email: cpw@uoregon.edu

<http://darkwing.uoregon.edu/~cpw>

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We would especially like to thank Tom Schwetz and Mary Archer at Lane Transit District for their enthusiasm for the project and their faith in the learning experience. Also thanks to Terry Moore for transportation and, more importantly, report framework wisdom. Lastly, thanks to our Project Director, Bob Parker, who valiantly led us through the project from beginning to end.

CPW Staff:

Bob Parker

Bethany Johnson

Project Manager:

Sara Schooley

Research Team:

Rebekah Dohrman

Kate MacFarland

Terra Reed

Jeremy Sande

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INTRODUCTION

Through a grant from the Oregon Transportation Research and Education Consortium (OTREC), Lane Transit District (LTD) partnered with University of Oregon's Community Planning Workshop (CPW) to examine how to evaluate the planning and implementation processes of their bus rapid transit line, the Emerald Express (EmX). As a part of this project, CPW conducted a stakeholder analysis to better understand stakeholder perceptions and information needs.

The stakeholder analysis included several components: interviews with planners, stakeholders, and elected officials; a survey of the Fairmount Neighborhood Association; and a survey of members of the Eugene and Springfield Chambers of Commerce (e.g., area businesses). This report summarizes the results of the Fairmount Neighborhood Association survey.

PURPOSE AND METHODS

CPW designed and administered an online survey to residents active in the Fairmount Neighborhood Association, whom represent a neighborhood adjacent to the Franklin Corridor line of the EmX. The purpose of the survey was to find out about residents' perspectives on LTD's communication of the EmX and public participation processes before, during, and after the Franklin Corridor was built. The survey also contained questions about residents' general perceptions of the EmX and LTD.

The survey was created on Survey Monkey (surveymonkey.com) and solicitations were distributed via email to 112 neighborhood residents who subscribe to the Fairmount Neighborhood Association email list; 34 respondents filled out the survey.

The online survey consisted of 15 questions, which can be found in Appendix A. Twelve of the questions were multiple-choice and three were open-ended. For the open-ended questions, CPW created a matrix to summarize the topic and frequency of the comments. If only a few comments were made, a general summary and analysis were conducted. Appendix B contains a complete record of all the responses and comments.

The survey was not intended to be a random sample survey; the survey was specifically sent to residents on the neighborhood association list, which only includes 112 residents out of the nearly 3,000 that live in the neighborhood.¹ As such, we encourage readers use caution in interpreting the results, which cannot be considered representative of residents along the Franklin Corridor, nor all residents of the Fairmount Neighborhood.

¹ As of 2003, 2,899 residents lived in the Fairmount Neighborhood (Source: City of Eugene Neighborhood Program - http://www.eugene-or.gov/portal/server.pt/gateway/PTARGS_0_2_253872_0_0_18/Fairmount.pdf)

ORGANIZATION OF REPORT

The remainder of this report summarizes the survey results and is organized as follows.

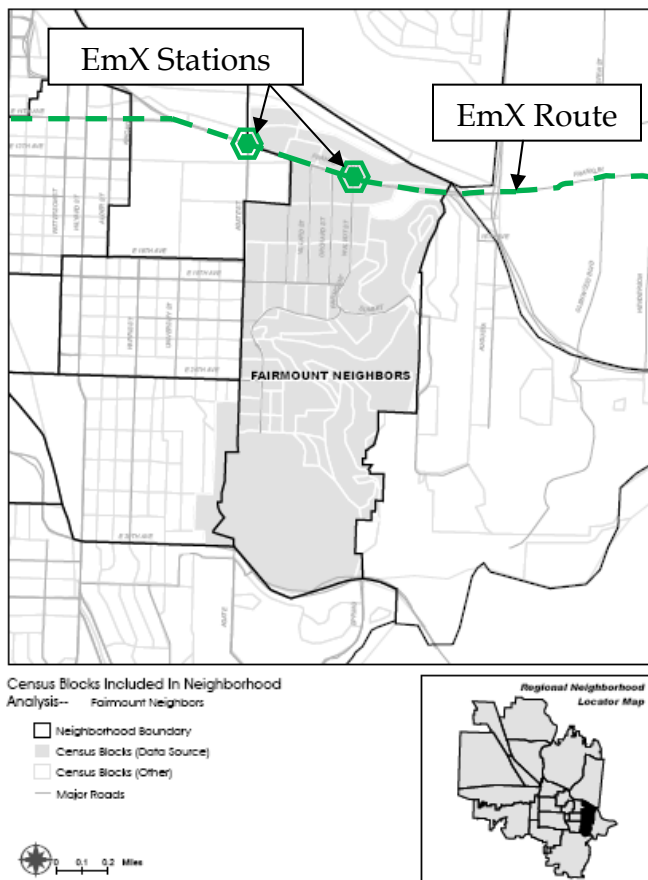
- **Respondent characteristics** describes various characteristics of the respondents.
- **Survey Findings** examines and compares the survey responses.
- **Implications** discusses how this survey will be used and how it is tied into other deliverables associated with this project.

RESPONDENT CHARACTERISTICS

The online survey targeted residents of the Fairmount Neighborhood Association. The Fairmount Neighborhood is located in southeast Eugene, just west of the University of Oregon. CPW chose to survey the Fairmount Neighborhood because of its proximity to and involvement with the planning process of the Franklin Corridor EmX that began operation in 2007.

As shown in Figure 1, The EmX line dissects the Fairmount Neighborhood, although a large majority of the neighborhood lies to the south of the EmX line. One EmX station, Walnut Station, is located within the neighborhood boundaries. A second station, Agate Station, lies just to the west of the neighborhood.

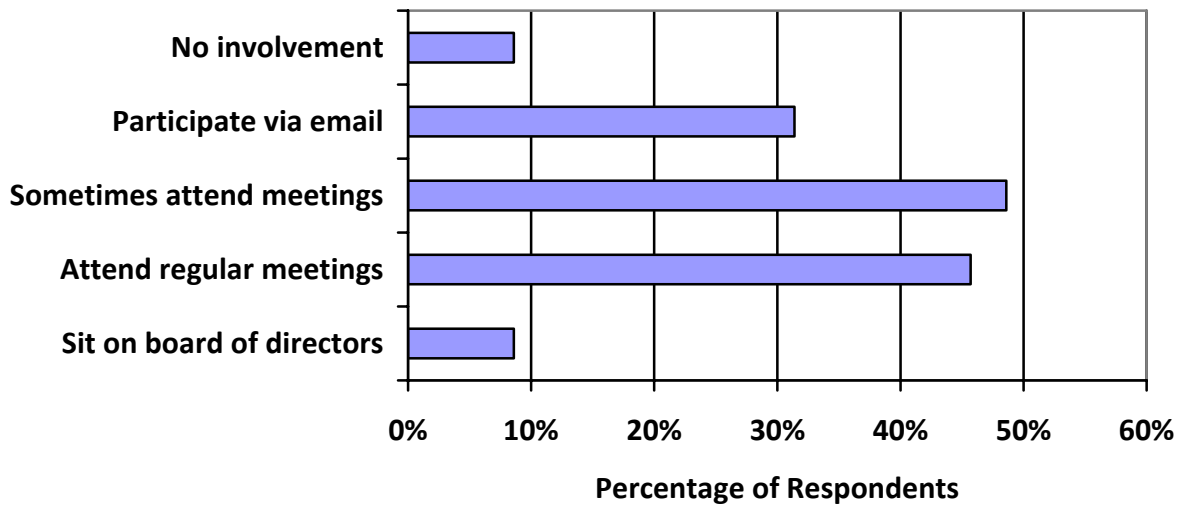
Figure 1. Location of Fairmount Neighborhood and EmX route



A link to the online survey was sent to the 112 residents who are subscribed to the Fairmount Neighborhood Association email list. The majority of the respondents attend meetings, although their involvement in the Association varies. Figure 2

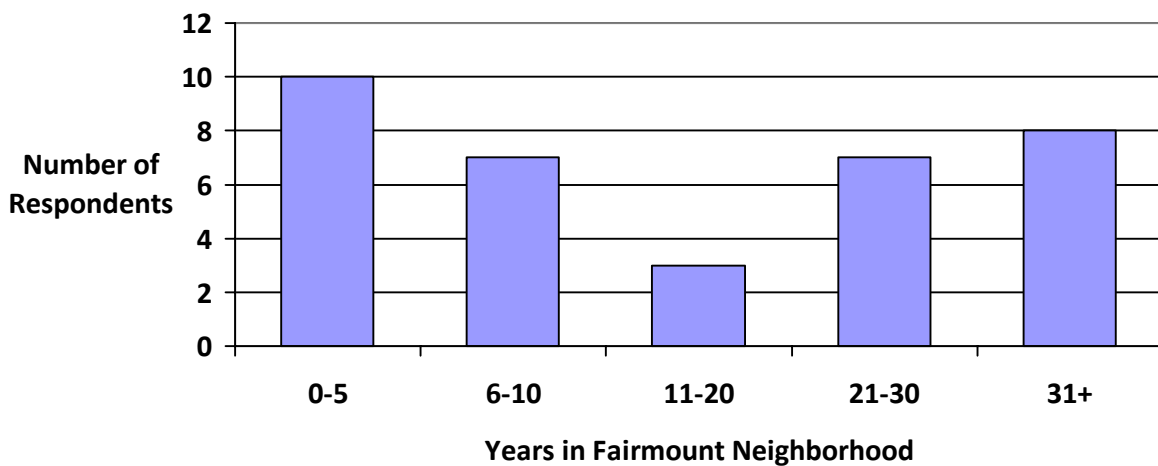
provides more detail on the respondents' level of involvement with the neighborhood association.

Figure 2. Respondents' involvement with the Fairmount Neighborhood Association



No respondents were under the age of 35; 17% were either 35-44 or 45-54, 34% were between the ages of 55-64, and 31% were over 65 years old. The majority of the respondents were female (57% female, 40% male, 3% other) and had lived in the neighborhood for a significant length of time, most for over 10 years. Figure 3 shows the amount of years that respondents have lived in the Fairmount Neighborhood.

Figure 3. Number of years respondents have lived in the Fairmount Neighborhood.



In addition to demographic questions, the respondents were asked about their use of LTD services and the distance from their home to the nearest EmX station. As seen in Table 1, the residents were fairly evenly split on their use of LTD services. Considering the percentage of respondents that had not used LTD services in the last week (48.5%), CPW concludes that the respondents that are using LTD use both the EmX and the bus network.

Table 1. LTD services used by survey respondents

LTD Service Used	Percentage of Respondents	Number of Respondents
EmX	48.5%	16
Other LTD buses	15.2%	5
Ride Share	0%	0
None	45.5%	15
	<i>answered question</i>	33
	<i>skipped question</i>	2

The percentage of residents using transit seems reasonable given the proximity of the EmX stations to respondents' homes. Over 68% of respondents said that the nearest EmX station was within a 10 minute walk, 23% said that it was an 11-15 minute walk and 9% did not know.

SURVEY FINDINGS

The following sections summarize the results of our online survey. The survey included 15 questions related to the EmX and the interaction between Lane Transit District and the Fairmount Neighborhood residents. These questions were divided into the following sections:

- **Involvement:** This section asked about the individual's involvement during the EmX planning and construction phases
- **Communication:** The questions under this heading asked respondents about their interactions with LTD during the EmX planning process and provided the opportunity to give suggestions for how communication could be improved.
- **General Questions:** This section asked about the respondents use of LTD service and the distance to the nearest EmX station
- **Demographics:** This section asked about age and gender of respondents
- **Additional Comments:** This section allowed respondent space for any additional comments about the survey, LTD, and/or the EmX process.

The following discussion will center on involvement, communication and additional comments. The results of the "General Questions" and "Demographics" sections were summarized in the previous section, Respondent Characteristics.

A few of these questions allowed the respondent to offer open-ended comments. When applicable, these comments are summarized per question.

INVOLVEMENT

The purpose of this section was to assess respondents' involvement during the EmX planning and construction phases.

QUESTION 1. Did lane transit district notify you about the EmX during the planning stage (e.g., before it was built)?

Most respondents (74.3%) stated that they were notified by LTD. While this is a significant percentage, it should be noted that 20% percent of respondents did not know and 5.7% said that they had not been notified. LTD is required by law to notify all residents within ½-mile of the EmX route; therefore, there is a possibility that some respondents live over ½-mile from the Franklin corridor line or did not live in the neighborhood during the planning stage and, in fact, were not notified.

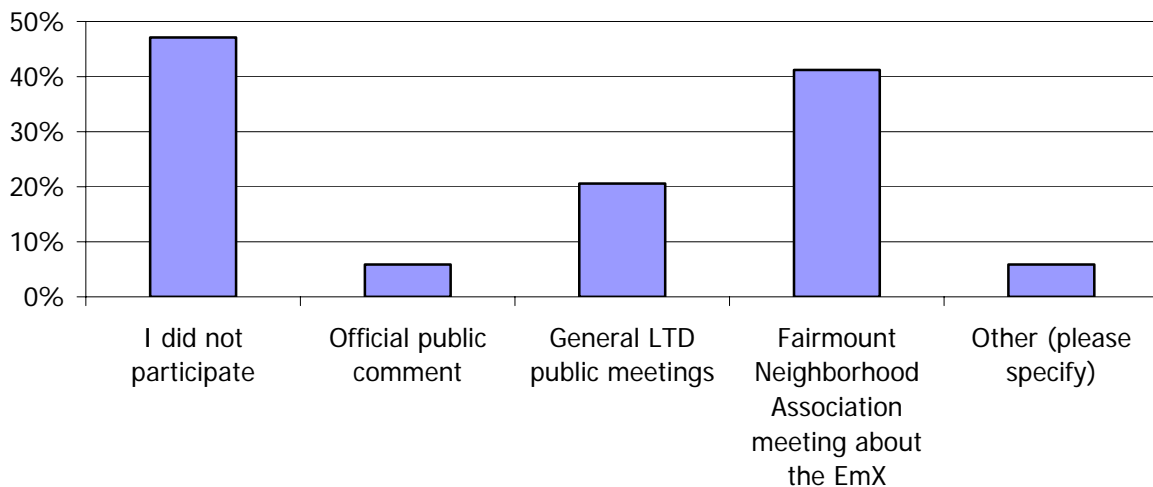
QUESTION 2. To what extent do you agree or disagree with this statement: “Lane Transit District invited me to provide input before construction began on the EmX.”

A majority of respondents (57.1%) agreed that LTD invited them to provide input before construction began. While this is promising, there still are a significant number of respondents who either don't agree or disagree with the statement don't know (28.5%). Less than 15% of the respondents disagree with the statement.

QUESTION 3. Did you participate in any of the following public participation processes before construction began on the EmX? (Mark all that apply)

A large percentage (47%) of the respondents did not participate in any public participation process before construction began on the EmX. This number is especially significant considering that the residents that chose to respond to the CPW survey are probably more likely to participate than residents that chose not to respond to the survey.

Figure 4. Respondents' participation in public processes before construction



The public participation process that involved the most respondents was the Fairmount Neighborhood Association Meeting about the EmX, which is not surprising since the survey was sent only to Fairmount Neighborhood Association members. Respondents reported significantly less involvement in general LTD public meetings and official public comment period. This pattern is consistent with other input CPW obtained for this project from planners, policymakers, and community members who suggested that LTD should use existing community networks (such as neighborhood associations) to communicate with residents versus relying on official LTD processes (such as general meetings and public comment periods).

QUESTION 4. If applicable, please comment on your public participation experience.

Nine respondents chose to provide additional comments on their public participation experience. Table 2 shows the general themes of the comments; verbatim comments can be found in Appendix B. The most common theme was skepticism that LTD actually uses respondent input. The other themes were less frequent and involved both positive and negative views of LTD's public participation efforts.

Table 2. Public participation comment themes

Comment Theme	Count	Frequency
Not sure if/how my input was considered	4	High
Not invited to/ did not know I could participate	2	Medium
Meeting were informative	2	
Information was limited	1	Low
Good inclusion by LTD	1	
<i>Total respondents</i>		<i>9</i>

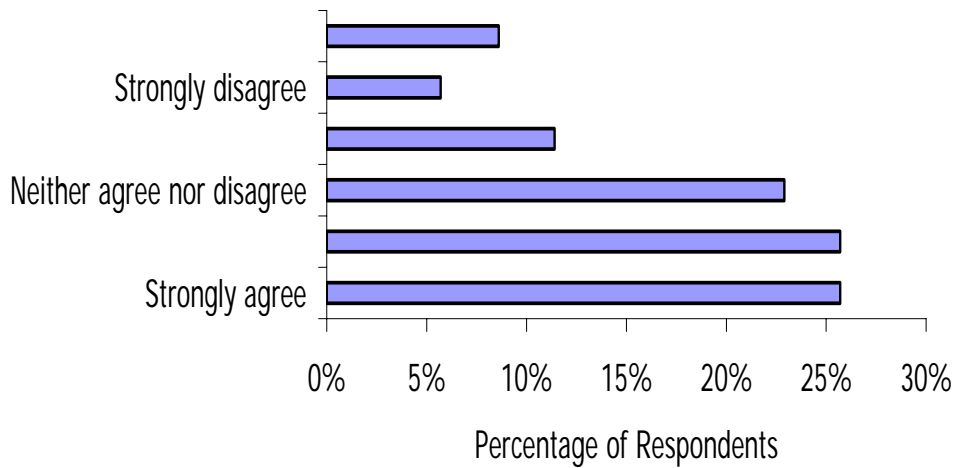
COMMUNICATION

The purpose of this section was to gain an understanding of how residents perceive communication with LTD during construction and implementation of the EmX.

QUESTION 5. To what extent do you agree or disagree with this statement: "Lane Transit District communicated with me DURING construction of the EmX line."

Just over 50% of respondents agree that LTD communicated with them during the construction of the EmX. Although a significant percentage (22.9%) did not agree nor disagree with the statement, only a small percentage disagreed with the statement. This response is an indication that LTD is doing a good job communication with residents during the most hectic and often disruptive time in the EmX process – construction – although there is still room for improving communication.

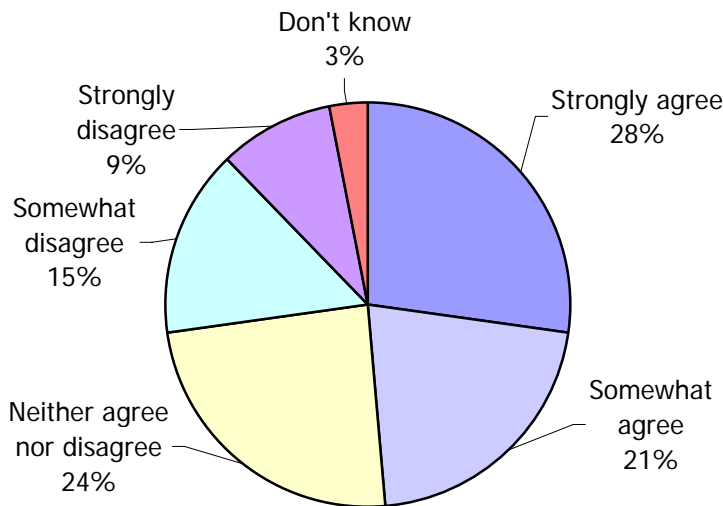
Figure 5. Respondents' agreement or disagreement with this statement: "Lane Transit District communicated with me DURING construction of the EmX line."



QUESTION 6. To what extent do you agree or disagree with this statement: "Lane Transit District communicated with me AFTER the EmX route began service."

The responses to this question closely mimic the responses to the Question 5, implying that LTD's communication efforts during and after construction are relatively consistent. LTD should be aware that the number of respondents disagreeing with this statement slightly increased from the construction period, which could indicate that LTD needs to ensure that communications with residents are maintained after operations begin, not just during the planning and/or construction process.

Figure 6. Respondents' agreement or disagreement with this statement: "Lane Transit District communicated with me AFTER the EmX route began service."

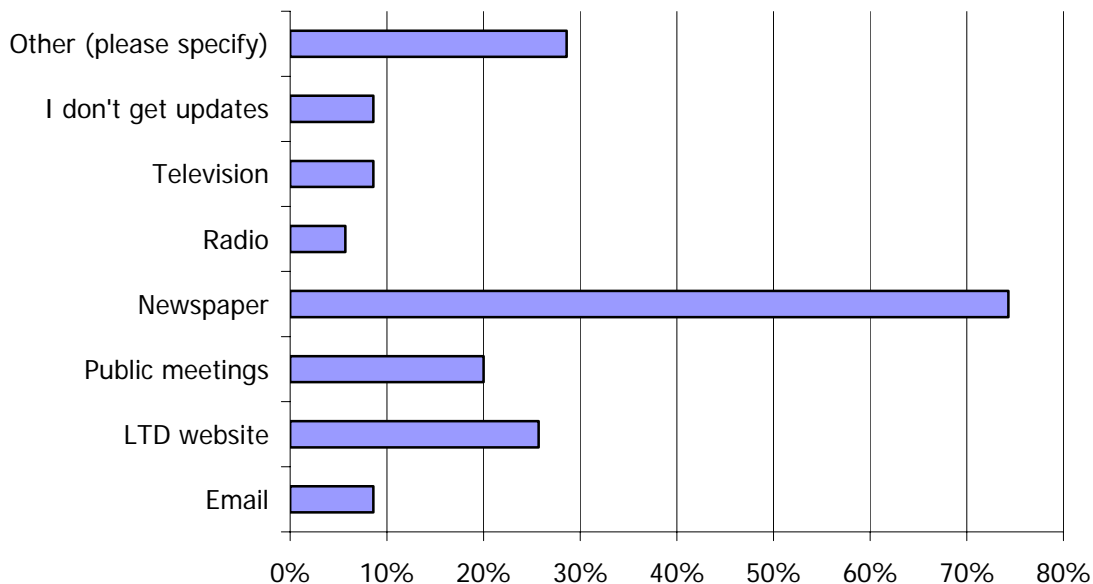


QUESTION 7. How do you get information/updates about Lane Transit District services? (Mark all that apply)

An overwhelming majority of respondents get their LTD information/updates from the newspaper. Although this might be skewed because of the demographic of respondents (female, older, long-time residents, willing to respond to a survey), these responses suggest that respondents are using sources other than LTD to get information about LTD. This compromises the agency's ability to control information. LTD should explore ways to better communicate with residents, including the possibility of forming a relationship with the Register-Guard, the local daily newspaper. Eugene and Springfield are also served by the Eugene Weekly, which has openly opposed the idea of Bus Rapid Transit and instead promotes streetcars and light rail.

Currently, LTD is usually only in the newspaper for negative news, and since a large percentage of the population is getting their information from that one source, the perception of LTD might be colored by what is released by the media. LTD can attempt to get all information (good and bad) into the public's hands by forming a relationship with the newspapers.

Figure 7. Respondent's methods for receiving LTD information/updates



The number of respondents that obtained their information from the LTD website and public meetings were relatively similar. CPW conducted an analysis on the LTD website and suggested improvements which can make the website a more powerful communication tool (see EmX Website Evaluation Report). Public meetings are also important and LTD should ensure that the information presented is accurate and communicated clearly.

Email, television and radio were not used by many respondents. LTD should take note of the distribution of what information sources that residents use. By focusing on the more used sources, LTD can reach a larger population and hopefully avoid residents feeling uninformed and/or unaware of the EmX process.

QUESTION 8. Please provide any recommendations you have regarding LTD's communication with the community.

Ten respondents chose to provide additional comments, although not all the comments were about LTD's communication with the community. As a result, the comments can be divided into two major themes, communication and structural recommendations.

Communication Recommendations

Respondents echoed comments made in the "Involvement" section of the survey in saying that they were not confident that LTD uses their suggestions. One respondent believed that LTD needs to better communicate the decision-making process and that people would be more supportive of the EmX if they understood the process. Additionally, one respondent said communication with LTD will not be sincere because the board is appointed, not elected. Lastly, one resident felt that they should be able to "tweak" the design after the official public comment period was over.

Technical Recommendations

Other respondents suggested specific improvements to improve the EmX. Two respondents commented on route maps and how they were needed on the schedule and are hard to read on the website. One respondent indicated that EmX stations need improved bicycle and pedestrian infrastructure.

ADDITIONAL COMMENTS

Fifteen respondents provided additional comments. Six respondents emphasized the importance of continuing the expansion of the EmX and how its benefits will increase over time. Many other comments were also positive and said that the EmX has been either personally convenient and/or a community success. The negative comments were more specific and included one respondent's experience getting a traffic ticket and another's desire for more bicycle/pedestrian infrastructure. The remaining comments were directly related to the CPW survey. Table 3 summarizes the comments per theme.

Table 3. Themes of “additional comments”

Comment	Count	Frequency
Expansion of the EmX system	6	High
EmX is positive for Eugene/Springfield	4	Medium
Bicycle and pedestrian infrastructure needs to be improved	2	
Comments about CPW survey	2	Low
Traffic ticket at when parked to ride the EmX	1	
<i>Total respondents</i>		<i>15</i>

IMPLICATIONS

The Community Planning Workshop used the information from this survey to develop recommendations to the Lane Transit District. These recommendations can be found in the Stakeholder Perceptions Report. Although this survey was completed for a very small population, the survey framework and results can be used by LTD as the organization conducts public participation and neighborhood involvement for current and future EmX routes.

Appendix A

Survey Instrument

1. Introduction

The University of Oregon Community Planning Workshop is conducting an evaluation of the Lane Transit District EmX system. We are interested in learning about your experience with Lane Transit District (LTD) regarding the EmX system as a resident of the Fairmount Neighborhood.

We appreciate your participation and honest, thoughtful responses. The information we receive from this survey will be used to help LTD evaluate and improve the planning process of the EmX.

Instructions:

1. The survey should take about 10 minutes.
2. The survey must be completed in one sitting.
3. Please submit your survey by Friday, April 17th.

For more information on the Community Planning Workshop, please go to <http://cpw.uoregon.edu/>.

2. Involvement

The questions in this section refer to the planning stage for Franklin Boulevard Corridor of the EmX that runs from downtown Eugene to downtown Springfield. Answers to these questions should apply to the period BEFORE construction began on the EmX.

1. Did Lane Transit District notify you about the EmX during the planning stage (e.g., *before* it was built?)

Yes

No

I don't know

2. To what extent do you agree or disagree with this statement:

"Lane Transit District invited me to provide input before construction began on the EmX."

Strongly agree

Somewhat agree

Neither agree nor disagree

Somewhat disagree

Strongly disagree

Don't know

3. Did you participate in any of the following public participation processes before construction began on the EmX?

(mark all that apply)

I did not participate

Official public comment

General LTD public meetings

Fairmount Neighborhood Association meeting about the EmX

Other (please specify)

4. If applicable, please comment on your public participation experience:

3. Communication

The questions on this page refer to LTD's communication with the public AFTER construction began on the Franklin Corridor of the EmX.

5. To what extent do you agree or disagree with this statement:

"Lane Transit District communicated with me DURING construction of the EmX line."

Strongly agree

Somewhat agree

Neither agree nor disagree

Somewhat disagree

Strongly disagree

Don't know

6. To what extent do you agree or disagree with this statement:

"Lane Transit District communicated with me AFTER the EmX route began service."

Strongly agree

Somewhat agree

Neither agree nor disagree

Somewhat disagree

Strongly disagree

Don't know

7. How do you get information/updates about Lane Transit District services?

(mark all that apply)

- Email
- LTD website
- Public meetings
- Newspaper
- Radio
- Television
- I don't get updates
- Other (please specify)

8. Please provide any recommendations you have regarding LTD's communication with the community:

4. General Questions

9. In the past week, have you used the following LTD services (select all that apply)?

- EmX
- Other LTD buses
- Ride Share
- I have not used LTD's services in the past week

10. About how long does it take you to walk to the nearest EmX station from your home?

- 0-5 minutes
- 6-10 minutes
- 11-15 minutes
- I don't know

11. What year did you move to the Fairmount neighborhood?

12. Please describe your involvement with the Fairmount Neighborhood Association:

- Sit on Board of Directors
- Attend regular meetings
- Sometimes attend meetings
- Participate via email
- No involvement

Other (please specify)

5. Demographics

13. What is your gender?

Female

Male

Other

14. What is your age?

Under 18

19-24

25-34

35-44

45-54

55-64

65+

6. Additional Comments

15. Please provide any additional comments you may have:

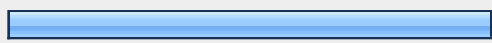

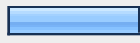
7. Thank you

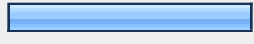
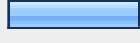
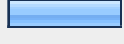



Thank you for your input!! Your comments are greatly appreciated. If you have any questions or comments, please contact Sara Schooley via email or phone: sschoole@uoregon.edu or (541) 346-3653.

Appendix B

Closed-Ended Survey Responses

Fairmount Neighbors EmX Survey


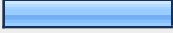
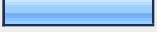



1. Did Lane Transit District notify you about the EmX during the planning stage (e.g., before it was built?)			
		Response Percent	Response Count
Yes		74.3%	26
No		5.7%	2
I don't know		20.0%	7
		answered question	35
		skipped question	0

2. To what extent do you agree or disagree with this statement: "Lane Transit District invited me to provide input before construction began on the EmX."			
		Response Percent	Response Count
Strongly agree		37.1%	13
Somewhat agree		20.0%	7
Neither agree nor disagree		17.1%	6
Somewhat disagree		11.4%	4
Strongly disagree		2.9%	1
Don't know		11.4%	4
		answered question	35
		skipped question	0

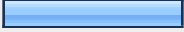
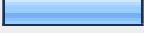
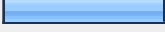
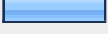


3. Did you participate in any of the following public participation processes before construction began on the EmX? (mark all that apply)			
		Response Percent	Response Count
I did not participate		47.1%	16
Official public comment		5.9%	2
General LTD public meetings		20.6%	7
Fairmount Neighborhood Association meeting about the EmX		41.2%	14
Other (please specify)		5.9%	2
		answered question	34
		skipped question	1

4. If applicable, please comment on your public participation experience:		
		Response Count
		9
		answered question
		9
		skipped question
		26

5. To what extent do you agree or disagree with this statement: "Lane Transit District communicated with me DURING construction of the EmX line."

		Response Percent	Response Count
Strongly agree		25.7%	9
Somewhat agree		25.7%	9
Neither agree nor disagree		22.9%	8
Somewhat disagree		11.4%	4
Strongly disagree		5.7%	2
Don't know		8.6%	3
		<i>answered question</i>	35
		<i>skipped question</i>	0

6. To what extent do you agree or disagree with this statement: "Lane Transit District communicated with me AFTER the EmX route began service."

		Response Percent	Response Count
Strongly agree		27.3%	9
Somewhat agree		21.2%	7
Neither agree nor disagree		24.2%	8
Somewhat disagree		15.2%	5
Strongly disagree		9.1%	3
Don't know		3.0%	1
		<i>answered question</i>	33
		<i>skipped question</i>	2


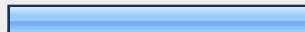
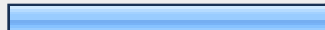
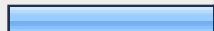

7. How do you get information/updates about Lane Transit District services? (mark all that apply)			
		Response Percent	Response Count
Email	<input type="checkbox"/>	8.6%	3
LTD website	<input type="checkbox"/>	25.7%	9
Public meetings	<input type="checkbox"/>	20.0%	7
Newspaper	<input type="checkbox"/>	74.3%	26
Radio	<input type="checkbox"/>	5.7%	2
Television	<input type="checkbox"/>	8.6%	3
I don't get updates	<input type="checkbox"/>	8.6%	3
Other (please specify)	<input type="checkbox"/>	28.6%	10
		<i>answered question</i>	35
		<i>skipped question</i>	0


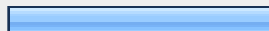

8. Please provide any recommendations you have regarding LTD's communication with the community:		
		Response Count
		10
		<i>answered question</i>
		10
		<i>skipped question</i>
		25

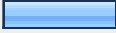

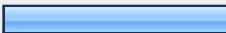
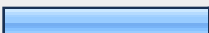
9. In the past week, have you used the following LTD services (select all that apply)?			
		Response Percent	Response Count
EmX		48.5%	16
Other LTD buses		15.2%	5
Ride Share		0.0%	0
I have not used LTD's services in the past week		45.5%	15
<i>answered question</i>			33
<i>skipped question</i>			2

10. About how long does it take you to walk to the nearest EmX station from your home?			
		Response Percent	Response Count
0-5 minutes		34.3%	12
6-10 minutes		34.3%	12
11-15 minutes		22.9%	8
I don't know		8.6%	3
<i>answered question</i>			35
<i>skipped question</i>			0

11. What year did you move to the Fairmount neighborhood?		
		Response Count
		35
<i>answered question</i>		35
<i>skipped question</i>		0

12. Please describe your involvement with the Fairmount Neighborhood Association:			
		Response Percent	Response Count
Sit on Board of Directors		8.6%	3
Attend regular meetings		45.7%	16
Sometimes attend meetings		48.6%	17
Participate via email		31.4%	11
No involvement		8.6%	3
		Other (please specify)	3
		answered question	35
		skipped question	0

13. What is your gender?			
		Response Percent	Response Count
Female		57.1%	20
Male		40.0%	14
Other		2.9%	1
		answered question	35
		skipped question	0

14. What is your age?			
		Response Percent	Response Count
Under 18		0.0%	0
19-24		0.0%	0
25-34		0.0%	0
35-44		17.1%	6
45-54		17.1%	6
55-64		34.3%	12
65+		31.4%	11
		answered question	35
		skipped question	0

15. Please provide any additional comments you may have:		
		Response Count
		15
		answered question
		15
		skipped question
		20

Appendix C

Open-Ended Survey Responses

This appendix lists all of the open-ended comments provided by survey respondents. The comments below are recorded as they were written and may contain spelling and grammatical mistakes.

QUESTION 3

Did you participate in any of the following public participation processes before construction began on the EmX? (Mark all that apply)

RESPONSES

1. I did not live in Eugene during that timeframe.
2. I do not remember

QUESTION 4

If applicable, please comment on your public participation experience.

RESPONSES

1. I did not live in Eugene during the timeframe that the EmX was being constructed. I did hear from several neighbors that they do not recall LTD involving anyone from the neighborhood prior to or during construction.
2. Fairmount Neighbors had a very long meeting with LTD officials. I lobbied for a Villard Street rather than Walnut Street Station and that was declined. Otherwise a very informative meeting. The final EMX is very close to what they said it would be.
3. all I remember about EmX planning is that I read in the newspaper that it would be built
4. Information on EMX goal and routes were limited, so input was limited to available information given.
5. In early LTD public meetings, staff seemed set on certain design features for EmX-X. At subsequent meetings (for W Eugene) staff seem to be more open to a range of suggestions.
6. Informative. Much appreciated.
7. Suggestions made were not carried out or heeded- things promised have not happened such as frequent neighborhood small buses to the EmX
8. In general, my impression is that most public engagement processes in this vicinity are not genuine; that is, staff has already decided what will happen and are seeking a

rubber stamp, with perhaps a tiny bit of tweaking around the edges in response to input. Thus there is not much incentive to participate

9. LTD effort to include neighbors and the public in the EMX planning process was good to excellent.

QUESTION 7

How do you get information/updates about Lane Transit District services? (Mark all that apply)

RESPONSES

1. LTD newsletters and Riders Digests
2. Neighborhood meetings
3. LTD sent mail to my home introducing the new line and changes to existing bus routes.
4. Mark Pangborn
5. LTD printed schedule and bus drivers and employees at the Eugene downtown station
6. I ride the bus regularly
7. Publications available on line or at bus stops/terminals
8. Neighborhood meetings
9. Mailings
10. Fairmount Neighbors Assn

QUESTION 8

Please provide any recommendations you have regarding LTD's communication with the community.

RESPONSES

1. Hopefully going forward LTD will be more communicative before, during, and after projects
2. If you ride the bus it is excellent. RG coverage is pretty good too.
3. I love the EMX
4. I don't get updates, but I live four blocks from an EmX stop and can walk down to view the schedule.
5. Routes are not readily available online. A website that gives address to address routes instead of a fuzzy line map would be nice and relatively inexpensive. I had to call the phone number to get the info.
6. After public comment period is over, during environmental impact assessment and refinement, LTD should provide updated info on the progress and provide ways for public to offer suggestions to "tweak" route options.
7. If LTD began to systematically attempt to communicate with the public, they'd use a PR firm and thus wouldn't project an honest or sincere image. I have little faith in the Lane Transit District. It will only change for the better if its board is elected rather than appointed by Oregon's governor.
8. The bus stations do NOT shield rain from seats or provide logical pathing. Increase bicycle carriage.
9. communication means two ways -- suggestions were not heeded
10. Pedestrians are going to cross traffic lanes where they want. Accommodate all that, not legal concerns
11. I think that if you explain the rationale for a decision clearly and with some detail, people will likely support it. Although the lack of including a route map in the bus schedule does give one doubts about the agency's communication abilities!

QUESTION 11

What year did you move to the Fairmount neighborhood?

RESPONSES

1	2006	24	1987
2	1996	25	1961
3	1974	26	2004
4	1989	27	1978
5	1981	28	1978
6	2007	29	2000
7	1987	30	2006
8	2006	31	2000
9	2005	32	1976
10	2001	33	1978
11	1980	34	2005
12	2000	35	2006
13	1978		
14	2009		
15	1994		
16	1998		
17	2001		
18	2001		
19	1999		
20	2006		
21	1973		
22	1981		
23	1988		

QUESTION 12

Please describe your involvement with the Fairmount Neighborhood Association:

RESPONSES

1. Was on Walnut Node Committee and UofO East Campus Committee
2. served on various committees
3. go to public comment sessions on behalf of neighborhood

QUESTION 15

Please provide any additional comments you may have:

RESPONSES

1. Thank you for doing this evaluation.
2. LTD is a very good bang for the buck. I use it every day. EMX is really grand. Wish the whole area was served by EMXs.
3. Initially (in planning stages of EmX), I was apprehensive about its effect on the neighborhood and its value in lieu of regular bus service. I have since become a frequent proponent of the EmX service as a first-rate, fast, convenient alternative to using a vehicle.
4. N/A
5. I live about 25 minutes walk from Walnut stop
6. I basically appreciate EmX and am happy it is expanding to Gateway Mall.
7. I would like a better EMX connection rout from Fairmount to the hospital in Springfield. There is no efficient route from the EMX station to the hospital. I have not ridden the bus to work even once due to no express bus service connection from EMX to Eugene to Springfield's RiverBend. When I called for the route, I was disappointed that EMX had no considered commute ridership to the hospital during prime times. I am not alone in this complaint. I welcome the survey and hope you will consider a change so I can use EMX and LTD as a transportation option.
8. EmX-X is great - it allows easy access to downtown Eug - Spfd, esp at night. Continued better public transportation is a must for the future. Please increase bike capacity on Em-X.

9. EmX is a boon for the community and its extension will prove, over time, to be an enormous benefit and community service.
10. Got a traffic ticket the last time I parked to ride the EmX
11. This survey seems more like a LTD publicity activity -to prove how much they notified and contacted people for input. It asks nothing about the serious problems with the EmX and does not ask comparison to the 11 bus which had many better features, times, locations of bus stops etc. Why were we not asked about the SERVICE --ONLY about contact LTD made and little about the outcomes of any input ----Thank you
12. The bus stations do NOT shield rain from seats or provide logical pathing. Increase bicycle carriage.
13. Pedestrians are going to cross traffic lanes where they want. Accommodate all that, not legal concerns.
14. I really appreciate the frequency and speed of the EmX service. Re LTD funding, perhaps you could join a coalition in favor of full funding for public services and against a war economy.
15. EMX is the right direction for increasing mass transit option in Lane Cty.
16. I love the EMX and I love LTD. I wish though that the LTD would move towards a route system that would not be centralized on the hub design. If I need to get across town it can take several hours and isn't worth it.