



FY 2018 Outreach Report

Proposed bus service improvements

October 2017 – March 2018

Proposal

We're continuing a 10-year expansion of transit throughout the Portland area with the following proposed bus service improvements. Some improvements will take effect in September 2018 and the rest in March 2019.

The proposal includes splitting a heavily used line for better on-time performance, extending a route across the Fremont Bridge, rerouting a bus line and creating a new one to decrease travel times and maintain coverage, proposed all-night service on two bus lines, and 24/7 transit service to PDX . We're also proposing increased frequency on some lines and expanding hours of service on others.

Details on the proposed improvements are published online at trimet.org/plan where people provided feedback and signed up to receive email updates. TriMet has added service every year since 2013, with a focus to connect workers with jobs, students with education opportunities and to meet growing demand.

Outreach summary

The FY19 proposal included two rounds of public outreach and expanded opportunities to talk with service planners at multiple open house events about service changes, budget, construction projects, electric buses, enhanced transit corridors, low-income fares, and a proposed change to the citations process. This year we also used our newly-created multicultural contract to partner with organizations that helped promote the proposed service changes to the Limited English Proficiency (LEP) community, help recruit attendees for the open houses, secure event locations, and provide interpreters.

Round 1 – October to December 2017

Comments received: 1,721

We started by promoting the proposed service improvements via newspaper ads, public notices, on-board outreach, transit center outreach, stop postings, a media release, stakeholder and rider communications, social media and partner distribution lists.

Feedback channels included email, social media, trimet.org, open houses, and TriMet Customer Service.

In round one themes we heard about proposed service changes were mostly positive with some concerns. Splitting Line 4 got positive feedback with some asking for short transfer times between the lines. The extension of Line 24 into NW and SW Portland received mostly positive comments with a few asking that we continue to serve all of the stops in front of Emanuel Hospital. Most respondents liked the Line 79 proposal but asked that the new line on Webster Road provides the same level of service as the current 79, and some concerns were voiced about no longer serving the six stops on Strawberry Lane. All-night service to PDX was very popular and the majority of respondents chose the option using 82nd Avenue.

Round 2 – February to March 2018

Comments received: 592

After the first round of outreach, planning staff reviewed the comments and went back to make some adjustments to the proposal based on that feedback. Adjustments included a new proposal for Line 24 that would continue to serve all stops in front of Emanuel Hospital which was very well received.

We promoted the proposals again via newspaper ads, public notices, on-board outreach, transit center outreach, stop postings, stakeholder and rider communications, social media and partner distribution lists.

Feedback channels included email, social media, trimet.org, open houses, public and TriMet Customer Service.

Themes in the feedback from the second round of outreach were still strongly positive. The route extension of Line 24 received more positive comments after the revision to include serving all existing stops, and the split of Line 4 remained mostly positive with still some apprehension about how long the transfers would take. 24-hour service on Lines 20 and 57 were very popular, and the proposal for all-night transit service to PDX was also very well received.

Open houses

In previous years we've held 3-4 open houses, but this year we had a lot more to talk about that affects all of our customers so we increased the opportunities to comment. Over 170 people attended 8 open houses located throughout the district, talking with TriMet Planning staff and voicing their opinions about proposed bus-service changes. The events also included staff to answer questions about our budget, low-income fares,

the citations process, electric buses, construction projects, and enhanced transit corridors.

Oregon City	N. Portland	Gresham	Tigard	Milwaukie	Hillsboro	Downtown Portland	NE Portland
11/1/17	11/2/17	11/9/17	11/8/17	11/9/17	11/14/17	11/15/17	2/15/18
Senior Center	PCC Cascade	City Hall	Tigard Ballroom	Milwaukie High School	Centro Prosperidad	U of O White Stag Building	Emanuel Hospital
5 attended	30 attended	35 attended	26 attended	15 attended	22 attended	24 attended	14 attended

Verbatim comments received via email, text, phone, comment cards are available upon request.