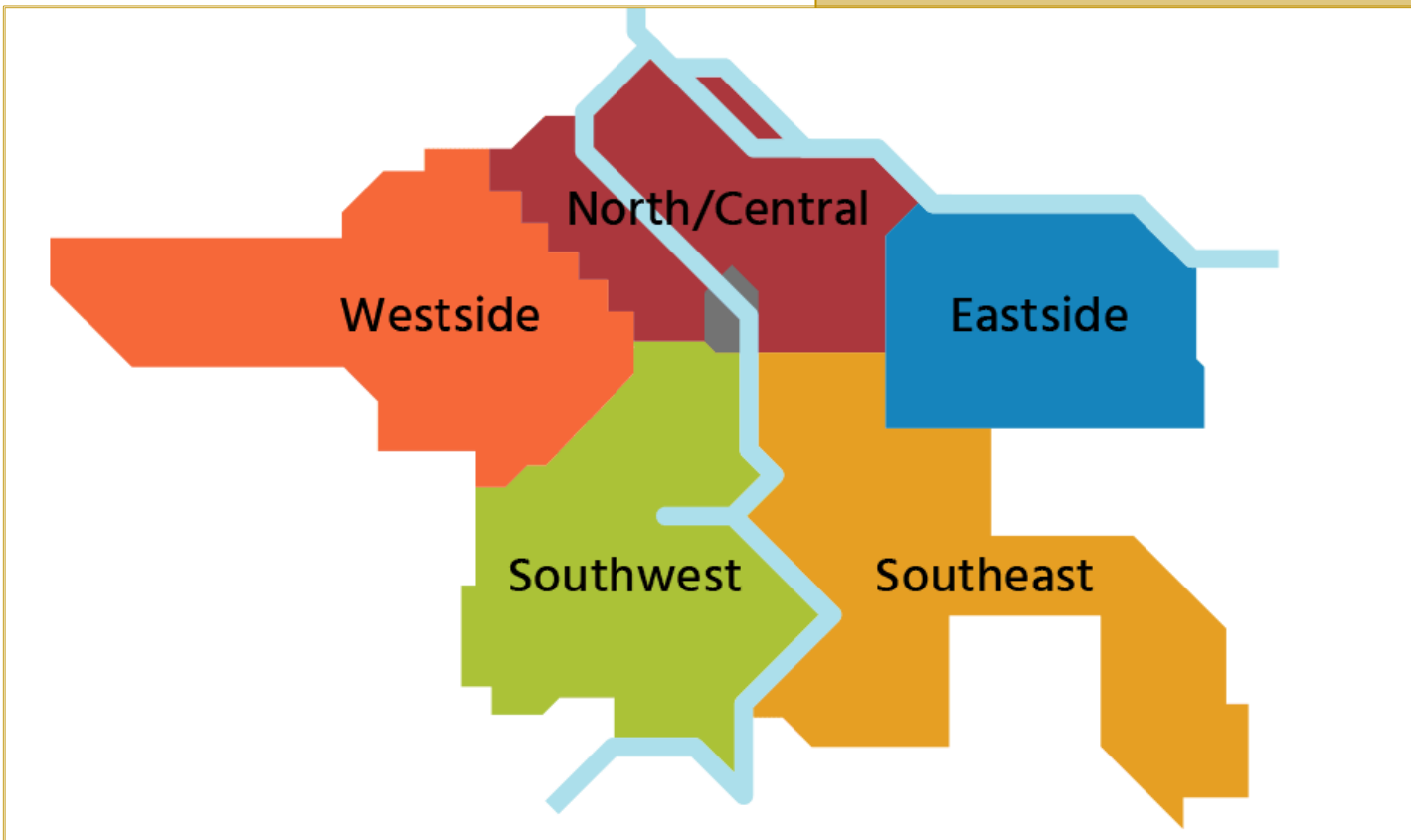


Unified Service Enhancement Plan



October 2018

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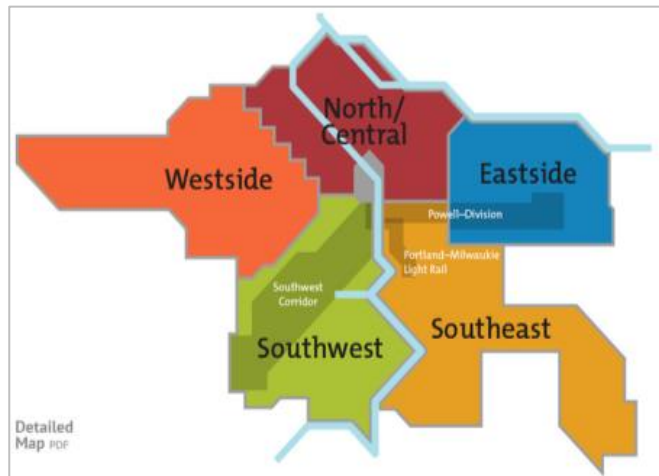
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1. Introduction and Purpose of the Unified Service Enhancement Plan

Service Enhancement Planning History

Between 2011 and 2016, TriMet engaged Portland area communities in a process to envision a 20-year expansion of TriMet’s bus service. The process divided the region into five sub-areas – Eastside, Westside, Southeast, Southwest, and North/Central – and developed Service Enhancement Subarea Plans for each area. The process relied on significant stakeholder outreach which included current riders; neighborhood associations; business organizations and large companies; social service providers; institutions like schools, colleges, and hospitals; and jurisdictions. To supplement the plan development, TriMet staff looked at demographic and trip pattern data for the region. Finally, individual jurisdictions provided short and long-term growth redevelopment plans to help guide the service enhancement subarea plans.

The long-term vision for each service enhancement subarea plan identifies opportunities to improve bus service, and provides guidance as TriMet considers each new Annual Service Plan.



TriMet’s Five Service Enhancement Subarea Plans help identify geographic and service gaps in the system that can be targeted for new, extended or expanded service.

TriMet’s Service Enhancement Subarea Plans can be found online:

<https://trimet.org/future/>

Keep Oregon Moving and the Public Transportation Improvement Plan

In July 2017, the Oregon Legislature recently passed House Bill 2017, also known as Keep Oregon Moving, which establishes new funding for public transportation throughout Oregon. Revenues are derived from an employee payroll tax that went into effect in July 2018, and TriMet is expected to receive about \$49 million every year. The bill is intended to benefit areas with a high percentage of low-income households.

TriMet was designated by the Oregon Legislature as the Qualified Entity (QE) for the tri-county region for the purpose of administering the STIF planning process, and receiving and distributing STIF funds for Clackamas, Multnomah and Washington counties. As the QE, TriMet is responsible for submitting the Tri-County Public Transportation Improvement Plan (PTIP) for approval by the Oregon Transportation Commission. The PTIP is a culmination of extensive efforts put forth by the HB 2017 Transit Advisory Committee (Committee). The Committee was formed specifically to advise and assist in the plan’s development.

TriMet’s PTIP can be found online:

<https://trimet.org/betterbus/ptip.htm>

As directed by the Oregon Legislature, the Oregon Department of Transportation (ODOT) prepared the STIF Rules¹ in 2018 to guide the allocation, receipt and reporting of STIF funds by local agencies. The STIF Rules have been approved by the Oregon Transportation Commission.

The PTIP addresses all of the STIF Rules with one exception. STIF Rules require that ‘local plans’ should be developed and approved by the governing body of the QE, which, in this case, is the TriMet Board of Directors. The PTIP includes many recommended transit service enhancements but directly references other service enhancements plans that have been developed by TriMet within the past seven years. These later service enhancement plans have not been formally approved by the TriMet Board of Directors.

Purpose of the Unified Service Enhancement Plan

The purpose of the Unified Service Enhancement Plan (Plan) is to assemble the service enhancement subarea plans for approval by the TriMet Board of Directors. The Plan directly references the PTIP, which includes additional service enhancements within the tri-county region, both within and outside of TriMet’s service district.

Organization of the Unified Service Enhancement Plan

The Unified Service Enhancement Plan is organized in five chapters, which are each specifically tied to the STIF Rules that apply to Local Plan development requirements as shown below.

Unified Service Enhancement Plan Chapter	STIF Rules – Local Plan Requirement
1. Introduction and Purpose of the Unified Service Enhancement Plan	
2. Engaging the Community	<ul style="list-style-type: none"> Identified opportunities to coordinate public transportation services within and outside of the county, district, or tribal area, and with other agencies and areas to improve efficiency, improve effectiveness of service, and to reduce gaps in service.
3. Evaluating Populations Service by Transit	<ul style="list-style-type: none"> A planning horizon of at least 4 years Inventories of current Public Transportation Services located within, adjacent to, or with the reasonable potential to connect to the local or regional public transportation services, as applicable. Current and forecast population and demographics, including locations of people who are often transit dependent, including low-income households, individuals age 65 or older, youth, and individuals who are racially and ethnically diverse. Locations of existing housing, employment centers, medical and social and human services centers, major destinations, and other locations with the need for public transportation services and programs.
4. Prioritizing Transit Service Enhancements	<ul style="list-style-type: none"> Prioritized lists of public transportation improvements and capital projects.
5. PTIP Investments Serving Low Income Communities	
6. Summary	

¹ Statewide Transportation Improvement Fund Rules, Oregon Department of Transportation, approved by the Oregon Transportation Commission, June 22, 2018.

2. Engaging the Community

The service enhancement planning process included a comprehensive and multi-faceted community outreach program.

Service Enhancement Subarea Planning: 2011-2016

In each service enhancement subarea plan development process, TriMet conducted an extensive, multi-month listening tour. The tour included meetings with community stakeholders ranging from employers (large and small), neighborhood associations, Citizen Participation Organizations, business associations, and community-based social service providers. Each listening tour was vital for developing the service enhancement subarea plans and laying the ground work for future partnerships that will be vital for the plans’ implementation. Table 1 summarizes the community outreach program for the five service enhancement subarea plans.

Table 1: Service Enhancement Subarea Plan Community Outreach, by Subarea

Subarea	Online Surveys	Multi-Language Focus Groups	Stakeholder Meetings	Community Forums and Workshops	City/County Agency Meetings
Westside	X	X	X	X	X
North/Central	X	X	X	X	X
Eastside	X	X	X	X	X
Southeast	X	X	X	X	X
Southwest	X	X	X	X	X

Public Transportation Improvement Plan (PTIP): 2018

The PTIP also reflects extensive public engagement with transit riders and plan stakeholders at the local, grassroots level throughout the region. Outcomes of public engagement efforts were used to establish transit improvement priorities and possible funding allocations. The public input formed the basis for further refinement of the plan by local committees representing interests outside of the TriMet district in Clackamas, Multnomah and Washington counties, and by the HB 2017 Transit Advisory Committee for interests inside the TriMet boundary.

Public input and the technical findings and recommendations contained in the PTIP reflect a broad consensus of the Committee specifically regarding transit service and program improvements within the TriMet service district. In spring 2018, TriMet staff asked the public to set priorities for improvements to the transit system. Outreach to the public was conducted via:

- Five public workshops – 258 attendees
- Online survey – 5,000+ responses

The Committee also embraced the individual plan recommendations from cities and transit districts that serve communities outside the TriMet service district, but within the tri-county area. The Committee appointed a Regional Coordination Subcommittee to recommend specific improvements to enhance transit connections between service districts. Their recommendation was approved by the HB 2017 Transit Advisory Committee and included in the PTIP.

3. Evaluating Populations Served by Transit

Planning Horizon

Long range, 20-year population forecasts were considered in the region and within each service enhancement subarea plan to help better gauge the vision for transit in the future. TriMet communicated with elected leaders and city and county staff to better understand where and how communities will grow in the future. City and county plans for growth were considered when the service enhancement subarea plans were developed.

The PTIP planning horizon included a 5-year outlook of community growth, projected STIF revenue and transit service options.

Inventories of Current Public Transportation Services

The evaluation of public transportation service enhancements in each of the five service enhancement subarea plans, and the PTIP, considered the existing transit networks within the TriMet service district and in each neighboring transit district (Sandy, Canby, Wilsonville and South County Service District). These service networks also included existing route operations linking these districts.

Identifying Populations Served by Transit

TriMet staff mapped the concentration of jobs and housing throughout the five service enhancement subarea plan areas, and examined how the current transit system helps connect people with where they live to where they work. Information about where people live and work was obtained by mapping residential and employment data from the U.S. Census Bureau. To meet transit equity objectives, TriMet also mapped concentrations of people most likely to use transit which included qualifiers such as income (poverty) and race/ethnicity and language (limited English proficiency). This data was also used to ensure that the community outreach efforts focused on traditionally underrepresented communities.

Figures 1-5 map and tabulate the concentrations of people likely to use transit within each of the five service enhancement subarea plan areas. For each figure, the subarea percentage is compared to the TriMet district-wide average for poverty, minority and limited English language proficiency populations².

The TriMet Transit Equity Advisory Committee developed the Diversity and Transit Equity Index (Index) to aid in planning transit service investments. The Index scoring regimen includes measures of Low Income Populations as defined and summarized by individual Census block groups. Ten factors are normalized, scored and integrated into the Index to describe and identify locations of high concentrations of Low-Income Populations for the tri-county region (urban and rural areas). The Index map was reviewed and approved by the HB 2017 Transit Advisory Committee in May 2018, and was included in the PTIP development process.

² Original service enhancement subarea plan demographic summaries are updated to the most recent U.S. Census, American Community Survey reporting (2012-2016).

Figure 1: Westside Service Enhancement Subarea Plan Demographic Summary

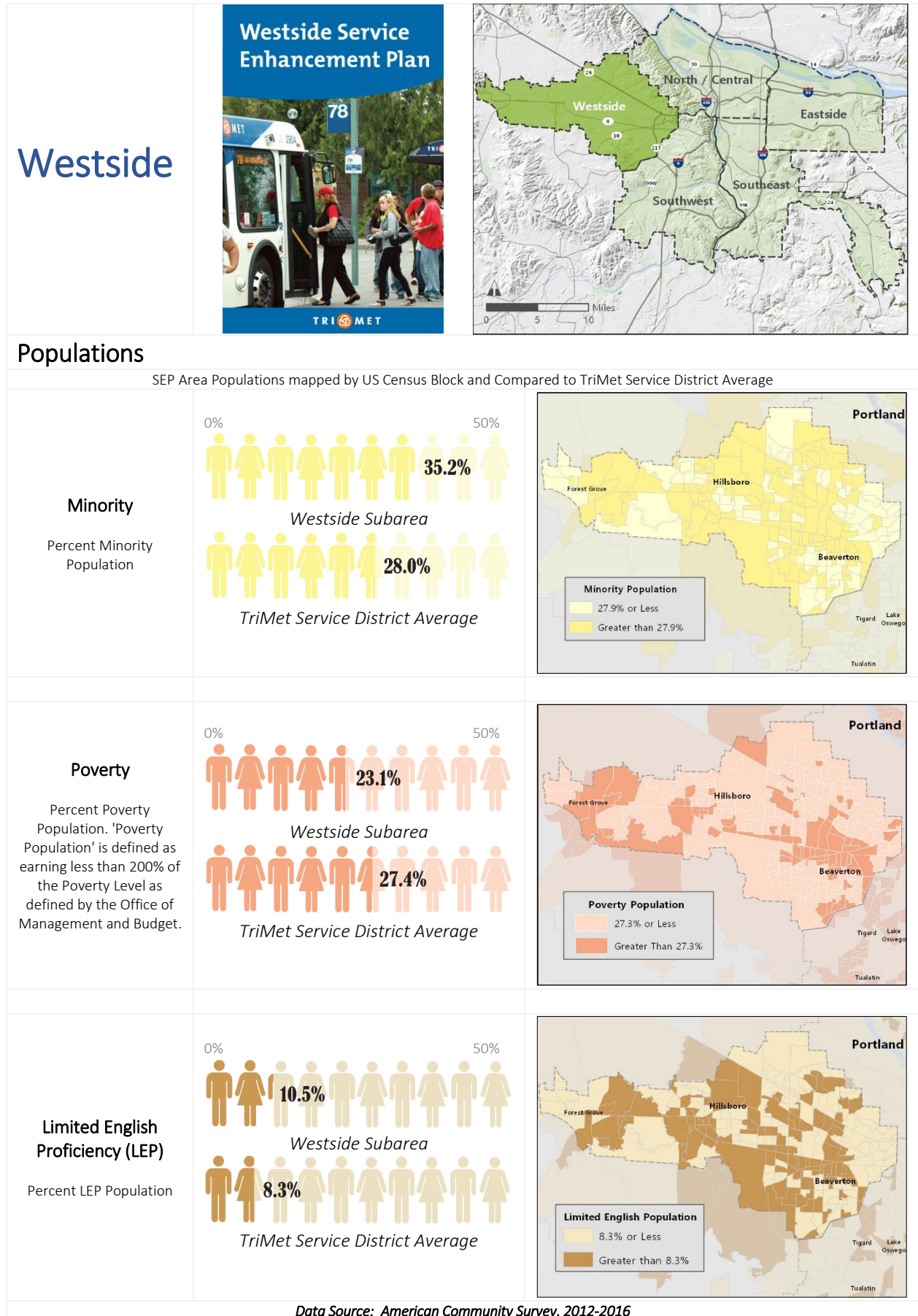


Figure 2: North/Central Service Enhancement Subarea Plan Demographic Summary

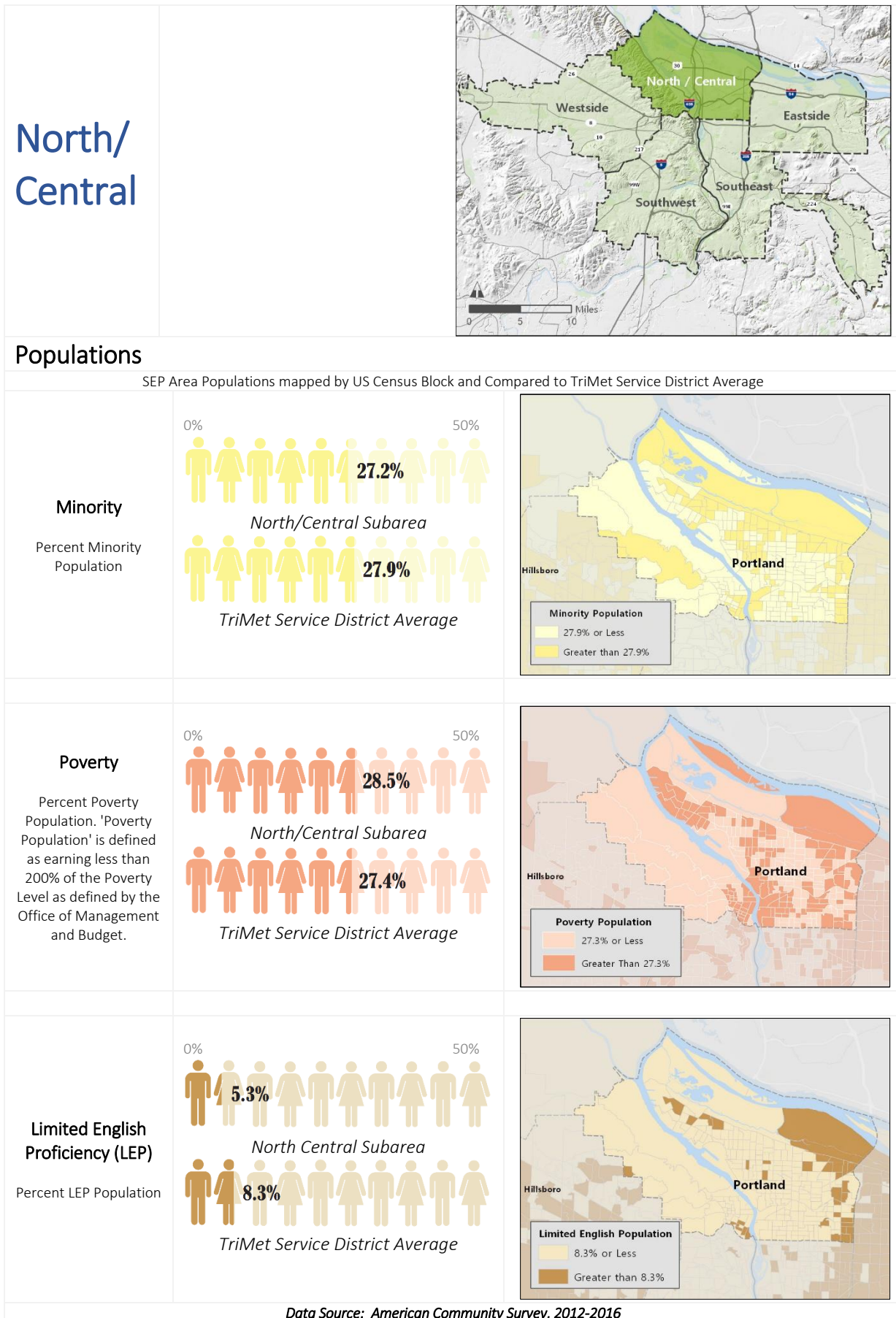


Figure 3: Eastside Service Enhancement Subarea Plan Demographic Summary

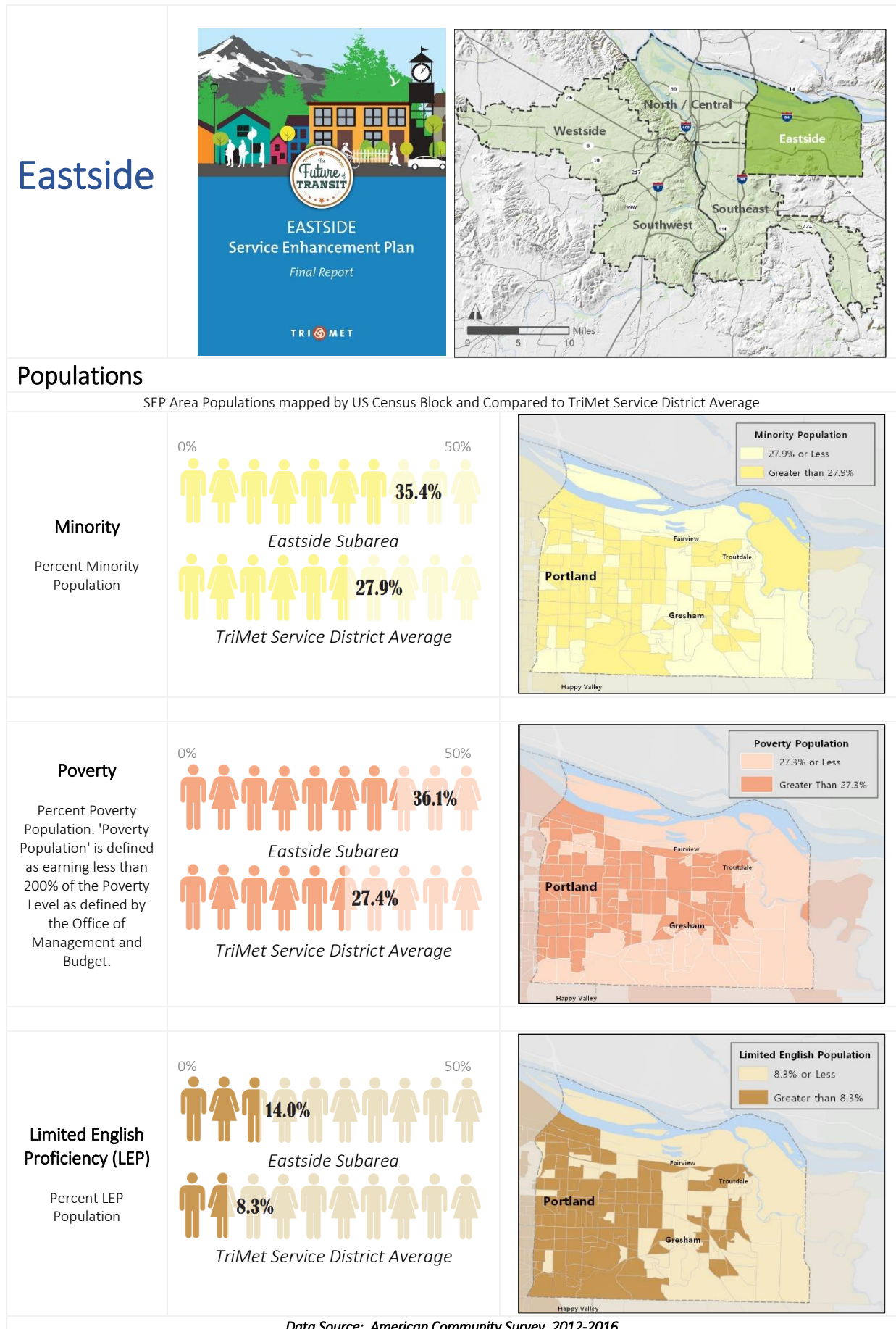


Figure 4: Southeast Service Enhancement Subarea Plan Demographic Summary

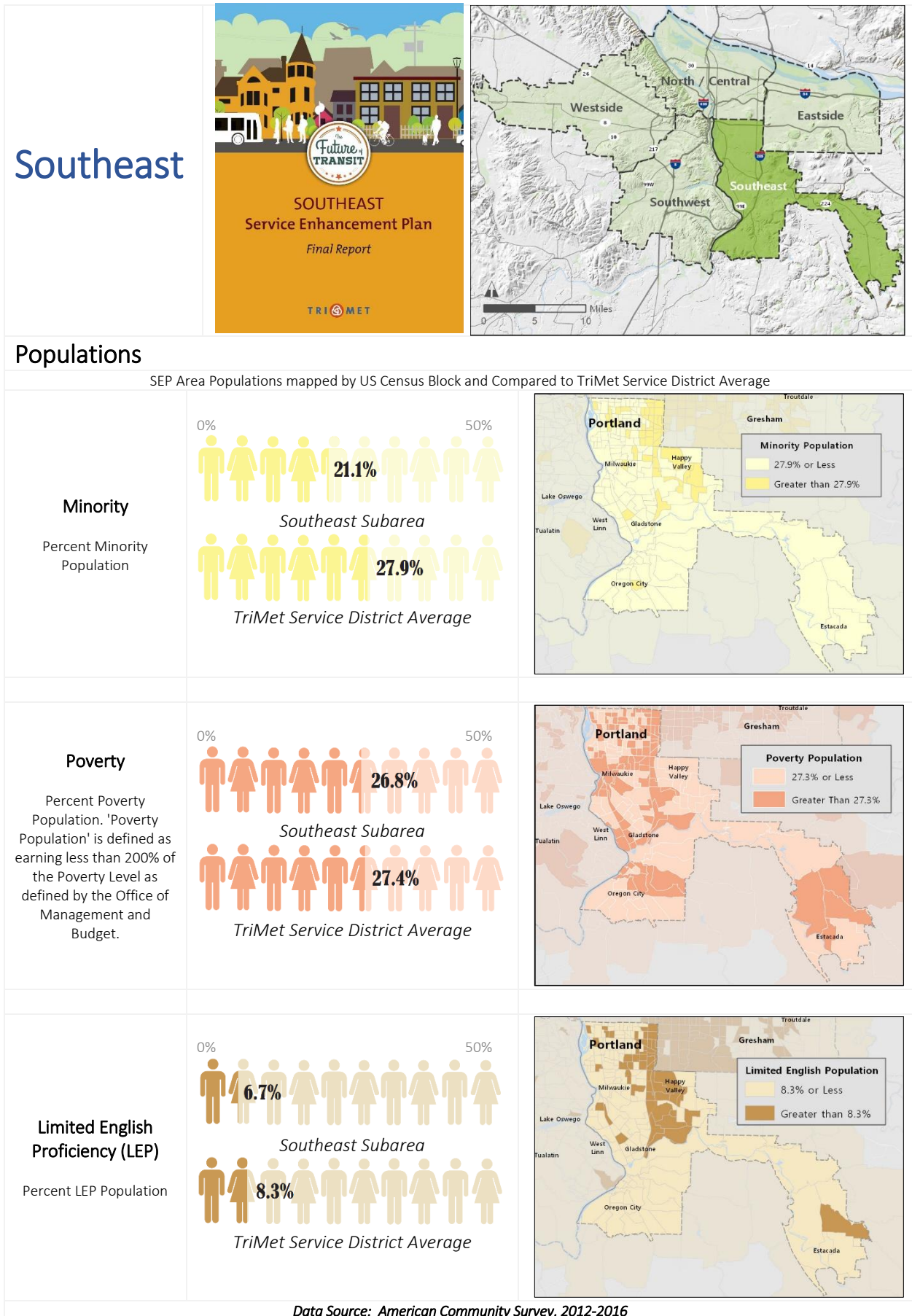
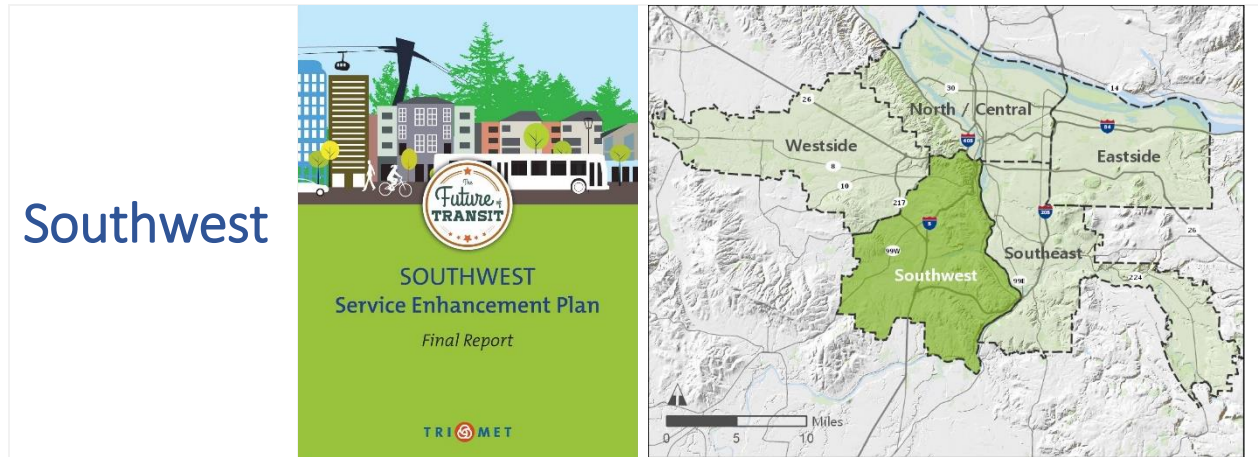
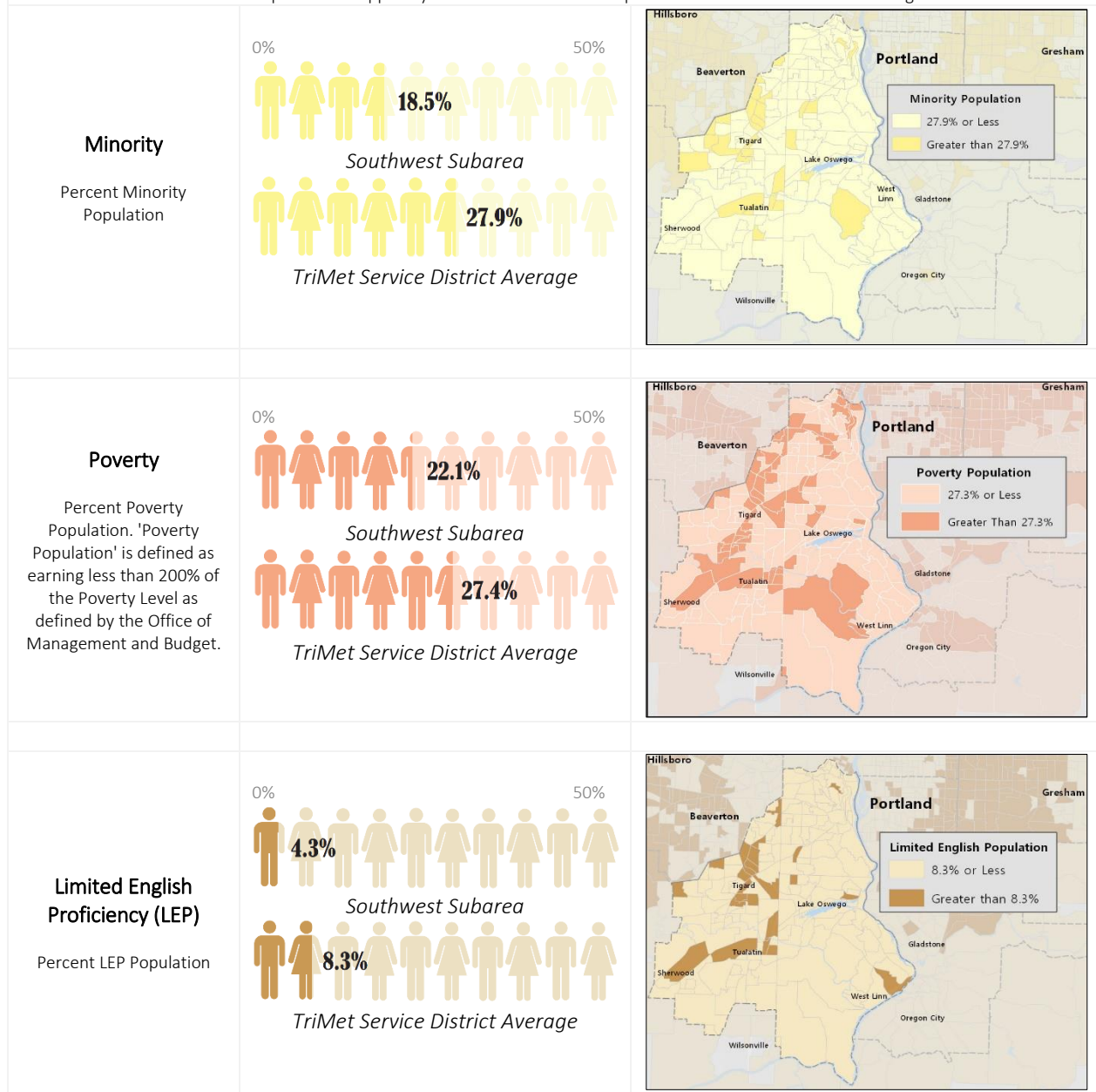


Figure 5: Southwest Service Enhancement Subarea Plan Demographic Summary



Populations

SEP Area Populations mapped by US Census Block and Compared to TriMet Service District Average



Data Source: American Community Survey, 2012-2016

Considering Needs of Major Transit Trip Generators

Each of the service enhancement plans and PTIP examined the full range of potential transit travel patterns, including where people rely on public transportation for their medical, school and other travel needs. **Table 2** summarizes the major transit trip generators for each of the five service enhancement subarea plans.

Table 2: Major Transit Trip Generators in the TriMet Service District, by Subarea

Service Enhancement Subarea	Business & Industry	Education	Medical	Other
Westside	<ul style="list-style-type: none"> Intel Nike North Hillsboro Industrial 	<ul style="list-style-type: none"> PCC Rock Creek Pacific University 	<ul style="list-style-type: none"> Tuality Hospital Kaiser Permanente Westside Providence - St. Vincent 	<ul style="list-style-type: none"> AmberGlen/Tanasbourne Hatfield Government Center (Hillsboro)
North/Central	<ul style="list-style-type: none"> Rivergate Swan Island Columbia Corridor Northwest Industrial Area 	<ul style="list-style-type: none"> Mt. Hood CC PCC Southeast PCC Cascade 	<ul style="list-style-type: none"> Good Samaritan Legacy Emanuel Providence 	<ul style="list-style-type: none"> Delta Park / North Hayden Meadows
Eastside	<ul style="list-style-type: none"> East Columbia Corridor Troutdale Reynolds Industrial Park 	<ul style="list-style-type: none"> PCC Southeast 	<ul style="list-style-type: none"> Adventist Medical Center 	<ul style="list-style-type: none"> Gresham Station Rockwood Rosewood
Southeast	<ul style="list-style-type: none"> North Milwaukie and Clackamas Industrial Areas 	<ul style="list-style-type: none"> Clackamas CC PCC Southeast 	<ul style="list-style-type: none"> Providence – Willamette Falls 	<ul style="list-style-type: none"> Clackamas Town Center Clackamas Civic Center
Southwest	<ul style="list-style-type: none"> Lincoln Center Kruse Way Tualatin Industrial 	<ul style="list-style-type: none"> PCC Sylvania 	<ul style="list-style-type: none"> OHSU/VA Medical Center Legacy – Meridian Park 	<ul style="list-style-type: none"> Washington Square Bridgeport Village

4. Prioritizing Transit Service Enhancements

Each of the service enhancement subarea plans and the PTIP identify and prioritize projects and programs to better serve people residing and travelling within the region, especially those residents in low-income communities.

Specific improvements listed in the service enhancement subarea plans (summarized below) may change due to changing demographics and jurisdictional priorities, but will adhere to the requirements listed in the STIF Rules.

Service Enhancement Subarea Plans

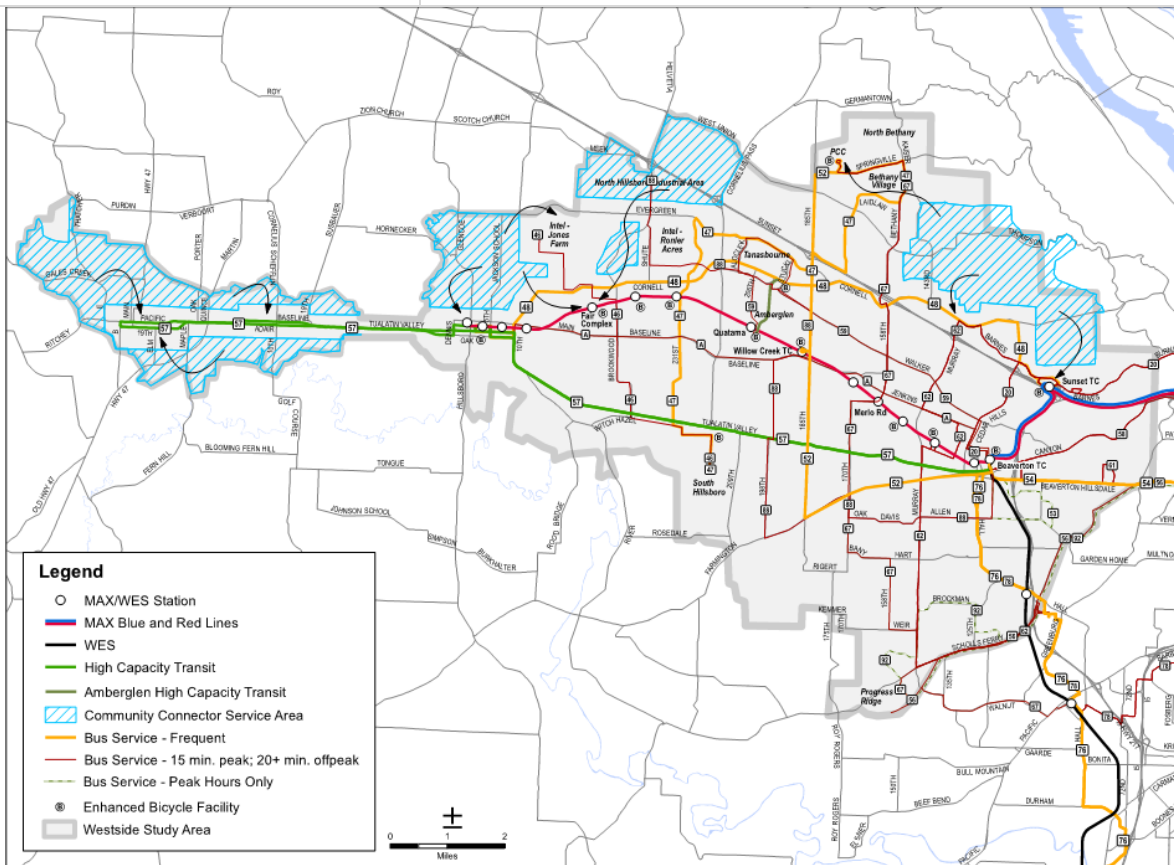
Key recommendations from each of the five service enhancement subarea plans are summarized below.

Westside Service Enhancement Subarea Plan

Beaverton, Hillsboro, Cornelius, Forest Grove, and unincorporated Washington County.

Key Recommendations:

- ✓ More north/south service to serve the intra-county travel between residents in the south and employment opportunities in the north.
- ✓ Last mile connections to reach many jobs located just beyond a reasonable walking distance from transit.
- ✓ Improved frequency as development on the Westside continues and urban amenities are provided the opportunity to serve more persons with more frequent bus service.



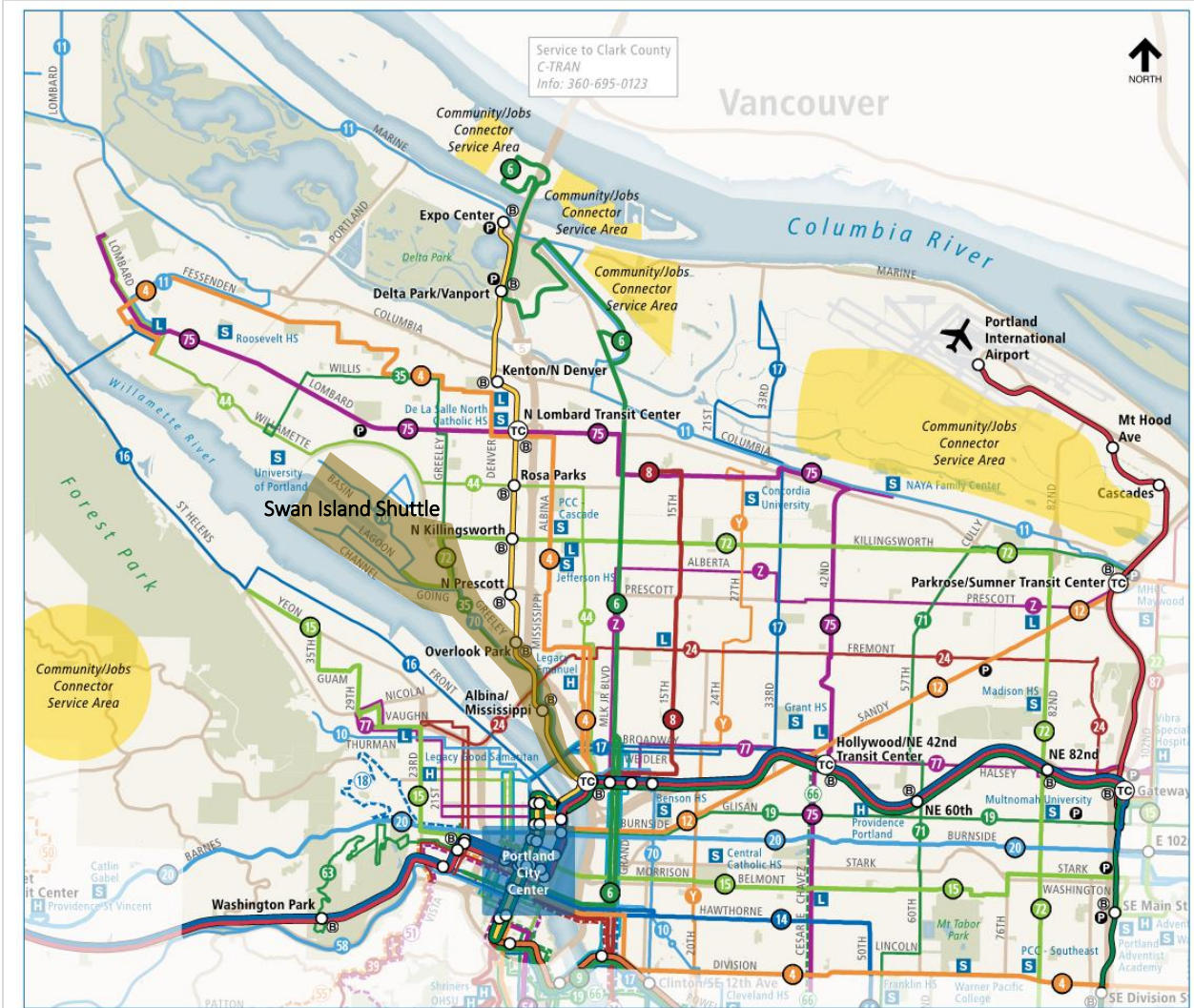
North/Central Service Enhancement Subarea Plan

Majority of the land area within the City of Portland:

- I-205 to the east,
- The Multnomah County/Washington County border to the west,
- Division Street to the south on the east side of the Willamette River, and I- 405/US 26 to the south on the west side of the Willamette River.

Key Recommendations:

- ✓ New routes and more coverage on existing routes for the neighborhoods not served as comprehensively as others.
- ✓ More frequency and hours of service on existing routes to help relieve overcrowding and to add more service at the beginning and ends of the day.
- ✓ Community shuttles for some communities where traditional fixed-route service is not cost-effective to offer, yet some demand for bus service still exists.

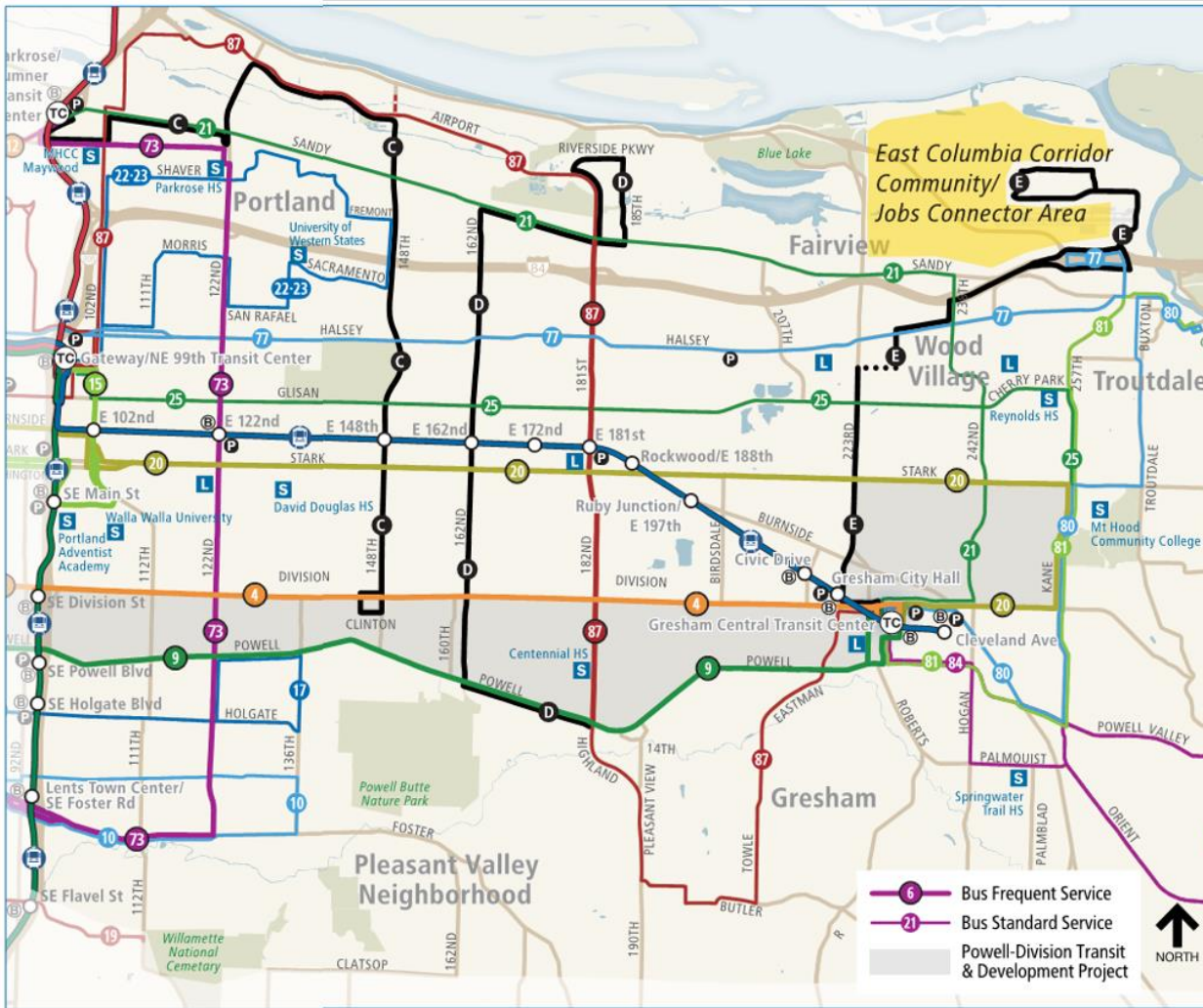


Eastside Service Enhancement Subarea Plan

East Portland (east of I-205),
Gresham, Troutdale, Fairview,
and Wood Village

Key Recommendations:

- ✓ More north/south service that improves regional connections to jobs, education, health care, affordable housing, and essential services.
- ✓ Improving service on existing routes to provide more frequency, longer hours of service, and better schedule adjustments.
- ✓ Community shuttles for some communities where traditional fixed-route service is not cost-effective to offer, yet some demand for bus service still exists.

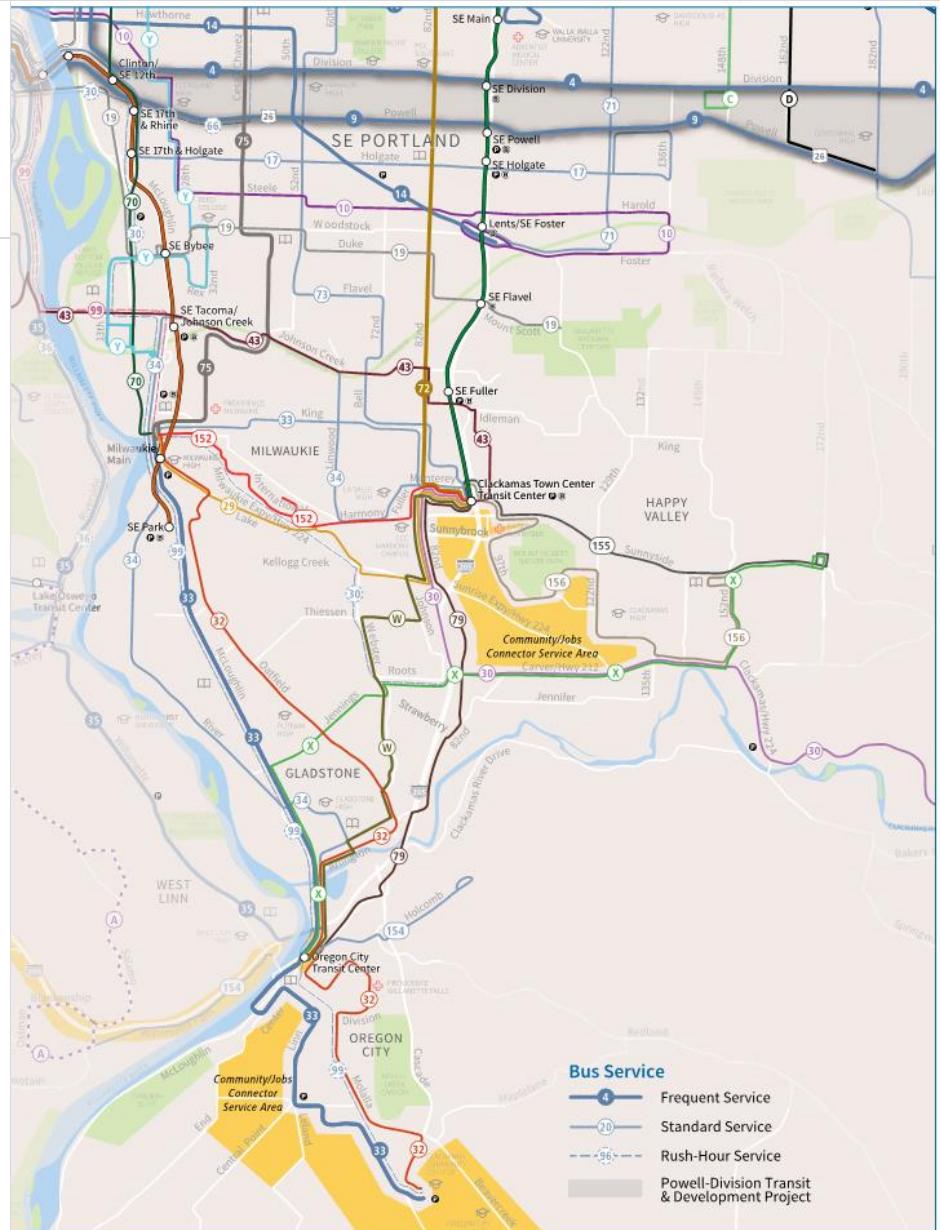


Southeast Service Enhancement Subarea Plan

Southeast Portland (South of SE Division), Estacada, Gladstone, Happy Valley, Milwaukie, Oregon City, and Clackamas County.

Key Recommendations:

- ✓ More east/west service to provide new access for growing communities and employment centers.
- ✓ Community shuttles for some communities where traditional fixed-route service is not cost-effective to offer, yet some demand for bus service still exists.
- ✓ Improving service on existing routes to provide more frequency, longer hours of service, and better schedule adjustments.

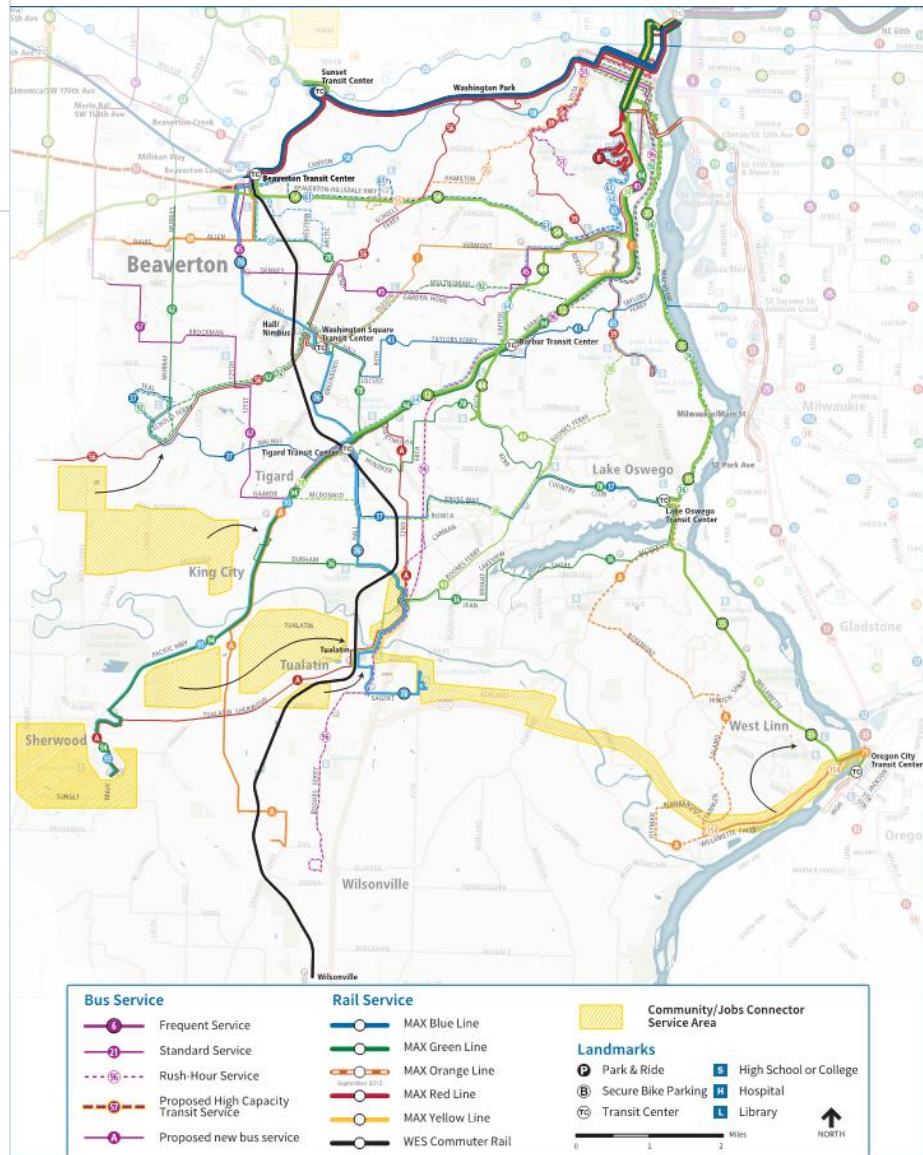


Southwest Service Enhancement Subarea Plan

SW Portland, Tigard, Tualatin, Sherwood, King City, Durham, Lake Oswego, and West Linn.

Key Recommendations:

- ✓ Route reconfigurations that serve growing job centers areas other than Downtown Portland. This is especially true for east/west service.
- ✓ Increased service levels where existing bus service significantly lacks frequency and service only runs during commuter hours.
- ✓ Community shuttles for some communities where traditional fixed-route service is not cost-effective to offer, yet some demand for bus service still exists.



PTIP Service Enhancements

Improving the quality of bus service is just as important as providing bus service to areas that do not currently have any transit service. The PTIP includes recommendations to:

- Increase the number of trips on bus lines to reduce wait times between buses. Long waits between buses can be a deterrent for transit customers, especially if they miss their preferred bus.
- Upgrade bus lines to 15-minute Frequent Service so buses arrive within increments of 15 minutes or less, most of the day, seven days a week.
- Introduce 12-minute Frequent Service on the highest ridership bus lines and Portland Streetcar so buses and streetcars arrive every 12 minutes or less, most of the day, seven days of the week.
- Bring back 24-hour bus service to the region.
- Begin new, late-night bus service to Portland International Airport when the MAX Red Line isn't running.
- Begin service earlier and end service later on some bus lines, and add new midday service on lines that don't currently have midday service.
- Add more weekend service to the system to help people make trips during all days of the week.
- Improve frequency on the Portland Streetcar.

All transit expansions and improvements in the plan serve areas identified in the PTIP as having a high equity need.

5. PTIP Investments Serving Low Income Communities

The PTIP incorporates recommendations from the HB 2017 Advisory Committee to allocate ongoing funding toward eight programs which are summarized below. This funding allocation includes important investments to expand services in low-income communities within the region.

Low-Income Fare

This program allows low-income TriMet customers to pay an Honored Citizen fare once registered for the program. The Honored Citizen fare is half off the price of a full adult fare, and 73% off a monthly pass. For 2018, low-income is defined as 200% of the federal poverty level, which equals an annual income of \$24,276 for an individual, or \$50,196 for a family of four.

Additionally, members of the following programs are automatically eligible to receive an Honored Citizens Fare:

- Oregon Health Plan/Medicaid
- SNAP/EBT (Electronic Benefits Transfer) Card
- Temporary Assistance for Needy Families (TANF)
- Free and Reduced-Price Lunch
- HUD Housing Choice Voucher
- LIHEAP (Home Energy Assistance)
- Employment Related Daycare
- Women Infants and Children (WIC)

Regional Coordination and Community/Job Shuttles

Often times, fixed route transit is not economically viable in areas with low-income residents or entry-level jobs, because the number of residents or employees is too few, too dispersed or the street network is underdeveloped. However, TriMet has a long history of helping economic development opportunities by forwarding federal, state, or local grant funds to other organizations to operate their own shuttle services to meet the needs of residents and employees.

Further, the HB 2017 legislation required that funding be used to help facilitate trips between the TriMet district and areas outside the TriMet district. The PTIP includes funding for community and job shuttles in areas that are not cost effective for TriMet to serve but could be served via a 3rd party operator. A subcommittee developed a solicitation process whereby communities could apply for funds to operate their own shuttle services. The subcommittee recommended that the following areas receive shuttle service:

- Gresham to the Troutdale Reynolds Industrial Park
- Oregon City
- Airport Way/Columbia Corridor
- Clackamas Town Center to Clackamas Industrial Area
- Wilsonville to Bridgeport/Tualatin Park & Ride
- Clackamas Town Center to Clackamas Community College
- Columbia County to the TriMet District
- Forest Grove
- Tualatin Industrial Area
- North Hillsboro Industrial Area
- Swan Island

Funding for planning additional shuttle service will be directed to:

- Milwaukie Industrial Areas
- South Cooper Mountain to Hillsboro
- Tualatin to West Linn to Oregon City

Senior and Disabled Transportation Services

The PTIP sets aside funds for community-based transportation services for seniors and people with disabilities. These may include shopping and medical shuttles, on-demand services and transportation provided by volunteers with mileage reimbursement. The services would be operated by private, third parties (i.e., non-TriMet services) that would fill the gap between regular fixed-route service and TriMet LIFT service. Funding for specific services will be allocated via a solicitation or bid process.

School Transportation

The STIF Rules require that plans set aside a minimum of 1% of funds for School Transportation for Grades 9 through 12. The PTIP includes using 1% of funds to expand TriMet's existing Access Transit Program to include high school students who are enrolled in free and reduced price lunch programs. High schools throughout the TriMet district could apply for funds to buy discounted transit tickets and passes for students. The amount of funds available to high schools would depend on the share of students enrolled in each school's free and reduced price lunch programs within the region. Schools that participate in TriMet's Youth Pass program would not be eligible for the Access Transit program. If unallocated passes remain unclaimed after the initial solicitation of interest, they will be made available to schools with unmet demand on a proportional basis. For more information on TriMet's Access Transit Program, go to <https://trimet.org/accesstransit/relief.htm>.

Electric Buses

The allocated funding (ongoing and one-time only capital funds) will allow TriMet to initiate a pilot program that will deploy 60 new battery electric buses into the fleet. The funds will go toward the purchase of the buses, charging infrastructure, maintenance garage modifications, and repair equipment. Battery electric buses are zero emission vehicles and have the potential to reduce maintenance and fuel costs. However, the impact of the region's climate and terrain on electric bus operations has yet to be determined. The allocation of these funds represents a commitment by the committee to a long-term strategy to convert TriMet's bus fleet to a non-diesel power platform. If the pilot program is successful, TriMet and the region will require additional funding to implement a complete conversion of the remainder of the bus fleet. TriMet's electric bus strategy calls for the deployment of the initial electric bus fleet in high equity areas.

Bus Stop Amenities

Improved bus stop amenities like shelters, benches, and lighting make riding transit more comfortable and encourage continued ridership among customers. Funding will be used to provide transit amenities, install new digital arrival displays in transit centers and MAX stations, and to make bus stops ADA compliant where possible. These could include concrete bus stop landing pads and sidewalk ramps. TriMet staff would partner with local jurisdictions to advance improvements and leverage existing funding. These investments would be distributed throughout the TriMet district and targeted toward areas with notable equity needs.

Transit Priority

In order for transit to be successful, it is imperative to reduce the travel time of buses, especially as the region grows and traffic congestion increases. STIF funding will be combined with funding from local jurisdictions to develop bus queue jump lanes and install traffic signals that give transit priority over auto traffic. These improvements would be targeted toward bus lines that serve equity needs communities.

Physical Security Improvements

Often, improvements in physical surroundings produce improved security. The PTIP calls for spending funds to add cameras, lighting and improve sightlines at stops and transit centers that need additional security improvements. These improvements would be spent on projects located in equity needs areas.

6. Summary

The assembly of individual service enhancement subarea plans into the Unified Service Enhancement Plan helps facilitate formal Plan approval by The TriMet Board of Directors. The Plan directly references the PTIP, and when approved will fully address the STIF Rules governing local plan development and approval.