



ANNUAL REPORT 2023 - 2024



UNIVERSITY OF
OREGON

Transportation
Services

MESSAGE FROM THE DIRECTOR



This past year continued to present opportunities and challenges, but also a consistent stride for our Transportation Services team. This report provides highlights of all this in order to foster continued partnership with others, transparency, and collaboration. I trust that it will also open new doors to solve tough problems together.

After significant upfront effort, Transportation Services launched a comprehensive long-range transportation planning project this year. Transportation planning is a new endeavor for Transportation Services, but the right place to do this work. The department's hands-on knowledge of transportation operations and investment in transportation infrastructure provides a firm

foundation for effective transportation planning. This 18-month planning effort, including input from campus and regional stakeholders, will help the department properly invest future funds in transportation infrastructure and programs to better serve university students, staff, and faculty. The Plan will highlight existing conditions and create future alternatives and funding strategies for more sustainable travel options to, from, and through campus.

Sustainable transportation options have continued to be a top priority for our department this past year. Our E-bike Lending Library continues to be extremely popular, allowing students, staff, and faculty to explore this mode of travel before making a significant purchase. Our commitment to the PeaceHealth Rides bikeshare program has remained as strong as ever, with the department continuing to provide financial assistance to keep rental rates low for university community members. Partnerships with ASUO, Lane Transit District, Zipcar, POINT bus, and others continue to help us reduce drive-alone trips.

Investment in infrastructure and programs are key elements to success in this industry. This past summer represented significant progress in repaving several parking lots on campus while also updating priority ADA infrastructure in these areas. We piloted new scooter racks on campus and are hoping to expand these in the near future, along with e-battery charging capability in fire-safe locations. Existing and new transportation programs are also essential for campus. This past year, our team procured a new Duck Rides and Access Shuttle rider app that launched fall term, making ride scheduling easier and more convenient. Our team has also begun a transition for motor pool services to a new UO owned and operated program.

Transportation Services continues to grow and adapt. I am pleased to present this report illustrating the hard work our team has done over the past 12 months, and noting some highlights of where we are headed next!

Sincerely,

A handwritten signature in black ink that reads "Dave Reesor".

Dave Reesor
Director of Transportation Services

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Transportation Services Strategic Plan 2020 - 2025

The strategic plan guides programs, investments, and overall customer service for the department. It contains a mission statement that provides a foundation for goals, objectives, and actions taken by the department. Throughout this report, the strategic plan forms a framework for evaluating department success in eight primary goals.

Mission Statement

UO Transportation Services provides access, mobility, and parking services in support of the campus.

Goals

Customer Service – Creating value for our customers and stakeholders, both on- and off-campus.

Equity – Assuring equitable access and travel options for all users.

Fiscal Responsibility – Identifying sources and uses of funds which create value for stakeholders.

Safety and Efficiency – Supporting a transportation network which moves people and goods through campus efficiently while protecting needs of vulnerable populations.

Sustainability – Reducing our direct environmental impacts while facilitating the reduction of carbon-intensive modes in support of university sustainability goals.

Innovation – Serving as a leader in campus mobility by leveraging creative partnerships, programs, and services as well as emerging technologies.

Congestion Reduction – Reducing congestion in the campus core through investments, curb management, and pricing which shift auto parking to the periphery.

Asset Management – Assuring that transportation assets on campus are in a state of good repair.

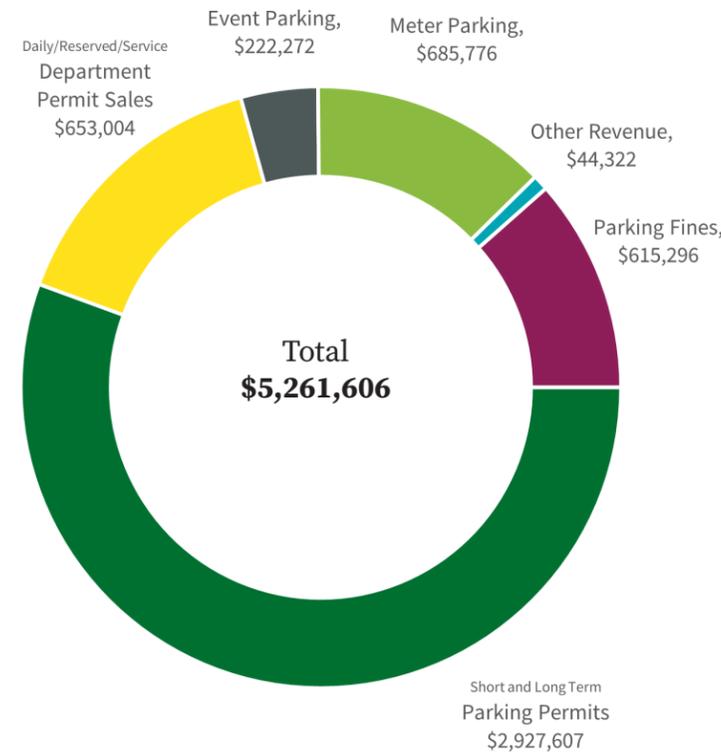


FUNDING

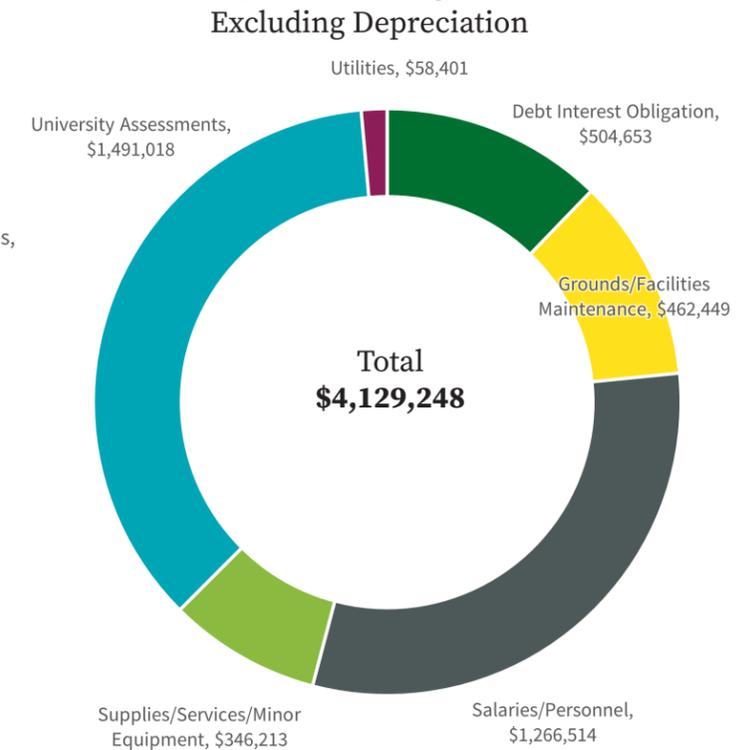
As an auxiliary unit, Transportation Services must bring in enough revenue to cover its expenses. Only the relatively small Access Shuttle operations are covered through UO's General Fund. Duck Rides operations are budgeted separately from the rest of the department, in part because the evening shuttle program is fully funded through student I-Fees, which are allocated by the Associated Students of the University of Oregon (ASUO) leadership each year. The vast majority of department revenue comes from parking permits. Other sources of revenue for the department include hourly pay-to-park spaces (recorded as 'meter parking' below), event parking, department vehicle spaces, and parking citations. Revenue from citations is less than that of most other categories. Any excess department revenue each year is placed into a plant fund for future

capital infrastructure modernization projects and maintenance. In FY 2024, operating revenues and expenses increased over FY 2023. The biggest changes in revenues came from increased department permit sales and metered parking revenue, and decreased parking fines. Through partnership with Knight Campus, Transportation Services was able to pay off remaining capital debt service for the Millrace Garage in FY 2024. Transportation Services has also increased investment in the maintenance of existing parking facilities in FY 2024. As the university continues to redevelop at higher densities, structured parking garages will be in greater demand as surface lots are displaced. This infrastructure, in large part, will be financed and funded through parking fees and fines.

FY 24 Operating Revenues



FY 24 Operating Expenses Excluding Depreciation



TRANSPORTATION OPTIONS

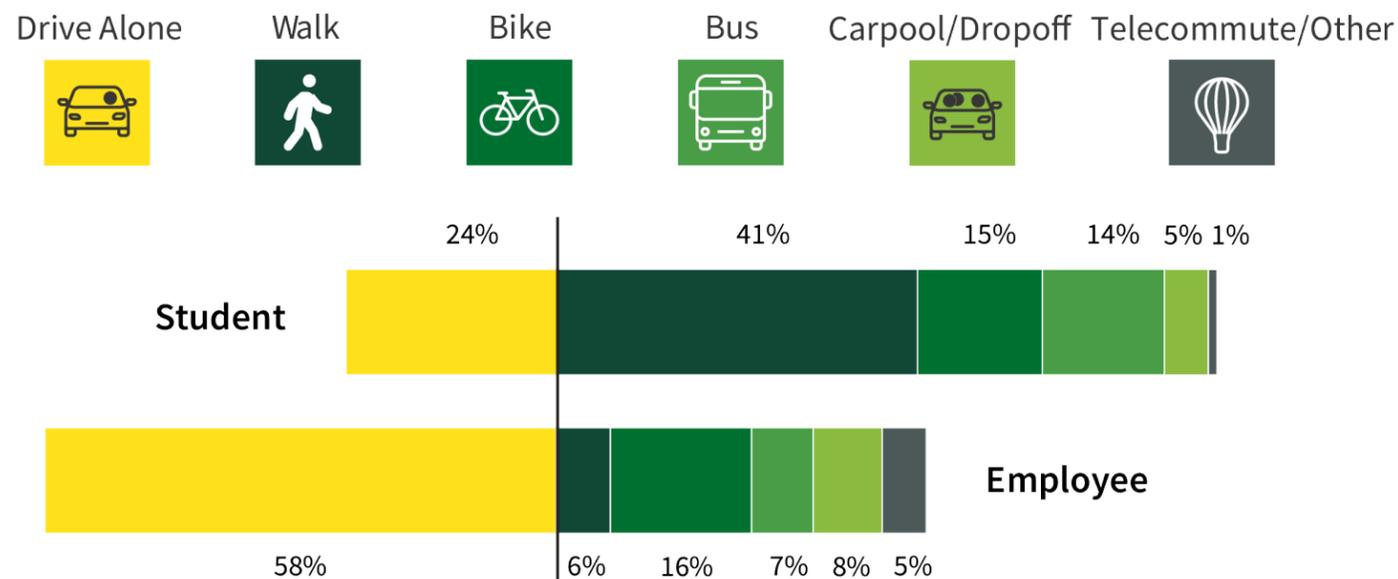
2023 Commute Survey

Transportation Services conducts an annual survey of employees and students to gather information on travel modes to campus. The 2023 survey was taken by 653 students and 1,920 employees in the fourth and fifth weeks of fall term (October 21st to November 4th).

In Fall 2023, drive-alone trips as a percentage of commutes increased to record highs for students (24% of mode share). For students, walking has been declining from 50% in 2021 to 41% in 2023. Student transit and bicycle trips were comparable to the previous year, while drive alone trips increased from 18% to 24%.

The employee mode share in 2023 changed slightly compared with 2022. Drive alone trips increased from 55% to 58%, while transit, walking, and bicycling remained near 2022 levels. However, drive alone trips remain elevated compared to pre-COVID levels (47% of trips) and bicycle, transit, and walking remain lower than pre-COVID levels for employees.

How do you usually commute to and from campus?



Outreach and Education

Transportation Day – This annual event on the Chapman Lawn in fall term brings community transportation options to campus for students and employees to learn and provide feedback.

Duck Days – Campus visits for prospective students provide an early opportunity to educate on the many options to live car-free in Eugene.

IntroDUCKtion – Incoming students learn how to succeed at UO, including all the transportation options available.

May is Bike Month – Bike Month is a national movement supported locally through organized bike rides, movie nights, bike repair, and other events. In May 2024, Transportation Services organized and helped fund the Filmed By Bike Film Festival in Straub Hall. This event was held for the second year at UO and highlighted the collaboration between campus and regional transportation partners: UO Bike Program, City of Eugene, Cascadia Mobility, Shift Community Cycles, and Lane Council of Governments.

New Options in 2023 - 2024

E-Bike Lending Library – In 2023, Transportation Services launched an e-bike lending library for employees and students. In partnership with the EMU bike program, the lending library allows UO community members to borrow an e-bike for up to two weeks. The program has grown in the first year and now offers six bike models as well as free training to participants. The program has served more than 80 participants in the first 18 months of operation, including several participants who have gone on to purchase their own e-bikes after the rental period has ended.

Bikes for Ducks – With funding from Transportation Services and the Office of Sustainability, the UO Bike Program initiated a program to resell bicycles that are abandoned on campus at the end of each academic year. Transportation Services donates impounded bicycles to the Bike Program for repair by student mechanics. The program also funds a discounted bike helmet and lock with each bicycle purchase.

UO Uber Night Rides – After a successful pilot program, ASUO contracted with Uber to continue providing late night mobility for students. Starting at 10:00 p.m. and continuing through 7:30 a.m., students can receive up to four subsidized rides on Uber per month. Transportation Services administers the program on behalf of ASUO.

Subsidized Bike Share Access and Ambassadors Program – Transportation Services and ASUO continue to provide funding for employees and students to receive discounted access to PeaceHealth Rides bike share. Transportation Services continues collaborating with Cascadia Mobility to optimize bike share availability and hub placement on campus. Transportation Services also funds bike share memberships and helmets for up to twenty students to be peer leaders for shared mobility on campus. These student ambassadors engage in volunteer activities to encourage and promote safe use of the PeaceHealth Rides bike share system.

Shared Mobility Working Group –

Transportation Services meets quarterly with regional mobility partners to coordinate transportation funding, planning, and programming efforts. This groups includes Cascadia Mobility (operator of PeaceHealth Rides bike share), Lane Transit District, City of Eugene, Oregon Department of Transportation, ASUO, Better Eugene Springfield Transportation (BEST), and Lane Council of Governments.

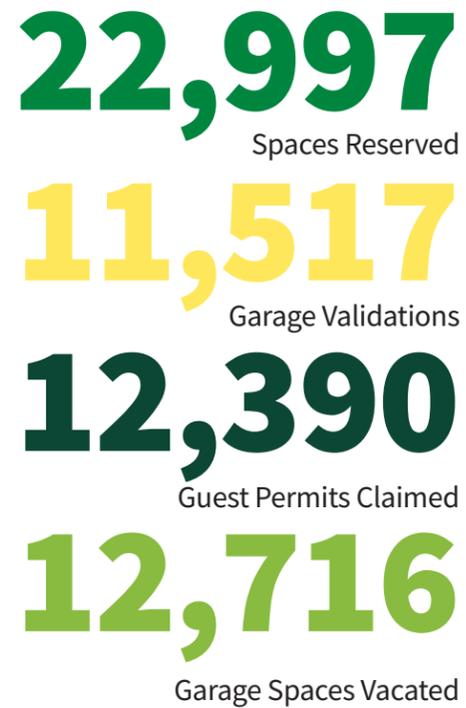
E-Devices on Campus – The City of Eugene’s pilot program for shared e-scooters ended in December 2023 when the scooter provider ceased operations. To accommodate the increased use of privately owned e-scooters on campus, Transportation Services established several outdoor scooter-specific racks as well as a designated area for storing and charging e-devices in the Millrace Garage. The university plans to designate additional e-device charging locations in the future.



EVENT MANAGEMENT

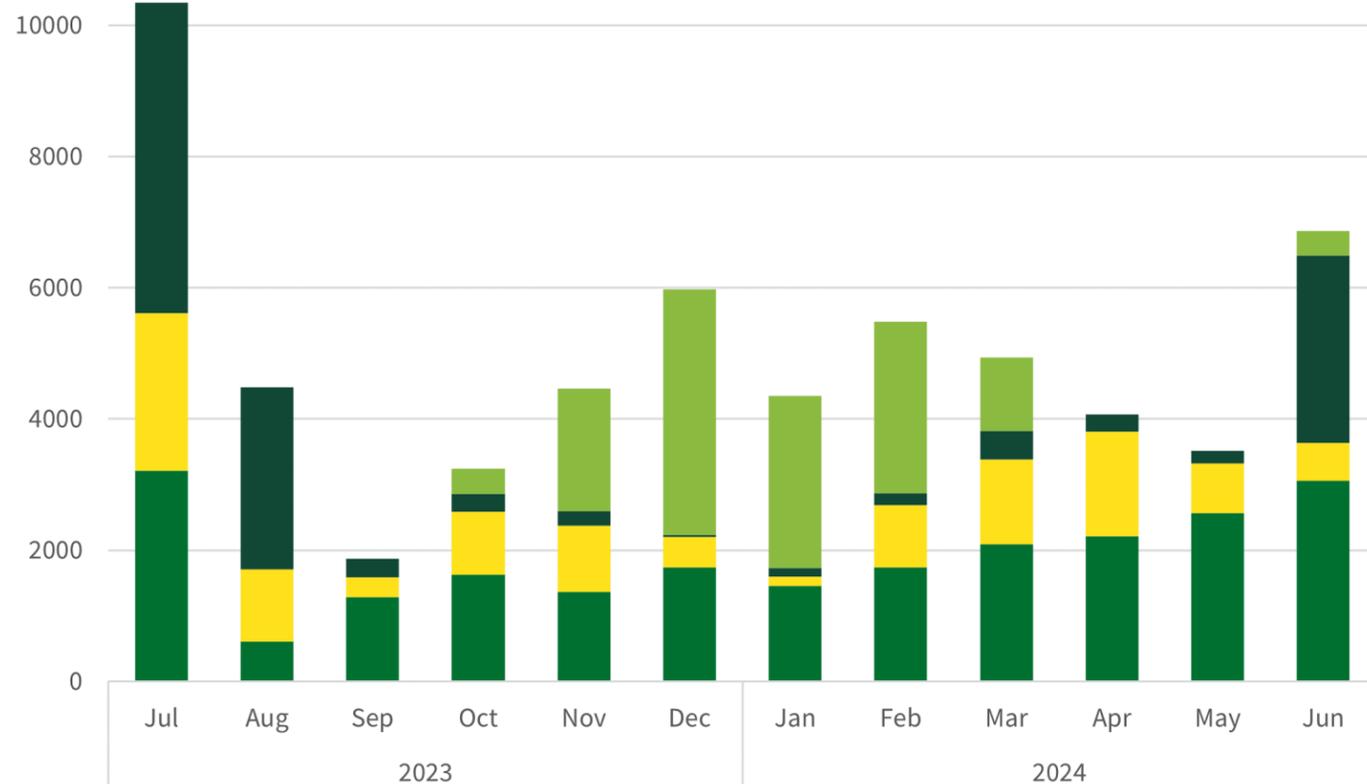
Supporting Special Events

Transportation Services supports a wide range of campus events by providing event coordinators with various parking options, including reserved spaces, daily guest permits, and garage parking validations. In managing event parking, careful attention is given to ensuring that the daily parking needs of faculty, staff, students, and departments are not disrupted. While event and parking demands fluctuate, annual patterns reveal consistent trends in both timing and location. Areas such as A-Central, B-East, University Street, and the 13th Avenue Garage see heightened demand for event parking, particularly when the Career Center, Enrollment Management, Residence Halls, Jane Sanders Stadium, Hayward Field, and Matthew Knight Arena host events. In particular, events at Matthew Knight Arena often require the complete clearance of the 13th Avenue Garage to accommodate parking for attendees.



Special Events by Month, 2023- 2024

■ Reserved Spaces
 ■ Garage Validations
 ■ Daily Guest Permits
 ■ Garage Spaces Vacated



SHUTTLE PROGRAMS

Access Shuttle

The Access Shuttle is an on-campus ride service provided at no cost to students, faculty, staff, and visitors with conditions that limit mobility. This service is critical to those with mobility constraints who might otherwise be forced to travel long distances in areas where vehicular parking is limited. The shuttle prioritizes pre-scheduled rides for students with mobility constraints, followed by staff and faculty, and then visitors, and primarily operates on or immediately adjacent to campus.

4,081
Access Shuttle Rides

Rider App Introduced

A new rider App for the Access Shuttle and Duck Rides was introduced for the 2024-25 academic year. This new rider App streamlines the program's dispatch process while providing enhanced rider convenience and accessibility. The new rider App enabled exponential growth in ridership of Duck Rides during the 2024 fall term.

Duck Rides

Duck Rides is a program managed by Transportation Services that provides free and accessible transportation to all university students, staff and faculty. Duck Rides operates from 6 p.m. to midnight, 7 days per week while school is in session.

This program is administered by three professional staff, a UO student leadership team, and a UO student-staffed fleet of drivers.

In the 2023-24 academic year, the Duck Rides program provided 18,153 ride to UO students, staff, and faculty throughout campus and the Eugene metro area.

In fall 2024, Transportation Services completed an office renovation that created space to bring Duck Rides operations into the Transportation Services' office.

18,153
Rides Given

77

Average Riders per Night

This move provides a permanent home for the Duck Rides program and integrates the team with the rest of Transportation Services' staff.



AUTOMOBILE PARKING ASSETS

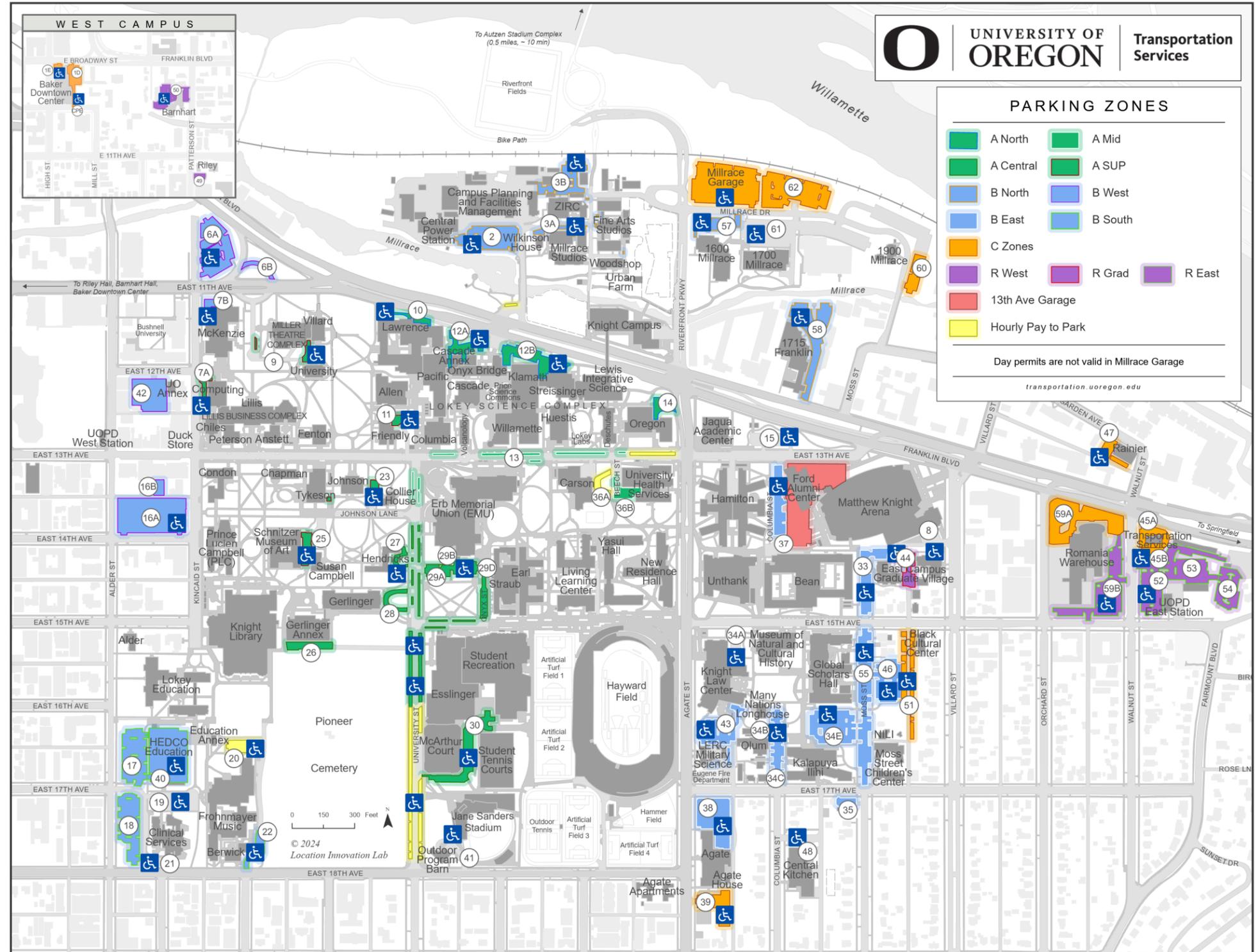
Zonal Parking Improvements

Transportation Services continually analyses the zonal system and makes adjustments throughout the year based on parking behaviors and other conditions. Parking permit sales and waitlists are reviewed every academic term and inform changes made to the availability of daily, 30-day and term permits.

In September, 2024, Transportation Services took possession of parking lots adjacent to the Millrace Garage and 1700 Millrace. The parking spaces in these two lots account for the increase in total parking spaces from FY 2023 to FY 2024. While the parking spaces at 1700 Millrace are currently reserved for tenants of the building, the addition of Lot 62 allowed Transportation Services to increase the number of C Zone permits available to commuters. The zonal parking system helps Transportation Services optimize parking demand and efficiently utilize spaces across campus while offering customers a variety of pricing options. It ensures permit holders have a fair chance to find parking in their preferred locations and supports financial sustainability through tiered pricing. The ongoing adjustments demonstrate the system's adaptability to enhance overall parking efficiency and accessibility.

4406
Parking Spaces

75 Lots **3** Garages



AUTOMOBILE PARKING MANAGEMENT

Permits Issued 2023 - 2024

Zonal parking permits are priced based on parking location and demand. The system manages demand through permit allocation and pricing incentives to increase the likelihood of quickly locating parking in an expected area. Parking permits are available on a daily, 30-day and academic term basis, and the quantity of parking permits available for each zone is based on parking spaces and observed parking usage in the area. Advance renewal options for term permits ensure continued access to preferred locations, and waitlists assist customers seeking permits in sold-out zones. This system allows Transportation Services to better manage parking demand and more efficiently use parking spaces throughout campus, while also providing additional pricing options to customers.

Monitoring and Adjustment

Transportation Services closely monitors several measures to evaluate parking lot occupancy and makes adjustments on a regular basis in order to maximize the scarce resource of parking on campus. These measures include:

- Permits available in each zone
- Lot and zone occupancy
- Waitlist size
- Customer feedback

7076

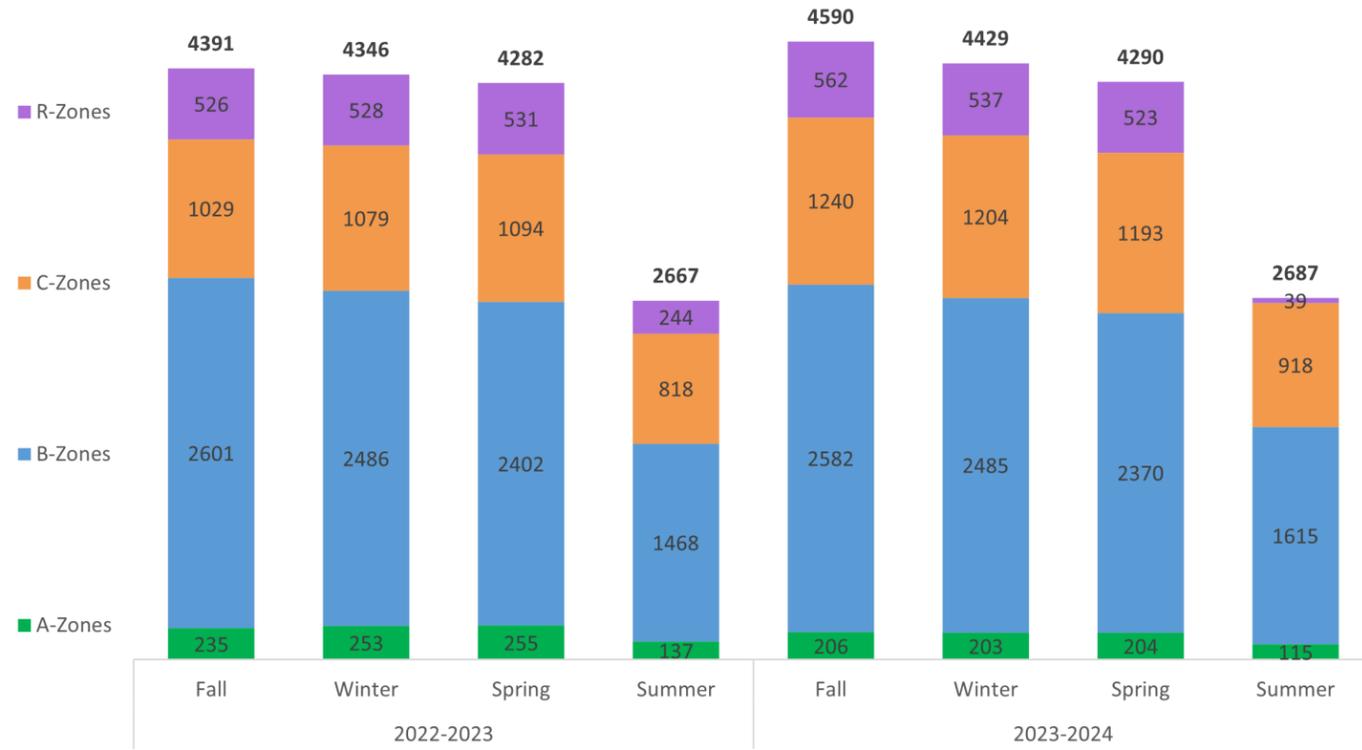
Lot Counts

Transportation Plan Update

In January 2024, Transportation Services began work on a comprehensive long-term strategy to guide the next twenty years of operations and investments into transportation infrastructure, programs, and policies that embody the mission, vision and goals of the University, and provide for the future needs of the campus. The University of Oregon Transportation Plan will be the first formal transportation plan for the Eugene campus since the adoption of the Long Range Campus Transportation Plan in 1975, and is aimed at enhancing accessibility, fostering campus vibrancy, and promoting sustainable travel options including walking, biking, and transit use. The Transportation Plan project team will continue to reach out to project partners regularly, both on- and off-campus, to gather and share information through the project's completion in Summer 2025.

In 2024 the project team completed an inventory of existing pedestrian facilities on campus, measuring the width, surface condition, slopes and constraints. This data informed the Existing Conditions Report that was finalized in Fall, 2024. The Existing Conditions Report also examines bicycle facilities and parking, transit stops and demands, motor vehicle parking supply, micro-mobility facilities, and other current and emerging transportation fields. The report identifies gaps, barriers, and needs based on safety, capacity, comfort, and continuity, and will inform the Future Needs Assessment and Project Recommendations included in the completed plan.

Permits Active by Zone in Week 4 of Term



FIELD MANAGEMENT

2023 - 2024 Parking Citations

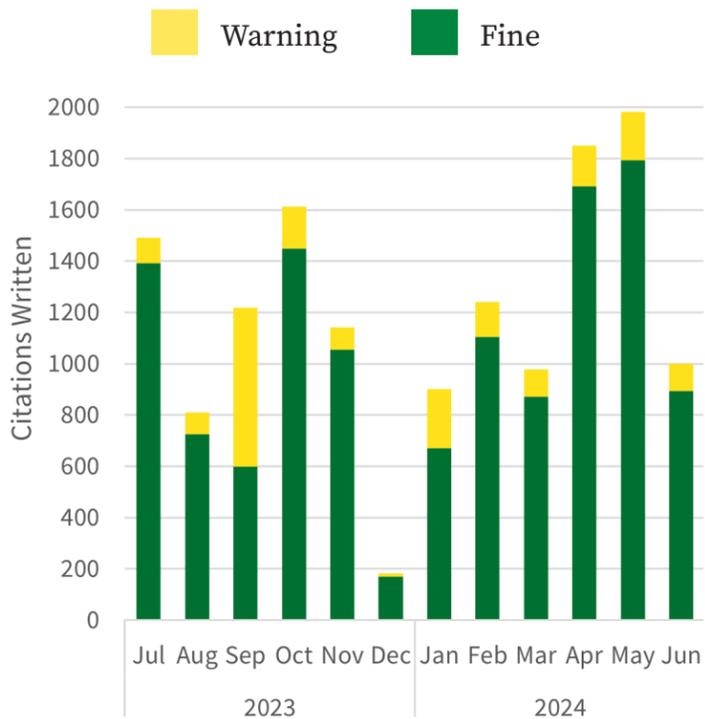
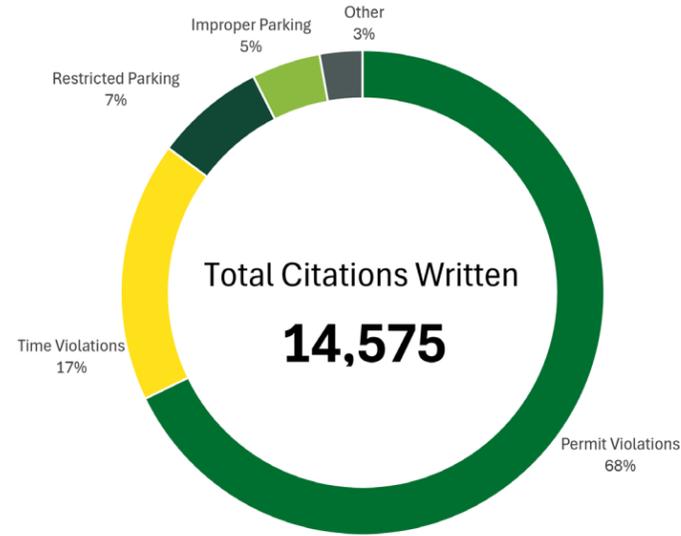
Permit Violations – This category includes failure to obtain a permit and having the wrong permit for the zone in which the vehicle is parked.

Time Violations – Includes expired hourly pay-to-park sessions and parking for longer than the posted time in a loading zone or other short-term parking area.

Restricted Parking – This category encompasses parking in a location or at a time that is restricted, such as reserved spaces, ADA spaces, and overnight parking in lots not designated for overnight parking.

Improper Parking – Violations for parking where there is no parking space, for blocking entrances, or parking in front of fire hydrants.

Other – Various administrative violations such as boot warnings or tow fees.



Education and Enforcement

Enforcement is a necessary mechanism to ensure that rules are followed and permit holders have access to parking. Transportation Services uses two primary types of citations to accomplish this: a warning citation that documents a violation occurred, and a fine which varies based on the severity of the violation. At the beginning of each academic year and following longer breaks, Transportation Services field staff typically issue a limited number of warning citations in lieu of fines. Warnings, along with lot signs, campus maps, and the Transportation Services website, help educate people about parking on campus.



STRATEGIC GOALS

Goal 1 – Customer Service

Provide efficient and effective customer service

1A	Department staff communicates actions early, often, and clearly to campus stakeholders	1.1	Develop department Annual Report, published at the beginning of each academic year	Recurring
		1.2	Update department website on an annual basis	Recurring
		1.3	Diversify outreach tactics (e.g. email, university-wide publications, presentations, etc.)	* Recurring
		1.4	Create email lists for various customer segments (e.g. permit holders, ADA user groups, event coordinators, etc.)	Upcoming
		1.5	Create “Transportation Advisory Group” to provide relevant recommendations	Upcoming
1B	Customers are heard and understood	1.6	Routinely engage in cross-department meetings, events, and programs to seek stakeholder input	Recurring
		1.7	Conduct annual customer service survey, representing a diversity of customer input	Complete
1C	Prioritize parking and travel needs of students, staff, and faculty	1.8	Implement Contractor Parking Zone in underutilized, periphery lots, and establish a permit cap	Complete
		1.9	Measure, evaluate, and adjust service vehicle parking supply and demand	Complete
1D	Citation appeals are evaluated in a timely and thorough manner	1.10	Implement new citation appeals criteria and Citation Appeals Board Bylaws	Complete
		1.11	Citation appeals are reviewed and completed within a three-week period	Complete
1E	Campus events are supported with parking and transportation operations	1.12	Update staffing and decision protocol for after hours parking and transportation support	Complete
		1.13	Collaborate with event organizers to advertise and promote transportation options	Recurring
		1.14	Update events validation with implementation of new parking management software	Complete
1F	Re-evaluate, map, and plan for visitor parking	1.15	Place visitor parking in high demand locations with high turnover rates	Complete

Goal 2 – Equity

Create an equitable transportation system that reduces travel barriers to and through campus

2A	Campus destinations are accessible to all customers	2.1	Develop ADA Accessibility Plan with inventory of conditions, evaluation of compliances, implementation timeline, and prioritization of projects	* In Progress
		2.2	Coordinate Pavement Management Study to assess conditions and prioritize ADA improvements	* In Progress
		2.3	Evaluate access shuttle demand and adjust available hours based on projected need	In Progress
		2.4	Work with UOPD to build accessible transport options into evening shuttle programs	Complete
		2.5	Collaborate with VP of Equity & Inclusion to facilitate vehicle-to-building assistance	In Progress
		2.6	Include accessibility questions on annual commute survey to better understand needs	Complete

2B	Offer a variety of parking location and price options	2.7	Develop a Zonal Parking System that provides demand-based parking price options	Complete
		2.8	Parking Zones should include appropriate target ratios to manage supply and demand	Complete

Goal 3 – Fiscal Responsibility

Plan and operate a fiscally responsible transportation system

3A	Fees, fines, and other revenue sources adequately fund existing operations, assist in funding capital projects, and systematically expand transportation options to reduce parking demand	3.1	Conduct studies (e.g. Pavement Conditional Analysis) to budget capital improvements	* In Progress
		3.2	Communicate in Annual Report how revenue is prioritized and spent	Complete
		3.3	Evaluate funding for all transportation-related services and make recommendation to campus leadership regarding efficient and effective use of funds and other resources	* Recurring
		3.4	Adjust fees, fines, and rates annually to approach market rate while reducing demand	Complete
		3.5	Evaluate all transportation-related services on campus, including those not managed by Transportation Services, for potential operational efficiency improvements	Complete
		3.6	Evaluate long term, reliable funding and operation efficiencies with UOPD and other campus partners for daytime and evening shuttle program	Complete
		3.7	Collaborate with CPFM to monitor and adjust parking replacement fees charged to projects	Recurring

Goal 4 – Safety and Efficiency

Provide a safe and efficient transportation network through campus

4A	Provide safe travel options to vulnerable commuters, including people with ADA needs and those who walk and bike to campus.	4.1	Coordinate with UO Safety and Risk Services to identify key transportation corridors in need of lighting and other risk-reduction measures	In Progress
		4.2	Collaborate with VPFA to secure long-term, reliable fixed-route shuttle funding	In Progress
		4.3	Launch day-time, fixed route campus shuttle if sustainable funding is secured	* In Progress
		4.4	Collaborate with UO Bike Program to create campus Bike Safety Program that educates students, staff, and faculty on best practices	In Progress
4B	Timely and efficient delivery of goods	4.5	Establish clear route-finding and loading zones for delivery vehicles through improved signage as well as pavement and curb markings	* Complete

STRATEGIC GOALS

Goal 5 – Sustainability

Promote and facilitate sustainable travel options aligned with campus-wide goals

5A Increase transportation option programs and capital investments that support sustainable travel	5.1 Evaluate utilization of EV charging spaces and project future levels of demand	In Progress
	5.2 Update carpool program to include incentives that encourage program participation	* Complete
	5.3 Partner with carshare providers to promote alternative travel options from campus	Complete
	5.4 Engage with new students and employees through booths at events and orientations	Recurring
	5.5 Investigate potential park and ride sites and implement park and ride services for travel to and from campus, either through owned and operated services or third-party partnerships	Complete
	5.6 Collaborate with UO Office of Sustainability to create a registry of campus-owned vehicles for the purposes of GHG measurement and future emissions-reduction programs	In Progress

Goal 6 – Innovation

Support campus travel with creative use of technology, communication, programs, and incentives

6A Pilot new transportation programs and initiatives on campus	6.1 Collaborate with partner agencies to launch and integrate RideAmigos on campus	Complete
	6.2 Work with ride-hailing companies to coordinate safe operations on campus	* Recurring
	6.3 Coordinate with City of Eugene and other stakeholders to pilot shared micromobility	Complete
6B Use technology to aid in the convenience and efficiency of travel and parking options	6.4 Implement new Parking Management software which includes license plate recognition technology	Complete
	6.5 Improve parking hardware technology as funding becomes available	Complete
	6.6 Purchase and install digital signage which displays parking availability in garages	Upcoming
	6.7 Monitor and establish policy for emerging modes and mobility technology (e.g. personal e-scooters)	Complete
6C Establish campus transportation hub	6.8 Study and identify location of a future intermodal transportation hub on campus	* In Progress
6D Serve as a campus transportation research lab	6.9 Routinely engage with faculty and students on projects that explore new transportation efficiency ideas, methods, and infrastructure	Recurring

Goal 7 – Congestion Reduction

Reduce congestion to and through campus

7A Provide parking outside campus core	7.1 Coordinate with Campus Planning to identify and evaluate campus periphery locations for surface and/or structured parking lots	In Progress
	7.2 Designate industry standard colors, signage, and logos	Complete
7B Establish pavement and curb management standards	7.3 Create clearly marked pickup and drop-off areas to reduce unnecessary congestion	Complete
	7.4 Coordinate with regional partner agencies to gather annual bike and pedestrian counts	* Recurring
7D Balance overnight and commuter parking demand	7.5 Primarily place overnight resident parking in periphery lots and place cap on permits	Complete
	7.6 Communicate with new students, staff, and faculty to promote modes that reduce parking demand	* Recurring

Goal 8 – Asset Management

Assure that transportation assets remain in a state of good repair and functionality

8A Identify and evaluate transportation capital project needs	8.1 Collaborate with CPFM to conduct a Pavement Management Study to evaluate conditions and identify measures to increase longevity and prioritize improvement	* In Progress
	8.2 Update Campus Transportation Master Plan to identify 20 year infrastructure and operational needs based on travel patterns, congestion, and parking supply and demand	In Progress
8B Bicycle and other personal transportation device assets are adequately planned for, maintained, and organized	8.3 Evaluate campus bike parking utilization on an annual basis identify future needs	Recurring
	8.4 Identify parking facilities for e-scooters and other small personal transportation devices	Complete
	8.5 Explore solutions for final distribution of bicycle (and other personal transportation device) impounds	Complete
	8.6 Coordinate with UO Bike Program to routinely evaluate and replace bicycle repair station tools	Complete

* Denotes a task that changed status in the last year.

Goals are defined in the Transportation Services Strategic Plan 2020 - 2025. Transportation Services will engage in a comprehensive review and update of the Strategic Plan in 2025.

2024-2025 PRIORITIES

To assist with prioritization of tasks and initiatives, department leadership routinely revisits its 2020-2025 Strategic Plan to help determine each year's departmental priorities. Transportation Services has developed a robust list of strategic priorities this year. Each priority listed below is purposefully placed at equal value to other, concurrent, departmental priorities. As the year progresses, emphasis on these priorities may ebb and flow depending on available resources and other daily commitments the department has.

Transportation Plan (18 Month Process)

Evaluate existing conditions, estimate future needs based on growth projections, identify service and infrastructure gaps, and create a 20-year transportation capital project list. Identify and prioritize funding possibilities.

Motor Pool Transition

Launch a university owned and operated motor pool.

E-Device Parking and Charging

Collaborate with University partners to begin implementation of e-mobility device storage, parking, and charging options on campus.

State of Good Repair

Repave parking lots and streets that have been identified as high-priority areas this past year; continue prioritizing other locations for implementation the following year.

ASUO Collaboration

Identify opportunities for further collaboration with ASUO to better understand and meet student transportation needs.

Respond to Ad Hoc Needs

Provide timely services to support transportation needs that arise on campus.

Strategic Plan Update

Begin process of updating the five year strategic plan to guide future projects and determine department priorities.

ADA Transition Plan

Collaborate with University partners to develop ADA Transition Plan.





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