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annual report

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AN UPDATE FOR OUR RIDERS AND THE COMMUNITY

TRI  MET



from the GM

Dear Riders and Stakeholders,

I've seen many successes in my 25 years at TriMet. However, I can't recall a more exciting year than 2015.

Here are some of the accomplishments:

A terrific new light rail line. After four years of construction, the MAX Orange Line opened September 12, connecting Downtown Portland with north Clackamas County. The 7.3-mile Orange Line provides a quick and efficient alternative to driving in this congested corridor.

The project gained national attention, too, with the opening of Tilikum Crossing, *Bridge of the People*. It's Portland's first bridge to span the Willamette River since 1973 and the first of its kind in the U.S., carrying Orange Line trains, buses, streetcars, bicycles and pedestrians — but no private automobiles.

In addition to providing a growing area with much-needed service, the Orange Line gave a big boost to our region's economy. It created about 14,500 jobs and contracted with 567 private-sector companies, including 134 firms owned by women and people of color — a TriMet record. To top it off, the project finished on time and about \$48 million under budget.

Investing in more bus and MAX service. Our service hours returned to pre-recession levels thanks to the addition of weekend frequent service on MAX and Sunday buses. We also changed 12 bus lines to improve connections and better match traffic conditions. And we were thrilled to see Ride Connection, Washington County, the City of Hillsboro and the Hillsboro Chamber of Commerce launch the North Hillsboro Link, a free shuttle bus that offers service to major employers.

New buses. By the end of fiscal year 2016 (July 1, 2015 to June 30, 2016), we'll have 326 new buses on the road, including 77 that are being delivered over the next few months. We also put four next-

generation hybrids into service in November. All of this helps us meet the industry average of an 8-year-old bus fleet. Just two years ago, the average age of a TriMet bus was 12 years.

Preparing for the future. After a year of consultation with the region's business community, we've increased the employer payroll and self-employment tax rate by 1/10th of 1 percent. This process began January 1, 2016, and will be phased in over 10 years. The additional revenue will help meet the demand for more transit with new and expanded bus and rail service.

I'm optimistic as to what the future holds as we continue to focus on improving reliability and reducing wait times and crowding on our busiest lines. With the Orange Line successfully completed, we'll redirect our energy to invest in the existing infrastructure. For example, extending the MAX Red Line to the Fair Complex/Hillsboro Airport Station would make a new one-seat connection from Hillsboro to Portland International Airport. We're also working with the cities of Portland and Gresham, along with Metro, to design the region's first Bus Rapid Transit (BRT) line on Powell/Division.

As our region continues to grow, we'll continue to work with you, our riders and partners, to make transit better. We appreciate your continued support in helping to make TriMet one of the best transit agencies — as well as making our region one of the best places to live — in the country.

Sincerely,

Neil McFarlane, TriMet General Manager

Line 43, 12 and 17 Rider

making transit better

More and Better Service

As our region grows, transit needs to keep up. With 400,000 new residents expected in the next 20 years, there is no more important time to expand transit. Thanks to an increase in the employer payroll tax, we're going to add and improve service over the next 10 years — a process that's already underway.

The new revenue will be directed toward bus service that connects to jobs, schools, events and community services, as well as increasing MAX service in Washington County and purchasing new buses.

Investing in MAX

Our planned investments to MAX this year have expanded to improve the system's on-time performance and address reliability issues.

It's our top priority, and our plan is to invest in our infrastructure, expand support and training for operators, adjust our procedures and work with partners to minimize delays.

Along the Blue Line, we began making improvements to shelters, pedestrian crossings, security cameras and lighting. Meanwhile, we're installing the foundation for the upcoming Hop Fastpass electronic fare system at every MAX and WES station.

Bringing Service Back

All MAX lines and Frequent Service bus lines now run every 15 minutes or better most of the day, every day. Our service is back above pre-recession levels, but we're not stopping there. Bolstering our system with more and better service remains a priority — with projects like the MAX Orange Line serving as a great example.

All-Electric Hybrids

The term "all-electric hybrid" may sound contradictory, but these new buses can actually be fully electrically powered for up to two miles. Thanks to a \$2.5 million federal grant, we were able to purchase four of these next-generation vehicles, which get better gas mileage and run cleaner than standard buses.



making transit better

A Bike Plan

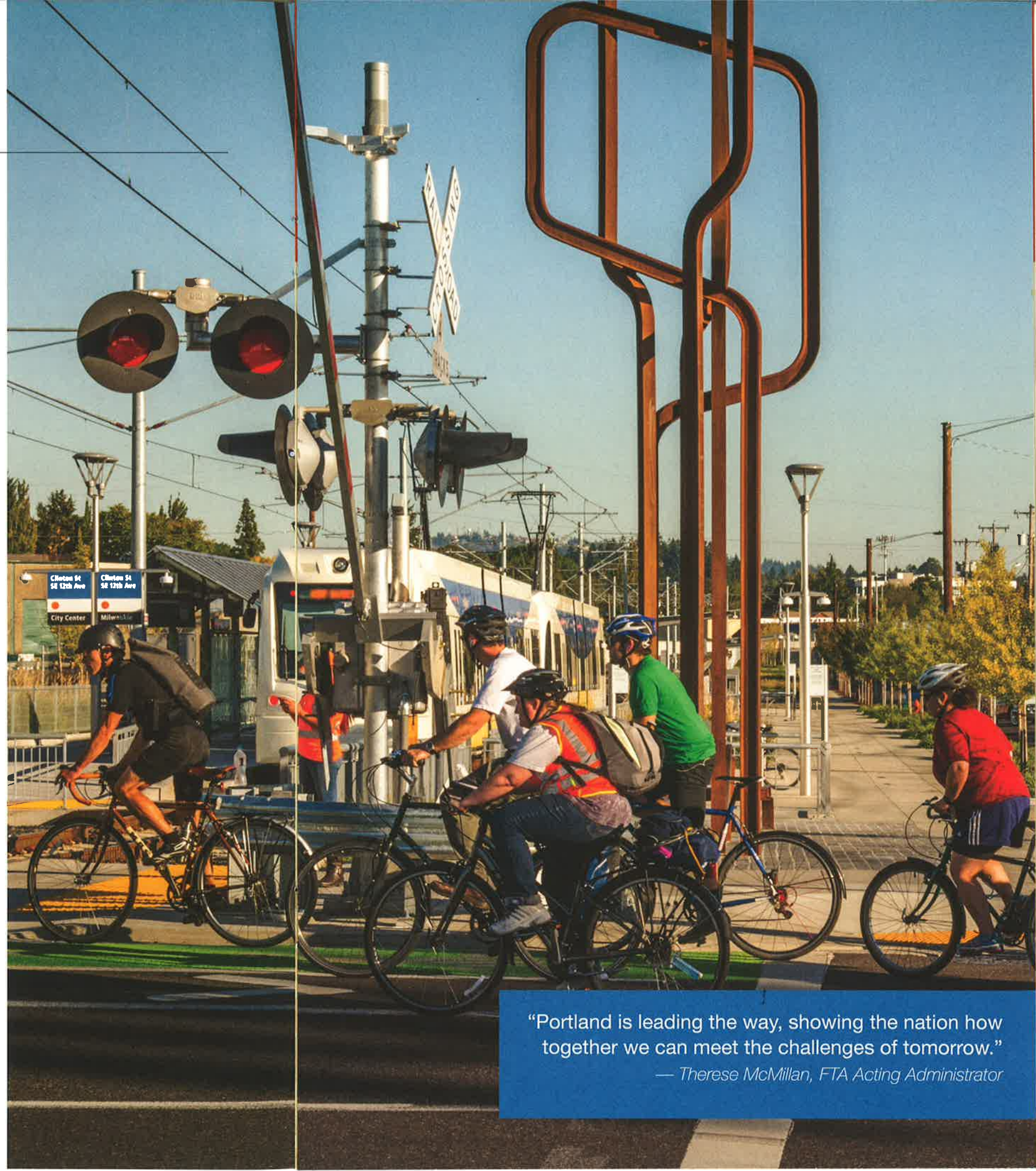
We're gearing up to create our first Bike Plan, a roadmap that will help guide future investments in biking infrastructure and amenities. This includes improving bike access to stops and stations, expanding parking options and accommodating bikes on board transit.

The goal of the plan is to make combined bike and transit trips easier, safer and more convenient for more people. That's why we're asking riders, cyclists, residents, businesses and community groups to tell us what they'd like to see — and help steer the way.

A Popular App

Three years ago, we set the trend in mobile ticketing. Since then, riders have purchased more than 5.3 million tickets using the TriMet Tickets app, accounting for about 11 percent of fares sold. More riders using the app means quicker boarding and less time spent processing coins.

Last year we updated the app with a cleaner, more modern look and upgraded its performance by simplifying the purchase process, adding a navigation “drawer” and making account and transaction information more accessible.



“Portland is leading the way, showing the nation how together we can meet the challenges of tomorrow.”

— Therese McMillan, FTA Acting Administrator



TILIKUM CROSSING

Bridge of the People



August 9, 2015 — Over 40,000 cyclists and pedestrians came to the People's Preview of Tilikum Crossing, the bridge's public debut.



August 22, 2015 — A fireworks spectacular lit up the night following Portland's first orange-themed picnic.



Sept. 12, 2015 — Representatives from the Confederated Tribes of Grand Ronde led the first MAX Orange Line train across Tilikum Crossing on Opening Day.



Sept. 12, 2015 — Attendees donned their brightest orange outfits to celebrate on Opening Day.

catch **the orange**



MAX Heads South

MAX Orange Line, our fifth light rail line, travels 7.3 miles from Portland State University, through inner Southeast Portland and Milwaukie to Oak Grove in north Clackamas County. The Orange Line provides an efficient high-capacity transit option and eases congestion along the busy McLoughlin Blvd/Hwy 99E corridor.



Tilikum Crossing

For the first time in 42 years, a new bridge spans the Willamette River in Portland. More than 1,700 feet in length, Tilikum Crossing is the only bridge of its kind in the U.S., carrying light rail trains, buses, streetcars, bicyclists and pedestrians. It adds capacity to our region's transportation system, creates better access to important destinations and reduces congestion on other bridges.



Better MAX Trains

Eighteen new-and-improved MAX vehicles joined our fleet to accommodate new service on the Orange Line. Along with a slightly different look, the new trains have more priority seating for seniors and people with disabilities, an easier-to-use boarding ramp and a better seating layout — improvements made in response to rider feedback.



Active Transportation Improvements

There are about 10.3 miles of new or improved sidewalks along the Orange Line, as well as 7.8 miles of new and improved bike facilities. These provide safe crossings and connections to Orange Line stations, schools, greenway trails and bike corridors.

Tilikum Crossing connects cyclists and pedestrians to the SW Moody cycletrack, multi-use paths and bike lanes in the South Waterfront and Downtown Portland. On the eastside, new facilities improve connections to important bike corridors like SE Clinton Street, the Springwater Corridor trail and Willamette River trails. A new multi-use path crosses Kellogg Lake in Milwaukie for a future connection to Kronberg Park and the historic Trolley Trail is integrated with the SE Park Ave Station in Oak Grove.

“The Orange Line demonstrates smart transportation investments are critical to our economic growth. I am proud that state government could be a partner in this investment in our transportation future.”

— *Kate Brown, Governor of Oregon*

a safer ride

More Police Officers

We bring our culture of safety to everything we do. This includes the safety and security of all our riders, employees and the public at large. With the new Orange Line, we added five police officers to the Transit Police Division, we increased our contracted security patrols and installed more than 230 fixed-location security cameras. These cameras cover more area and complement the cameras on all MAX trains and platforms.

Low Reported Crime

With more than 100 million rides taken on TriMet in 2014 — the most recent year for which we have statistics — customers reported 436 crimes on board and at stations and stops. That's six fewer crimes than in 2013 and 100+ fewer than in 2012. However, we've seen an increase in crimes at Park & Rides, reflecting a regional trend. Mostly property crimes, these increased from 92 to 145 between 2013 and 2014. In response, we've increased security patrols and encouraged riders to avoid leaving belongings in plain sight.

Be Seen, Be Safe and Be Alert

We continued "Be Seen, Be Safe," our annual safety campaign encouraging pedestrians and cyclists to wear bright colors and to use lights and reflectors. After several serious collisions between our vehicles and pedestrians, we teamed up with local police and other first responders to urge people to be alert and look both ways — to take out their earbuds and look up from their smartphones — at crossings and intersections.



our financial picture

More Revenue Will Fund More and Better Service

With 400,000 new residents expected in our region in the next 20 years, we must continue to efficiently connect people with jobs, education, services and events. To meet the demand for more service, we are increasing the employer payroll and self-employment tax rate by 1/10th of 1 percent, phased in over 10 years, beginning January 1, 2016.

We'll dedicate additional payroll tax revenue to new and expanded services, which are outlined in our Future of Transit plans. The revenue will allow us to implement about one-third of the 20-year visions for better service we created with the help of stakeholders, businesses, residents and riders.

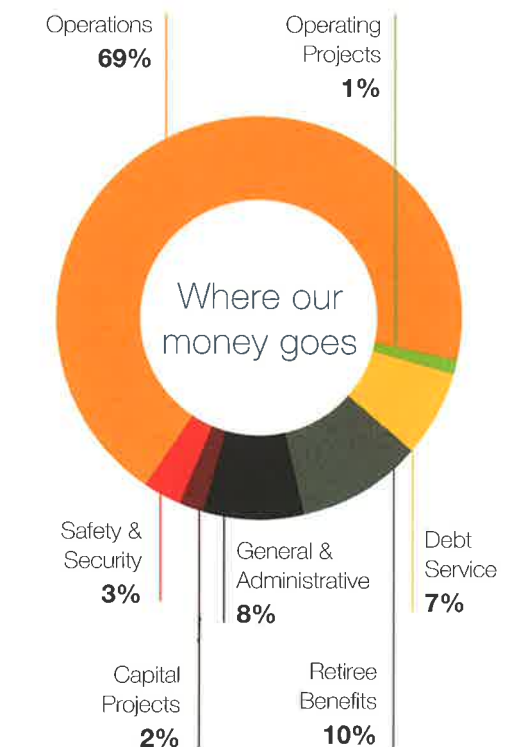
trimet.org/future

Upgraded Bond Rating

Leading credit-rating agency Moody's Investor Service upgraded our 2015 payroll-tax bonds to "Aaa" status — the highest for any tax-backed U.S. transit agency. Moody's improved our bond rating because of a stronger economy and our "strong management of operations and capital projects." We issue bonds to restructure existing debt at more favorable terms, continue our bus replacement initiative and support the introduction of Hop Fastpass, of our new electronic fare system. The bond upgrade is a strong endorsement that demonstrates we're on the right track in expanding service and being financially sustainable for the long term.



FY16 Budget Operating Revenue



FY16 Budget Operating Expenses

down **the road**

Say Hello to Hop

Arriving in 2017, Hop Fastpass is a new electronic fare system that will make it faster, easier and more convenient to purchase a pass and ride the bus or train.

Hop was designed with flexibility in mind. It will work with a fare card, smartphone (using services like Apple Pay, Android Pay and Samsung Pay) or your credit/debit card. It will work with C-TRAN and Portland Streetcar, too — just tap the reader on the bus or at the rail platform and you're on your way.

myhopcard.com



Bus Rapid Transit Arriving at Powell-Division

We're looking at a new, more reliable kind of service called Bus Rapid Transit (BRT) for one of our region's busiest and most congested corridors, Powell Boulevard and Division Street.

Arriving as early as 2020, BRT can include bigger buses, upgraded stations, limited stops, improved crossings and traffic signal priority. These can make commuting faster, safer and more comfortable.

oregonmetro.gov/powelldivision

Growing with the Southwest Corridor

We're considering light rail and BRT to create safer, more reliable transportation in the congested corridor including Sherwood, Tualatin, Tigard and Portland along Barbur Boulevard and I-5.

swcorridorplan.org

The Future of Transit

We're wrapping up a multi-year project focused on ways to improve service and adapt to our changing region. This series of collaborations with everyone from riders to cities to private sector groups is called The Future of

Transit, and it has produced long-term visions for better transit that we'll implement as funding becomes available.

It's more than just bus and MAX improvements — we're also increasing bike and pedestrian access and looking at ways to get more people to jobs. We recently helped pass along federal funding so that Ride Connection, Washington County, the City of Hillsboro and the Hillsboro Chamber of Commerce could introduce North Hillsboro Link. It's a free and flexible shuttle that serves major North Hillsboro employers like Intel, Beaverton Foods, SureID and Reser's Fine Foods.

Next summer we're introducing Line 97-Tualatin/Sherwood, our first new bus line in years. This route will connect riders to Tualatin's WES station, downtown Tualatin and industrial areas, along with the shops at Sherwood's Parkway Village. It's a great reminder that planning for the future can mean great things are just around the corner.

trimet.org/future



"This system is the best example of what the current generation can do for the next generation. They're counting on us to provide a multi-modal, robust transportation system that provides choices...they're counting on us to provide a system that connects Oregonians."

— Matt Garrett, ODOT Director