

REGIONAL TRANSIT FEEDBACK SUMMARY

This report provides a high-level summary of community connector and mobility hub-related feedback gleaned from the past eight years (2016 to 2024) of major transit planning and development projects, including the:

- 2023 High Capacity Transit Strategy
- TV Highway Transit Project
- 82nd Avenue Transit Project
- 2023 and 2018 Regional Transportation Plan Updates
- SW Corridor Plan
- Get Moving 2020
- Division Transit Project

The information in this report will inform the first phases of the Community Connector Transit Study related to the planning context and policy framework project milestones.

OVERALL THEMES

These common themes were heard throughout the outreach efforts:

- **Transit connectors:** Support for 1) expanding service, particularly to dense, growing areas and town centers and community hubs in the broader Metro region; 2) faster, more frequent, efficient and reliable service to essential destinations, including first- and last- mile transit connections; and 3) prioritizing the needs of historically marginalized communities and responding to the climate crisis.
- **Mobility hubs:** Support for hubs at key connections and end of line connecting transit modes and providers, as well as other active transportation modes. Interest in improving amenities that increase comfort for people waiting at hubs. Pursue opportunities to incorporate cultural identity, provide community benefits, and enhance maintenance. Desire for safe and comfortable facilities for walking and rolling to transit (crosswalks, sidewalks, lighting, ADA-compliant improvements).
- **Implementation:** Support for affordable transit that provides resources to help marginalized communities navigate the network while feeling safe doing so. Pursue partnerships for coordinated improvements incorporating community benefits with a clearly developed funding strategy.

FEEDBACK RELATED TO CONNECTORS

Transit Service

- Create opportunities that get people out of cars. Transit service must be competitive with driving for investments to be effective.

- Business community members raised concerns about congestion slowing drivers and creating problems for private shuttles that transport employees to work.
- Survey results revealed that travel time is the primary factor for deciding which transportation mode the public chooses for a given trip.
- Community members also need reliable service ensured.
- Make it easier for people to choose transit as an option. Connections and greater frequency are needed.
 - Businesses and community raised concerns about insufficient frequency during non-peak hours and that transit service does not meet the needs of some job fields.
 - Community members expressed a desire for improving night and evening service to help employees after hours (outside of 9-5 pm) to get to and from late shifts.
 - Community members asked to better align shuttle schedules with destinations, for example the GroveLink with the high school schedule and peak commute times.
- Prioritize the needs of historically marginalized communities. Regional leaders and communities emphasized the need to support people with mobility challenges and People of Color in the planning and implementation process. Community members recommended focusing on workforce development.
 - See Bill's story [here](#).
- Communities were concerned about transit's negative impacts to air quality and the climate crisis.

Transit System

- Improve transportation for people living and working in urban and suburban communities. Regional leaders and the public suggested expanding the transit service area to provide more people with the option to take transit.
 - Stay rooted in land use and think about density. Invest in transit in growth areas.
 - Buses should reach and connect more neighborhoods, such as those in East Multnomah County.
 - Connect with community hubs beyond Portland, to make more connections in Washington and Clackamas counties. More direct routes to town centers.
 - Regional leaders suggested improving service in the outer areas of the region.
 - See Elise's story [here](#) and Elza's story [here](#).
- Consider overall system efficiency and reliability.

- The business community mentioned interest in having more one- or two-seat rides to reduce transfers and increase ease of access to large campus sites for employees.
- Parents also said that they feel more comfortable with their children taking public transportation if they don't need to transfer buses to get to school.
- Prioritize people, local transportation options, and last-mile connections providing transit options at each leg of a trip from beginning to end.
 - Eliminate barriers for equity focus areas.
 - Expand transit service for people with disabilities and transit-dependent residents.
 - Serve students who do not have access to public transportation due to distance.
 - The public expressed desire for better first- and last-mile transit connections to light rail and frequent bus.

Destinations

- Provide better connections and improve access to destinations, such as:
 - housing, affordable housing and retirement communities;
 - jobs and major employers;
 - schools and educational facilities;
 - shopping and major stores;
 - medical facilities and health care services; and
 - parks, recreational facilities and natural areas.
- Improve the following regional connections:
 - through Milwaukie, Oak Grove, and wider Clackamas
 - through Tigard, Tualatin, and Wilsonville
 - express connection to Forest Grove
 - OR 99E corridor
 - Highway 26
 - Burnside to Beaverton
 - Murray Boulevard/Scholls Ferry Road to Bethany

FEEDBACK RELATED TO MOBILITY HUBS

Function

- Provide transportation hubs at key connections and at the ends of transit lines.
 - The business community and regional leaders expressed a desire to locate transit stops near job centers.
- Regional leaders and communities expressed desire to improve transit connections by connecting to transit hubs including other transit providers.
 - Make connections between different transit modes and across agencies.

- Include multi-modal transportation options like bike share and micromobility.
- Prioritize transit access, options, and frequency over cars through infrastructure investments.
- Community members suggested repurposing street parking and improving curb management.
- Create walkable, livable spaces for everyone to easily navigate.
 - Create a streetscape that feels accessible and safe for people to walk to businesses.
 - Provide wayfinding and clarify intersections.
 - Ensure there are working elevators for people with disabilities. Improve maintenance with existing elevators and provide ramps instead or to supplement elevators.

Amenities

- Include the following amenities at mobility hubs, especially at the end of lines, to make them more comfortable for people who may be waiting a while:
 - weather-protection and shelters
 - benches (more seating)
 - lighting
 - real-time arrival screens
 - public restrooms with diaper changing stations
 - trash cans
 - security features like cameras and preventive design
 - shade trees and plants for protection, traffic calming and stormwater filtering that are native, low water and can provide food for humans and wildlife
 - bike storage and racks
 - Wi-Fi
 - electronics charging outlets
 - warming/cooling stations
 - wheel guides (to ensure consistent stop location at the curb)
 - level boarding

Opportunities

- Create a brand and incorporate neighborhood and cultural identity.
 - Provide land for affordable housing.
 - Consider community gathering spaces.
 - Add public art and murals that reflects cultures of diverse communities.
 - Offer land or space for a multi-cultural hub. Partner to incorporate wrap around services that integrate transportation, child care, food, work clothes, books, meals, exams, school costs, etc.

- Improve transit navigation for newer residents (especially with limited-English proficiency) to get to healthcare appointments, navigate the area, and access resources
 - maps that are accessible in multiple formats (that uses symbols, pictures, and audible options)
 - route maps and schedules and signage in multiple languages
 - advertisements about fare discounts
- Better maintained buses, trains, and transit stations.
 - trash pick-up
 - bathrooms cleaned every 24 hours
 - enforcement presence and/or rider help and translation at stops

Access

- Safety is important for accessing transit and at the transit stop. Community members indicated that a lack of safe and connected walking and rolling routes to reach transit is a major barrier.
- Create safer pedestrian and cyclist routes and intersections.
 - Increase visibility for all users. Ensure proper lighting.
 - Fill gaps especially near the stop or station.
 - Go beyond paint for bike infrastructure.
 - Improve sidewalks.
 - Provide extra protection for walking and biking in high crash areas. Separate bike lanes and sidewalks from driving lanes.
 - Clear sidewalk obstructions including trash. Some community members expressed concerns about sidewalk obstructions from people experiencing houselessness.
 - Pair bus station improvements with safety improvements.
- Create more safe places for people to cross the road, whether they are walking, cycling or rolling.
 - Add more access points near businesses.
 - Provide crossings to the stop or station, especially at schools.
 - Use flashing beacons and/or signaled crossings whenever possible.
- Community members indicated the want for increased accessibility and capacity for disabled riders. Review and reconsider public Right of Way conditions.
 - Make transit vehicles more accessible and provide more space for honored citizens that have difficulty finding priority seating today.
 - Ensure sidewalks are ADA-compliant and level.
 - Provide ramps at curbs with good conditions.
 - In addition to flashing signal lights at crossings, provide auditory signal and Braille signage.

FEEDBACK RELATED TO COORDINATION, GOVERNANCE AND/OR IMPLEMENTATION

- Community members emphasized how transit fare and transit affordability are important factors that impact accessibility and equity.
 - Provide incentives for riders who are students, seniors and bikers.
 - Make public transit services free or reduced fee.
- Provide technical assistance and have resources available to help people, especially non-English speakers and elderly people, navigate our transportation system.
 - Ensure communications for folks of all abilities.
 - Advertise to recruit more BIPOC educators.
 - Make transit project and service information more available to communities, particularly those that depend on transit. People don't have time to look for information.
 - Work with CBOs and employers to disseminate information.
 - Improved outreach strategies, including flyers that connect people to opportunities, address fears/concerns around immigration status, etc.
 - Ensure drivers have information to provide in multiple languages.
 - Use social media outreach to inform people about services, opportunities and events.
- Community members mentioned safety and security is a significant barrier to BIPOC and young people taking transit.
 - Prevent harassment due to race and/or religious affiliation.
 - Hire Community Transit Leaders.
- Communities mentioned the importance of partnering with cities and counties early to improve collaboration and the quality of the future investment.
 - Community members and regional leaders encouraged Metro to convene jurisdictions at the outset of a project to:
 - Improve roadway safety and pursue unified standards.
 - Align transit priorities in the region, specifically regional processes like RFFA and local transportation system plans.
 - Work together to improve transit navigation, foster accessible, safe and welcoming spaces through signs, and advance clean environment, education and health.
 - Regional leaders and communities discussed working with employers to contribute to transit operations to better serve employment areas.
 - Build relationships and connections with local school districts.
- Integrate community and community benefits into the planning and project development processes.
 - Include BIPOC community members in decision making spaces.
 - Connect with organizations/businesses and other local groups.

- Provide space for affordable housing, small, local businesses, community gathering at stations.
 - Pursue messaging campaigns to highlight small businesses and promote and/or program convening spaces.
 - Explore community ownership of commercial spaces, like CITs, and creative ownership structures that are alternative to the standard bank loan structure.
 - Develop opportunities for small business owners to purchase their property and make the information accessible.
- Incentivize programs for hiring local minority contractors for things like stop and station maintenance and landscaping.
- Regional leaders shared concerns about funding infrastructure and recommended thinking about finance and developing a collaborative funding strategy.
 - Study revenue models and funding opportunities.
 - Prepare projects and programs to be grant-ready.
 - Consider investment priorities and the long term return on investment.
 - Weigh capital improvements and operations and maintenance.
 - Pursue funding from the Statewide Transportation Improvement Fund (STIF).