

**Cottage Grove Area Transit Development Plan  
Advisory Committee Meeting #1  
June 16, 2020  
Meeting Notes**

	<b>Name</b>	<b>Affiliation</b>	<b>Attended?</b>
<b>Project Management Team (PMT)</b>	Ruth Linoz	South Lane Wheels	Yes
	Amanda Ferguson	City of Cottage Grove	Yes
	Mark Bernard	Oregon Department of Transportation	Yes
	Kelly Clarke	Lane Council of Governments	Yes
	Rachel Dorfman	Lane Council of Governments	Yes
	Syd Shoaf	Lane Council of Governments	Yes
	Paul Thompson	Lane Council of Governments	No
<b>Advisory Committee (AC)</b>	Greg Ervin	City of Cottage Grove Councilor	Yes
	Ashley Rigel	City of Cottage Grove Planning Commission	Yes
	Maddie Phillips	City of Creswell	Yes
	Michelle Amberg	City of Creswell	Yes
	Shauna Neigh	Cottage Grove Chamber of Commerce	Yes
	Mike Baker	Umpqua Transit	No
	Sasha Vartanian	Lane County	Yes
	Andrew Martin	Lane Transit District	Yes
	Patrick McDaniel	South Lane Mental Health	Yes
	Theresa Bichsel	South Lane School District	No (sent notes)
	Jennifer Bragg	North Douglas Betterment	Yes
	Suzanne Huebner-Sannes	South Lane Wheels Board	Yes
	Emma McDonald	Youth Advisory Committee	Yes
	Eric Mongan	City of Cottage Grove	No

**Meeting Notes in Order of Agenda Items:**

**1. Welcome and Introductions**

Kelly Clarke welcomed Advisory Committee members to the Cottage Grove Area TDP project and members introduced themselves.

**2. Overview of the Cottage Grove Area Transit Development Plan (TDP) project**

*The project management team will use the attached Power Point to provide an overview of this project and welcome any questions/discussion following the presentation.*

Kelly Clarke presented an overview of TDS's in general and reinforced the value and purpose of a TDP for the Cottage Grove Area. Please refer to the attached PPT for detail.

**Committee Questions:**

*Andrew:* What is the geographic area? Does it include Creswell?

*A:* Yes. Our study area is Cottage Grove's travel shed, which includes Cottage Grove as the core area with travel needs that extend into Creswell, Eugene-Springfield and North Douglas County.

*Amanda:* Is there a map showing the travel shed?

*A:* Kelly presented a heatmap created with origin and destination trips for South Lane Wheel's service. The map showed transit trips currently being made between Eugene-Springfield, Creswell, Cottage Grove and rural areas to the east and west of this corridor. This project's geography also includes North Douglas County.

**3. Existing transit services**

***The project management team will provide an overview of existing public transit service in and around Cottage Grove.***

Syd presented an overview of existing public transportation within the Cottage Grove Area. Please see the attached PowerPoint for detail.

**Committee Questions & Clarification after PPT 2:**

- *Maddie re: LTD's Route 98 in Creswell:* 3 stops in Creswell on the 98, depending on what direction you're traveling
- *Ruth re: Route Around Town:* it was a deviated fixed route (operated on a schedule, but it would go off route for pickup and drop off if folks needed that)
- *Ruth re: RideSource:* SLW was one of the service providers, but is no longer

*Greg:* What's the plan for later evening hour transportation? E.g. if people want to frequent downtown businesses in the evening?

*Ruth:* When LTD Connector was running, it provided service into the evenings. It was growing in use, but now that it has paused there's nothing but the taxis and the 98 route.

*Amanda:* There is currently no Uber and Lyft presence in Cottage Grove

**4. Discussion of service needs and potential opportunities**

***Most importantly, the project management team would like to hear from members of this advisory committee regarding (but not limited to) the following:***

- ***What are the destinations people are most needing to get to using transit?***
- ***Does transit currently adequately serve those destinations?***
- ***What are the needs or gaps in public transportation in and around Cottage Grove?***
- ***What opportunities could this Plan help to address?***

- ***Are there any other stakeholders we should reach out to or community outreach efforts we should incorporate into our public outreach?***
- ***Is there anything else we should consider through the development of this Plan?***

Kelly explained the value of understanding public transportation needs in and around Cottage Grove as a key component of this Plan.

#### **Discussion Notes:**

- ***Greg:*** Evening service is a gap
  - Build a healthier, safer city – provide affordable ways for people to get home if they're downtown
  - MOD pilot ended at 7pm, but a lot of people don't go out until after 7
  - Larger cities have transit that runs late
  - Especially for businesses that are open later (or want to be)
  - Is there an opportunity to link up with the taxis? E.g. a reimbursement system
- ***Emma:*** There is also a lack of transportation after school buses have stopped running during sports events, practices, after school events
  - Lots of kids have difficulty finding a way to get home
  - There is an easy way to get to Eugene, but a lot of people don't know about the transit opportunities
- ***Shauna:*** It would also be helpful for parents who have to transport their kids
  - There could be a pickup location out by the lake – a halfway point for those living outside city limits to pick their kids up
  - Also an opportunity for travel options on the outskirts of town
  - A way for kids who live in town to go out and utilize the lakes we have (CG Lake or Dorena)
- ***Emma:*** That's a really good idea – main thing I see is kids who don't have parents who can bring them home or to school
  - A midway point they can walk to would make it easier for them to get home
- ***Mark:*** There are ways to combine services
  - Help students get to LCC, kids get to sporting events, and people who want to go out to dinner
  - Consider leveraging and building a service profile
- ***Greg:*** MOD was a cool service model, but it was limited because it was tied to city limits
  - There are a number of businesses just outside city limits that people might want to visit
  - Some expansion of that program would better serve community
  - ***Andrew:*** It will be important to look at the funding, because CG is the edge of LTD's district boundary
    - One reason the MOD didn't go beyond city limits was because it was funded with STIF money from in the district – it was restricted to district boundaries
    - Important part of this plan is figuring out how to fund things (LTD is limited to our district and we are not allowed to operate outside of the county, so we can be a partner for services that stretch into Douglas County, but we can't necessarily run them)
  - ***Kelly:*** Identifying partnerships will be a part of this Plan's implementation strategy.
- ***Ashley:*** Agree about hours of operation

- Younger generations don't always have access to vehicles – have to base class and job schedules on bus times, and this can limit their opportunities
- *Mark:* Evening bus schedule is particularly important for community college students
  - The Linn-Benton Loop just expanded bus service to 10pm so students can attend night labs
  - If you can offer transit to those students, it's a big lift
- *Maddie:* Demographic shifts to consider
  - We have young people that are in a situation of economic hardship
    - Geographic scope & mobility are limiting factors for young folks looking for jobs
    - Creswell is looking at how to provide transit for this demographic
    - We have talked with LCC about how to better connect LTD services
  - Also, as folks age, we're likely to see folks who outlive their ability to drive by about 7 years – this poses a significant challenge to south lane county as a fairly rural and decentralized area
    - People's ability to access lifeline services, e.g. medical appointments, will become more pressing as people reach their 70s
  - Commuters also need additional services outside of traditional working hours
    - Our employment landscape looks very different from a few months ago
    - People's ability to access employment will be limited by mobility options
- *Amanda:* A destination that wasn't mentioned yet is the Cottage Grove community theater
  - If there were bus lines that allowed people to get back after evening rehearsals, they would use it (she hears a lot of requests for this)
  - The rehearsals happen on weekdays
  - 25-30 weeks of rehearsals in any given year, with casts of varying sizes (10-60 people per night)
  - Typically 6:30-9:30pm
- *Emma:* Agrees
- *Jennifer:* In Douglas County, one of our biggest needs is a connection to Lane County
  - In Bend, they have a recreational bus that they run all year long – this one bus funds most of their programs
  - It would be a good time to strengthen relationships with all the community partners we can
  - E.g. If we can work with local bars in the area (DUIs hit hard this week) – safety above everything else
  - Getting people to that LTD connection is key – getting them to specialists in Eugene that they do not have available here in Douglas County
  - Also some interest in Cottage Grove community theater for plays
  - People don't just want to use transportation for medical visits – they also want to use it for entertainment and socializing (very rural/isolated in Douglas County)
- *Amanda:* So add Friday and Saturday nights (and Sunday matinees)
  - Theater's actual attendance is about 10,000 per year
  - Other big draw for downtown could be Bohemia Park – concerts and other events that are starting to attract people
  - Close enough walk to downtown
- *Kelly:* There have been other studies to look at transportation needs recently
  - We're pulling on those resources

- E.g. SCYP, U of O study in preparation for the Track & Field Worlds
- *Ruth*: Something to consider with respect to adequate services
  - When you're talking about bus route service, you need to understand demand
  - It can be tough on evenings and weekends to generate enough ridership
  - With MOD, you provided support network of vehicle and driver and system that could respond to individualized requests re: when & where they wanted to be picked up
  - Economy of the service changes dramatically when you structure one type of service over another
- *Maddie*: Echo comment Michelle made in chat box – connections to Willamalane?
  - Youth recreation, access to youth destinations
  - Maddie & Kelly were involved with a Rural Tourism Studio hosted by Travel Oregon for the McKenzie River Valley. The intent was to explore opportunities to increase bicycle access within this area. As well as:
    - Connections between small communities in the east side of the county & the metro area
    - How can folks be connected to the metro area, but also for metro area back to the rural areas
- *Suzanne*: Would like to see connections for seniors in rural areas
  - A limited schedule for seniors who want to travel
  - Pair tourism with meeting needs of rural communities
- *Greg*: Observation from personal life: when selling things online, people often want to meet halfway on a 20 mile trip
  - What if we combine the movement of goods and services with the transportation of people? Imagine a double-decker bus where you have the ability to move goods & services back and forth
  - With an app it can be arranged fairly easily
  - Greyhound already does this
  - Possibly a way to subsidize riders?
- *Kelly*: There are other examples of services providing more than just transport of people
  - There is a private operator delivering blood to a rural area hospital so medical providers didn't have to make time to make that trip
- *Kelly*: Are there other stakeholders we should reach out to?
  - *Jennifer*: I would reach out to Senior Living Homes, they're very eager to work with community partners to strengthen relationships
    - They do have a small commuter bus that they take outings in as a group, but not everyone wants to join the group
- *Kelly*: Is there anything else we should consider?
  - *Emma*: Do we have any bike rental places in Cottage Grove?
    - *Ruth & Amanda*: Yes, but they have a limited number of bikes they rent out
    - *Emma*: The bike share in Eugene is something to think about
  - *Andrew*: This speaks to the need of mobility hubs
    - LTD does a pretty good job of getting people to downtown, but people who don't live right on the loop have to figure out how to get to where they need to go
    - There's a mobility need, but a fixed route bus isn't always the answer to that

- If this plan could look at transit more broadly – can something else solve the problem? Or solve it for some people?
  - Let's not limit what we can do to solve those kinds of problem (how we're defining transit)
- *Kelly*: if we think of public transportation as transportation available to general public the "bus" is not in the definition and we can consider a variety of options that will meet the "public transportation" definition
- *Amanda*: The concept of a central hub is something the City has talked about
  - Park and rides can be utilized in the outskirts for those folks who live in rural areas
  - There's only one park and ride in the downtown area
- *Jennifer*: Umpqua Transit is looking into recreation
  - Thinking about having a large bus running charged service to take people to Diamond Lake, Crater Lake, etc.
  - Look at partnerships with Seven Feathers
  - Economic development, but also income source to fund other programs where they don't line up with funding sources that exist right now
- *Sasha (comment in chat)*: Chiming in on helping reduce DUIs – the County has a Towards Zero Deaths policy
  - Having options for getting rides later in the evening would be really valuable
- *Maddie*: Both Cottage Grove and Creswell are on the south / east end of Lorane Hwy
  - Lane County is making a significant investment in Lorane Hwy right now and this is important within the valley for economic development
  - These improvements may help to overcome geographic barriers for folks to access that area from Creswell or Cottage Grove
  - Also, Creswell has another geographic barrier – presence of I-5 (barrier for accessing services on other side)
  - Creswell has talked with LTD to distribute the stop on both sides of the highway
- *Michelle (comment in chat)*: Additionally, access to grocery stores for Creswell is very important
- *Mark (comment in chat)*: The Federal Lands Access Program (FLAP) has funding for recreational transit access to Federal lands like National Parks & Forest
- *Kelly*: Next steps will include research on what other cities have done in rural settings to ensure access to recreational areas, etc.
- *Ruth*: We need to consider needs to accommodate not only the person, but their stuff
- *Sasha*: In line with that, how do you move bikes as well as people?
- *Greg*: It also plays into the homelessness issue
  - Getting evicted or being able to find a place to live – a lot of people are limited without transportation
  - Maybe there's a way to prevent the first steps of the catastrophic spiral with some service here
- *Amanda*: And that could include something like a carshare or a vanshare
  - E.g. a zipcar that's actually a small truck or a van
- *Andrew*: Valley Vanpool could be a place to look
  - I don't know if there are any vans in Cottage Grove, but that's definitely one strategy for commuters and an opportunity to target employers

- Valley Vanpool is operated by LTD. Someone is responsible for being a driver, everyone pays (users pay half the cost). LTD leases vans from Enterprise and subsidizes half the cost of renting the van. If you can get 5-8 people to commute in a regular pattern, they'll typically meet up at a park & ride. There's not really a limitation on where you go, and it can be any time so even people who do shift work could benefit
- Before COVID there were about 14 vans – they take hundreds of thousands of miles off I-5
- *Mark:* go to Get There site for info on vanpool
- [Valley VanPool website](#) for Willamette Valley vanpool information
- [Get There website](#) for state vanpool information

#### **Key Destinations Discussed by Committee:**

- Lane Community College (LCC)
- Theater
- Lakes
- High schools
- Federally qualified health care center (will be right next to high school & LCC's campus – a nice Node)
- Low income apartments & housing developments
- Senior housing
- Bohemia Park

#### **5. Transit Development Plan Vision Statement**

Discussion of a vision statement for this plan. We will start with the South Lane Wheels vision statement and adjust as needed to fit this plan. The South Lane Wheels vision statement is:

*"We believe...*

*For our communities*

- *That building connections to other organizations and people strengthens us all*
- *In being more than casually involved*
- *That SLW provides vital services that are valuable, dependable, and consistent*
- *Transportation should be safe, affordable, and dependable*
- *Our services are a true economic value to everyone, individuals, and businesses alike*

*For our organization*

- *That SLW should focus on its clients' needs*
- *The best organization is built of active and involved individuals*
- *In obtaining our dreams responsibly*
- *In discovering, cultivating and using the strengths of the staff and board of SLW*
- *In organizational integrity that fosters respect and dignity*
- *That the board of SLW should run the organization in a honest and well-balanced manner while maintaining fiscal responsibility"*

Kelly asked the Advisory Committee if there were elements from this vision statement missing and that should be included in this Plan's vision statement.

#### **Discussion Notes:**

- *Amanda:* Would like the TDP to include a stronger statement on equity

- Be as inclusive as possible to meet the needs of everyone in the area
- *Maddie*: Would like to focus on opportunity (related to equity)
  - Across different cross-sections of demographic, economic needs of different groups
- *Amanda (comment in chat)*: I would like to arrange a meeting with you with Ana Maria Dudley, to discuss the needs of our immigrant community

#### 6. **Next Steps:**

Kelly highlighted next steps including:

- Ongoing outreach to the community and community partners
- Peer analysis
- Community profile – demographic & economic conditions
- Documenting existing conditions for transit services in the region
- We'll bring this info as well as any other community involvement findings to share with you at our next meeting (in September)

**Theresa Bichsel's input:**

#### 4. Discussion of service needs and potential opportunities

**Most importantly, the project management team would like to hear from members of this advisory committee regarding (but not limited to) the following:**

- **What are the destinations people are most needing to get to using transit?**

*I am involved in student transportation, so this only addresses what I've seen with regard to Cottage Grove students. We have had a need for students to be transported from the Wal Mart LTD area to Cottage Grove High School (CGHS) and back in order to get to jobs etc. It appears LTD has expanded it's routes to include the CGHS area at this time. For awhile there was a need for us to transport students back and forth.*

- **Does transit currently adequately serve those destinations?**

*There was a span of time when LTD was not transporting between the above mentioned points. The CGHS students would have to wait for a school district bus to arrive to transport them to school. There were reports of great worry about safety of transients in the Wal Mart LTD area, so the female student was uncomfortable about her safety.*

- **What are the needs or gaps in public transportation in and around Cottage Grove?**

*For the most part South Lane School District (SLSD) has been able to fill those gaps for our students. If there was other transport available, it would be more convenient/safer for our students.*

- **What opportunities could this Plan help to address?**

*Students trying to get to LTD to arrive at work sites out of the CG area where school buses transport. The timing of the SLSD school bus system doesn't always work for the job requirements.*



- **Are there any other stakeholders we should reach out to or community outreach efforts we should incorporate into our public outreach?**

*I'm wondering the transition specialists at CGHS and KAHS (Al Kennedy High School) would have input into needs for students who are working and/or participating in work study programs.*

# Cottage Grove Area Transit Development Plan Advisory Committee Meeting

Tuesday, June 16<sup>th</sup> 2020



# What is a Transit Development Plan?

- A master plan to help guide the role of transit within and beyond Cottage Grove
- A reflection of the community's transit-related vision, goals, priorities and needs
- A strategy to address those needs



# Why Develop a TDP?

- Support and guide decisions about transit service improvements and investments
- Evaluate the impacts of community growth and development on transit service and explore alternative futures
- Strengthen coordination with the public and community partners
- Strategize funding opportunities

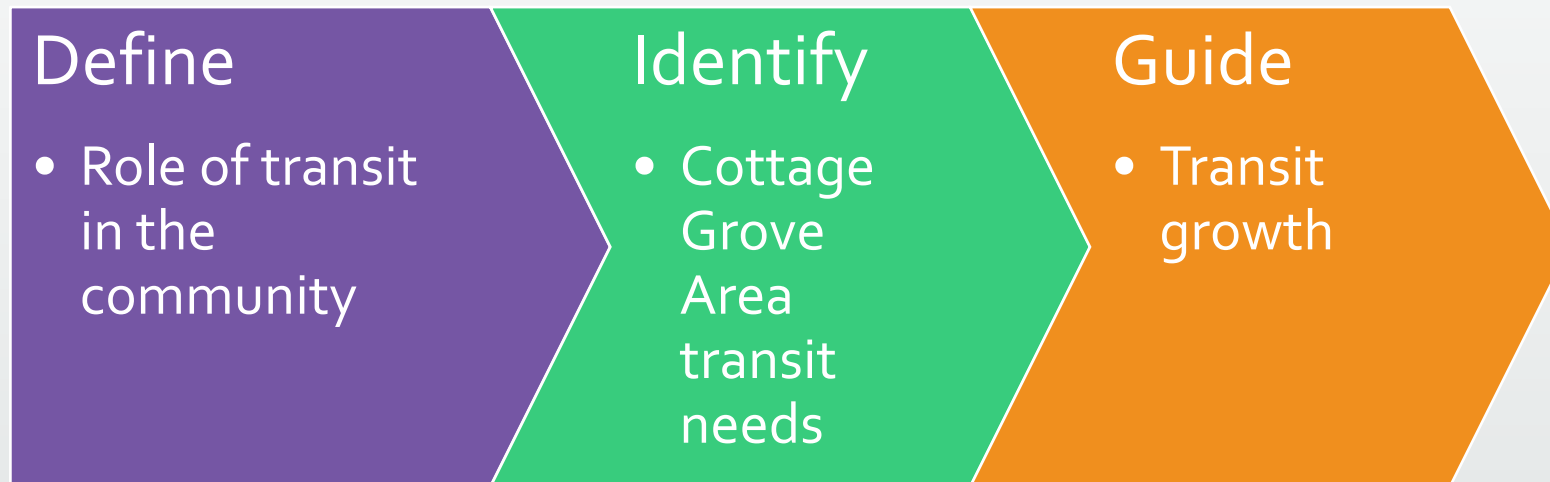


# A TDP should...

- Identify and prioritize transit investments
- Support a range of community and regional goals
- Explore alternatives for addressing transit needs
- Identify opportunities to improve connectivity between transit stops, other transportation modes, multiple transit providers, and rider origins and destinations
- Be linked to performance measures and targets
- Provide the basis for the transit element of the community's Transportation System Plan (TSP)
- Examples of final TDPs can be found [here](#)

# Developing the Cottage Grove Area TDP

- Funded by Statewide Transportation Improvement Fund (STIF)



# Project Management Team

- Amanda Ferguson, Cottage Grove City Planner
- Ruth Linoz, South Lane Wheels Executive Director
- Mark Bernard, ODOT\* Regional Transit Coordinator
- Paul Thompson, LCOG\*\* Transportation Program Manager
- Kelly Clarke, LCOG Senior Transportation Planner
- Rachel Dorfman, LCOG Assistant Planner
- Syd Shoaf, LCOG Assistant Planner

\* *Oregon Department of Transportation*  
\*\* *Lane Council of Governments*

# Objectives:

- Enhance rider experience;
- Promote the full range of transportation options in the region including biking, walking and use of public transit;
- Integrate public transportation within and beyond Cottage Grove;
- Coordinate service with adjacent transit providers;
- Support existing and future community development;
- Contribute to reducing greenhouse gas emissions.



# Key Components

- Vision, goals and priorities
- Existing and future conditions
- Transit needs and opportunities
- Performance measures
- Financial Plan
- Implementation Plan



# Stakeholder and Public Involvement

- Advisory Committee (AC)
  - Expected to meet four times through the duration of the project. Also expected to review and comment on deliverables and provide technical and policy advice according to member expertise.
- Community Outreach – online and in-person when restrictions are lifted
- Project webpage
- Presentations to local committees and boards
- Ridership surveys
- Community interviews

# Project Timeline

- March 2020 – May 2021: Project duration
- March 2020 – May 2021: Stakeholder and Public Involvement
- June 2020 – September 2020: Community Outreach
- June 2020 – May 2021: Stakeholder Advisory Committee Meetings
- May 2020 – August 2020: Vision, Goals, Policies, & Performance Measures
- May 2020 – November 2020: Needs Assessment
- December 2020 – January 2021: Envision Future Service Opportunities
- January 2021 – February 2021: Draft TDP
- March 2021 – May 2021: Plan Adoption

# Thank you!

# Questions?

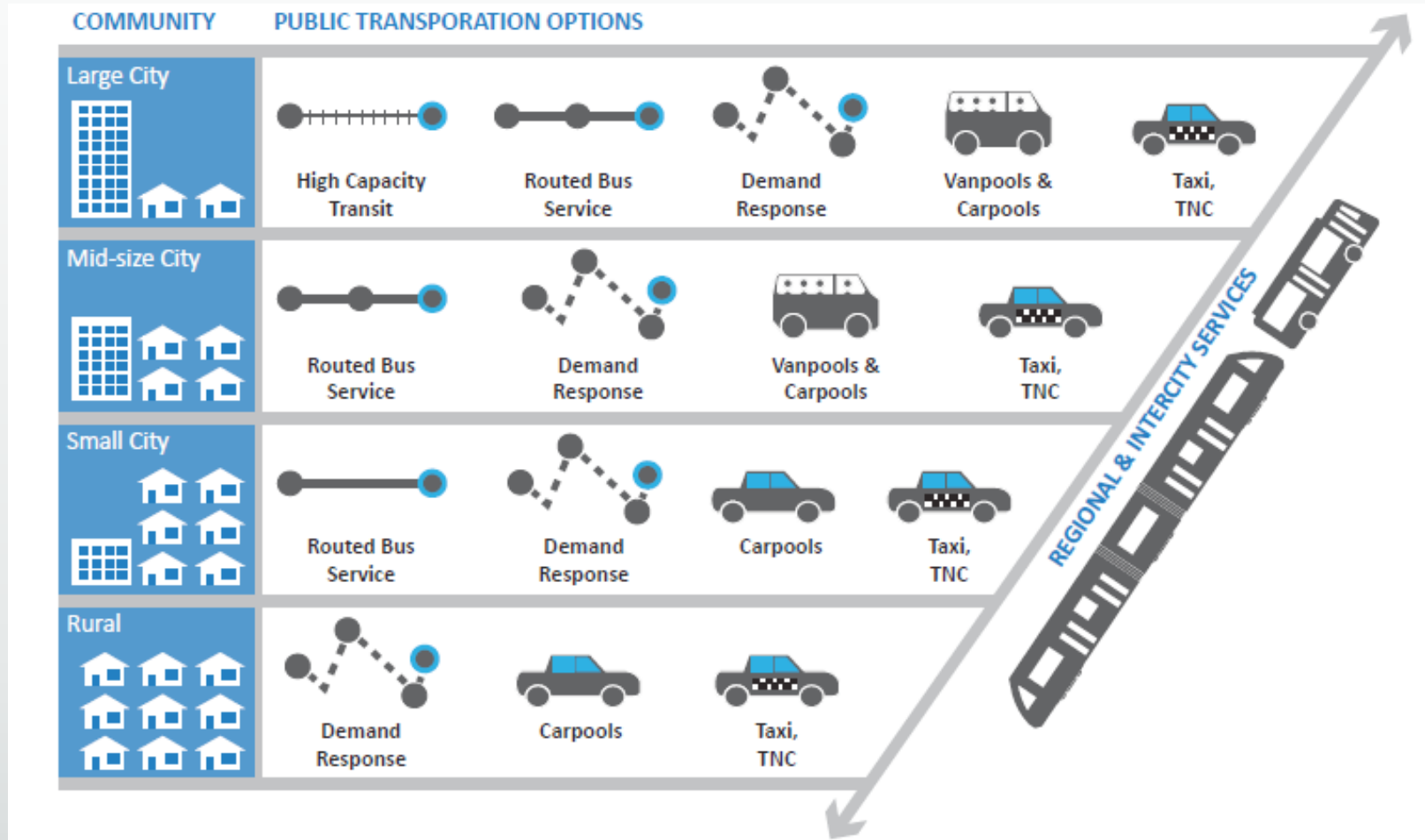
Kelly Clarke [kclarke@lcog.org](mailto:kclarke@lcog.org) | Rachel Dorfman [rdorfman@lcog.org](mailto:rdorfman@lcog.org) | Syd Shoaf [sshoaf@lcog.org](mailto:sshoaf@lcog.org)

# Existing Transit Services in the Cottage Grove Area

Tuesday, June 16<sup>th</sup> 2020



# Types of Transit

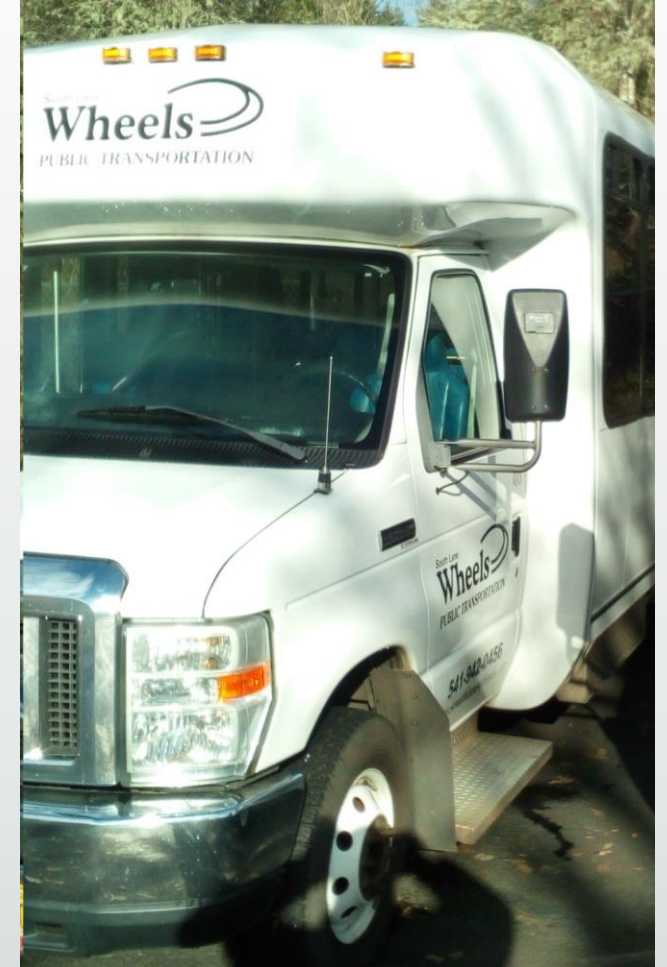


*Note: In this figure, TNC = transportation network company.*

*Source: Oregon Department of Transportation's Transit Development Guidebook*

# Existing Transit Services Overview

- Lane Transit District
  - Route 98
  - LTD Connector (operated by South Lane Wheels)
  - Medicaid Brokerage
- South Lane Wheels
  - Door-to-Door
  - Metro Shuttle
- Private transit services
  - Cottage Grove Classic Taxi





# Lane Transit District

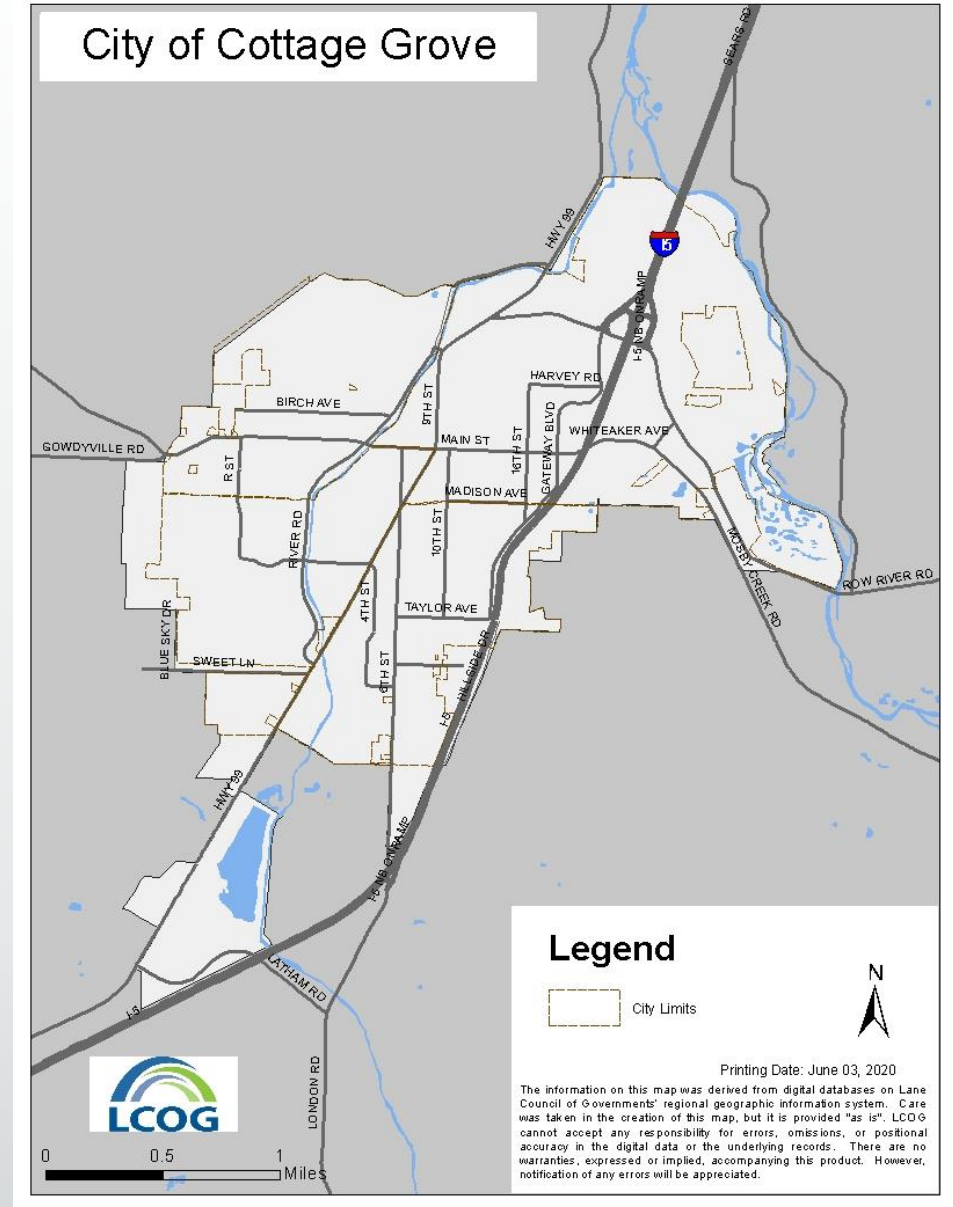
- Route 98
  - Fixed Route Service
  - Runs seven days a week
  - Serves downtown Eugene, University of Oregon, Lane Community College, Creswell, and Cottage Grove
  - There is one stop in Creswell city limits and six stops in the Cottage Grove city limits including Village Shopping Center, Lane Community College, and Wal-Mart Park & Ride





# Lane Transit District (continued)

- LTD Connector
  - Mobility on Demand
  - Pilot started in January 2019 and was suspended in March 2020 due to Covid-19
  - Service Monday through Friday 7:00 AM – 7:00 PM
  - Cost is \$1 per ride OR LTD fare
  - To schedule a ride:
    - Use mobile app
    - Website
    - Call



LTD Connector Service Area

# Lane Transit District (continued)

- Medicaid Brokerage
  - Non-emergency medical transportation for Medicaid
  - This is operated by Lane Transit District's paratransit, *RideSource*, and serves the Cottage Grove area



# South Lane Wheels

- Door-to-Door Shuttle
  - Demand Response service
  - Service area: rural areas of South Lane County including Cottage Grove and Creswell
  - Hours: Monday – Friday 7:30 AM to 5:30 PM
  - Reservations made by calling South Lane Wheels dispatch
  - Cost for one-way trips:
    - Up to 3 miles: \$3
    - Up to 5 miles: \$5
    - Up to 10 miles: \$10
    - Additional charges per mile over 10: \$1



# South Lane Wheels (continued)

- Metro Shuttle
  - Demand Response service
  - Door-to-door service from Creswell and Cottage Grove to the Eugene-Springfield metropolitan area
  - Hours: Monday – Friday 7:30 AM to 5:30 PM
  - Reservations are made by calling SLW Dispatch
  - Cost for one-way trip/round trip:
    - From Creswell: \$10 / \$20
    - From Cottage Grove: \$15 / \$30





# Existing Private Transit Services

- Cottage Grove Classic Taxi
  - Operates 24 hours per day Monday through Saturday
  - Pricing:
    - \$3 Flag Drop
    - \$2.50 per mile
    - \$5 minimum



# South Lane Wheels Historic Services

- Route-Around-Town
  - Suspended in 2019
  - Like the LTD Connector, it served users within the Cottage Grove city limits
- Medicaid & Oregon Health Plan Service Provision
  - No longer a contract service as of 2020
  - Users with Medicaid benefits through the Oregon Health Plan were eligible for free transportation provided by *RideSource* through South Lane Wheels

# Prospective Services

- Rural Veterans Healthcare Transportation Grant
  - Proposed fixed route transit service operated by South Lane Wheels and North Douglas Betterment
  - This would connect the Eugene Veteran Affairs (VA) Clinic and the Roseburg VA hospital
  - Would be funded by the Federal Transit Authority 5311 VA grant
  - If awarded, service is anticipated to start August 2020



## What is Local Door-to-Door Service?

South Lane Wheels is the only door-to-door bus service located in South Lane County. What this means is that instead of having to wait at a bus stop, South Lane Wheels will pick you up and drop you off at the location of your choice.

What makes this service unique is that reservations are scheduled based on the pickup or drop off time.

Please keep in mind that the Local Door-to-Door Service is still a ridesharing, which means other passengers may board and be dropped off en route to your pickup location and destination.

You can make your reservations as far in advance as you need to, but we do ask that you make your reservation a minimum of 2 business days prior to the date you plan to travel. However, we are occasionally able to accommodate same day ride requests.



## Medicaid & OHP

If you receive Medicaid benefits through the Oregon Health Plan, contact the RideSource Call Center to learn if you are eligible for free transportation (541) 682-5566.

## Other SLW Services

### METRO SHUTTLE

The Metro Shuttle is door-to-door service designed to get either Cottage Grove residents to locations north such as Creswell, Springfield and Eugene. Residents of Creswell can go north to Eugene and Springfield or south to Cottage Grove.

### LTD CONNECTOR

The LTD Connector is the new ridesharing bus service that will take you from door-to-door within Cottage Grove. For more info visit: <https://www.ltd.org/connector>

## South Lane Wheels

1450 Birch Avenue  
Cottage Grove, OR 97424  
[www.southlanetransit.com](http://www.southlanetransit.com)  
541-942-0456

# South Lane Wheels

## Local Door-To-Door Service



***Public Transportation***



## Everyone Can Ride

Whether you are reserving a **Local Door-to-Door** ride within and near Cottage Grove, or taking a trip up to the Eugene and Springfield area on the **Metro Shuttle**, everyone can ride without eligibility requirements.

## Service Area

We serve the rural areas of South Lane County including Cottage Grove and Creswell.

## Hours

Mon-Fri 7:30 AM to 5:30 PM.

Approval required for trip requests outside of normal operating hours.

Office hours are Mon–Fri 8:00 AM to 5:00 PM at 1450 Birch Avenue in Cottage Grove

## Ride Reservations

We take reservations on a "first-call, first-serve" basis so make your reservation as soon as possible by calling SLW Dispatch at:

**(541) 942-0456 ext. 1**  
**[7-1-1 OR Relay]**

## Be Prepared

All of our services have a schedule to maintain with the riders' needs in mind.

- Riders need to be at their pick up location before the scheduled pick up time.
- Unscheduled return trip is considered a "Will Call" ride which may have a 30-minute wait after pick up call is made.

## Local Door-To-Door Service



ONE WAY TRIPS	RATE	BOOK OF 10
Up to 3 Miles	\$3	\$25
Up to 5 Miles	\$5	\$45
Up to 10 Miles	\$10	
Add'l charges per mile over 10	\$1	

- Cash, check, or SLW ticket. Drivers do not make change
- Drivers and SLW office sell discount ticket books
- Riders must pay the fare upon boarding and have ready any carry on items



## Be Responsible

**CANCELLATION POLICY-** Please be considerate and respectful of other riders and our drivers by calling the dispatcher to cancel a reservation in advance or it is considered a "No-Show."

The "**5-MINUTE RULE**" allows the driver to wait up to 5-minutes after the scheduled pick up time for a rider to board the vehicle. If a rider does not board within the 5-minutes, the driver will leave, and report this trip as a "No-Show."

A pattern of "No-Shows" may affect future ride requests.

## What is the Metro Shuttle Service?

The Metro Shuttle service is a door-to-door service designed for South Lane residents who have places to go that are outside of the local service area.

South Lane area residents are shuttled to points north such as Creswell, Eugene, and Springfield. Creswell residents also go north but often choose locations within South Lane County.

What separates this service from others is its longer distance door-to-door nature while still being a ridesharing service.

Its most common use is for medical appointments, and other activities that have exact appointment times. Riders also reserve this service for Eugene/Springfield area shopping trips, shows, and other events that are less structured. Metro Shuttle does not go to the Eugene Airport.



## Medicaid & OHP

If you receive Medicaid benefits through the Oregon Health Plan, contact the RideSource Call Center to learn if you are eligible for free transportation (541) 682-5566.

## Other SLW Services

### LOCAL DOOR-TO-DOOR

The Local Door-To-Door Service is designed for persons wishing to travel up to 10 miles within and around the Cottage Grove area. Your ride is based on a scheduled pickup or drop-off time.

### LTD CONNECTOR

The LTD Connector is the new ridesharing bus service that is a different door-to-door service within Cottage Grove. For more info visit: <https://www.ltd.org/connector>

1450 Birch Avenue

Cottage Grove, OR 97424

**South Lane Wheels**

[www.southlanetransit.com](http://www.southlanetransit.com)

541-942-0456

# South Lane Wheels

## Metro Shuttle Service



***Public Transportation***



## Everyone Can Ride

Whether you are reserving a **Local Door-to-Door** ride within and near Cottage Grove, or taking a trip up to the Eugene and Springfield area on the **Metro Shuttle**, everyone can ride without eligibility requirements.

## Service Area

We serve the rural areas of South Lane County including Cottage Grove and Creswell.

## Hours

Mon-Fri 7:30 AM to 5:30 PM.

Approval required for trip requests outside of normal operating hours.

Office hours are Mon–Fri 8:00 AM to 5:00 PM at 1450 Birch Avenue in Cottage Grove

## Ride Reservations

We take reservations on a "first-call, first-serve" basis so make your reservation as soon as possible by calling SLW Dispatch at:

**(541) 942-0456 ext. 1**  
**[7-1-1 OR Relay]**

## Be Prepared

All of our services have a schedule to maintain with the riders' needs in mind.

- Riders need to be at their pick up location before the scheduled pick up time.
- Unscheduled return trip is considered a "Will Call" ride which may have a 30-minute wait after pick up call is made.

## Metro Shuttle Service



PICK UP LOCATION RATES PER PERSON*	ONE WAY	ROUND TRIP
From Creswell	\$10	\$20
From Cottage Grove	\$15	\$30



- Cash or check. Drivers do not make change
- Riders must pay the fare upon boarding and have ready any carry on items



## Be Responsible

**CANCELLATION POLICY-** Please be considerate and respectful of other riders and our drivers by calling the dispatcher to cancel a reservation in advance or it is considered a "No–Show."

The "**5-MINUTE RULE**" allows the driver to wait up to 5-minutes after the scheduled pick up time for a rider to board the vehicle. If a rider does not board within the 5-minutes, the driver will leave, and report this trip as a "No–Show."

A pattern of "No–Shows" may affect future ride requests.