



FY20 Outreach Report Draft Bus Service Improvements September 2018 – March 2019

Proposal

We propose to continue our 10-year expansion of transit throughout the Portland area with service improvements to 8 bus lines in Fiscal Year 2020. Improvements include:

- Two new Frequent Service Lines
- Two lines receiving new Sunday service
- Route changes to two lines
- One line receives improved weekday frequency, later weekday service and new Saturday and Sunday service.

Some improvements will take effect in September 2019 and the rest in March 2020.

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 on connecting workers to jobs, students to educational opportunities, while also meeting growing demand.

Outreach summary

The FY20 proposal included two rounds of public outreach and expanded opportunities to talk with service planners at multiple open house events about service changes including bus service enhancements and MAX station closures, budget, and construction projects.

Round 1 – September to December 2018

Comments received: 252

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, customers were quite positive about the proposal. As we've seen in the past, increasing the number of Frequent Service Lines is very popular among our customer base. Riders were especially pleased to learn about Line 20-Burnside/Stark becoming a Frequent Service Line. Additionally, customers were excited to learn that the upgrading of Line 76-Beaverton/Tualatin to Frequent Service will allow for Line 78-Beaverton/Lake Oswego to take over for Line 42-Denney/Hall, providing late night weekday and new weekend bus service to Vose, Whitford, and Metzger areas of Beaverton and Tigard.

Customers also supported the new Sunday service on Lines 30-Estacada and 32-Oatfield as well as the speed and reliability improvements that will come with the route change to Line 19-Woodstock/Glisan.

Finally, East Portland customers were happy to learn about later weekday service and new weekend service on Line 74-162nd Ave.

Round 2 – February to March 2019

Comments received: 291

After the first round of outreach, planning staff reviewed the comments and forward the proposal to the Spring outreach intact except for two additions. Additional proposal included a route change to Line 70-12th/NE 33rd Ave. to streamline the route, improving speed and reliability and the elimination of two low ridership afternoon rush hour deviations to Union Manor on Line 19-Woodstock/Glisan that result in very difficult turning movements onto SE McLoughlin Blvd. when there is high volume, high speed traffic. Currently, the deviations average less than two boarding rides per weekday.

We promoted the proposal again with the two new additions via public notices, stakeholder and rider communications, social media and partner distribution lists.

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

Customers continued to strongly support the expansion of the Frequent Service network to include Lines 20-Burnside/Stark and 76-Beaverton/Tualatin. Again, customers were appreciative of the new weekend service in the Vose, Whitford and Metzger communities afforded by the Line 78-Beaverton/Lake Oswego route change, allowing them more opportunities for traveling to and from work. Customers also mentioned the convenience of having weekend bus service on Line 32-Oatfield to Providence Willamette Hospital.

Open houses

Over 300 people attended 9 open houses located throughout the district from September 2018 through February 2019, talking with TriMet Planning staff and voicing their opinions about proposed bus-service changes and the proposed closure of four Downtown MAX stations. The events also included staff to answer questions about our budget and construction projects.

TriMet contracted with the Immigrant & Refugee Community Organization (IRCO) to design, promote, and help run seven of the nine open house meetings. Open house attendees received HOP cards, while IRCO provided food, interpretation services, and daycare upon request. TriMet did not contract with IRCO for the two open house meetings in February because the proposal didn't change significantly from the Fall meetings.

Round 1 – Fall 2018 (assisted by IRCO)

Downtown Portland	Milwaukie	Hillsboro	Tigard	Milwaukie	Gresham	N. Portland
9/11/18	9/12/18	9/13/18	9/18/18	9/19/18	9/20/18	9/25/18
White Stag Building	CCC Harmony	Centro Prosperidad	Oregon Ballroom	Asian Health Center	Civic Center	SEI
86 attended	16 attended	58 attended	23 attended	40 attended	32 attended	33 attended

Round 2 – February 2019

Gresham	Beaverton	Downtown
2/26/19	2/27/19	2/28/19
Rosewood Initiative	Beaverton Community Center	City Hall
10 attended	Cancelled due to weather	16 attended

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