

FY24 Annual Service Plan

Presentation to the TriMet
Board of Directors

March 22, 2023



FY24 Annual Service Plan

Service Hours Restoration

- Bus operator shortage is easing
- Changes to 21 bus lines
- First full year of implementation for Forward Together
- ~7% point increase (-21% to -14%)

FY24 Annual Service Plan

Priorities

- Restore ridership
- Improve service to communities with people with low incomes
- Restore some service to pre-pandemic levels
- Route changes
- Get students to school
- Better serve Marquam Hill
- Discontinue some low-ridership lines

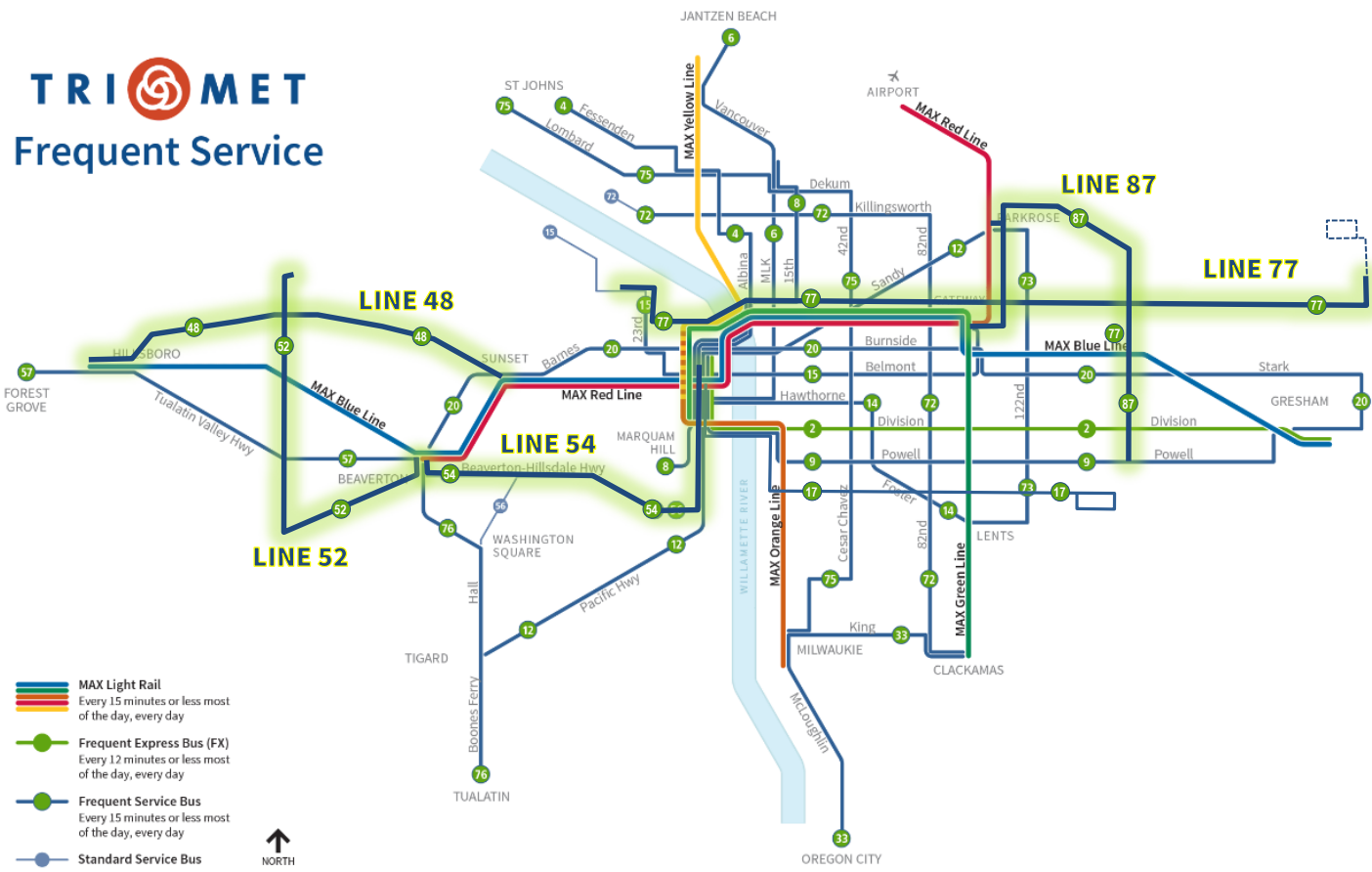
Restore Ridership/Service to Low-Income Communities

Upgrade to Frequent Service

- Line 48-Cornell Rd.
 - Adjust route to operate on NW Barnes Rd.
- Line 52-Farmington/185th Ave.
- Line 54-Beaverton Hillsdale Highway
- Line 77-Broadway/Halsey
 - Extend route to Troutdale Reynolds Industrial Park (Amazon, FedEx, etc.)
- Line 87-Airport Way/185th Ave.

TRIMET

Frequent Service



- 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



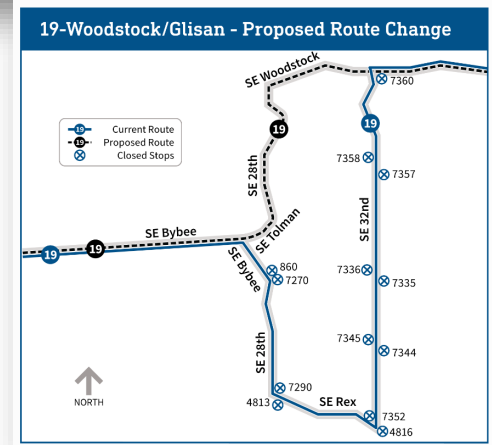
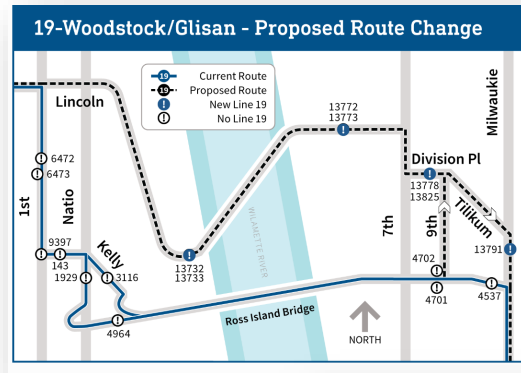
Restore Service to Pre-pandemic Levels/Route Changes

- Line 19-Glisan/Woodstock
- Line 35-Macadam/Greeley
- Line 62-Murray Blvd.
- Line 94-Pacific Hwy./Sherwood
- Line 99-Macadam/McLoughlin

Line 19-Route Changes/Service Increase

Line 19-Woodstock/Glisan

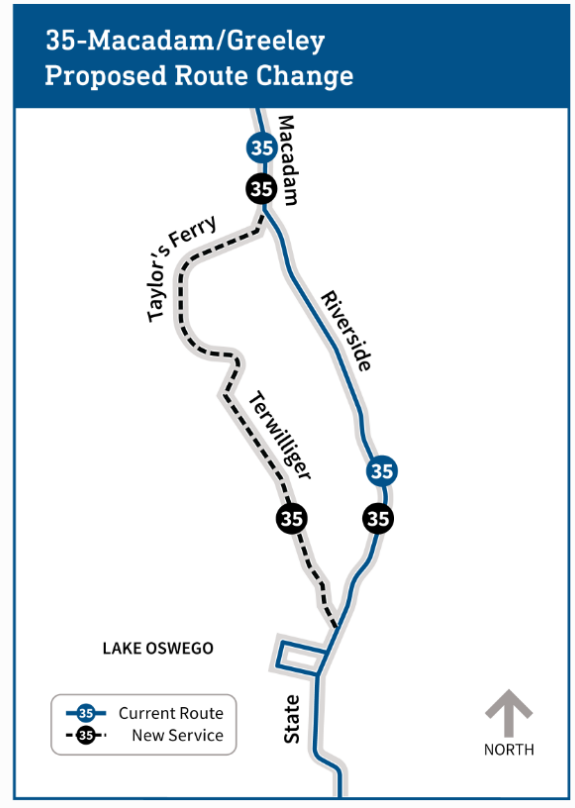
- Route change
 - ✓ Use Tilikum Crossing
 - ✓ Discontinue Rex Loop
- 30 min. service weekdays and weekends



Line 35-Route Changes/Service Increase

Line 35-Macadam/Greeley

- Route change = alternating trips on:
 - ✓ SW Riverside Dr.
 - ✓ SW Taylors Ferry & SW Terwilliger
- 30 min. service weekdays and weekends



Line 48-Frequent Service/Route Change

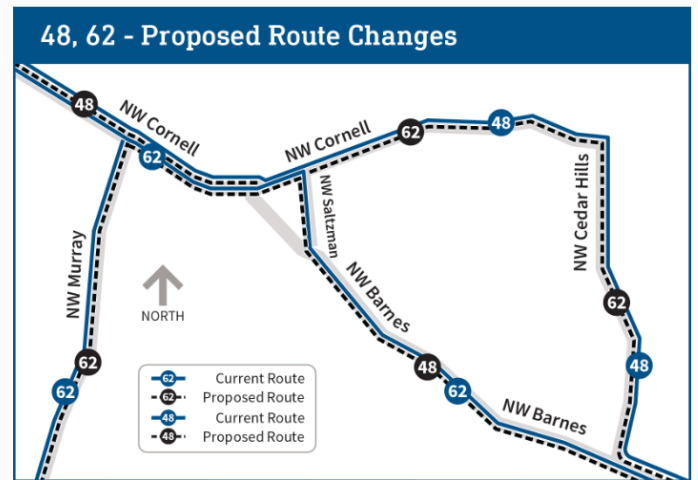
Line 62-Route Change

Line 48-Cornell

- Upgrade to Frequent Service
- Serve NW Barnes Rd. between Cornell and Cedar Hills

Line 62-Murray

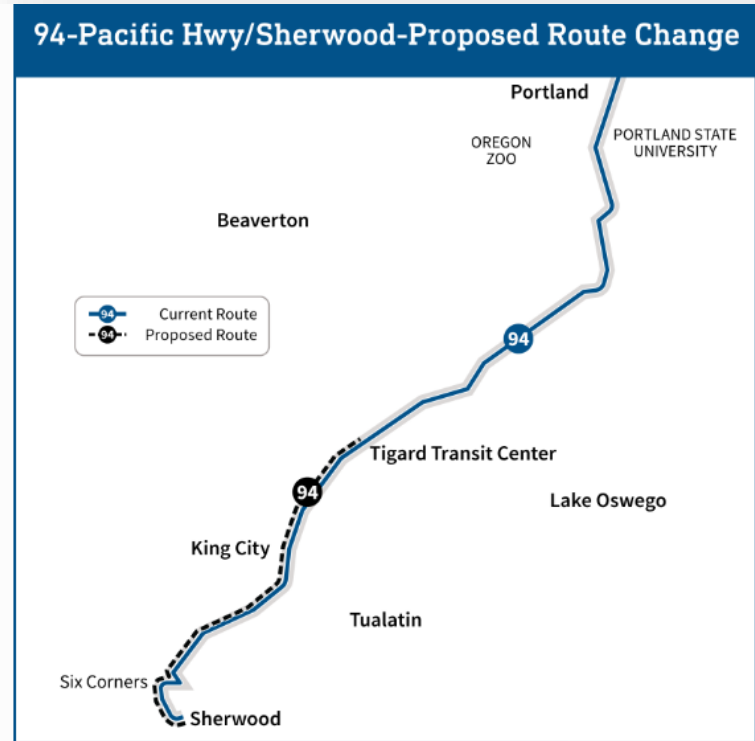
- Serve NW Cornell Rd. between Barnes and Cedar Hills



Line 94-Route Change/Service Increase

Line 94-Pacific Hwy./ Sherwood

- Only operate to Tigard Transit Center
- Line 12 replaces Line 94 north of Tigard Transit Center
- Upgrade service to every 20 min.



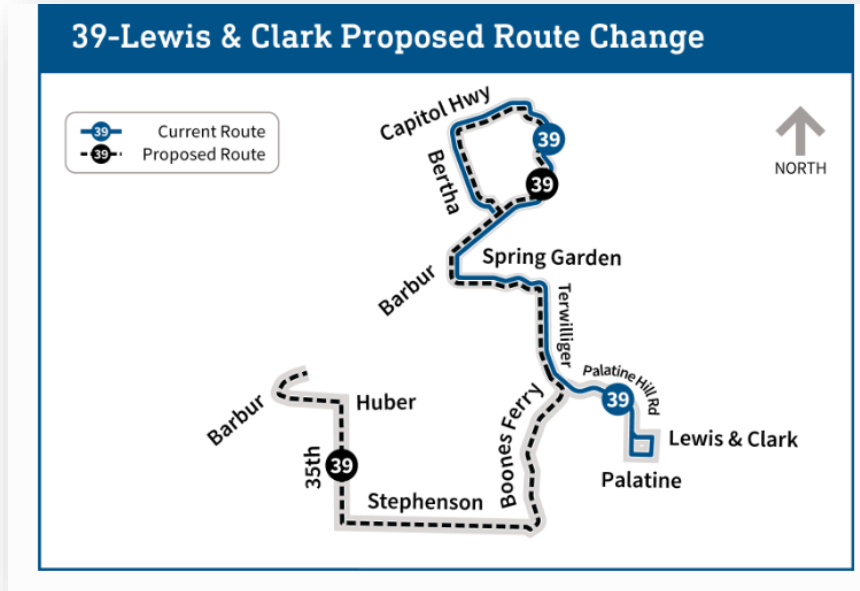
Getting Students to School

- Line 39-Lewis & Clark
- Line 51-Vista

Line 39-Route Change

Line 39-Lewis & Clark

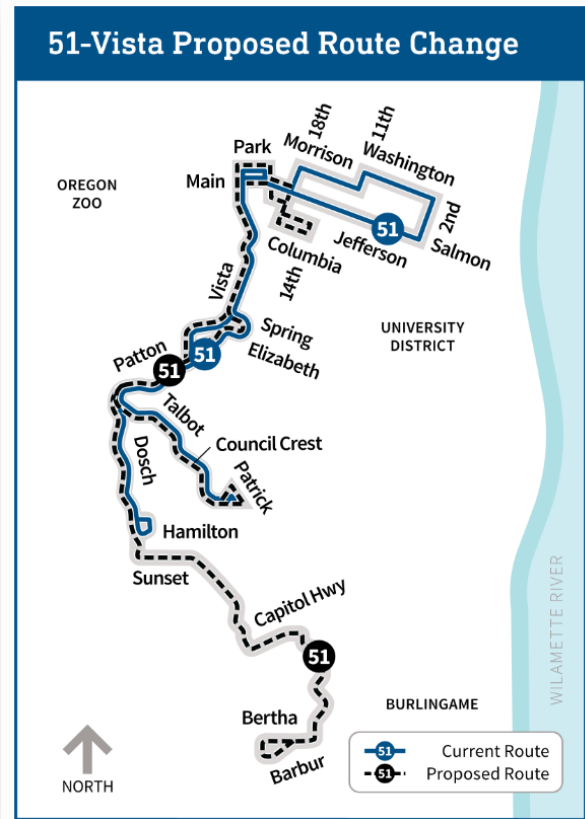
- School service to the Arnold Creek neighborhood and Barbur TC
- Lewis & Clark service replaced by Line 35 changes



Line 51-Route Change

Line 51-Vista

- Extend to Sunset Blvd., Ida B. Wells High School, and Burlingame
- End at Goose Hollow/ discontinue Downtown loop



Better Serve Marquam Hill

- Line 43-Taylors Ferry Rd.
- Line 56-Scholls Ferry Rd.

Lines 43 & 56-Route Changes/Service Increases

Line 43-Taylor's Ferry

- Route change to Marquam Hill
- Increase service to 30 min., 7 days/week

Line 56-Scholls Ferry

- Route change to Marquam Hill
- Increase service to 30 min., 7 days/week



OHSU Services

- 8 - Jackson Park / NE 15th
Every 15 minutes or less most of the day, every day
- 43 - Taylor's Ferry Rd/Marquam Hill
Every 30 minutes most of the day, every day
- 56 - Scholls Ferry/Marquam Hill
Every 30 minutes most of the day, every day



Discontinue Low Ridership Lines

Line	Reason	Boardings/ Hour
Line 36-South Shore	Low Ridership	5.3
Line 55-Hamilton	Low Ridership	10.1
Line 61-Marquam Hill/Beaverton	Low Ridership/ Duplication	7.8
Line 64-Marquam Hill/ Tigard	Low Ridership/ Duplication	7.4
Line 65-Marquam Hill/ Barbur	Low Ridership/ Duplication	4
Line 66-Marqum Hill/ Hollywood TC	Low Ridership/ Duplication	9.5
Line 68-Marquam Hill/ Collins Cir.	Low Ridership/ Duplication	11

Line Name Changes

Current Line Name	Proposed
Line 14-Hawthorne	Line 14-Hawthorne/Foster
Line 39-Lewis & Clark	Line 39-Arnold Creek/Hillsdale
Line 43-Taylor's Ferry	Line 43-Taylor's Ferry/Marquam Hill
Line 51-Vista	Line 51-Vista/Sunset Blvd
Line 56-Scholls Ferry Rd.	Line 56-Scholls Ferry/Marquam Hill
Line 94-Pacific Hwy/Sherwood	Line 94-Tigard/Sherwood

FY24 Annual Service Plan

Outreach – Fall 2022 – Forward Together Outreach

- **Online Forward Together Outreach Survey**
 - ✓ English, Spanish, Chinese, Korean, Vietnamese, Ukrainian, Russian, and Somali
 - ✓ Riders Club and email subscribers
 - ✓ At bus stops on e-readers with QR codes
 - ✓ To employees via *ExpressLine* newsletter
 - ✓ 4,597 responses
- **Open House Meetings (6 of 7 with translation)**
 - ✓ 5 in-person meetings (~300 attendees)
 - ✓ 2 virtual meetings (~100 attendees)

FY24 Annual Service Plan

Outreach – Fall 2022 – Forward Together Outreach

- **Community Based Organizations**
 - ✓ Slavic Family Center
 - ✓ Playeast (Fairview)
 - ✓ Centro Cultural
 - ✓ Somali Family Council
- **TriMet advisory committees**
 - ✓ TEAC
 - ✓ CAT

FY24 Annual Service Plan

Outreach – Winter 2023

Online Survey

- ✓ English, Spanish, Chinese, Korean, Vietnamese, Ukrainian, Russian, and Somali
- ✓ Riders Club and email subscribers
- ✓ Postcards to addresses ¼ mile from lines proposed for changes
- ✓ At bus stops on e-readers with QR codes
- ✓ To employees via *ExpressLine* newsletter
- ✓ Television and newspaper promotions
- ✓ 1,471 responses
- Open House Meetings (15 of 17 with translation)
 - ✓ 11 in-person meetings (578 attendees)
 - ✓ 6 virtual meetings (79)

FY24 Annual Service Plan

Outreach – Winter 2023

- **Community Based Organizations**

- ✓ Asian Pacific Islander Community Coalition of Oregon (APOCCO)
- ✓ Asian Pacific American Network of Oregon (APANO)
- ✓ Center for Positive Aging
- ✓ Immigrant Refugee Community Organization (IRCO)
- ✓ Linguava
- ✓ Muslim Educational Trust
- ✓ Rosewood Initiative
- ✓ Slavic Family Center
- ✓ Playeast (Fairview)
- ✓ Centro Cultural
- ✓ Somali Family Council

FY24 Annual Service Plan

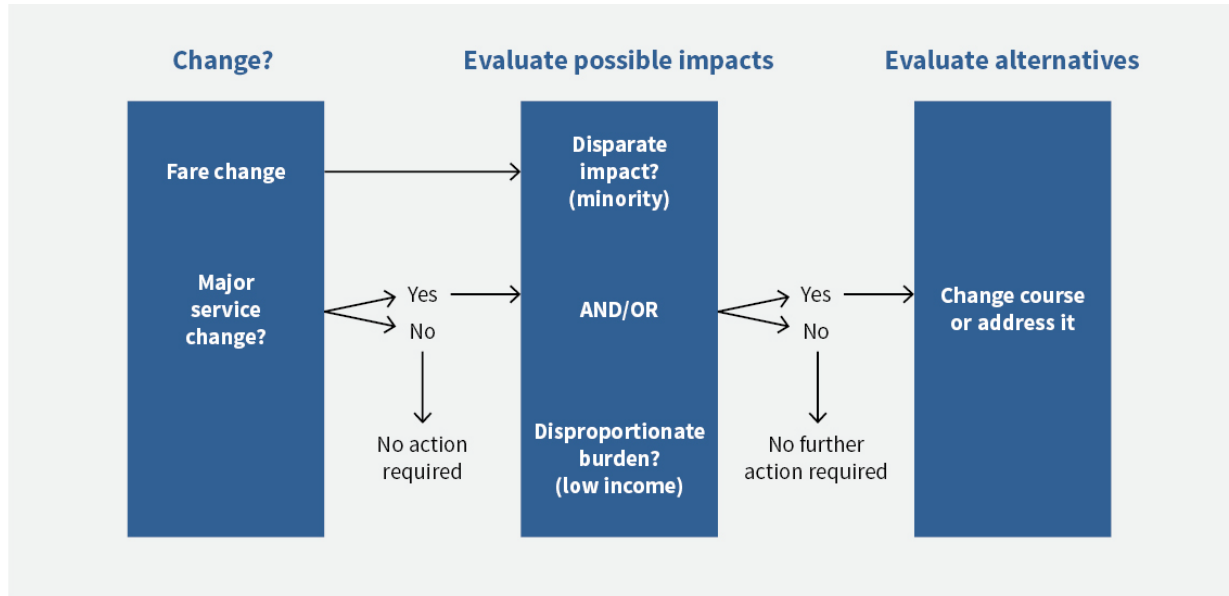
Outreach – Winter 2023

- TriMet advisory committees
 - ✓ TEAC
 - ✓ CAT

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964



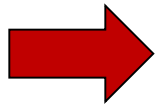
Title VI Service Equity Analysis



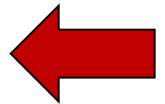
TriMet's Disparate Impact and
Disproportionate Burden policies
establish thresholds to
Evaluate Possible Impacts.

**Title VI policies applied to line-
level and system level analysis**

Different analyses for Major Service Change types



Major Service Improvements



Major Service Reduction

Other Major Service Changes

Major Service Improvements

Type of Service Change	Line
Increase Route Length	Line 51-Vista/Sunset Blvd
Increase frequency and span	Line 19-Woodstock/Glisan Line 35-Macadam/Greeley Line 43-Taylor's Ferry Rd/Marquam Hill Line 48-Cornell Line 52-Farmington/185 th Line 54-Beaverton-Hillsdale Hwy Line 56-Scholls Ferry Rd/Marquam Hill Line 77-Broadway/Halsey Line 87-Airport Way/181 st

Overview of Service Improvement Analysis & Results

- *6 potential* line level impacts for minority communities
- *1 potential* line level impact for low-income communities
- No system-level impacts for minority or low-income communities

Line Level Disparate Impact (Minority Populations Analysis)

A Major Service Improvement to a single line will be considered to have a potential Disparate Impact if the percentage of impacted minority population in the service area are at least 3 percentage points less than the minority populations for the TriMet District as a whole (e.g., 29 percent compared to 32 percent).

Percent minority population for entire TriMet District: 32.0%

Line	Total Line Population	Minority Population	Percent Minority Population	Single Line Disparate Impact (<=29.0%)
19	63,327	17,456	27.6%	YES
35	58,502	15,613	26.7%	YES
43	25,436	5,933	23.3%	YES
48	30,902	13,283	43.0%	NO
51	20,145	4,527	22.5%	YES
52	33,236	15,733	47.3%	NO
54	32,848	9,370	28.5%	YES
56	20,287	4,965	24.5%	YES
77	69,840	21,650	31.0%	NO
87	22,269	10,888	48.9%	NO

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey Table: 2017-2021 (5-Year Estimates) Table B03002-Hispanic or Latino Origin By Race <https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=40>

Line Level Disproportionate Burden (Low-Income Populations Analysis)

A Major Service Improvement to a single line will be considered to have a potential Disproportionate Burden if the percentage of impacted low-income population in the service area are at least 3 percentage points less than the low-income populations for the TriMet District as a whole (e.g., 13.8 percent compared to 16.8 percent).

Percent population earning below 150% federal poverty level for the entire TriMet service district: 16.8%

Line	Total Population	Population Below 150% FPL	Percent 150% Below FPL Population	Single Line Disproportionate Burdens (<=13.8%)
19	60,023	13,053	21.7%	NO
35	54,967	10,830	19.7%	NO
43	25,287	3,316	13.1%	YES
48	30,570	5,203	17.0%	NO
51	20,118	3,797	18.9%	NO
52	33,033	6,767	20.5%	NO
54	30,333	7,350	24.2%	NO
56	19,993	2,990	15.0%	NO
77	69,074	15,388	22.3%	NO
87	21,923	7,811	35.6%	NO

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey 2017-2021 5-Year Estimates Table: Table C17002-Ratio Of Income To Poverty Level In The Past 12 Months (Block Group Level Data)
<https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=42>

System Level Disparate Impact (Minority Populations Analysis)

Population Category	District-Wide Population	FY2024 Service Improvement Impacted Population	Percent Impacted Population	System-wide Disparate Impact (Minority Pop Percentage <= 14.9%)
Minority	528,988	99,981	18.9%	NO
Non-Minority	1,121,634	209,084	18.6%	

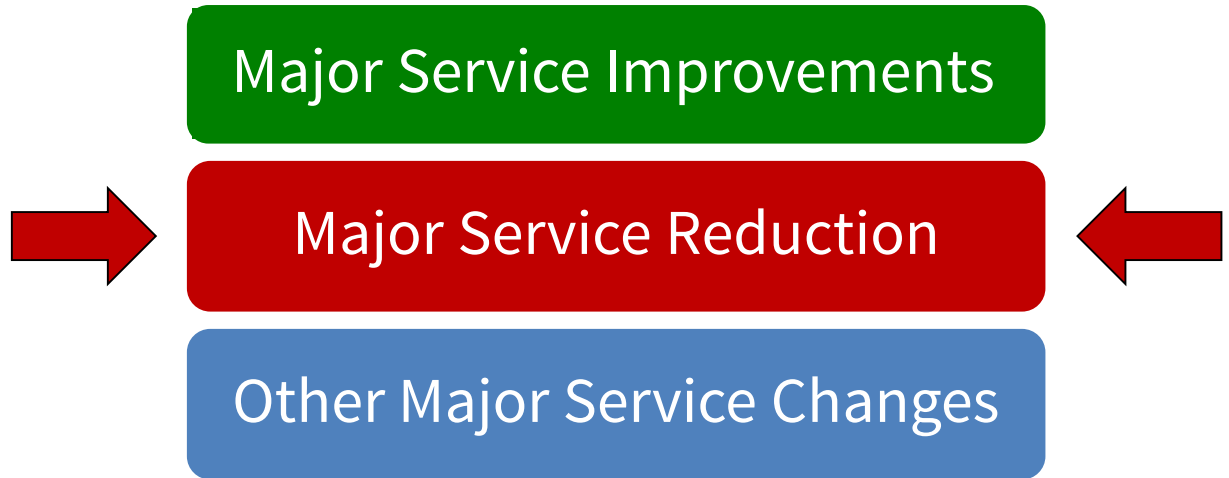
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System Level Disproportionate Burden (Low-Income Populations Analysis)

Population Category	District-Wide Population	FY2024 Service Improvement Impacted Population	Percent Impacted Population	System-Wide Disproportionate Burden (Low-Income Pop Percentage \leq 14.3%)
Below 150% of FPL	273,937	59,972	21.9%	NO
Above 150% of FPL	1,355,683	242,724	17.9%	

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey 2017-2021 5-Year Estimates Table: Table C17002-Ratio Of Income To Poverty Level In The Past 12 Months (Block Group Level Data)
<https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=43>

Different analyses for Major Service Change types



Major Service Reductions

Type of Service Change	Line
Decrease Route Length	Line 94-Tigard/Sherwood
Reduce Frequency and Span	Line 39-Arnold Creek/Hillsdale
Eliminate Line	Line 36-South Shore Line 55-Hamilton Line 61-Marquam Hill/Beaverton Line 64-Marquam Hill/Tigard Line 65-Marquam Hill/Barbur Blvd Line 66-Marquam Hill/Hollywood Line 68-Marquam Hill/Collins Circle

Overview of Service Reduction Analysis & Results

- *Two potential* line level impacts for low-income communities
- No system-level impacts for minority or low-income communities

Line Level Disparate Impact (Minority Populations Analysis)

A Major Service Reduction to a single line will be considered to have a potential Disparate Impact if the percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of the TriMet District as a whole by at least 3 percentage points (e.g., 35 percent compared to 32 percent).

Percent minority population for entire TriMet District: 32.0%

Line	Total Line Population	Minority Population	Percent Minority Population	Single Line Disparate Impact (>=35.0%)
36	36,919	9,819	26.6%	NO
39	15,401	3,410	22.1%	NO
55	28,281	6,942	24.5%	NO
61	8,417	2,144	25.5%	NO
64	11,255	3,080	27.4%	NO
65	9,192	1,798	19.6%	NO
66	21,866	4,888	22.4%	NO
68	17,164	5,390	31.4%	NO
94	17,477	4,779	27.3%	NO

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey (table: 2017-2021 (5-Year Estimates) Table B03002-Hispanic or Latino Origin By Race <https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=40>)

Line Level Disproportionate Burden (Low-Income Populations Analysis)

A Major Service Reduction to a single line will be considered to have a potential Disproportionate Burden if the percentage of impacted low-income population in the service area of the line exceeds the percentage of low-income population of the TriMet District as a whole by at least 3 percentage points (e.g., 19.8 percent compared to 16.8 percent).

Percent population earning below 150% federal poverty level for the entire TriMet service district: 16.8%

Line	Total Line Population	Population Below 150% FPL	Percent Population Below 150% FPL	Single Line Disproportionate Burdens (>=19.8%)
36	34,219	6,386	18.7%	NO
39	15,089	1,686	11.2%	NO
55	27,187	6,211	22.8%	YES
61	8,333	1,372	16.5%	NO
64	11,197	1,593	14.2%	NO
65	9,124	1,120	12.3%	NO
66	21,657	3,409	15.7%	NO
68	15,056	4,824	32.0%	YES
94	17,298	3,139	18.1%	NO

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey 2017-2021 5Y Estimates
Table: Table C17002-Ratio Of Income To Poverty Level In The Past 12 Months (Block Group Level Data)
<https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=42>

System Level Disparate Impact (Minority Populations Analysis)

Population Category	District-Wide Population	FY2024 Service Reduction Impacted Population	Percent Impacted Population	System-wide Disparate Impact (Minority Pop Percentage \geq 9.1%)
Minority	528,988	28,938	5.5%	NO
Non-Minority	1,121,634	85,357	7.6%	

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey Table: 2017-2021 (5-Year Estimates) Table B03002-Hispanic or Latino Origin By Race <https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=40>

System Level Disproportionate Burden (Low-Income Populations Analysis)

Population Category	District-Wide Population	FY2024 Service Reduction Impacted Population	Percent Impacted Population	System-Wide Disproportionate Burden (Low-Income Pop Percentage $\geq 9.2\%$)
Below 150% of FPL	273,937	18,840	6.9%	NO
Above 150% of FPL	1,355,683	91,915	6.8%	

Sources: TriMet GIS, Metro Regional Land Information System, and US Census American Community Survey Table: Table C17002-Ratio Of Income To Poverty Level In The Past 12 Months (Block Group Level Data)
<https://trimet.org/equity/pdf/TriMet-2022-Title-VI-Program-Update.pdf#page=43>

Equity Analysis Summary

- No system-level disparate impacts or disproportionate burdens
- A greater share of Title VI populations will benefit from service improvements
- Title VI populations will not be impacted substantially more by service reductions