



Frequently Asked Questions

When does service begin?

Monday, March 17, is the first day of service for the *Diamond Express*. (Wear a bit o' the green for St. Patrick's Day.)

How is the service funded?

Since 1985, Lane Transit District has administered a number of services located within Lane County that are funded through the Special Transportation Fund for the Elderly and Disabled (STF). Money for the fund comes from the State of Oregon's cigarette tax. LTD has been successful in applying for federal grants through the Small City and Rural Assistance Program to improve rural services to the general public in Florence, Cottage Grove, and now Oakridge. Guest fares and other local contributions cover about 10 percent of the full cost.

Is Oakridge now a part of LTD's service district?

No. In order to be part of LTD's service area and to get regular, fixed-route bus service, communities within Lane County must agree to participate in LTD's business payroll and self-employment tax program. However, LTD provides technical assistance to rural communities through its Special Transportation and Commuter Solutions Programs. In this way, LTD has been able to help establish programs outside of its service area by securing other funding. LTD coordinates these services with the help and guidance of interested rural residents, local officials, and staff from social service agencies.

Who coordinates the service?

Commuter Solutions and the Special Transportation Program teamed up to create the *Diamond Express*. The service will be operated by Special Mobility Services (SMS), serving as LTD's contractor. SMS operates *RideSource*, a curb-to-curb service for seniors and people with disabilities in Eugene and Springfield. SMS successfully has operated Dial-a-Ride and other specialized transit services for more than 20 years. SMS employs the *Oakridge Diamond Express* manager and drivers.

How much does it cost to ride, and how does it coordinate with LTD's fare system? Can I ride with my LTD group pass?

Each one-way trip costs \$2.50. If guests pay for a \$5.00 round-trip when boarding in Oakridge, they will receive an LTD Day Pass that can be used on LTD buses throughout that day. LTD group pass holders and other LTD passes cannot be used to ride the *Diamond Express*. At this time, all fares must be paid in cash with exact change.

What is the capacity for people, bicycles, and wheelchairs on the vehicle?

In order to begin service as soon as possible, an available 14-passenger vehicle will be used. There is space for one guest who uses a wheelchair or other mobility device. Bicycles cannot be accommodated on this vehicle. However, LTD has been awarded a grant to purchase a new, larger vehicle, which will have a bicycle rack, storage space, and other amenities.

What happens if the bus is full? Will another bus be sent out?

This question wins the prize for the most frequently asked! Service will be on a first-come, first-served basis. There will be morning runs from Oakridge into Eugene-Springfield at 6:11 a.m. and 9:11 a.m. each weekday. The driver will ask guests to make a reservation for their return on the 2:30 p.m. or 5:30 p.m. trips back to Oakridge. These guests will be given priority seating. If needed, a second vehicle will be dispatched for a last return trip of the day around 5:30 p.m. in order to ensure that everyone gets back to Oakridge. If there are overloads on a regular basis, an advanced reservation system will be used until a larger vehicle is in service.

How often and when are service and fare changes reviewed?

Drivers and guests will have some good suggestions to improve the schedule once the *Diamond Express* has been operating for a while. (Also, there likely will be a “construction schedule” used while crews are working on Hwy 58.) Expect the service to operate for about three months before any significant changes are made. After the service is established, possible service and/or fare changes will be reviewed each year.

How do I catch the bus if there is not a designated stop? Can I get on anywhere?

To be picked up, guests may hail the driver from a safe location, or they may ask to be dropped off along the route within Oakridge, except on Hwy 58. After leaving Oakridge, the driver only will stop at designated stops. (See the route map and schedule.) On return trips to Oakridge, the driver only will stop at those locations where guests ask to be dropped off. For example, the driver may by-pass the Westridge stop on a return trip if no one on the bus needs to get off at that location.

Is there a Park & Ride location?

Currently, there is one designated Park & Ride location at the Westridge Middle School to serve residents of Westfir. Oakridge guests will need to walk or be dropped off to catch the bus, or they may use available on-street parking near the route. Park & ride locations in Oakridge may become available in the future.

How is the curb-to-curb feature of the service going to work?

This is where the *Diamond Express* is really going to shine! Once the second run of the day from Oakridge makes its 10:25 a.m. stop near the Eugene Station, senior guests and those with disabilities (and others as time permits) can be dropped off at their final destination. *Diamond Express* becomes curb-to-curb service for destinations within Eugene and Springfield. Upon boarding, guests will tell the driver their desired drop-off location. The driver will create the most efficient route for dropping guests where they would like to go, and the driver also will arrange for a pick-up time that allows the bus to get back on schedule for the 2:30 p.m. departure at the 1st Avenue and Willamette Street bus stop.

Fares:

One-Way \$2.50

Valid only on Diamond Express.

Day Pass \$5.00

Includes round-trip Diamond Express and LTD Day Pass, good only on date of Purchase.

Accessible Services

The bus is equipped with a wheelchair lift and has capacity to carry one wheelchair.

Bicycles

The bus is not equipped to carry bicycles and bicycles cannot be transported inside the bus.

Service Hours

Monday through Friday
6:00 a.m. - 6:45 p.m.

Diamond Express

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TTY-Oregon Relay 800-735-2900

www.ltd.org/diamondex

Holiday Service Hours

Diamond Express does not operate on New Years Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

Bus stops

See Service Notes. Arrive at the bus stop a few minutes early and have your fare ready. Please bring exact change.

Curb-to-Curb Service

Diamond Express offers additional special service for senior guests and people with disabilities (and others as time allows). After making the 10:25 a.m. stop in downtown Eugene, guests can be dropped off at destinations of their choice within the core Eugene-Springfield area. Guests notify the driver of their destination upon boarding in Oakridge. The driver creates an efficient route for getting them where they want to go and makes arrangements for a pick-up time that allows the bus to stay on schedule for the 2:30 p.m. departure from Willamette Street at 11th Avenue, returning to Oakridge.

Return Trip Reservations

In order to plan for demand, guests will make reservations for their return trip boarding in Oakridge. They may reserve a seat by informing the driver of the time they plan to make their return trip. In the event that the 2:30 pm or 5:35 p.m. trips are full, guests with reservations will be given priority. Seats then will be filled on a first-come, first-served basis. A second bus will be dispatched for a last return of the day around 5:30 p.m. if needed.

Service Notes

Within Oakridge guests may request to board or & board the bus at any location along the route, except on Highway 58. The driver will stop the bus at the nearest safe location.

Trips to Eugene Station: After leaving designated stops, it stops only where guests ask to get off the bus.

Trips to Oakridge: After leaving Eugene. The bus will serve stops only where guests ask to get off the bus.