Fall 2014 Fare & Service Change Equity Analysis Report

FINAL

Department of Diversity & Transit Equity

May 22, 2014
I. Background

TriMet’s proposed FY2015 budget includes a fare reduction for youth riders and an agreement to subsidize TriMet passes for Portland Public Schools high school students. It also includes provisions for improving reliability and capacity on several bus lines, as well as investments in the Frequent Service Network, beginning in fall 2014. As a recipient of Federal financial assistance, TriMet must ensure that major service changes and any fare change comply with Title VI of the Civil Rights Act of 1964, which states:

“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Federal Transit Administration (FTA) has specific implementing guidelines and regulations for complying with Title VI, which it has provided in Circular 4702.1B. The mechanism by which transit agencies evaluate for potential Title VI issues is a service/fare equity analysis. Figure 1 below shows the steps taken in the equity analysis process.
II. TriMet Title VI Compliance

In the fall of 2013, TriMet updated its Title VI Program, which received concurrence by the Federal Transit Administration (FTA) in January 2014. The program outlines agency policies, definitions and procedures for complying with Title VI and performing equity analyses. This includes the agency’s major service change, disparate impact, and disproportionate burden policies.

A. Major Service Change Policy

All changes in service meeting the definition of “Major Service Change” are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis will be completed for all major service changes and will be presented to the TriMet Board of Directors for its consideration and included in the subsequent TriMet Title VI Program report with a record of action taken by the Board.

A major service change is defined as:

1. A change in service of:
   a. 25 percent or more of the number of route miles, or;
   b. 25 percent or more of the number of revenue vehicle hours of service on a daily basis for the day of the week for which a change is made, or;

2. A new transit route is established as defined in the Introduction of TriMet’s Title VI Program.

3. If changes in service on a route to be effective at more than one date within any fiscal year would equal or exceed 1(a) and/or 1(b) above, the changes in total will be considered a major service change, and an equity analysis will be completed in advance of action on the proposed change.

The following service changes are exempted:

1. Standard seasonal variations in service are not considered major service changes.

2. In an emergency situation, a service change may be implemented immediately without an equity analysis being completed. An equity analysis will be completed if the emergency change is to be in effect for more than 180 days and if the change(s) meet the definition of a Major Service Change. Examples of emergency service changes include but are not limited to those made because of a power failure for a fixed guideway system, the collapse of a bridge over which bus or rail lines pass, major road or rail construction, or inadequate supplies of fuel.
3. Experimental service changes may be instituted for 180 days or less without an equity analysis being completed. An equity analysis will be completed prior to continuation of service beyond the experimental period if the change(s) meet the definition of a Major Service Change.

B. Disparate Impact Policy

Testing for “disparate impact” evaluates effects on minority riders or populations as compared to non-minority riders or populations. “Minority” is defined as all persons who identify as being part of racial/ethnic groups besides white, non-Hispanic.

Fare Changes

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders.

Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

Major Service Changes – One Line

A major service change to a line will be considered to have a disparate impact if condition 1 and either condition 2(a) or 2(b) below is found to be true:

1. 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, and;

2.(a) In the event of service reductions, the service change has an adverse effect on the minority population in the service area of the line.

2.(b) In the event of service additions, the addition is linked to other service changes that have adverse effects on the minority population in the service area of the line, or; the service addition on the subject line is linked with a service change(s) on other line(s) that have adverse effects on the minority population in the service area of that line or lines.

For lines with major service changes, if the percentage of minority population in tracts served by the impacted portion of the line (sum of minority population in all impacted tracts divided by the total population in all impacted tracts) exceeds the percentage of minority population in the TriMet District as a whole, the impacts of changes to the line will be considered disparate.

Major Service Changes – System Level

To determine the system-wide impacts of service changes on more than one line, the percentage of impacted minority population (sum of minority population in all impacted tracts divided by the minority population of the TriMet District as a whole) is compared to the percentage of impacted non-minority population (sum of non-minority population in all impacted tracts divided by the non-minority population of
the TriMet District as a whole). Comparisons of impacts between minority and non-minority populations will be made for all changes for each respective day of service — weekday, Saturday, and Sunday.

If the percentage of impacted minority population differs from the percentage of impacted non-minority population by more than 20 percent, the overall impact of changes will be considered disparate.

C. Disproportionate Burden Policy
Testing for “disproportionate burden” evaluates potential effects on low-income populations. The fare, line, and system level evaluations are identical to those used to determine potential disparate impacts, but comparing low-income – defined as at or below 150% of the federal poverty level – and higher income rather than minority and non-minority populations.

D. Major Service Change Policy – Administrative Test
Additionally, TriMet is currently testing more stringent standards than described under section II-A above in order to respond to feedback received from community members and the Transit Equity Advisory Committee. These test standards are as follows (changes italicized):

1. A change in service of:
   a. 10 percent or more of the number of route miles, or;
   b. 10 percent or more of the number of revenue vehicle hours of service due to a change in span on a daily basis for the day of the week for which a change is made, or;
   c. 25 percent or more of the number of revenue vehicle hours of service due to a change in frequency on a daily basis for the day of the week for which a change is made.

III. Proposed Fare Changes for Fall 2014

A. Description of Changes
TriMet is proposing a fare package that would reduce fares for youth riders, as well as continue a program that provides transit passes to Portland Public Schools high school students at no cost to them. A review of peer transit agencies found that TriMet’s youth fares were generally higher than its peers, so the agency aims to better align itself with industry best practices.

Youth Fare Reductions
TriMet is proposing changing pricing for regular youth fares, effective September 1, 2014:

Table 1: Proposed fare changes, effective September 1, 2014

<table>
<thead>
<tr>
<th></th>
<th>Current Fare</th>
<th>New Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Single Fare</td>
<td>$1.65</td>
<td>$1.25</td>
</tr>
<tr>
<td>(cash/ticket)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth 1-day Pass</td>
<td>$3.30</td>
<td>$2.50</td>
</tr>
<tr>
<td>Youth 7-day Pass</td>
<td>$8.00</td>
<td>$7.50</td>
</tr>
</tbody>
</table>
Portland Public Schools Student Pass

High school students within the Portland Public Schools (PPS) district have received TriMet passes free of charge since 2009 because PPS does not offer yellow bus service to high school students. Historically, this Student Pass Program was funded through the State of Oregon’s Business Energy Tax Credit (BETC) program, as well as contributions from PPS. Due to action by the State Legislature, however, BETC funding was discontinued and no longer available for student passes beginning in 2011. From this time through the 2013-14 school year, TriMet, the City of Portland (City) and PPS were able to agree to short term funding arrangements to cover the cost of the Program on a year-by-year basis.

In May 2014, a tentative intergovernmental agreement among TriMet, PPS, and the City was reached to continue providing TriMet passes for all students attending PPS high schools free of charge for the 2014-15 school year, with the cost shared evenly among the three jurisdictions. Because this spans a ten month period, TriMet is conducting a fare equity analysis per the guidelines in FTA Circular 4702.1B

B. Disparate Impact Test

The 2012 TriMet on-board Fare Survey (survey instrument attached in Appendix A) collected fare payment and demographic data necessary to conduct a fare equity analysis consistent with the policies described above. As shown in Table 2 and Figure 2, fares paid by minority youth are most commonly single fares (cash or ticket) (35%), followed by PPS Student Pass (33%), and monthly/30-Day passes (26%). Fares paid by non-minority youth show a different pattern, with PPS Student Pass as the most common (39%), followed by monthly/30-day passes (32%) and single fares (25%).

Table 2: Proposed fare changes and usage by race/ethnicity

<table>
<thead>
<tr>
<th>Fare media</th>
<th>Current Fare</th>
<th>New Fare</th>
<th>Fare change Pct.</th>
<th>Non-minority Weekly 1 Pct.</th>
<th>Minority Weekly Pct.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Single fare (cash or ticket)</td>
<td>$1.65</td>
<td>$1.25</td>
<td>-24%</td>
<td>25% 2</td>
<td>35%</td>
</tr>
<tr>
<td>Youth 1-Day Pass</td>
<td>$3.30</td>
<td>$2.50</td>
<td>-24%</td>
<td>4% 3</td>
<td>3%</td>
</tr>
<tr>
<td>Youth 7-Day Pass</td>
<td>$8.00</td>
<td>$7.50</td>
<td>-6%</td>
<td>0% 0</td>
<td>0%</td>
</tr>
<tr>
<td>Youth 14-Day Pass</td>
<td>$15.50</td>
<td>$14.50</td>
<td>-6%</td>
<td>0% 2</td>
<td>2%</td>
</tr>
<tr>
<td>Youth Monthly/30-Day Pass</td>
<td>$30</td>
<td>$28</td>
<td>-7%</td>
<td>32% 26</td>
<td>26%</td>
</tr>
<tr>
<td>Youth Annual Pass</td>
<td>$330</td>
<td>$308</td>
<td>-7%</td>
<td>0% 0</td>
<td>0%</td>
</tr>
<tr>
<td>PPS Student Pass</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>39% 33</td>
<td>33%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

1 Under FTA Circular 4702.1B Chapter IV-19, b. Fare Equity Analysis, (a) Exceptions, “(iii) Promotional fare reductions. If a promotional or temporary fare reduction lasts longer than six months, then FTA considers the fare reduction permanent and the transit provider must conduct a fare equity analysis.”
Because the proposal is to reduce all youth fares, and to continue to provide TriMet passes to PPS high school students, there is no potential adverse effect on youth fare and PPS high school pass users. Thus the focus for this analysis is on the potential benefits rather than adverse effects. That is, there could be a possible disparate impact if minority youth were being limited or denied the benefits of the fare policy proposal in comparison to non-minority youth. The data indicates that, compared to non-minority youth, minority youth fare users are:

a. More likely to use single fare (cash or ticket),
b. Less likely to use monthly/30-day passes, and
c. Less likely to use PPS Student Passes.

The fact that the proposal aims to reduce single fares (cash or ticket) by 24% and monthly/30-day passes by 7% implies a proportionally greater benefit to minority youth than non-minority youth in terms of percentage cost reduction. Regarding finding (c) above, the PPS Student Pass program was established because PPS is the only school district within the TriMet service district that has received a waiver from the Oregon Department of Education, exempting the district from providing yellow bus service for its high school students. TriMet also will be exploring the possibility of establishing similar partnerships with other school districts in the region.
Thus, in the context of this proposed package of Youth fare changes, the available data and the analysis show no potential disparate impacts on minority youth.

C. Disproportionate Burden Test

Table 3 and Figure 3 on the next page compare fare type usage by low-income (at or below 150% of the federal poverty level) and higher income (above 150% of the federal poverty level) youth. Fares paid by low-income youth are about equally as likely to be single fares (cash or ticket) or monthly/30-Day passes (35% and 32% of weekly fares paid, respectively). Next is the PPS Student Pass, which comprises 26% of low-income youth fares. On the other hand, fares paid by higher income youth are most likely to be PPS Student Passes (46%), followed by single fares (cash or ticket) (28%) and monthly/30-day passes (22%).

As with the disparate impact test, there could be a potential disproportionate burden if low-income youth were being limited or denied the benefits of the fare policy proposal in comparison to higher income youth. The data indicates that, compared to higher income youth fares, low-income youth fare users are:

a. More likely to use single fares (cash or ticket),

b. More likely to use monthly/30-day passes, and

c. Less likely to use PPS student passes.

Findings (a) and (b) imply that low-income youth would receive an equal-or-greater benefit than higher income youth under the Youth fare reduction proposal. Regarding finding (c) above, the PPS Student Pass program was established because PPS is the only school district within the TriMet service district that does not provide yellow bus service for its high school students. TriMet also will be exploring the possibility of establishing similar partnerships with other school districts in the region.

Thus, in the context of this proposed package of Youth fare changes, the available data and the analysis show no potential disproportionate burden on low-income youth.

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2 A caveat to analyzing this data is that surveyed youth may not always know their household’s income. Results, therefore, should be considered with that in mind.
Table 3: Proposed fare changes and fare usage by income level
2012 TriMet Fare Survey

<table>
<thead>
<tr>
<th>Fare media</th>
<th>Current Fare</th>
<th>New Fare</th>
<th>Fare change Pct.</th>
<th>Higher Income Weekly¹ Pct.</th>
<th>Low-Income² Weekly Pct.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth Single fare (cash or ticket)</td>
<td>$1.65</td>
<td>$1.25</td>
<td>-24%</td>
<td>28%¹</td>
<td>35%</td>
</tr>
<tr>
<td>Youth 1-Day Pass</td>
<td>$3.30</td>
<td>$2.50</td>
<td>-24%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>Youth 7-Day Pass</td>
<td>$8.00</td>
<td>$7.50</td>
<td>-6%</td>
<td>2%</td>
<td>0%</td>
</tr>
<tr>
<td>Youth 14-Day Pass</td>
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<td>$14.50</td>
<td>-6%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Youth Monthly/30-Day Pass</td>
<td>$30</td>
<td>$28</td>
<td>-7%</td>
<td>22%</td>
<td>32%</td>
</tr>
<tr>
<td>Youth Annual Pass</td>
<td>$330</td>
<td>$308</td>
<td>-7%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>PPS Student Pass</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>46%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

¹Fare usage weighted to reflect distribution over the course of an average week
²Low-income defined as at or below 150% federal poverty
³Bold = statistically significant difference between columns at 95% confidence level

*Expanded to weekly boarding rides: Low-income, n=36,082; Higher income, n=39,836

Figure 3: Youth fare type usage by low-income status
2012 TriMet Fare Survey

*At or below 150% federal poverty level
IV. Fare Equity Analysis Conclusions

Proposed fare changes require a fare equity analysis to identify any potential disparate impacts on minority riders and/or disproportionate burden on low-income riders. The fare equity analysis found:

- **No potential disparate impact** on minority youth riders associated with reducing youth fares and continuing the PPS Student Pass program.
- **No potential disproportionate burden** on low-income youth riders associated with reducing youth fares and continuing the PPS Student Pass program.

The proposed fare package would make transit more affordable for youth and families throughout the Portland metropolitan region. This analysis has aimed to ensure that minority and low-income youth will not be limited or denied the benefits of the proposed fare changes.

V. Proposed Service Changes for Fall 2014

A. Description of Changes

TriMet has had to implement significant service cuts over the last several years due to the budget impacts of the Great Recession. With economic conditions improving and revenues returning to levels seen before the downturn, TriMet can begin to restore transit service that has been cut.

Working with community stakeholders, the agency identified restoring service on its branded Frequent Service Network as a top priority once funds were available. The first iteration of this restoration process occurred in spring 2014 with restoration of Frequent Bus service during the midday period on weekdays. The next phase, proposed for implementation in fall 2014, would restore Frequent Bus and MAX light rail service weekday evenings.

In addition to restoration of Frequent Service on weekday evenings, fall 2014 service proposals include improvements to bus service in order to maintain the system’s operability in terms of capacity (crowding) and on-time performance (reliability).

Table 4 on the next page shows the specific service changes staff is proposing to take effect September 1, 2014.
Table 4: Proposed Fall 2014 service changes. Applies to weekdays only and Fall 2014, except where noted.

<table>
<thead>
<tr>
<th>Line</th>
<th>Weekday Evening Frequent Service</th>
<th>Capacity Improvements</th>
<th>Reliability Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-Division/Fessenden</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6-Martin Luther King Jr Blvd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8-Jackson Park/NE 15th</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9-Powell Blvd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10-Harold St</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12-Barbur/Sandy Blvd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14-Hawthorne</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15-Belmont/NW 23rd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20-Burnside/Stark</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33-McLoughlin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44-Capitol Hwy/Mocks Crest</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>54/56-Beaverton-Hillsdale</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hwy/Scholls Ferry Rd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>57-TV Hwy/Forest Grove</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>71-60th/122nd Ave</td>
<td></td>
<td></td>
<td>Summer 2014</td>
</tr>
<tr>
<td>75-Cesar Chavez/Lombard</td>
<td></td>
<td></td>
<td>Sat/Sun</td>
</tr>
<tr>
<td>76-Beaverton/Tualatin</td>
<td></td>
<td></td>
<td>Sat</td>
</tr>
<tr>
<td>78- Beaverton/Lake Oswego</td>
<td></td>
<td></td>
<td>Sat</td>
</tr>
<tr>
<td>87-Airport Way/181st</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>94-Pacific Hwy/Sherwood</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>99-McLoughlin Express</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAX Blue Line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAX Green Line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAX Red Line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAX Yellow Line</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
B. Major Service Change Definition - Test

Table 5 on the next page shows the results of calculating the estimated percentage change in revenue hours by line and day (weekday, Saturday, Sunday) to determine whether any changes meet TriMet’s adopted definition of a “major service change.” None of the proposed changes on any line meet or exceed the threshold of “major service change,” as defined in TriMet’s Title VI policies, and therefore an assessment of potential disparate impact and/or disproportionate burden are not required. It is also noteworthy that none of the proposed changes is a reduction of service, and none of the changes have any potential adverse effect on riders.

Additionally, no changes meet the test administrative standards that differentiate between changes to frequency (25% standard for major service change) and span (10% standard). There are no proposed changes in route length. Not included in this list are reliability improvements, which do not need to be tested because neither the frequency nor the span of service would be changed; reliability improvements entail adjusting schedules or other actions to improve on-time performance.
### Table 5: Change of revenue service hours by line

<table>
<thead>
<tr>
<th>Line</th>
<th>Est. Change in Daily Revenue Hrs (Number)</th>
<th>Est. Change in Daily Revenue Hours (%)</th>
<th>Change to Frequency, Span, or Both?</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-Division/Fessenden</td>
<td>3.6</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>6-Martin Luther King Jr Blvd</td>
<td>1.0</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>8-Jackson Park/NE 15th</td>
<td>1.9</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>9-Powell Blvd</td>
<td>3.3</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>10-Harold St</td>
<td>1.2</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>12-Barbur/Sandy Blvd</td>
<td>1.9</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>14-Hawthorne</td>
<td>1.9</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>15-Belmont/NW 23rd</td>
<td>3.3</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>20-Burnside/Stark</td>
<td>9.5</td>
<td>5%</td>
<td>Frequency</td>
</tr>
<tr>
<td>33-McLoughlin</td>
<td>6.1</td>
<td>3%</td>
<td>Both</td>
</tr>
<tr>
<td>44-Capitol Hwy/Mocks Crest</td>
<td>2.2</td>
<td>2%</td>
<td>Frequency</td>
</tr>
<tr>
<td>54/56-Beaverton-Hillsdale Hwy/Scholls Ferry Rd</td>
<td>0.9</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>57-TV Hwy/Forest Grove</td>
<td>1.8</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>75-Cesar Chavez/Lombard</td>
<td>2.8</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>76-Beaverton/Tualatin</td>
<td>4.3</td>
<td>11%</td>
<td>Frequency</td>
</tr>
<tr>
<td>78-Beaverton/Lake Oswego</td>
<td>3.5</td>
<td>8%</td>
<td>Frequency</td>
</tr>
<tr>
<td>94-Pacific Hwy/Sherwood</td>
<td>5.1</td>
<td>8%</td>
<td>Frequency</td>
</tr>
<tr>
<td>99-McLoughlin Express</td>
<td>1.8</td>
<td>11%</td>
<td>Frequency</td>
</tr>
<tr>
<td>MAX Blue Line</td>
<td>1.0</td>
<td>0%</td>
<td>Frequency</td>
</tr>
<tr>
<td>MAX Green Line</td>
<td>4.9</td>
<td>5%</td>
<td>Frequency</td>
</tr>
<tr>
<td>MAX Red Line</td>
<td>1.0</td>
<td>1%</td>
<td>Frequency</td>
</tr>
<tr>
<td>MAX Yellow Line</td>
<td>2.6</td>
<td>3%</td>
<td>Frequency</td>
</tr>
</tbody>
</table>
APPENDIX A: Fall 2012 TriMet on-board fare survey questionnaire
1. Do you have to transfer to or from a different line to make this trip in one direction?  
   - No  
   - Yes. If yes, how many times?  
   - 1 time  
   - 2 times  
   - 3 or more times

2. If you have a vehicle you could have used to make this trip either as the driver or as a passenger?  
   - Yes  
   - No

3. If you must transfer to make this trip, what lines do you transfer to or from?  
   (not including the bus or train you are on now)

4. How did you pay your fare for this trip?  
   - Onboard the bus  
   - Ticket Vending Machine  
   - TriMet Ticket Office  
   - Online  
   - Retail Store  
   - Social Service Agency Purchased for me  
   - College ID with TriMet sticker  
   - Employee ID with TriMet sticker  
   - African American/Black  
   - Hispanic/Latino  
   - Asian/Pacific Islander  
   - Caucasian/White  
   - Native American/Indian  
   - Multi-racial/bi-racial

5. What was your total annual household income before taxes in 2011?  
   - Under $10,000  
   - $10,000 to $19,999  
   - $20,000 to $29,999  
   - $30,000 to $39,999  
   - $40,000 to $49,999  
   - $50,000 to $59,999  
   - $60,000 to $69,999  
   - $70,000 or more  
   - Don’t know

6. If you are using a 1-Day Pass, how many one-way trips will you make on it today?  
   - 1 time  
   - 2 times  
   - 3 or more times

7. In what city or town are you now?  
   - Portland  
   - Beaverton  
   - Tigard  
   - Gresham  
   - Wilsonville  
   - Milwaukie

8. Where did you buy your fare for this trip?  
   - TriMet fare  
   - Portland Streetcar fare  
   - C-TRAN fare  
   - SAM Transit fare  
   - Portland Streetcar Annual Pass ($150)

9. If you are a college student, which college?  
   - PSU  
   - PCC  
   - Other

10. What line are you riding on now?  
    Line #_________ Line name ________________________

11. Are you a college student?  
    - Yes, full-time  
    - Yes, part-time  
    - No

12. Do you have a checking or savings account?  
    - Yes  
    - No

13. How many trips have you taken on a TriMet bus/MAX in the last month?  
    (count each direction as one trip)

14. What is your age?  

15. Are you a college student?  
    - Yes, full-time  
    - Yes, part-time  
    - No

16. Are you:  
    - Asian/Pacific Islander  
    - Caucasian/White  
    - African American/Black  
    - Hispanic/Latino  
    - Native American Indian  
    - Multi-racial/bi-racial  
    - Other

17. Was your total annual household income before taxes in 2011?  
    - Under $10,000  
    - $10,000 to $19,999  
    - $20,000 to $29,999  
    - $30,000 to $39,999  
    - $40,000 to $49,999  
    - $50,000 to $59,999  
    - $60,000 to $69,999  
    - $70,000 or more  
    - Don’t know

18. Do you speak a language other than English at home?  
    - Yes  
    - No

19. How well do you speak English?  
    - Very well  
    - Well  
    - Fairly well  
    - Not at all

20. How many people live in your household?  

21. Do you speak a language other than English at home?  
    - Yes  
    - No

22. What did you say that language was this?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

23. How do you say that language in your language?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

24. Do you speak a language other than English at home?  
    - Yes  
    - No

25. What did you say that language was this?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

26. How do you say that language in your language?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

27. Do you speak a language other than English at home?  
    - Yes  
    - No

28. What did you say that language was this?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

29. How do you say that language in your language?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

30. Do you speak a language other than English at home?  
    - Yes  
    - No

31. What did you say that language was this?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

32. How do you say that language in your language?  
    - Arabic  
    - Russian  
    - Chinese  
    - Spanish  
    - Korean  
    - Other

Please fill out this form even if you have already received one on another bus or train.

Dear Rider: TriMet would like to know about the trip you are currently making.

Please answer the following questions and return to the surveyor or drop it in the mail.

Please return to surveyor or fold, tape 1" from each edge and mail postage-paid. Thank you for taking time to fill out this survey.
**Encuesta a los pasajeros de TriMet**

Favor de llenar este formulario aún si ya lo recibió en otro tren o autobús.

**Estimado Pasajero:** TriMet necesita saber algunos datos sobre el viaje que hace en estos momentos. Favor de contestar las siguientes preguntas. Cuando termine entregúeselas al encuestador o envíe por correo.

1. **¿En qué línea viaja en estos momentos?**
   - **Línea #**
   - **Nombre de la ruta/línea**

2. **¿Necesita hacer trasbordos de una línea a otra para completar este viaje en una dirección?**
   - No
   - Sí
   - ¿Cuántas veces? 1 vez
   - 2 veces
   - 3 veces o más

3. **¿Cuántas veces se ha transportado en autobuses de TriMet/MAX en los últimos 30 días? (Contea cada dirección como un recorrido)**
   - **Línea #**
   - **Nombre de la ruta/línea**
   - **Línea #**
   - **Nombre de la ruta/línea**

4. **¿Cómo pagó este viaje?**
   - Tarifa de TriMet
   - Tarifa de Portland Streetcar
   - Tarifa de C-TRAN
   - Tarifa de SAM
   - Pase Anual Portland Streetcar ($150)

5. **¿Qué tarifa usó para pagar en TriMet?**
   - **Tarifa de TriMet**
   - **Tarifa de C-TRAN**
   - **Tarifa de Portland Streetcar**
   - **Tarifa de SAM**

6. **Si pagó un solo pasaje, ¿es para un viaje de ida o de ida y vuelta?**
   - Viaje de ida
   - Viaje de ida y vuelta

7. **Si viaja con un pase de 1 día, ¿cuántos viajes sencillos hará con él el día de hoy?**
   - 1 viaje
   - 2 viajes
   - 3 viajes o más

8. **¿Cómo compró el pasaje para este viaje?**
   - **Boleto de la línea (boleto de 2 horas)**
   - **Boleto de 2-horas ($1)**
   - **Boleto de 7-DÍAS**
   - **Boleto de 14-DÍAS**
   - **Boleto de MENSUAL/30-DÍAS**
   - **Boleto de ANUAL**

9. **¿Qué tipo de pasaje compró para este viaje?**
   - **PASE de 1-DÍA**
   - **PASE de 7-DÍAS**
   - **PASE de 14-DÍAS**
   - **PASE de MENSUAL/30-DÍAS**
   - **PASE ANUAL**

10. **¿Qué edad tiene?**
    - _______________

11. **¿Es estudiante universitario?**
    - Sí
    - No
    - Si es estudiante universitario: ¿a qué universidad o college asiste?
    - **PSU**
    - **PVCC**
    - **Nativo Americano**

12. **¿Cuánto ingresó su hogar antes del pago de impuestos para el año 2011?**
    - Menos de $10,000
    - $10,000 a $19,999
    - $20,000 a $29,999
    - $30,000 a $39,999
    - $40,000 a $49,999
    - $50,000 a $59,999
    - $60,000 a $69,999
    - $70,000 o más

13. **¿Habla un idioma que no sea inglés?**
    - Sí
    - No
    - ¿Qué idioma es ese?

14. **¿Cuán bien habla el inglés?**
    - Muy bien
    - Bien
    - No bien
    - No hablo inglés

Entregue la tarjeta al encuestador o dóblela, péguela y envíe por correo. No necesita estampilla. Gracias por su atención.