



# TRIMET AT-A-GLANCE

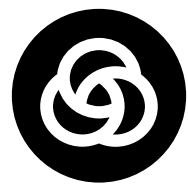
2017



# OUR SYSTEM

Everyone in our community benefits from good transit, whether they ride or not. In addition to keeping people mobile, TriMet is good for our economy and the environment.

- More than **315,000 transit trips** are taken every weekday, connecting Portland-area residents to jobs, shopping, services and recreation
  - We're the **24th-largest U.S. metro area**, but **12th in transit ridership** (and 9th in ridership per capita) — this means more people ride TriMet than other transit systems our size
  - We provide a vital link for people who can't drive due to age, income or a disability:  
**Each year, 12 million rides are taken by seniors and people with disabilities** who would otherwise be stuck at home
  - **Riders save up to \$10,000 per year**, freeing up money to spend locally
    - o We know riders love not having to pay for parking or gas. And if they're able to get around with one less car, there's no loan, insurance or tune-up costs, either. That's more money they can spend at local shops and services, or use to support their favorite charity.



**101+ million trips**

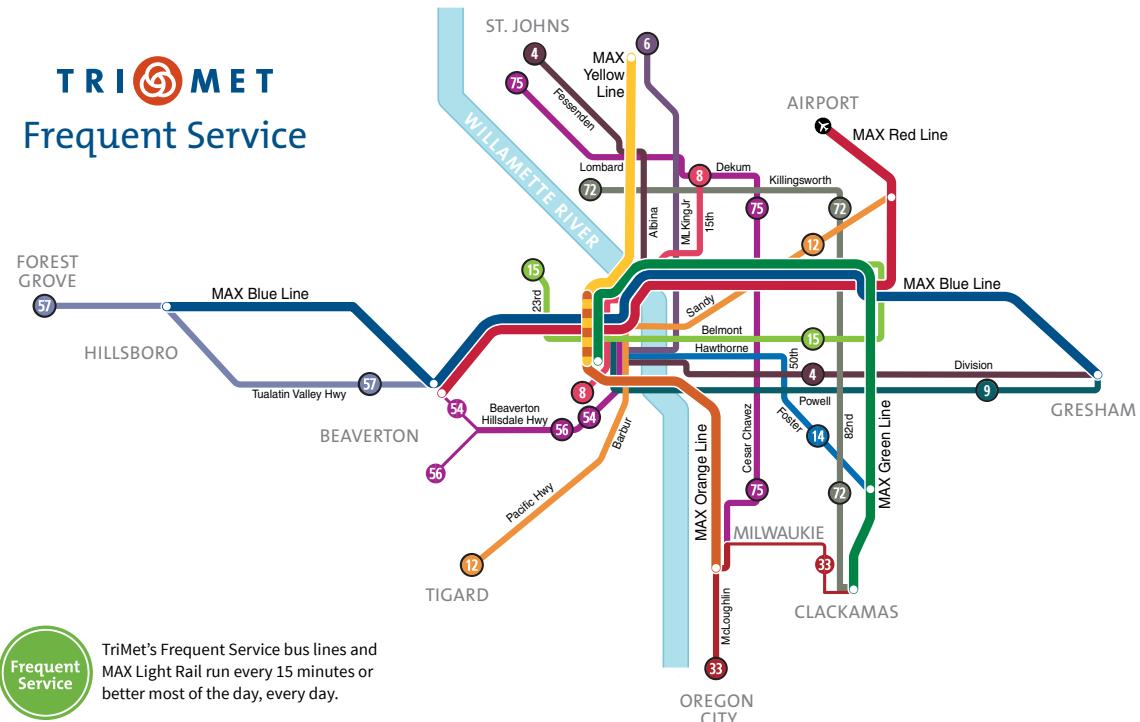
are taken on TriMet  
each year



**12 million rides**  
are taken by  
**seniors**  
and people with  
**disabilities**



TriMet's Frequent Service bus lines and MAX Light Rail run every 15 minutes or better most of the day, every day.



**Service area: 533 square miles**  
**Total population: 1.5 million**

# WE (REALLY) GET AROUND.

TriMet provides bus, light rail, commuter rail and paratransit services in the Portland, Oregon, metro area.

We connect people with their community while easing traffic congestion and reducing air pollution — making this a better place to live.



## BUSES

Our buses serve much of the Portland metro area. Many bus lines connect with MAX, WES and the Portland Streetcar.

- 77 bus lines
- 6,591 bus stops
- 12 Frequent Service bus lines
- 683 buses

*FY 2016 ridership: 60 million trips*



## MAX LIGHT RAIL

MAX connects communities in Beaverton, Clackamas, Gresham, Hillsboro, Milwaukie and Portland, as well as Portland International Airport.

- 5 MAX lines
- 97 stations
- 145 vehicles
- 60 service miles
- 130 miles of track (including pocket tracks and train yards)

*FY 2016 ridership: 40 million trips*



## WES COMMUTER RAIL

WES travels on existing freight tracks to serve the cities of Beaverton, Tigard, Tualatin and Wilsonville with weekday rush-hour service.

- 3 Diesel Multiple Units (DMUs) and 1 trailer
- 5 stations
- 2 Rail Diesel Cars (RDCs)
- 14.7 miles of track

*FY 2016 ridership: 457,000 trips*



## LIFT PARATRANSIT SERVICE

Our LIFT Paratransit Service provides door-to-door service for people with disabilities who are unable to ride regular buses or trains.

- 253 LIFT buses
- 15 LIFT vans

*FY 2016 ridership: 1.1 million trips*

## FARES

Fares are valid for travel on buses, MAX Light Rail, WES Commuter Rail and Portland Streetcar — anywhere TriMet goes.

	<b>2½-Hour Ticket</b>	<b>1-Day Pass</b>
<b>Adult</b>	\$2.50	\$5
<b>Honored Citizen</b>	\$1.25	\$2.50
<b>Youth</b>	\$1.25	\$2.50
<b>LIFT</b>	\$2.50	—

# OUR SERVICE



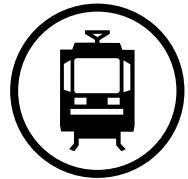
## WE SERVE OUR COMMUNITY

Our service keeps people mobile, reduces congestion and helps create vibrant and walkable neighborhoods. It's also good for the environment.

- MAX, WES and bus service combined eliminates more than 200,000 daily car trips
- MAX carries nearly 1 in 3 Sunset/Banfield commuters at rush hour
- Westside MAX can carry the equivalent of more than 2½ lanes of traffic on the Sunset Highway
- TriMet reduces congestion in the City Center:
  - 45% of Portland State students, faculty and visitors take transit to campus
  - 45% of Downtown Portland rush-hour commuters take transit
- For each mile taken on TriMet, nearly 69% less carbon is emitted compared to driving alone



TriMet eliminates  
**200,000 daily car trips**



**MAX carries nearly 1 in 3 Sunset/Banfield commuters**  
at rush hour

## MORE REVENUE, MORE SERVICE

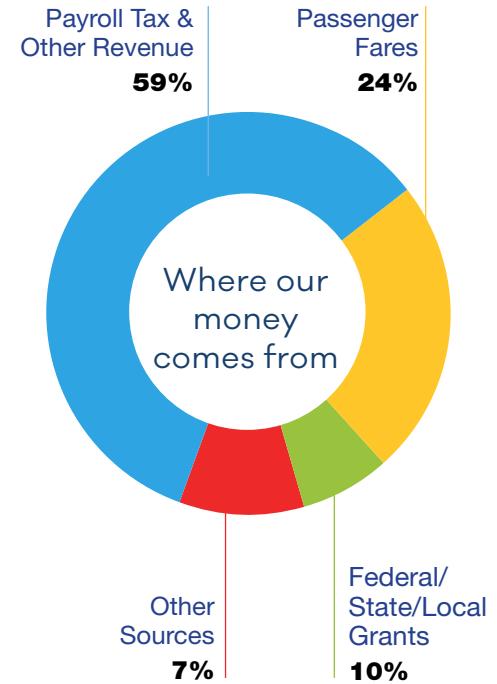
We're adding more service thanks in part to a one-tenth of one percent increase in the employer payroll tax rate, which began in January 2016 and will be phased in over 10 years. With 400,000 new residents expected in our region in the next 20 years, it's critical for us to begin expanding service to meet the demand for more transit. Our Service Enhancement Plans, which were developed with the help of stakeholders, businesses, residents and riders, help guide where we'll add and improve service. Learn more about our plans for the future at [trimet.org/bettertransit](http://trimet.org/bettertransit).

Nearly 60 percent of our funding comes from an employer payroll tax. Passenger fares contribute 24 percent, the second-largest portion.

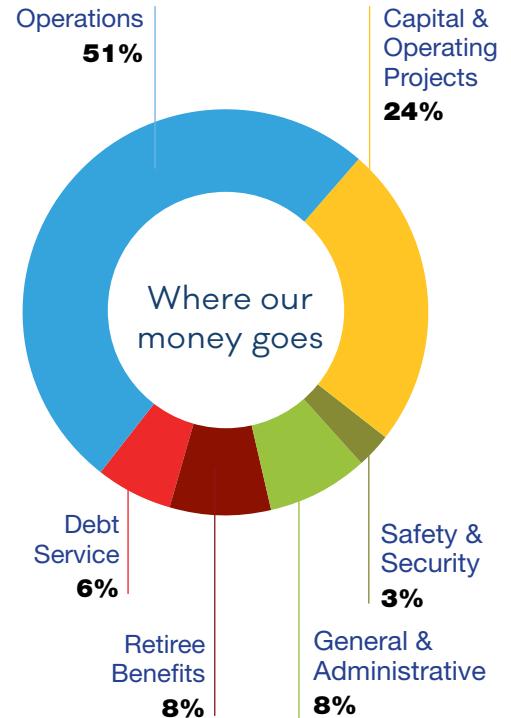
Just over half our expenses are associated with operating daily transit service. This includes everything from electricity for MAX to tires and fuel for our bus fleet to our employee salaries.

Total operating budget for Fiscal Year 2017: \$507.4 million

FY16 Budget Operating Revenue



FY16 Budget Operating Expenses



# OUR CUSTOMERS

TriMet's ridership generally reflects the demographics of the Portland metro area.  
We serve all kinds of people, young and old, from all walks of life.

**73%**

of adults in the region  
ride TriMet sometime  
during the year

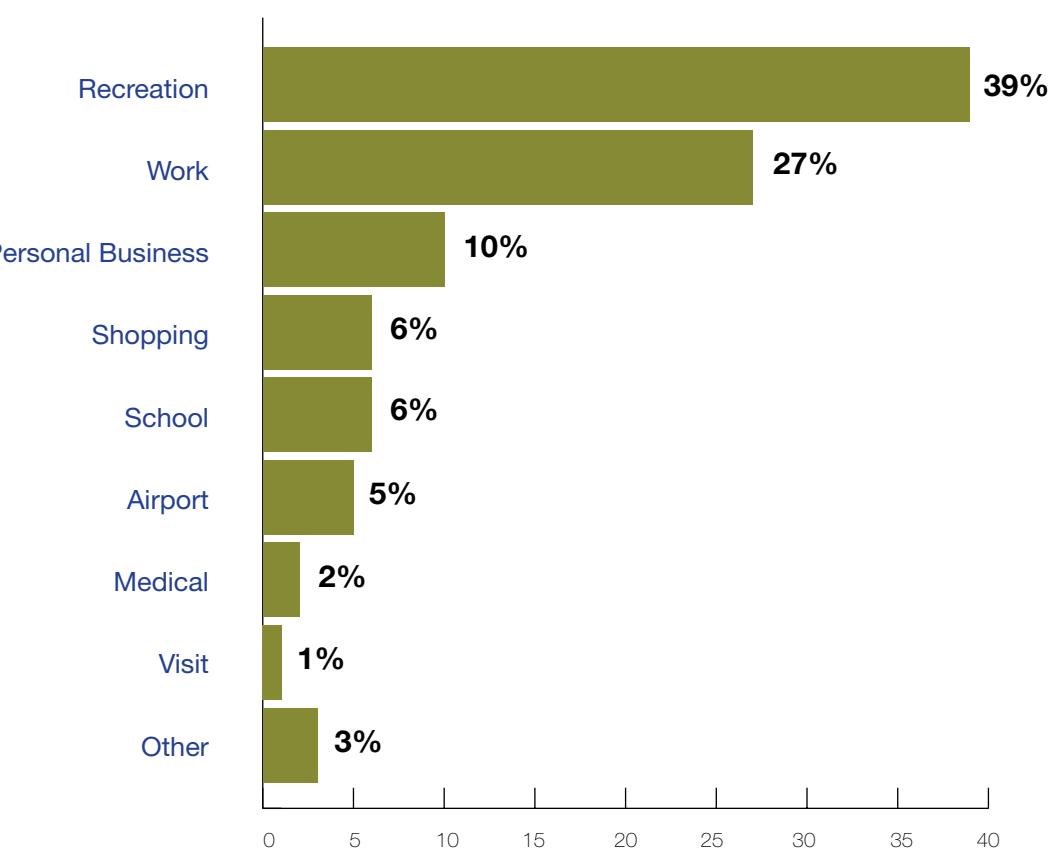
**39%**

of adults in the region  
ride TriMet at least twice  
a month

**77%**

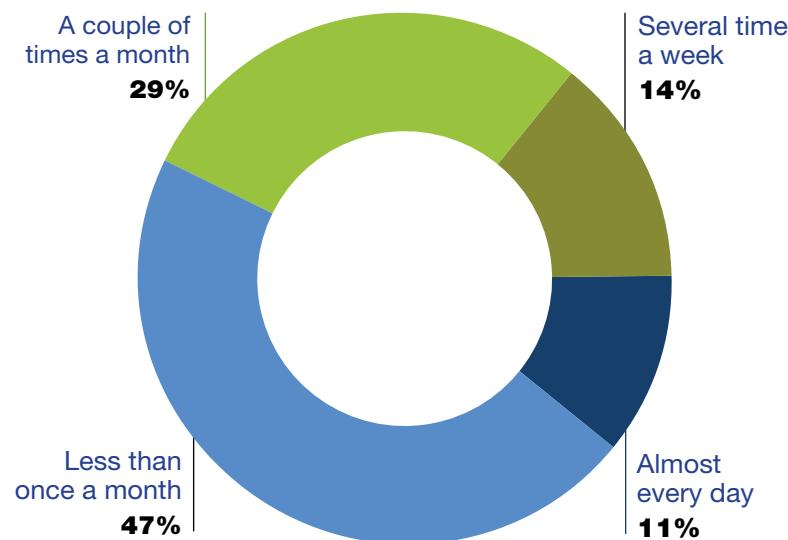
of riders  
could drive but choose  
TriMet instead

## PRIMARY TRIP PURPOSES



Source: TriMet Attitude & Awareness Study – November 2016

## RIDER FREQUENCY OF USE



Source: TriMet Attitude & Awareness Study – November 2016





## OUR SAFETY

## OUR FUTURE

### HEADS UP! PAUSE YOUR PLAY

Our new safety campaign encourages people to pause their distractions and take in their surroundings before crossing streets and tracks.

### TRIMET IS A SAFE SYSTEM

Most crimes reported on bus, MAX and WES are minor incidents and property crimes, such as vandalism. Reported crimes on TriMet remain very low per total rides.

### ADDED PROTECTION WITH TECHNOLOGY

There are more than 4,400 cameras throughout the TriMet system that help us identify, catch and prosecute criminal activity on our system. In addition to cameras, intrusion alarms alert us and the police if someone enters restricted areas like the Tilikum Crossing transitway and the Robertson Tunnel.

### YOUR PART

We rely on riders' eyes and ears to help keep the transit system safe. If there's an emergency or unsafe situation on board, tell a TriMet employee or call 9-1-1.

- Report suspicious activity
- Don't leave personal items unattended
- Listen for instructions in an emergency
- \$1,000 reward for crime information



#### 1 reported crime

per roughly

387,000 rides

■  
Less than 1  
reported crime  
a day

#### Of 259 total crimes reported

on board and  
at stops/stations,

about half  
were thefts

Data from 2015 TriMet Crime statistics

### BUS SERVICE EXPANSION

Our 10-year bus expansion plan — funded by the employee payroll tax increase that took effect in January 2016 — introduces new or improved service twice every year over the next 10 years, along with quarterly schedule adjustments to help buses stay on time. The first round of improvements went into effect September 2016.

[trimet.org/betterbus](http://trimet.org/betterbus)

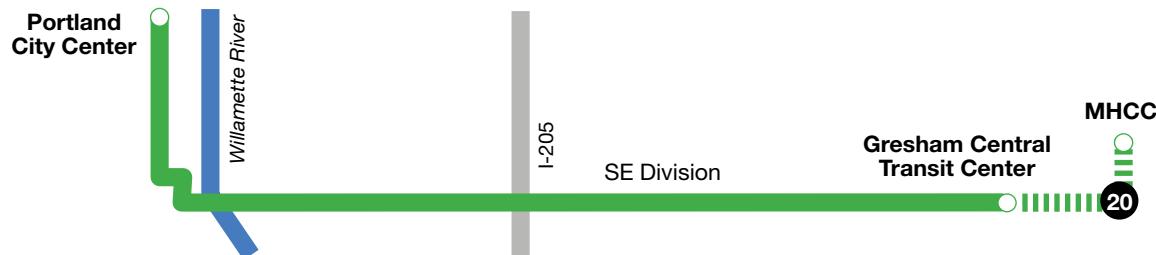
### DIVISION TRANSIT PROJECT

We're looking forward to introducing a new type of transit service to the region: A unique, high-capacity bus line along Division Street.

The Division Transit Project will include longer articulated buses, faster travel times, upgraded stations and improved access. Together, these changes will make commuting along this busy corridor faster, safer and more reliable.

Service is scheduled to begin in fall 2021.

[trimet.org/division](http://trimet.org/division)



### SOUTHWEST CORRIDOR

Planning is underway to add a new MAX line between Downtown Portland, Tigard and Tualatin. With growing congestion and increased population, the Southwest Corridor Project would create safer, more reliable transportation in a corridor where it's badly needed, helping to keep our entire region moving.

[swcorridorplan.org](http://swcorridorplan.org)

# THE FUTURE OF FARES



## YOUR NEW TICKET TO RIDE ARRIVES 2017.

Hop Fastpass™ is the new fare card for TriMet, C-TRAN and Portland Streetcar riders.



### TAP AND GO

It's easy to use Hop:  
Just tap your card on the  
Hop reader every time  
you board a bus or train.  
Android Pay, Apple Pay  
and Samsung Pay are  
accepted, as well.



### SAVE AS YOU RIDE

Earn a day pass after  
paying for two trips in a  
day. Once you reach the  
cost of a month pass,  
you can ride free for the  
rest of the month!



### RELOAD JUST ABOUT ANY- WHERE

Put money on your card  
using the Hop website,  
app or phone hotline, or  
reload at the store.

Learn more about Hop at [myhopcard.com](http://myhopcard.com).

## BOARD OF DIRECTORS

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of SW Portland*

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For more details or to contact  
TriMet board members, visit  
[trimet.org/board](http://trimet.org/board).