



12/14/2022

Revised Service Concept

Today's agenda

- Review Forward Together Draft Service Concept key facts.
- Share results of October Forward Together public engagement.
- Overview of modifications made to Draft Service Concept based upon input received.
- Next steps.



- TriMet's new post-pandemic service concept.
- Network changes that respond to:
 - Changes in demand.
 - Changes in goals and expectations.
 - Growth in resources available to operate bus service.
- Will be the basis for Annual Service Plans in the coming 3-6 years.

Guiding Principles:

- *Ridership*
- *Equity*

What's in the service concept?

- An expanded Frequent Network.
- Extending the grid to new areas.
- More local services running every 30 minutes.
- Expanded weekend service.
- New lines serving areas that are far from transit today.
- Reduced service to some low-demand, mostly higher-income areas.



Where did these ideas come from?

Many of the ideas come from the TriMet's Service Enhancement Plans (2011-2016).

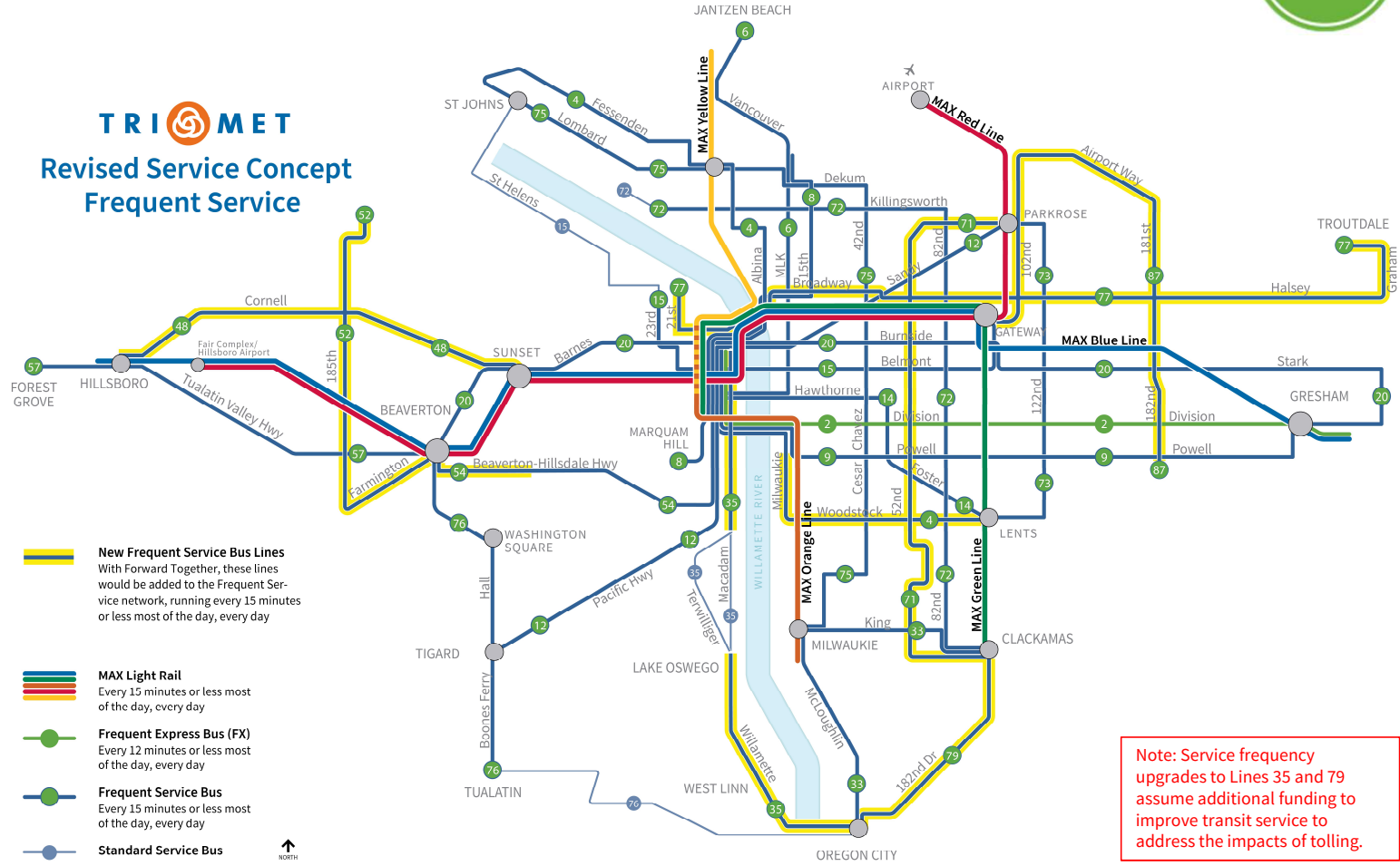
The Forward Together "Transit Existing Conditions Report" added more recent data and insights.

Municipal staffs helped us with an earlier draft.

An expanded Frequent Network



TRIMET
Revised Service Concept
Frequent Service



New Frequent Service corridors:

- Woodstock (Line 4)
- Macadam (35)
- Cornell Rd (48)
- 185th Ave (52)
- 52nd / 60th (71)
- Broadway / Halsey (77)
- 82nd Dr (79)
- Airport Way / 181st (87)

- New Frequent Service Bus Lines**
With Forward Together, these lines would be added to the Frequent Service network, running every 15 minutes or less most of the day, every day
- MAX Light Rail**
Every 15 minutes or less most of the day, every day
- Frequent Express Bus (FX)**
Every 12 minutes or less most of the day, every day
- Frequent Service Bus**
Every 15 minutes or less most of the day, every day
- Standard Service Bus**

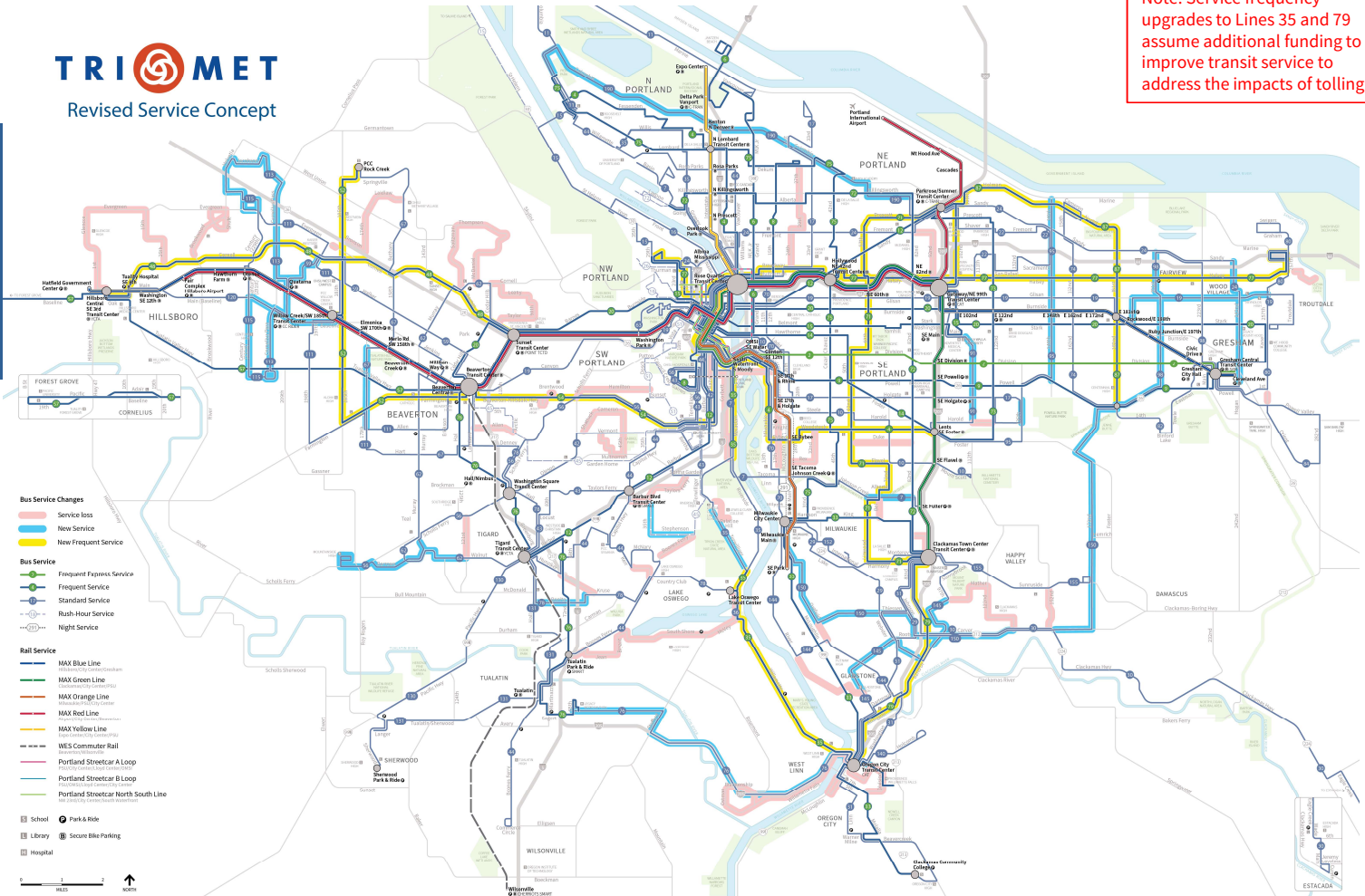
Note: Service frequency upgrades to Lines 35 and 79 assume additional funding to improve transit service to address the impacts of tolling.

Expanded and Reduced Coverage



Note: Service frequency upgrades to Lines 35 and 79 assume additional funding to improve transit service to address the impacts of tolling.

Expanded coverage (blue)
Coverage reductions (pink)



Improved Weekend Service

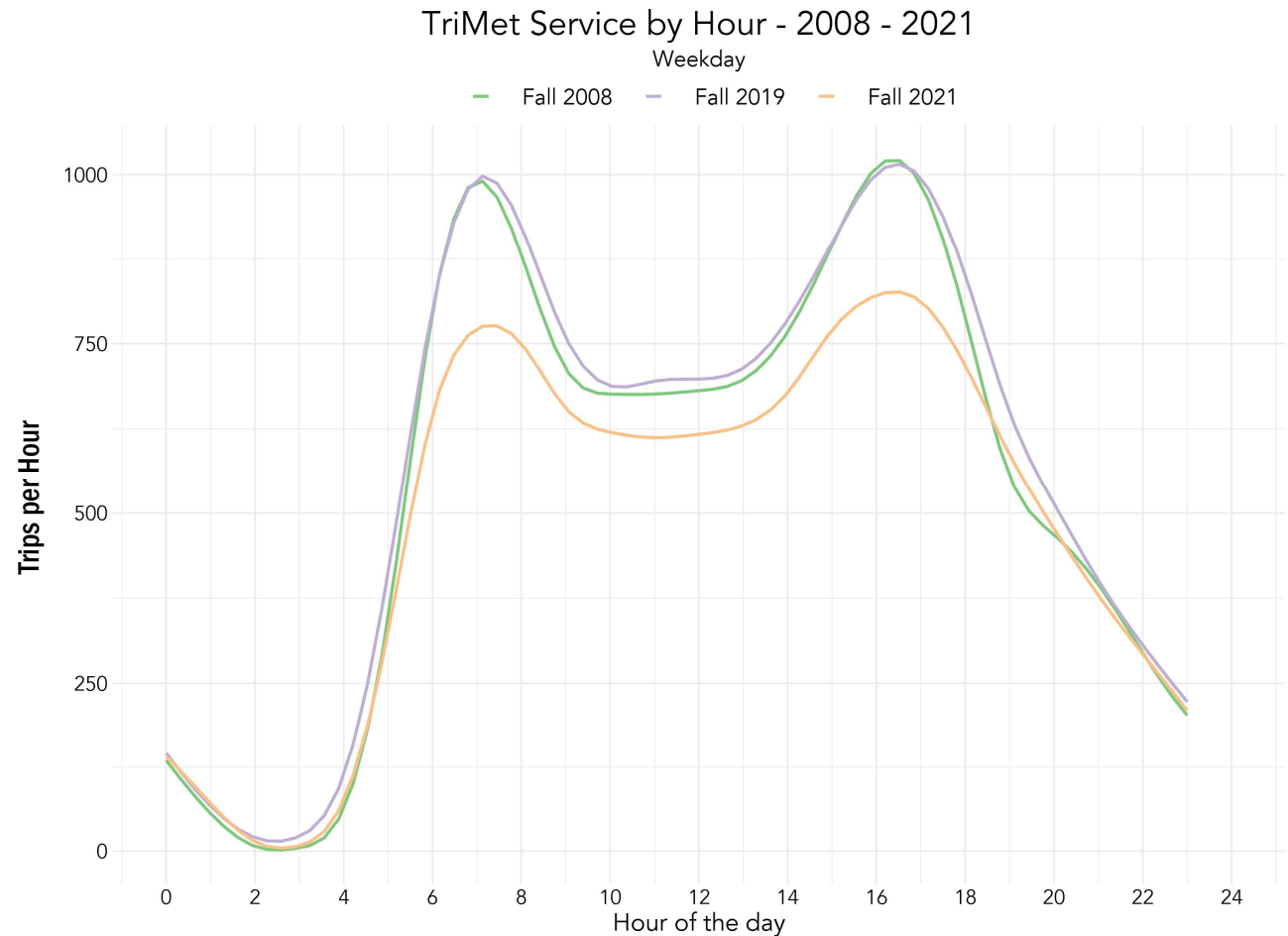
- Today, many infrequent and peak-only lines do not run at all on weekends.
- People experiencing lower incomes and essential workers rarely have weekends off.
- Forward Together provides weekend service on nearly all standard service bus lines.
- This would add new weekend service on secondary lines all over the region.

**+100,000 more people near
service running on Sunday.**

**+130,000 more people near
Frequent Service on Sunday.**

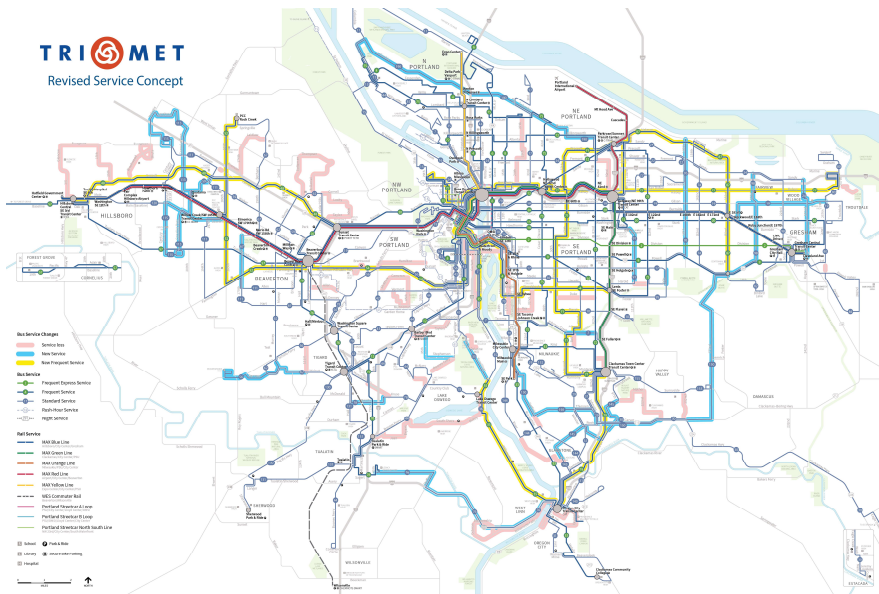
What's not in the service concept?

- Extra service focused on addressing crowding during rush hour.
- Some service focused on low-demand, higher-income areas, especially when those areas are mainly served during rush hour.



Source: TriMet boardings data and GTFS from Fall 2019

The Service Concept



- **MORE:**
 - Frequent Network Lines
 - Weekend service.
 - Service to people experiencing lower incomes and low wage jobs.
- **LESS:**
 - Peak express service
 - Coverage of low-demand areas with few people experiencing lower incomes.

Forward Together Public Engagement

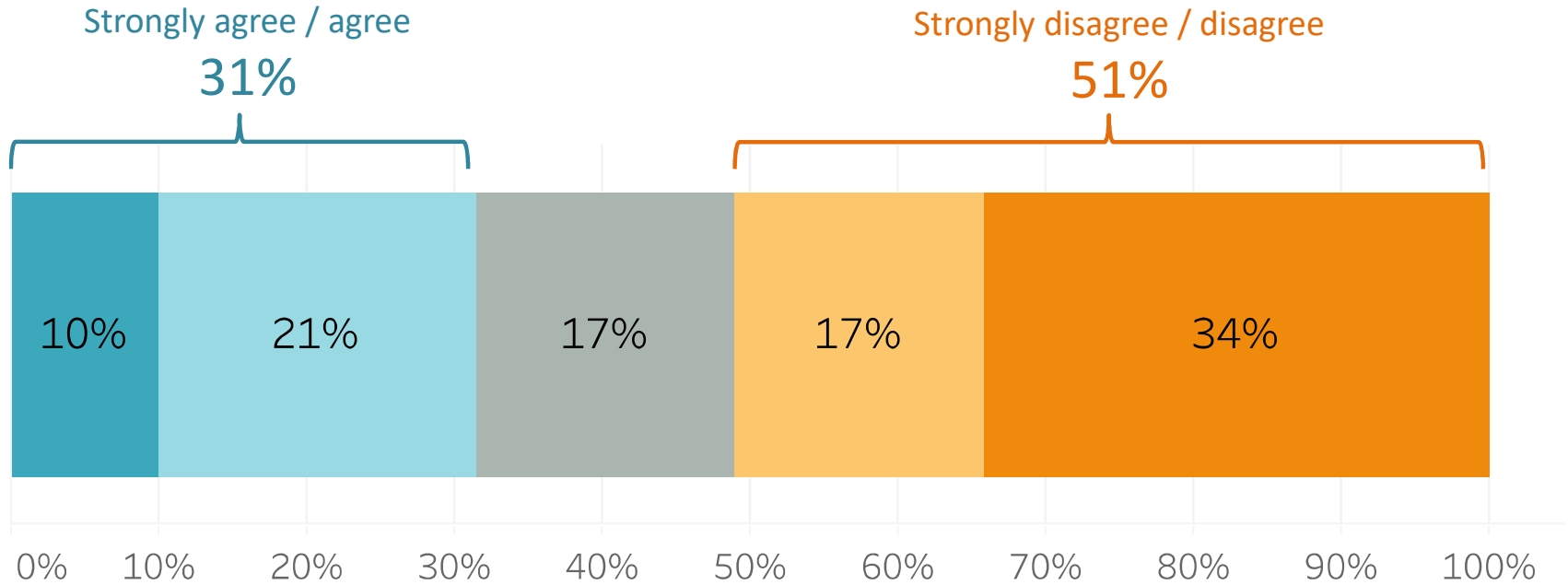
- The Forward Together Draft Service Concept survey was open from 9/28/2022 through 10/31/2022.
- 4593 valid responses received.
- Eight open houses attended by over 500 people.

Language	Number of Valid Responses	% of total valid responses
English	4,470	97.3%
Spanish	80	1.7%
Russian	16	0.3%
Ukrainian	13	0.3%
Chinese	7	0.2%
Vietnamese	5	0.1%
Korean	2	0.0%
Total	4593	100%

Question 1

“Do you think that the service changes outlined in the Draft Service Concept over the next few years are the right way to improve TriMet’s bus routes?”

- Strongly disagree
- Disagree
- I’m not sure / neither agree nor disagree
- Agree
- Strongly agree



However ...

- Negative responses came mostly from two groups.
 - People commenting on a few lines.
 - Responses from a few IP addresses.
- Other responses are more favorable to the Service Concept as a whole.

38% of responses (1750) were about just a few lines:

- 17-Broadway,
- 38-Boones Ferry,
- 39 Lewis & Clark
- 60s-Marquam Hill Expresses

21% of responses (949) were from just 4 IP addresses* at OHSU and Lewis & Clark.

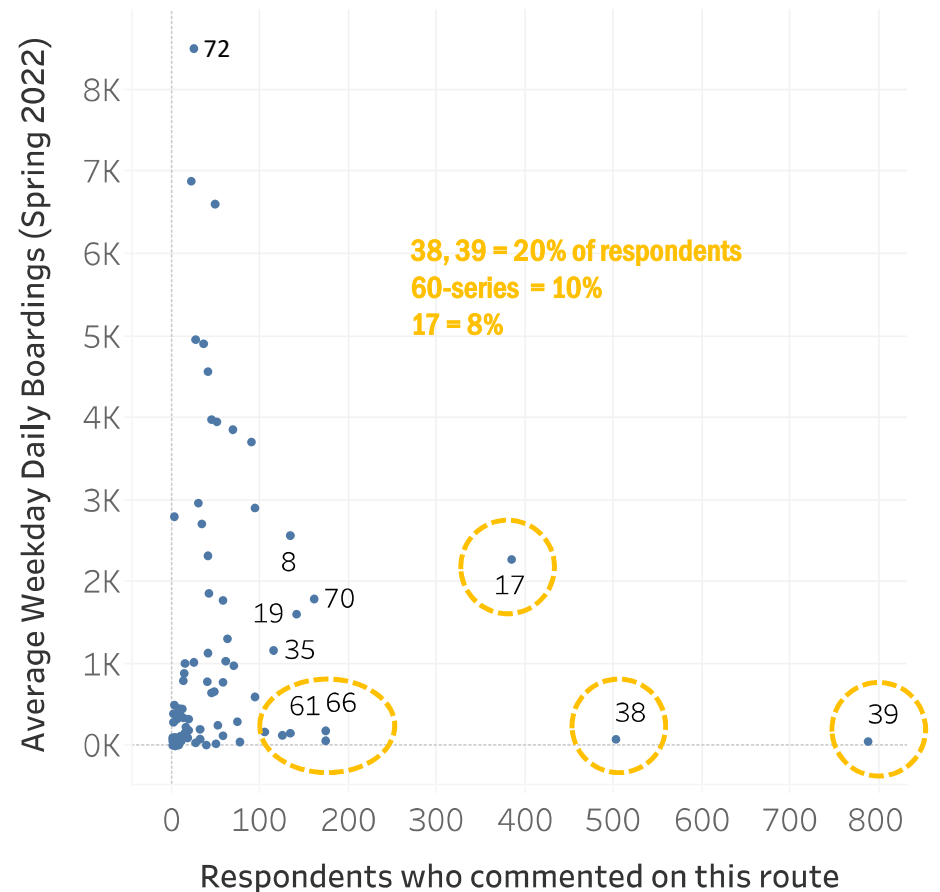
- These responses' open-ended comments tended to focus on Lines 17, 38, 39 and 60s.

46% of all responses (2513) fell within one or both of these groups.

**unique number identifying a particular computer or computer network used to respond.*

High-Feedback Lines are Low-Ridership Lines

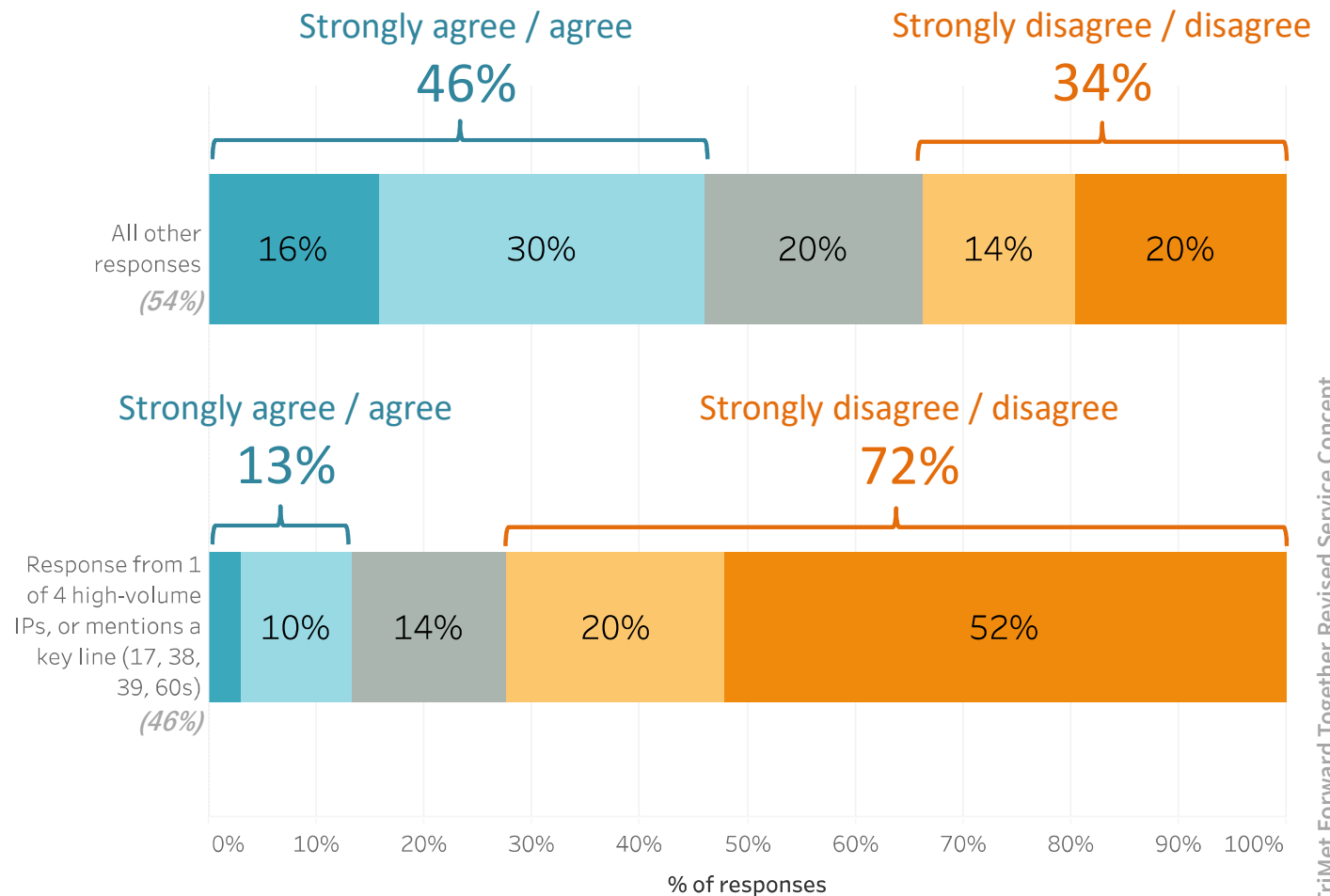
- The lines that got the most feedback tend to have very few riders.
- These lines are also mostly not areas of equity concern.
- Many of TriMet's highest-ridership lines, and lines with the biggest improvements, received fewer than 50 comments each.



Question 1

What did responses look like from people who were:

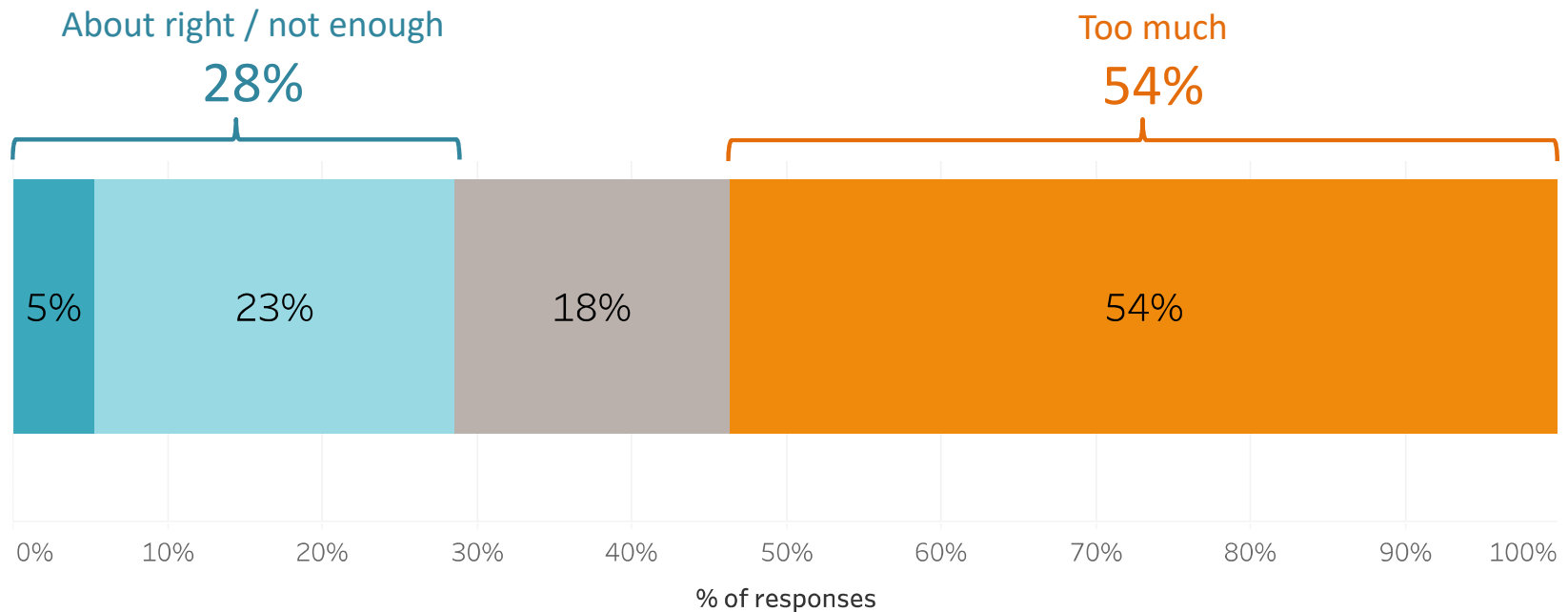
- not focused the four lines that got most of the comments, nor
- submitted from those 4 heavily used IP addresses?



Question 2

“The Draft Service Concept would reduce bus service in some low-ridership, higher-income areas in order to expand service in underserved communities. Looking at the map on trimet.org, did we do this... too much, not enough, or about the right amount?”

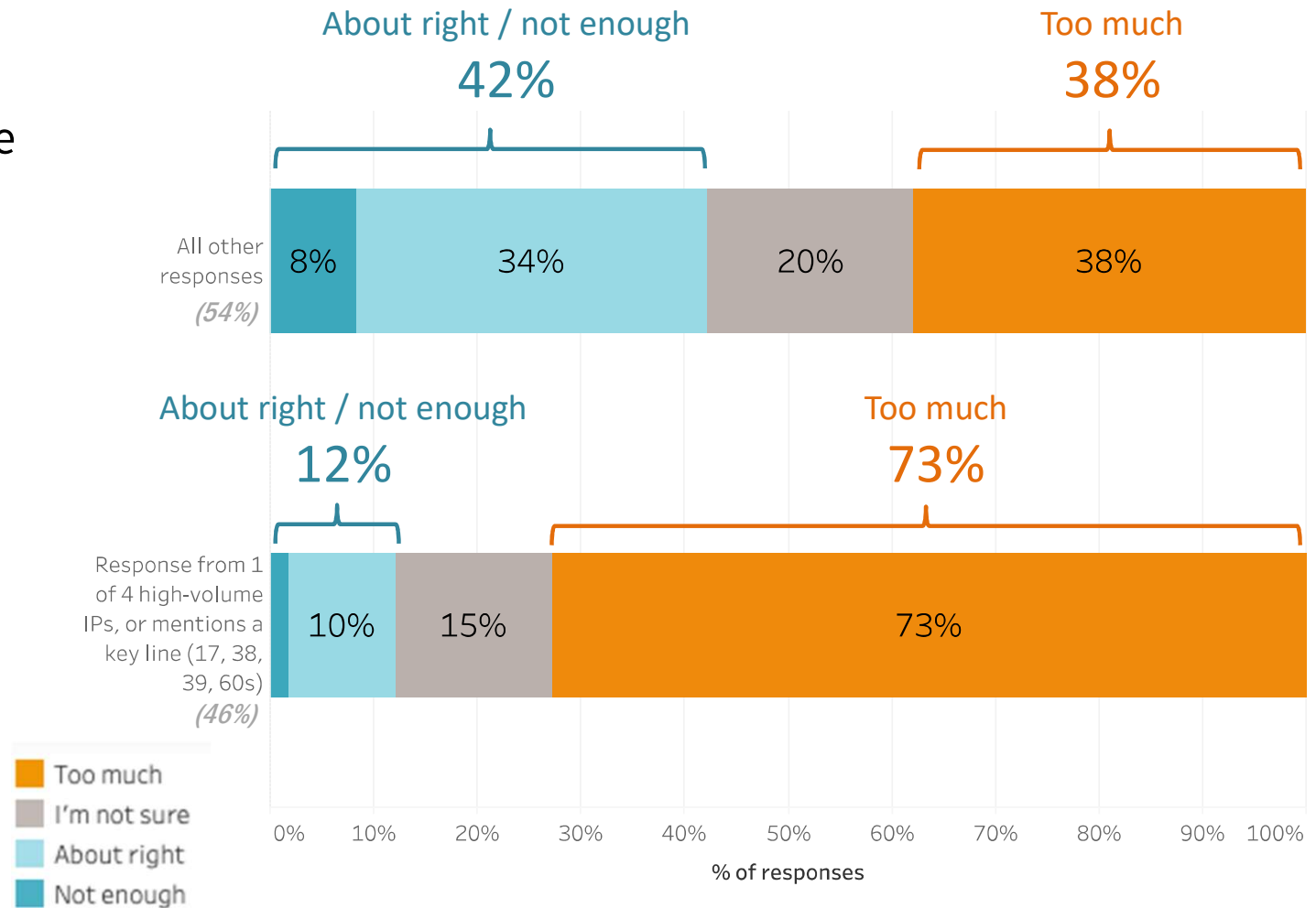
- Too much
- I'm not sure
- About right
- Not enough



Question 2

What did responses look like from people who were:

- not focused the four lines that got most of the comments, nor
- submitted from those 4 heavily used IP addresses?



How we revised the Concept:

We changed this:

- On the three routes with the most responses (17, 38, 39) we restored service on parts of them, or made other compensating improvements.
- We made various smaller adjustments in response to comments.

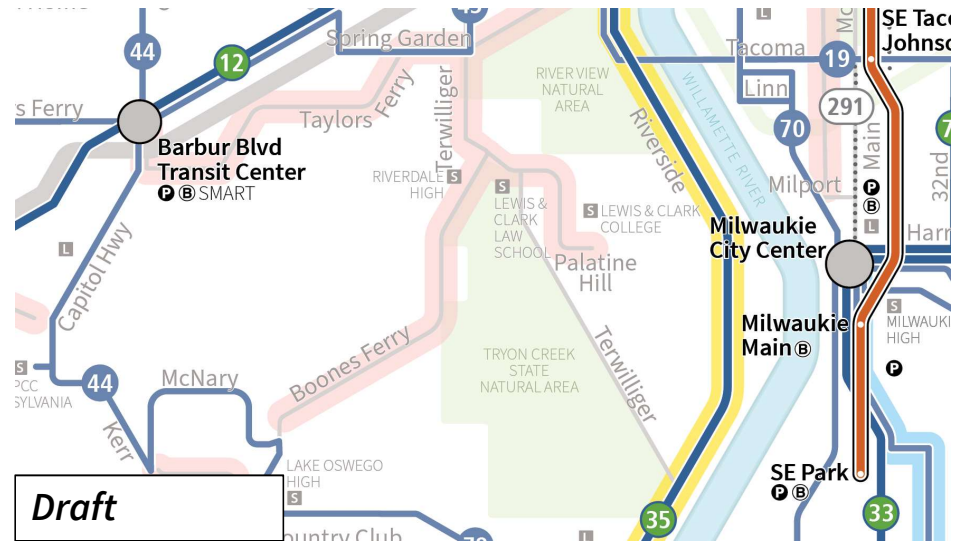
But we did not change this:

- MORE:
 - Frequent Network Lines
 - Weekend service.
 - Service to people experiencing lower incomes and low wage jobs.
- LESS:
 - Peak express service
 - Coverage of low-demand areas with few people experiencing lower incomes.

Modifications to the Draft Service Concept

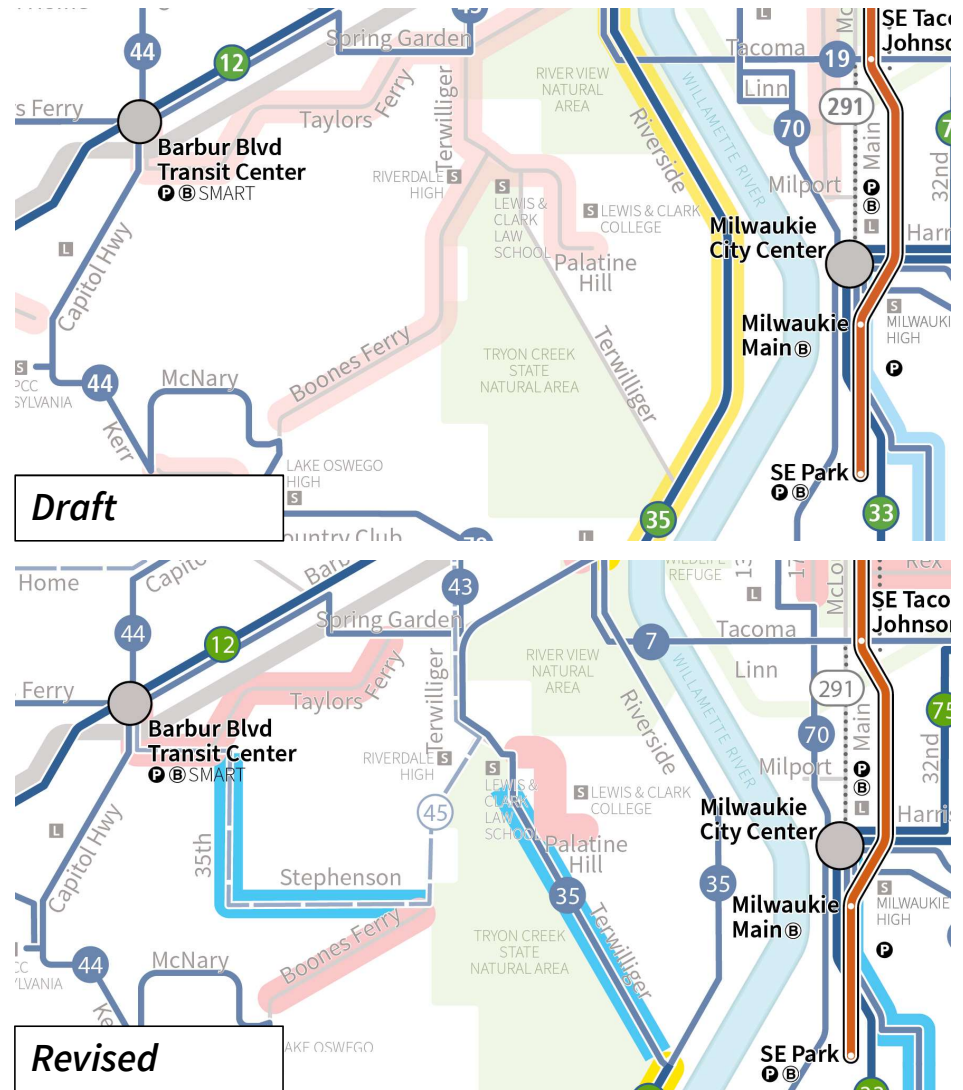
Southwest Portland and Lewis & Clark Service

- We received extensive input regarding suggested changes to current low-ridership services in Southwest, particularly Lines 38 and 39.
- Concerns focused on:
 - Access to Lewis & Clark
 - Access to Ida B. Wells High School
 - Service along Taylor’s Ferry Rd



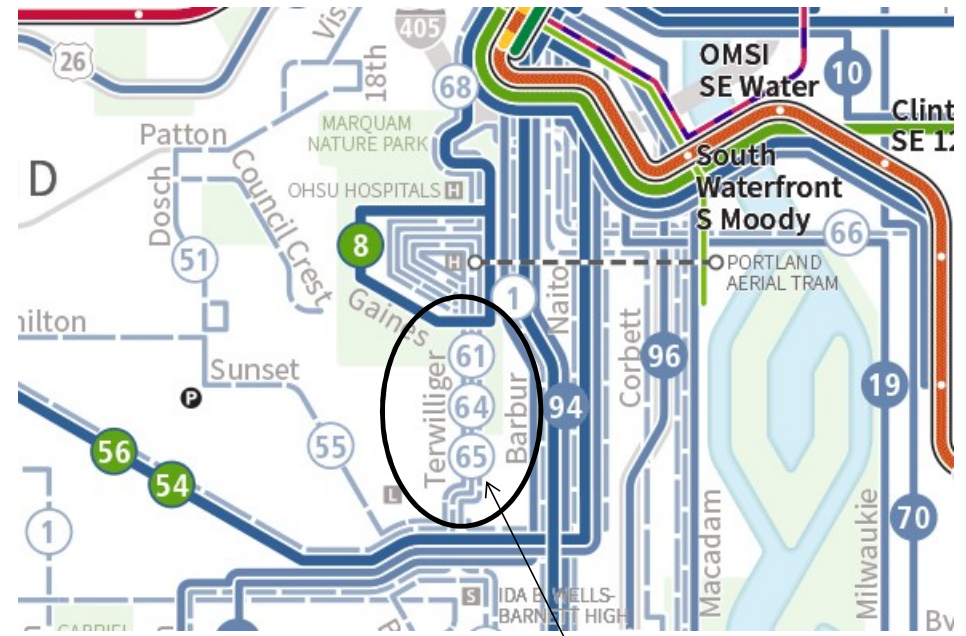
Southwest Portland and Lewis & Clark Service

- Line 35-Macadam would split between Lake Oswego and John's Landing, with half of service running via Terwilliger Blvd and Taylors Ferry Rd.
- School trips for Boones Ferry, Stephenson St and SW 35th Ave.



Access to Marquam Hill

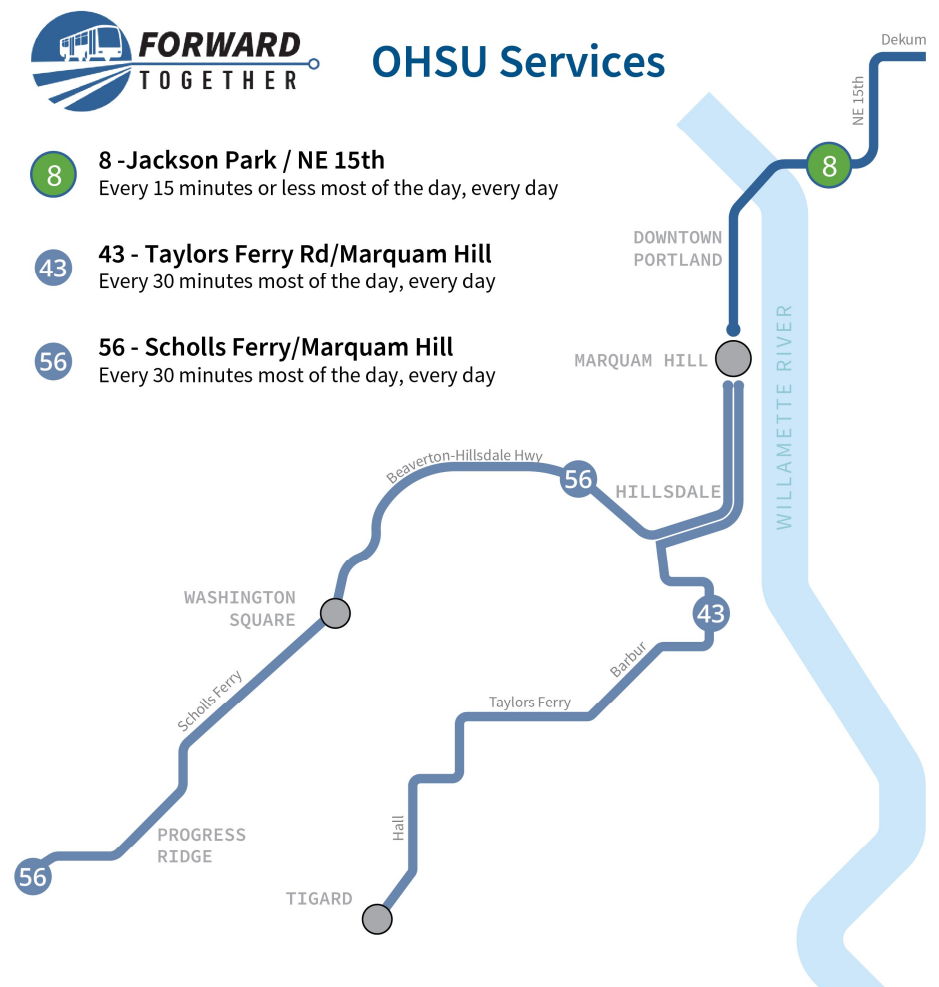
- Marquam Hill is a key regional job center, but today, no all-day bus lines serve it from the southwest.
- Visitors and lower-wage workers need to reach Marquam Hill at all times of day.
- Existing expresses are only for the conventional rush hour, thus useful mainly to administrative staff.
- These are also the employees who are most likely to continue working from home.



Line 61, 64 and 65 are the only way to reach Marquam Hill from the Southwest without going through Downtown Portland, but these routes only run at rush hour.

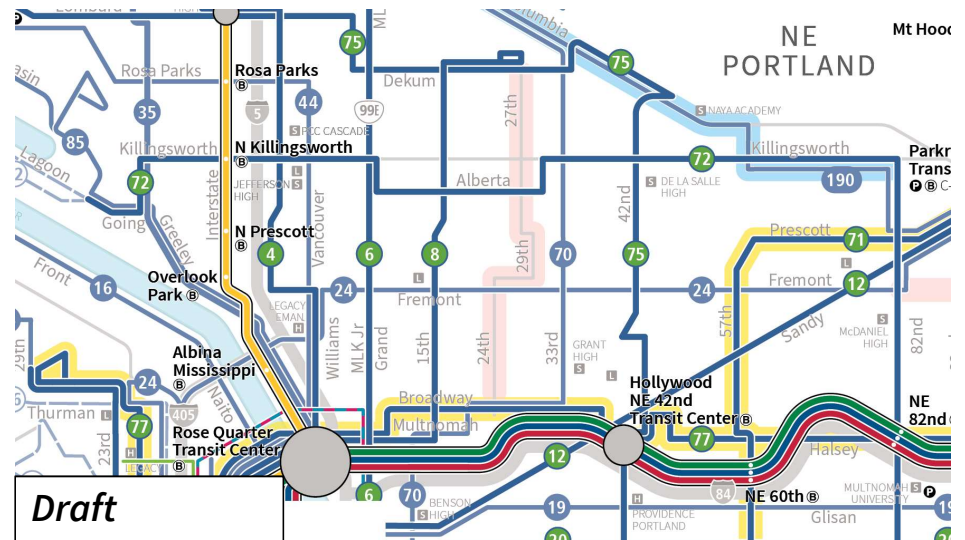
How can we improve access to Marquam Hill for everyone, not just 9-5 workers?

- In the Draft Service Concept, OHSU was served by 3 lines:
 - **Frequent Service Line 8** from the north.
 - **Line 43** from Tigard.
 - **Line 56** from Washington Square and Progress Ridge.
- Many comments suggested that we restore the existing 60s expresses.
- TriMet cannot afford to provide a separate, peak-only set of routes in addition to all-day services to Marquam Hill.



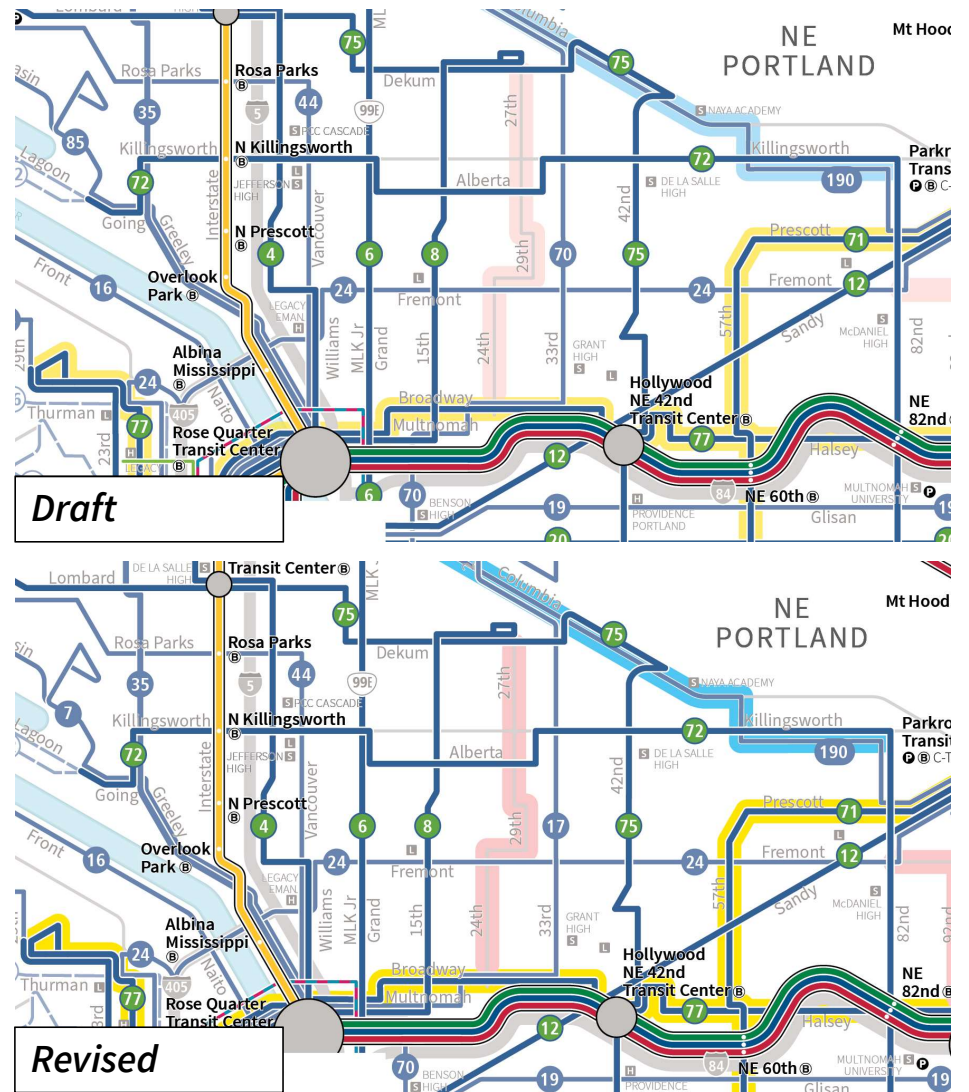
Northeast Portland service to Downtown

- Many people disliked our suggestion to discontinue Line 17 service along 24th and 27th in Northeast Portland, leaving service only on 15th and 33rd.



Northeast Portland service to Downtown

- In the Revised Service Concept, NE 33rd Ave would go downtown, as Line 17
- Line 70-12th Ave. would now terminate at Rose Quarter Transit Center.



Other changes in the Revised Concept

- Sellwood and Central Eastside (Line 70) – revised, more direct design avoiding SE 26th & Powell.
- Happy Valley – new design with direct Gresham link via 172nd Ave.
- Woodstock & Brentwood-Darlington - Line 10-Harold adjustment to better serve Mt. Scott Community Center & 72nd Ave.
- Line 17 - Holgate terminus loop revised to better cover Harold St east of 122nd.
- Hillsboro's Brookwood Library: Study and engage with partners to identify a solution that better matches demand.

Other changes in the Revised Concept

- Parkrose service (Line 22 & 23) combined into single line with service to both Gateway and Parkrose TCs.
- Form a single Line 19 combining:
 - Line 25 - Outer Glisan
 - Line 19 - Inner Glisan
 - Line 58 - Canyon Rd.
- Create new Line 7 combining:
 - New Johnson Creek/Sellwood line
 - Existing Line 85 - Swan Island.
- Improved access to PCC Sylvania from Tigard with new branch of Line 44.
- Continuous 257th service - Line 80 would stay on 257th from Gresham all the way to Troutdale.
- Restored service on Lombard, Hart, Allen and Denney in Beaverton that was not included in Draft Concept.

Key Outcomes

While many revisions were made to the Draft Concept, the basic structure of Frequent Service lines and service expansions remains in the Revised Concept.

Adjustments like the revisions to Line 17 and 70 help improve the key access measures.

	Draft Service Concept	Revised Service Concept
Jobs reachable by median resident in 45 minutes	+45%	+49%
Jobs reachable by median resident of equity areas (in/out of Central City)	+35% / +50%	+36% / + 53%
People in the TriMet district near Frequent Service	47%	47%
Additional residents near service	+50,000	+50,000
Additional residents near weekend service	+100,000	+110,000

Next Steps

- The Revised Service Concept will guide Annual Service Plans (ASP) over the next 3-6 years.
- Each ASP cycle will include additional public outreach and analysis before TriMet Board adoption.
- The FY24 ASP cycle will see public outreach in the Winter, first Board reading in March, request for Board approval in April, and implementation as soon as Fall 2023.



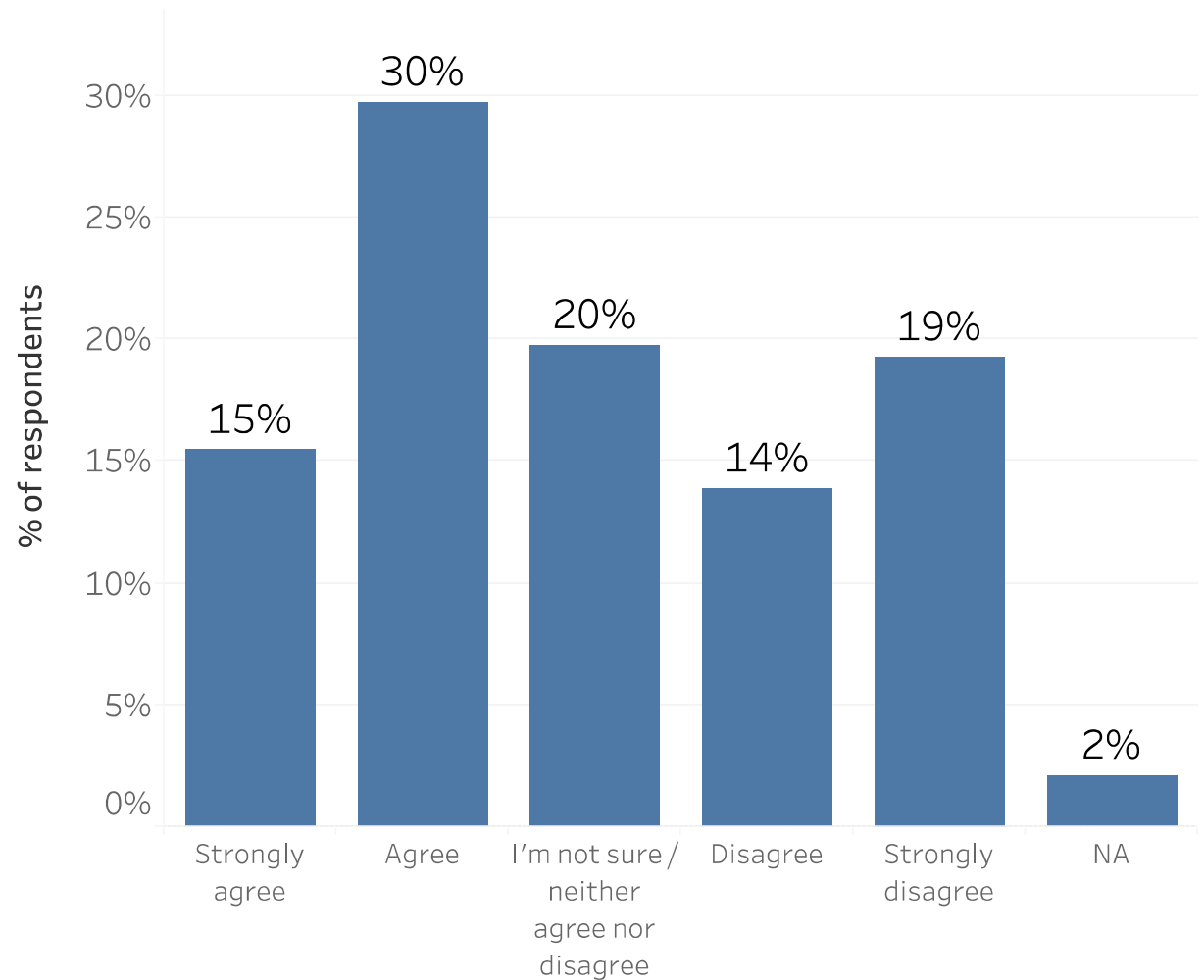
Discussion

Backup

Question 1

What did responses look like from people who were:

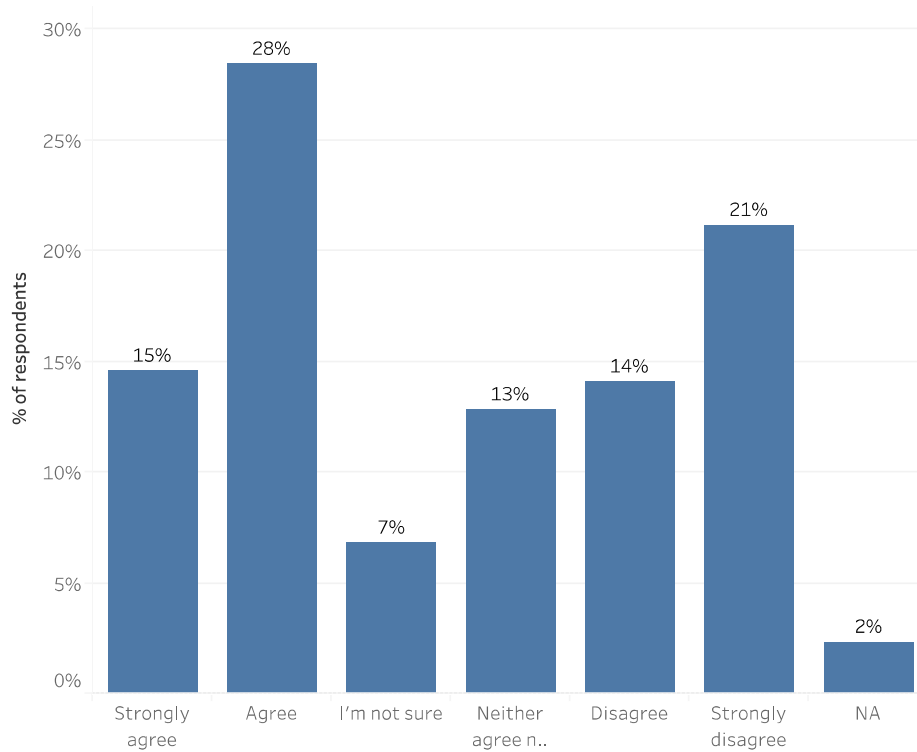
- not focused the four lines that got most of the comments, nor
- submitted from those 4 heavily used IP addresses?



2,513 respondents from all other IP addresses and who did not mention a key line in their line responses (54%)

Question 1 - Key Lines

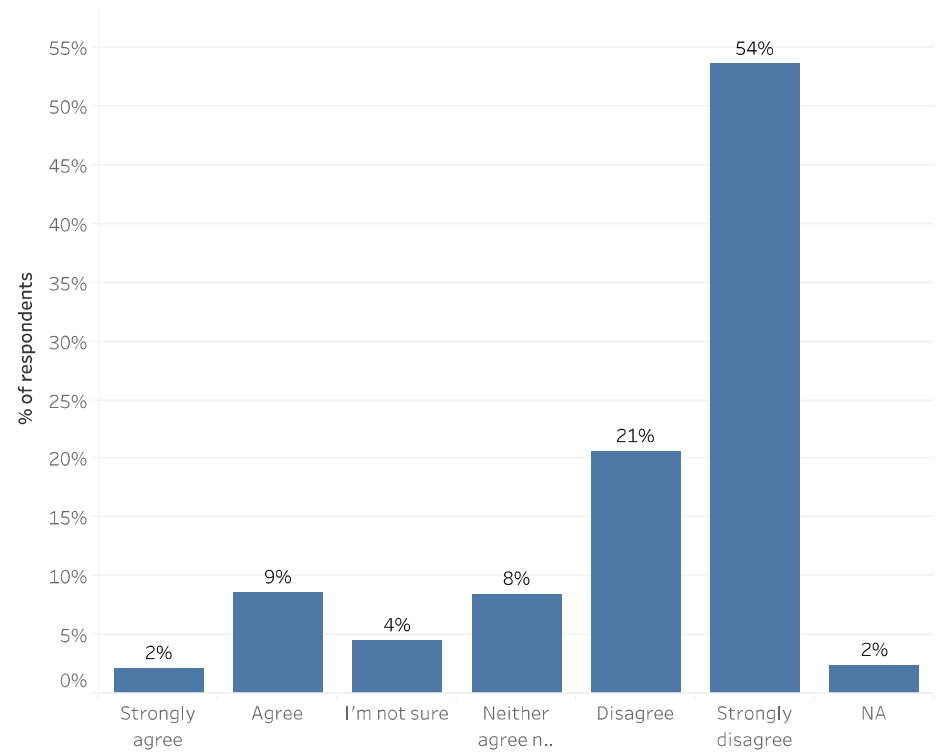
Q1a - Do you think that the service changes outlined in the Draft Service Concept over the next few years are the right way to improve TriMet's bus routes?



JARRETT WALKER + ASSOCIATES

2843 respondents who did not mention any key lines (62%)

Q1a - Do you think that the service changes outlined in the Draft Service Concept over the next few years are the right way to improve TriMet's bus routes?

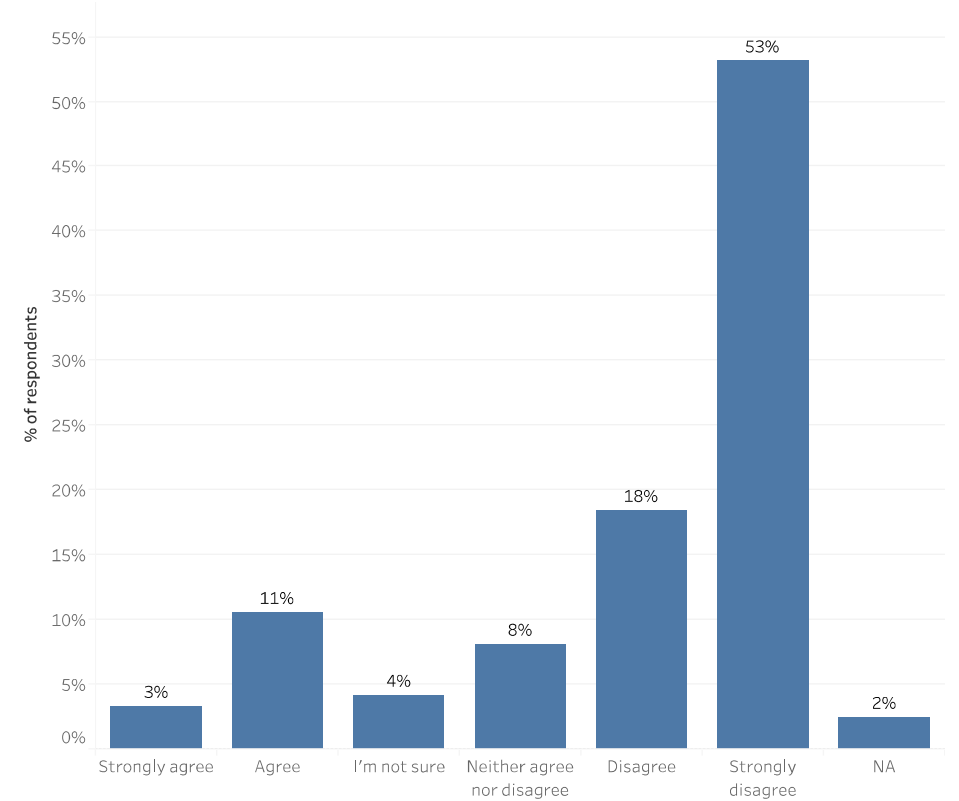
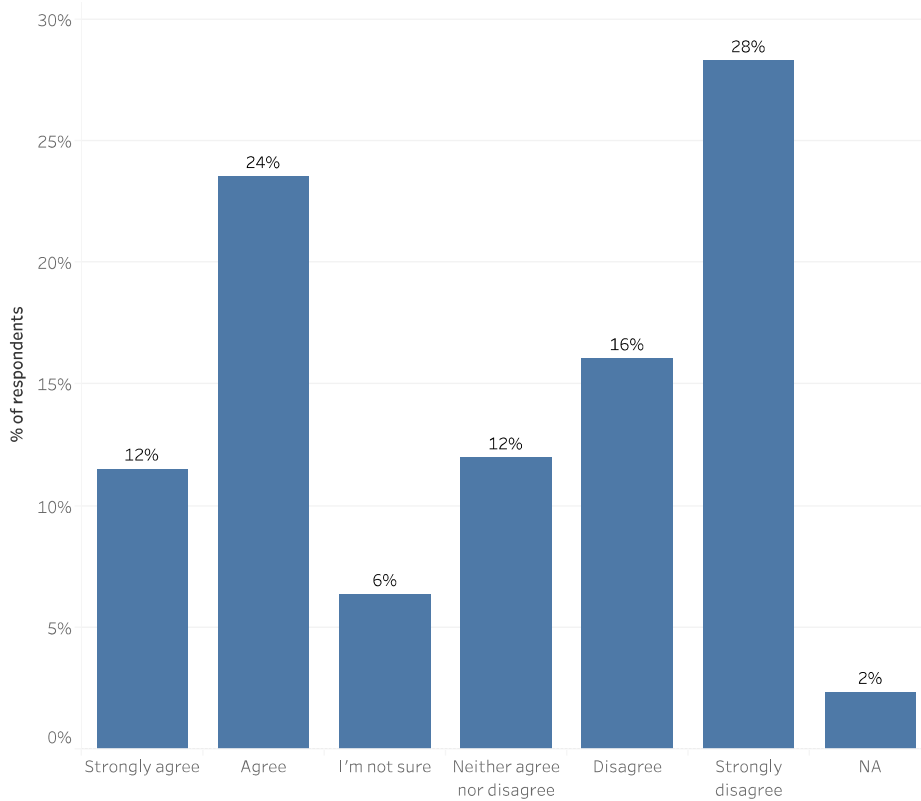


1750 respondents who did mention at least one key line (38%)

Question 1 – High-volume IP addresses

Q1a - Do you think that the service changes outlined in the Draft Service Concept over the next few years are the right way to improve TriMet's bus routes?

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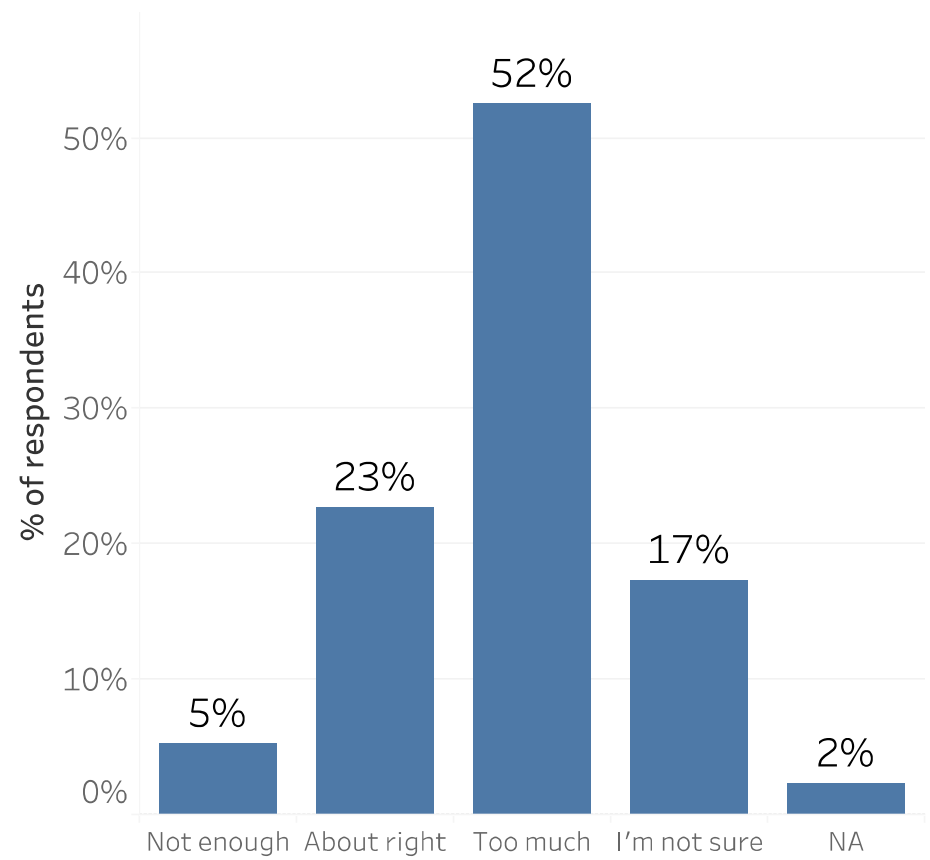
JARRETT WALKER + ASSOCIATES
3,644 respondents from all other IP addresses (79%)

949 respondents from 4 high-volume IP addresses (21%)

Question 2

“The Draft Service Concept would reduce bus service in some low-ridership, higher-income areas in order to expand service in underserved communities. Looking at the map on trimet.org, did we do this... too much, not enough, or about the right amount?”

- 52% of respondents said that the concept reduced service in low-ridership, higher-income communities too much.

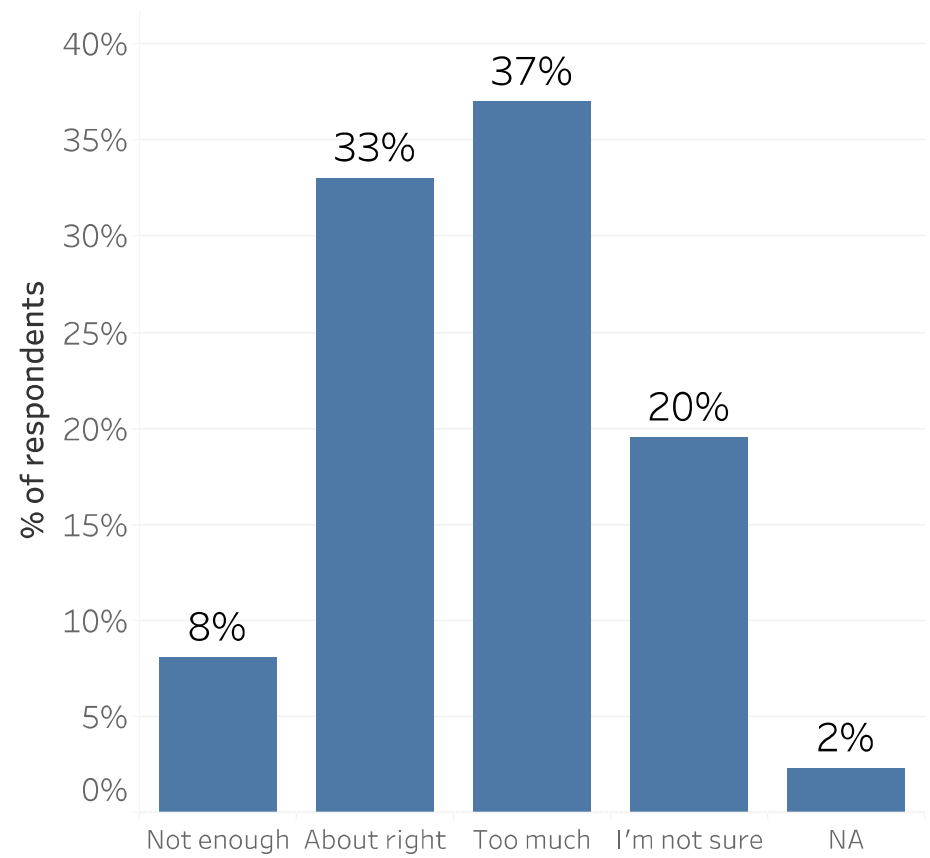


4593 total valid responses (100%)

Question 2

What did responses look like from people who were

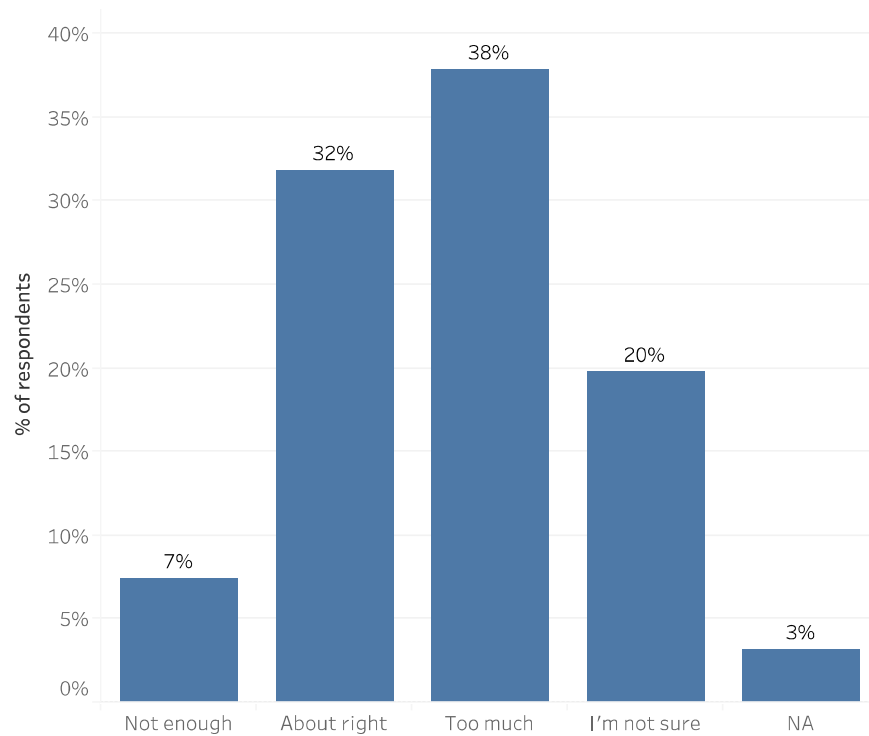
- not focused the four lines that got most of the comments, nor
- submitted from those 4 heavily used IP addresses?



2,513 respondents from all other IP addresses and who did not mention a key line in their line responses (54%)

Question 2 - Key lines

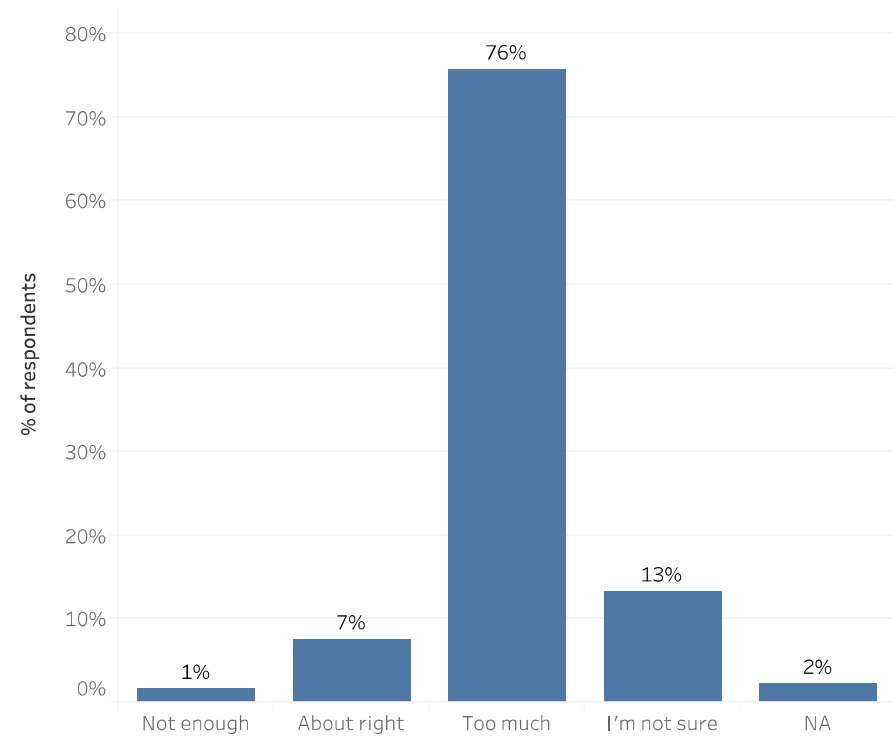
Q2 - The Draft Service Concept would reduce bus service in some low-ridership, higher-income areas in order to expand service in underserved communities. Looking at the map on trimet.org, did we do this...



JARRETT WALKER + ASSOCIATES

2843 respondents who did not mention any key lines (62%)

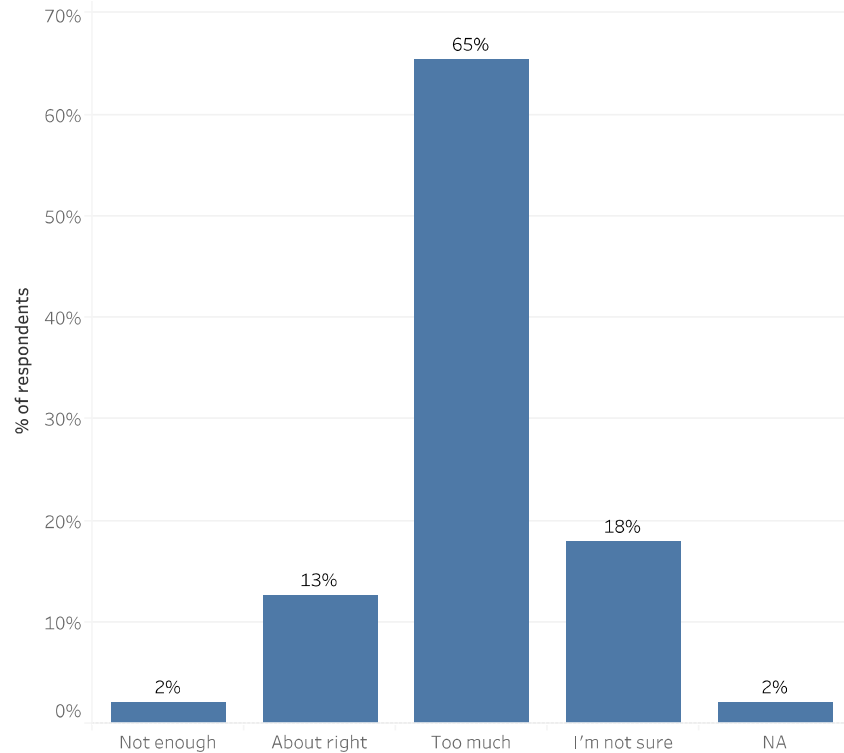
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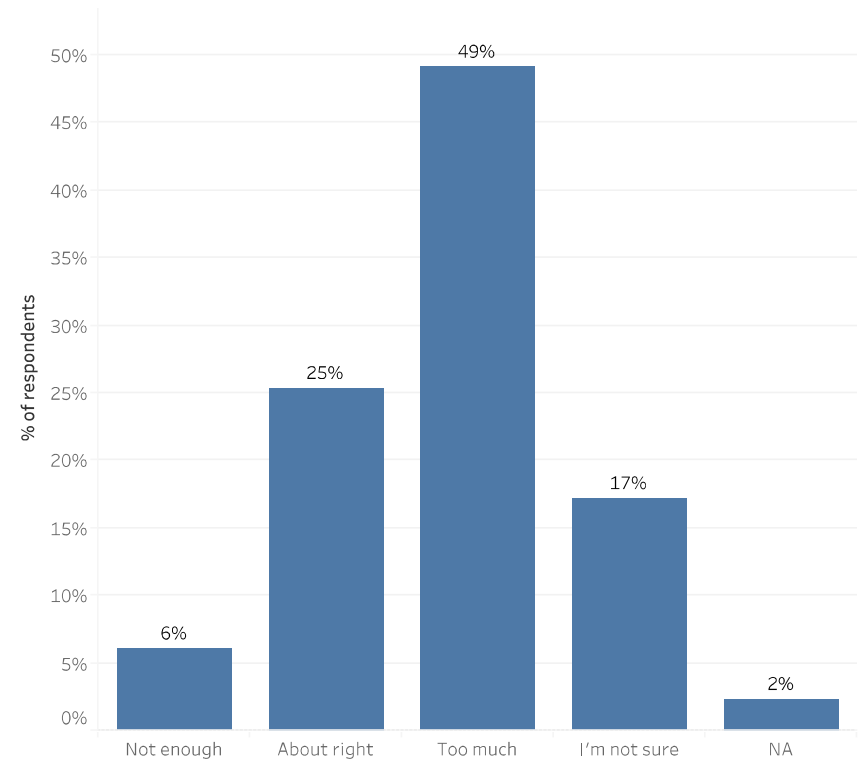
Question 2 – High-volume IP addresses

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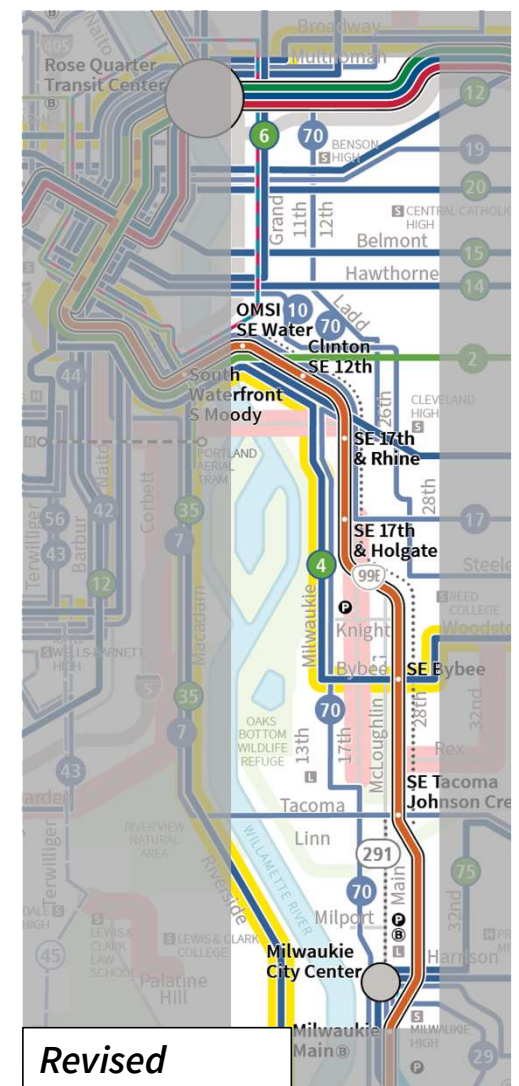
Line 70 in SE Portland

- Many comments supported the idea of taking Line 70 out of the rail crossing at SE 11th / 12th.
- We also heard that the draft routing would be too long, that consolidating on SE 13th would put some parts of Sellwood too far from service, and that serving Cleveland HS via SE 26th would create a pedestrian safety issue.



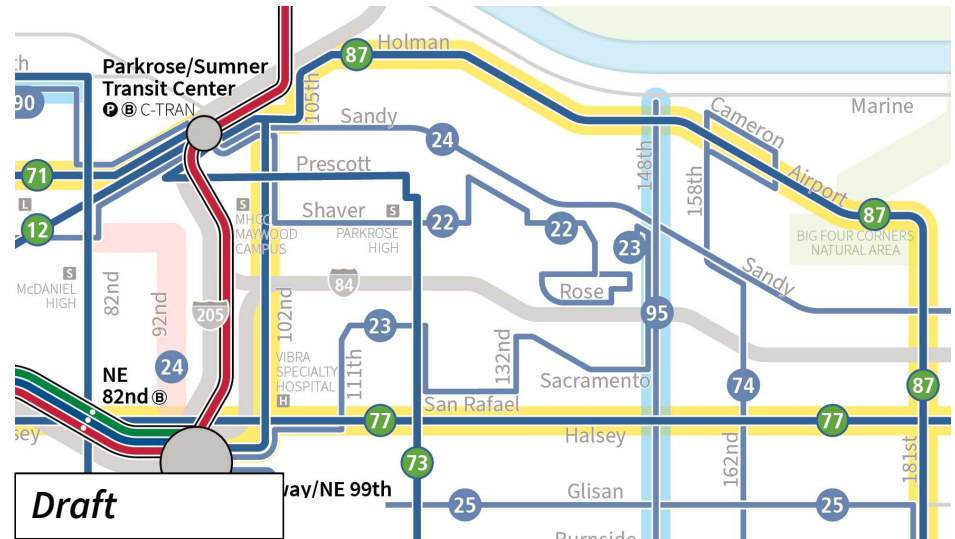
Line 70 in SE Portland

- In the Revised Service Concept Line 70 would:
 - Use 17th and Milwaukie in Sellwood and Brooklyn.
 - Cross the rail tracks using Powell and 20th, continuing via Division, Ladd and the 11th / 12th couplet.



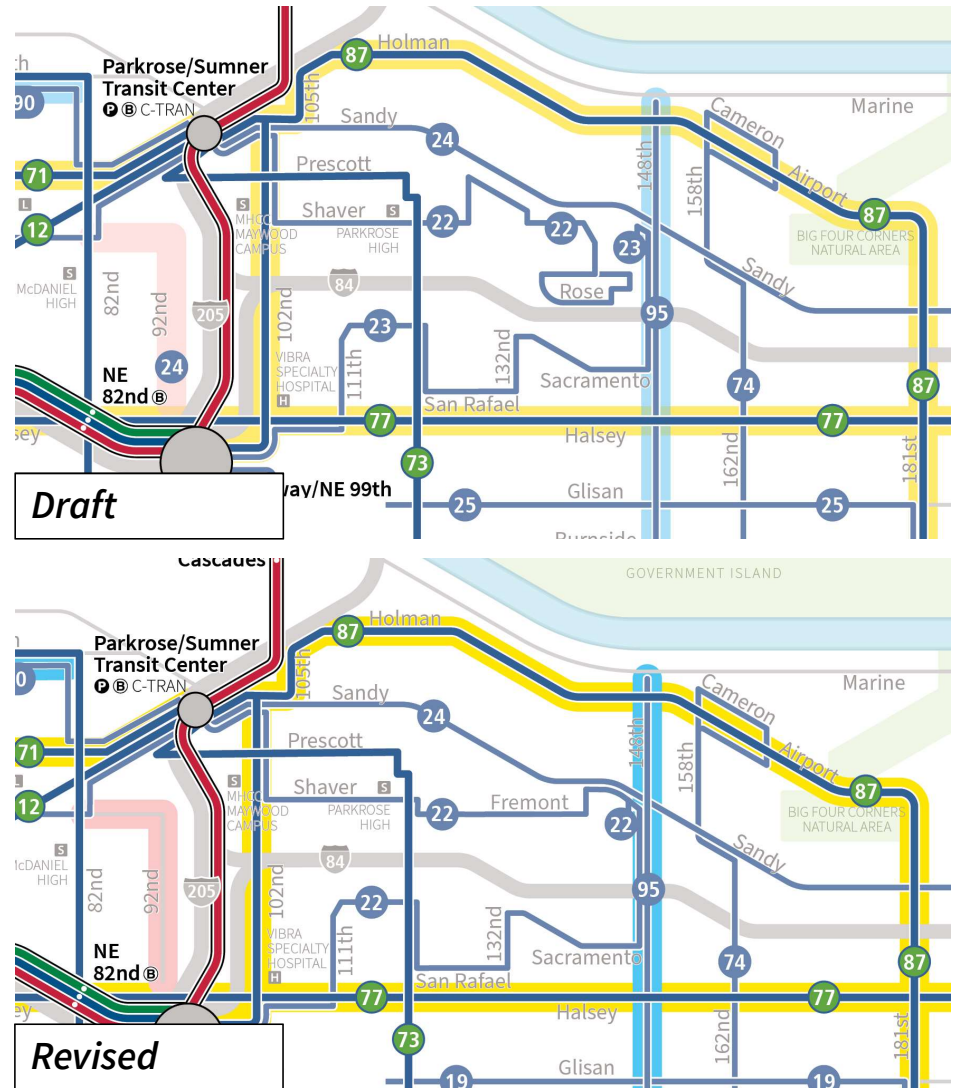
Access to Gateway from Parkrose

- We heard that it is important to preserve access to Gateway and the Halsey commercial district from all of Parkrose.
- In the Draft Concept, Line 22 serving the area north of I-84 only went to Parkrose MAX station, not Gateway.



Access to Gateway from Parkrose

- In the Revised Service Concept, Line 22 and 23 would be combined.
- Line 22 would now serve Parkrose both north and south of I-84, connecting to both Parkrose TC and Gateway TC at either end.



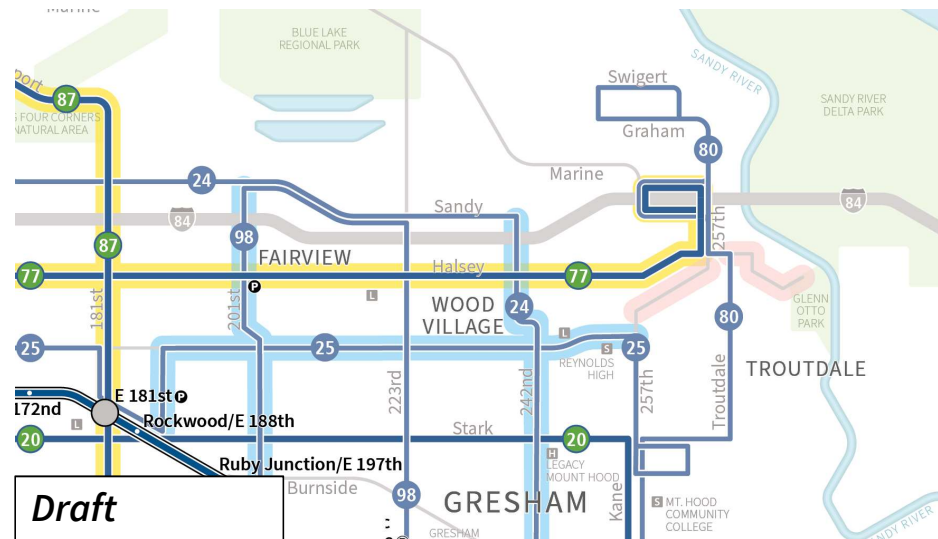
Service along 257th in Troutdale and Gresham

- We heard from survey respondents and the City of Troutdale about how important it is to maintain service along 257th in Troutdale.
- This area has also been the focus of substantial affordable housing development.



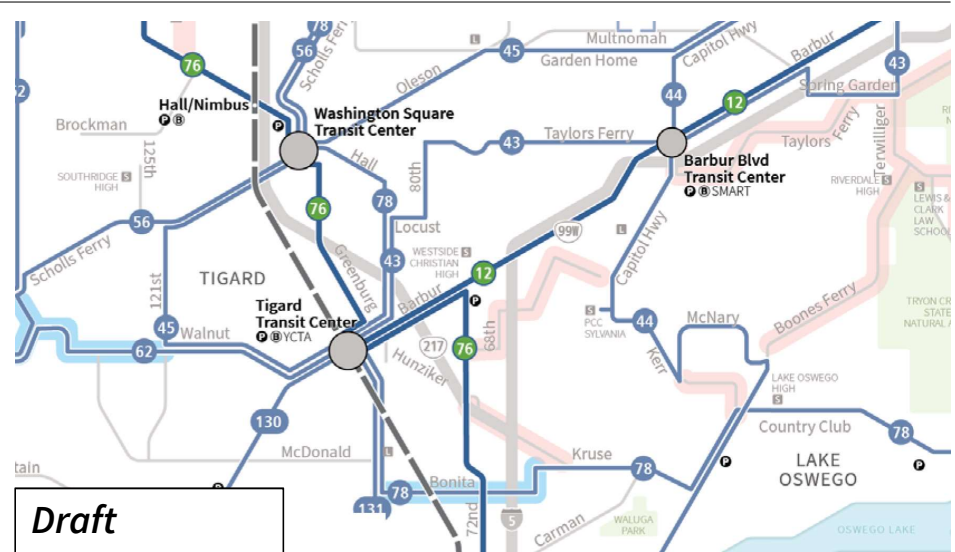
Service along 257th in Troutdale and Gresham

- In the Revised Service Concept, Line 80 would stay on 257th from Gresham all the way to Troutdale.
- To maintain coverage along Troutdale Rd, Line 19-Glisan would be extended east before terminating at MHCC.



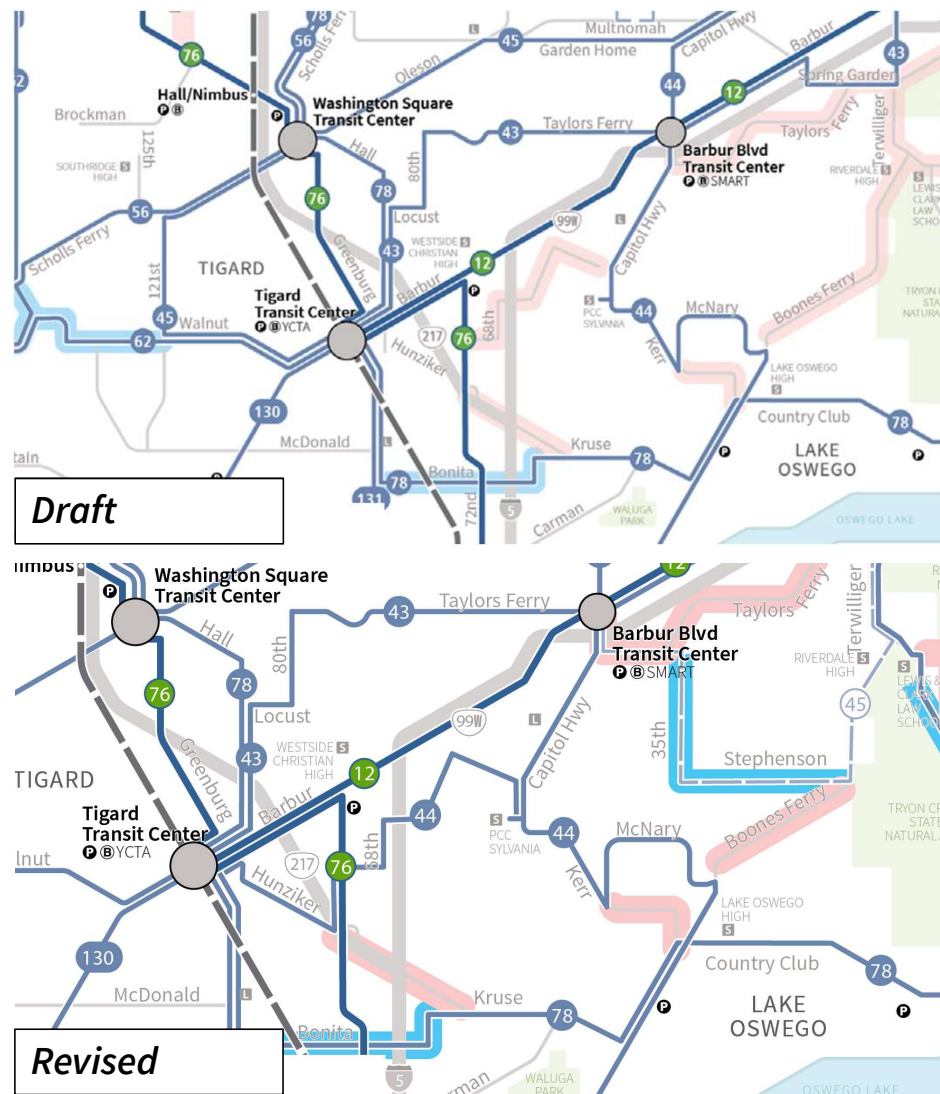
Service between Tigard and PCC Sylvania

- We heard about the importance of maintaining connections to PCC Sylvania from Tigard and the west side.



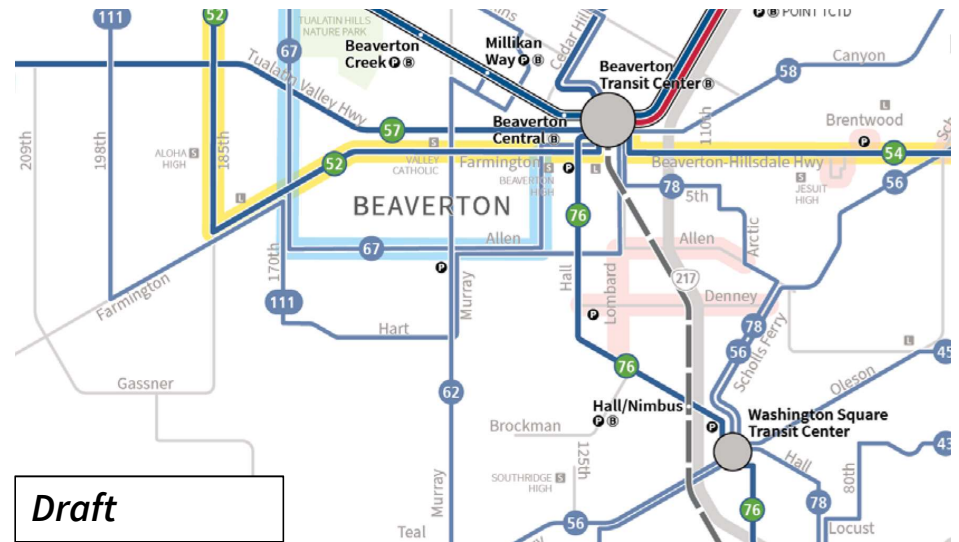
Service between Tigard and PCC Sylvania

- In the Revised Service Concept, a new branch of Line 44 would connect Tigard TC to PCC Sylvania (continuing to Downtown Portland and North Portland).



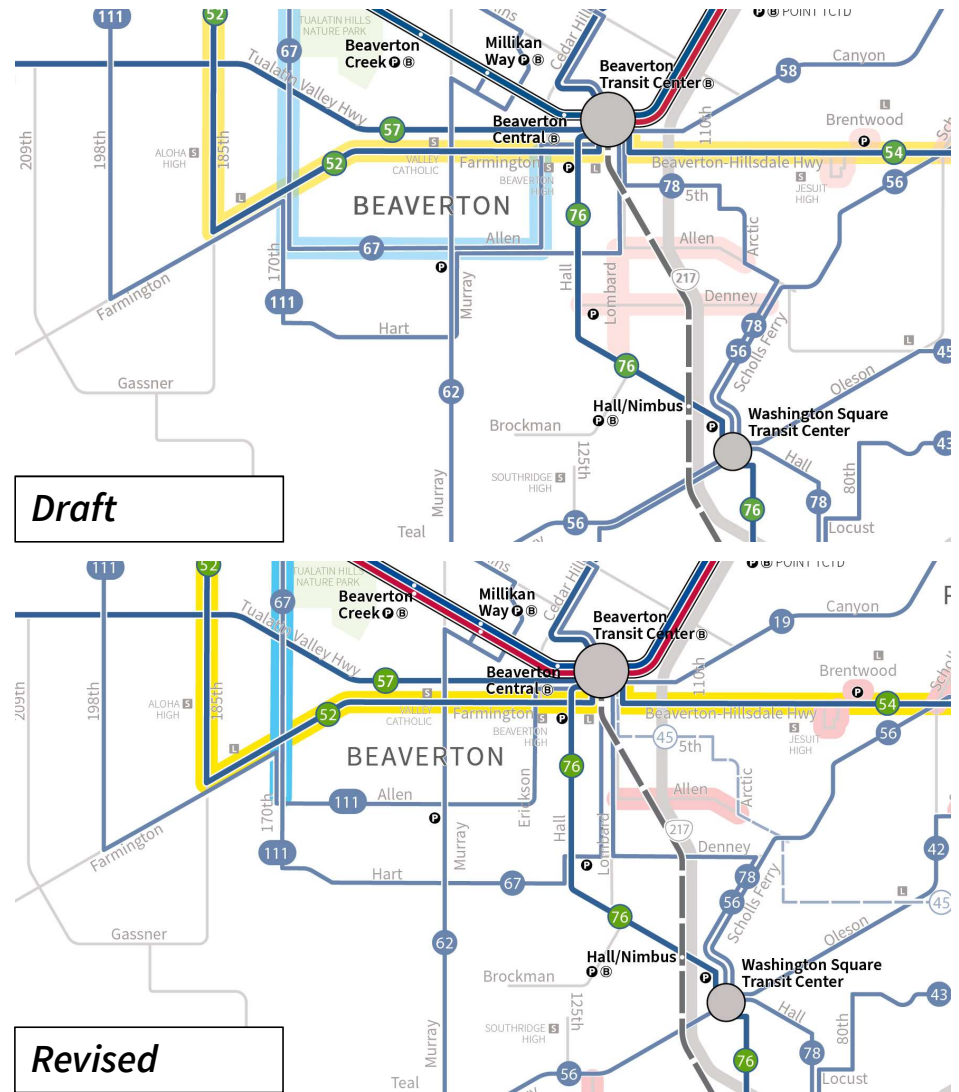
Service on Lombard Rd, Hart Rd, Allen Blvd and Denney Rd

- We received many comments focused on maintaining service in the area between Hall and Scholls Ferry R. (Lombard, Allen and Denney).



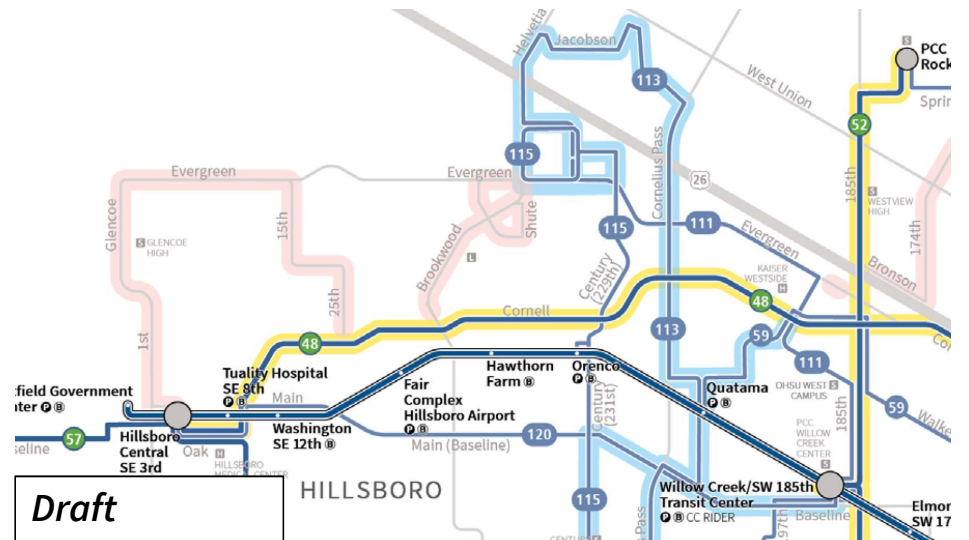
Service on Lombard Rd, Hart Rd, Allen Blvd and Denney Rd

- In the Revised Service Concept:
 - New Line 111 would serve Allen between 170th and Erickson Ave.
 - Line 67 would serve Hart and Lombard.
 - Line 78 would be returned to its its current routing via Denney and Lombard.
 - Line 45 would now serve 5th and Arctic during rush hour, similar to current service level.



Hillsboro Brookwood Library

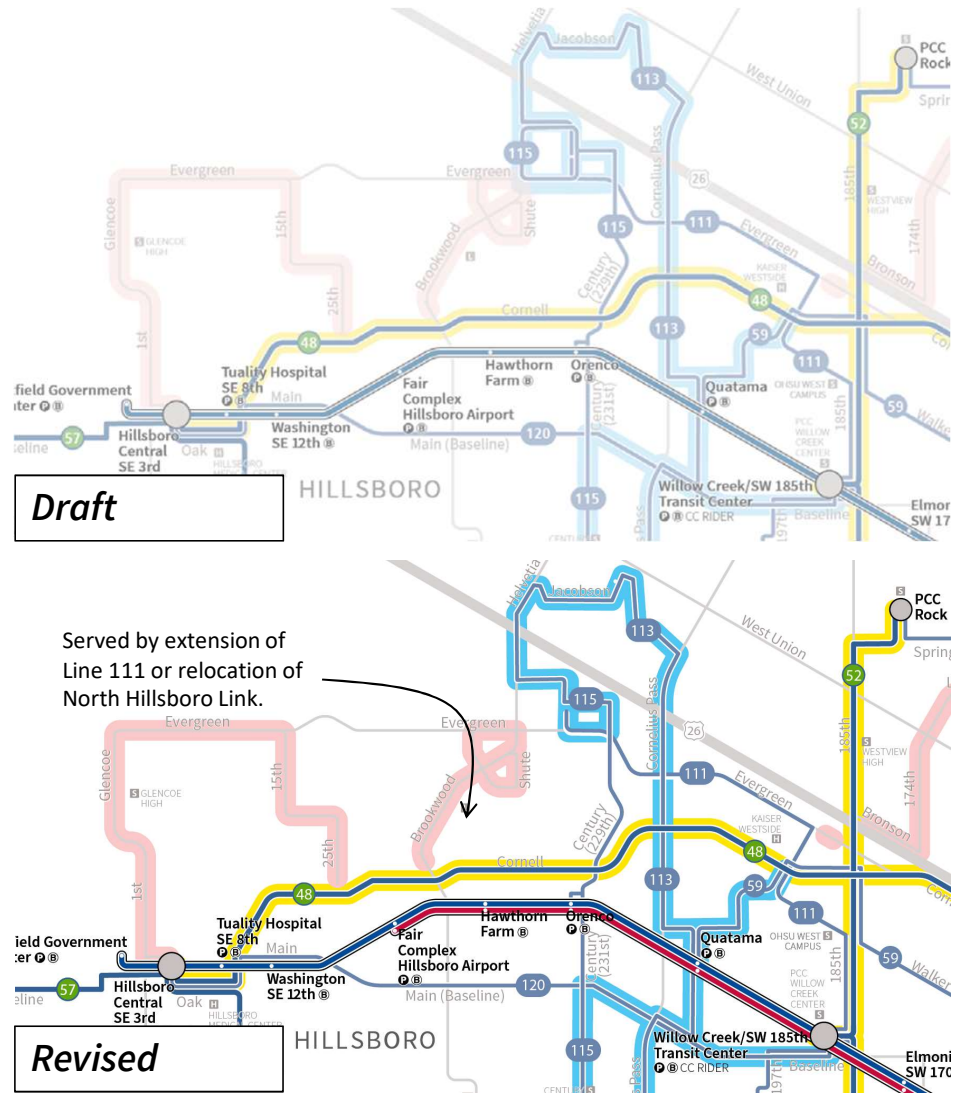
- We received many comments about the importance to maintaining access to Brookwood Library.



Hillsboro Brookwood Library

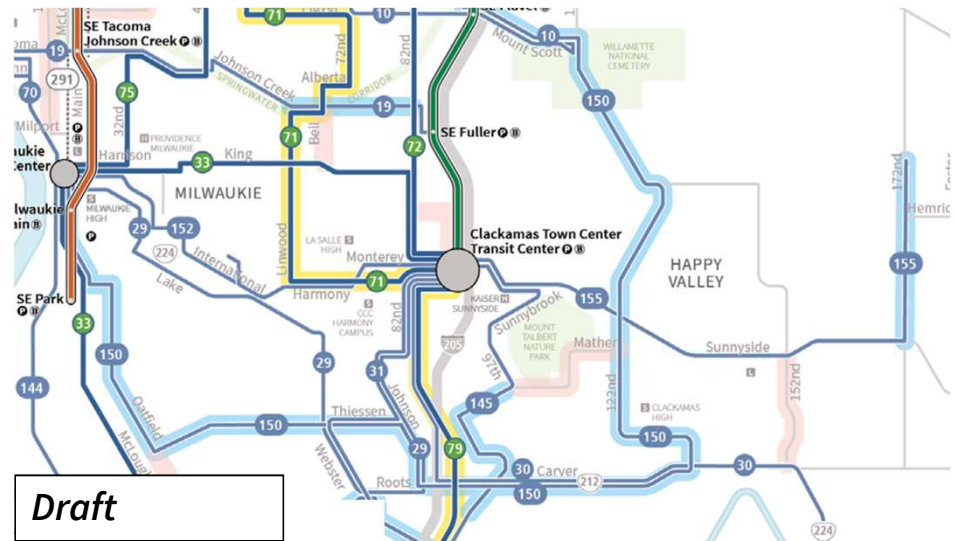
We have identified two options to continue to serve this location.

- Realign Washington County’s North Hillsboro Link shuttle to use Brookwood Parkway. With Forward Together, the shuttle’s current routing would now be served by Line 113.
- Extend Line 111 east along Brookwood Parkway to terminate at the Fair Complex MAX station.



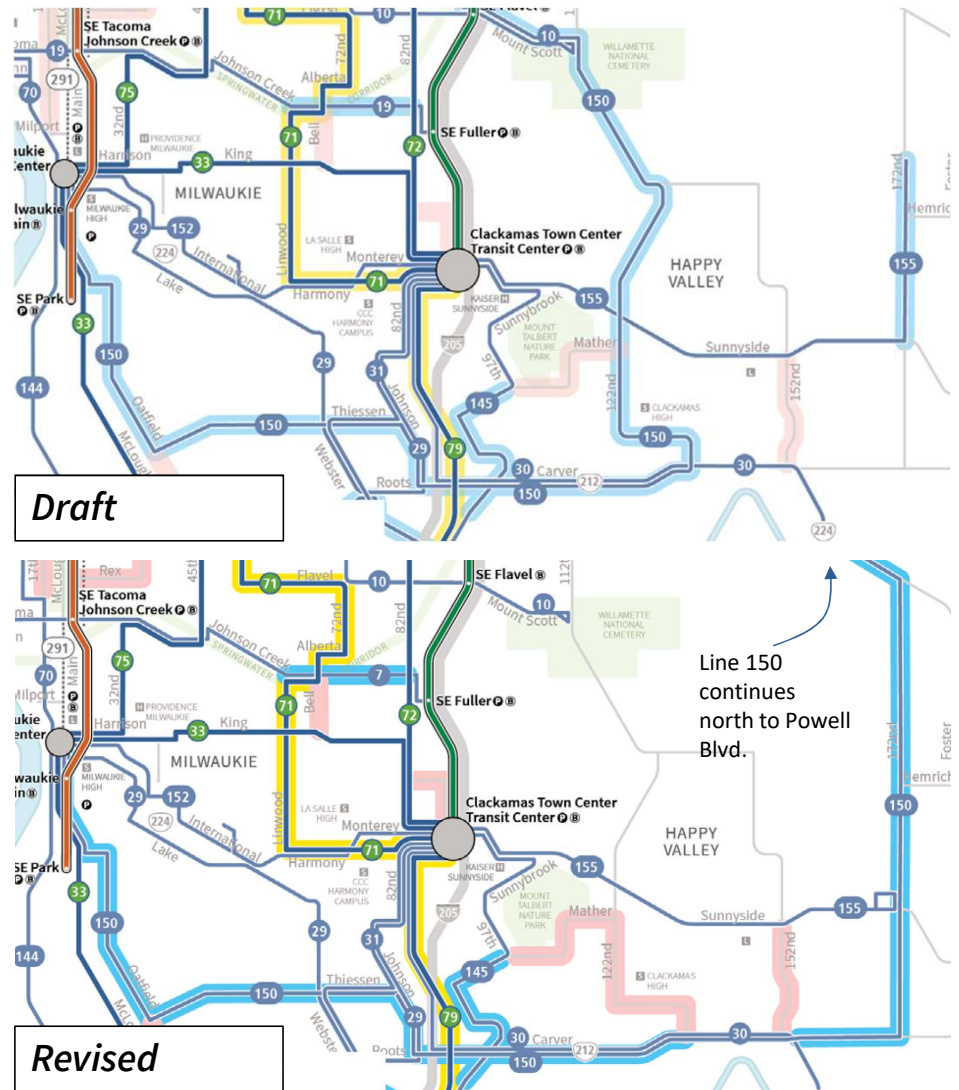
Connecting Happy Valley to Gresham and East Portland

- In the Draft Service Concept, we suggest a new Line 150 serving Happy Valley, including areas of Mt. Scott.
- Feedback from City of Happy Valley staff suggested that addressing new development along 172nd and connecting north to Gresham and East Portland is a higher priority than serving affluent areas of Mt. Scott.



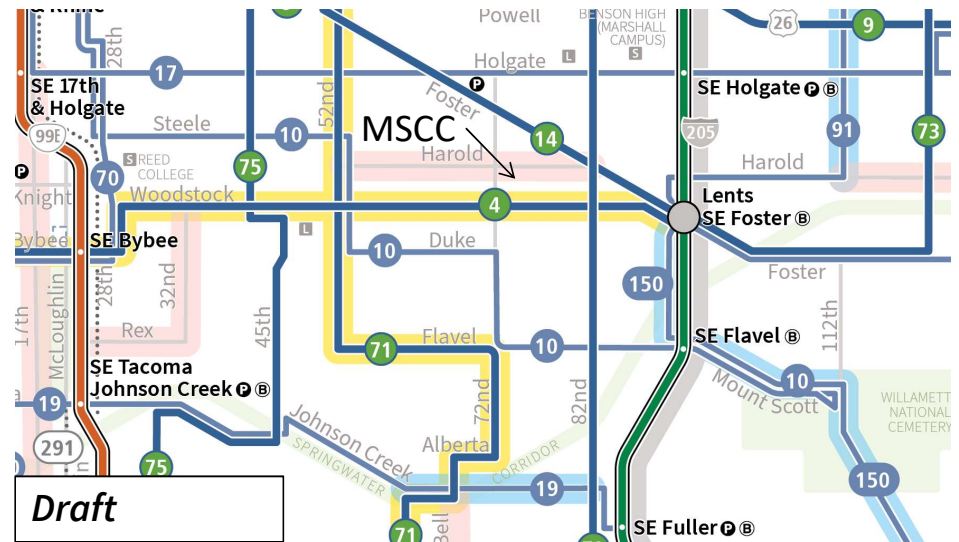
Connecting Happy Valley to Gresham and East Portland

- In the Revised Service Concept, New Line 150 east of Clackamas would instead serve Highway 212, before continuing via 172nd north through Happy Valley to terminate near Powell & Highland Dr.
- Line 155 would now terminate at Sunnyside Rd & 172nd.



Woodstock and Brentwood-Darlington

- PBOT's Lower SE Rising project has suggested a local preference for service along SE 72nd, serving Mt. Scott Community Center. This is also aligned with City development goals along 72nd.



Woodstock and Brentwood-Darlington

- We have revised Line 10 to use Harold and 72nd between 52nd and Flavel.
- This opens a service gap along SE Duke, but most of Duke would be within 1/4-mile of Frequent Service on Woodstock, 52nd, or 82nd.

