

SOUTHWEST CORRIDOR TRANSIT RIDER INTERCEPT SURVEY APRIL 2016



Southwest Corridor Plan staff has provided numerous opportunities for public input throughout the development of the Southwest Corridor Plan. However, it is important for decision makers to hear directly from current transit riders in the Southwest Corridor. In spring 2016, Metro public involvement staff worked with the Bicycle Transportation Alliance and TriMet to design a transit rider intercept survey that assessed the following:

- current ridership habits including how frequently riders use transit and how they access their current transit stop
- desired safety/access improvements at existing Southwest Corridor-area transit stops
- high-priority destinations in the Southwest Corridor
- riders' feelings on potential negative impacts of a new light rail line

Metro staff worked with staff members at the Bicycle Transportation Alliance and TriMet to develop survey content and materials, conduct intercept surveys and publish results. In addition to having staff experience conducting transit rider surveys, the Bicycle Transportation Alliance is a community based organization that works extensively in Southwest Portland and Washington County.

Survey Highlights

A total of 134 rider surveys were completed at the four different transit stations during late afternoons in April 2016. Of the 134 respondents:

- 83% frequently ride transit (“most days”)
- 75% walk to their bus stop
- 49% did not identify any needed improvements to access their stop, while 27% said complete sidewalks were needed to access their stop
- 31% identified Downtown Portland as a priority destination, 28% identified PCC Sylvania, 21% identified the Tigard Triangle and 18% identified Bridgeport Village
- 35% had no concerns about negative impacts, 28% chose air quality as a priority impact to address, 21% chose impacts to homes and 19% chose interference with auto traffic

Survey locations included:

- SW 5th and Morrison (Downtown Portland)
- PCC Sylvania
- Barbur Transit Center
- Tigard Transit Center

These stops are currently served by bus lines 1, 8, 12, 44, 45, 64, 76, 78, 93, 94, WES and Wilsonville SMART service.

Detailed responses

Transit use frequency

Most respondents were frequent transit riders. Of the 134 respondents, 83% said they ride transit most days. 16% said they ride a couple times a week, 2% said a few times a month and 1% said they ride less than once a month.

Getting to transit stops

When asked how riders get to/from their transit stop, a majority of respondents walk to their stop (75%). A significant number of respondents drive (23%) to their stop while others bike (6%) and a few said they access stops with a combination of walking, biking and driving.

Safety and access

Riders were asked if there are any improvements needed to make their connection to existing transit stops safer and/or more convenient. About 49% of respondents believed there are no improvements needed. 27% of respondents said that complete sidewalks would make their connection to their transit stop safer and/or more convenient. Other recommendations for improvement include bus shelters, additional bus stop locations and crosswalks.

Respondents identified a variety of locations where improvements are needed. Locations that were frequently mentioned include:

- SW Barbur Boulevard from SW 30th Avenue to Barbur TC
- SW 38th Avenue and Highway 99W
- SW Allen Boulevard
- Arnold Creek neighborhood
- SW Bertha Boulevard
- Country Club Road in Lake Oswego (2)
- Willsonville (2)
- Tigard/Tigard Transit Center (5)
- Various locations along the Beaverton-Hillsdale Highway such as SW Scholls Ferry Road
- SW Iowa Street
- Various locations along Barbur Blvd such as SW 19th Avenue
- SW 3rd Avenue, including intersection with Barbur Boulevard
- SW Miles Street
- Fred Meyer on Pacific Highway in Tigard
- SW Terwilliger Boulevard
- Hillsdale
- Valley Catholic High School in Beaverton

These locations should be examined for possible improvements (particularly sidewalk completion) as part of the Draft Environmental Impact Statement analysis and/or local project components.

Destinations

Respondents were asked to name specific places where they would like the new line to connect. Of the suggested locations, 31% would like to connect to downtown Portland, 28% would like to connect to Portland Community College (PCC), 26% suggested “Other,” 21% chose the Tigard Triangle and 18% chose Bridgeport Village.

Locations specified for “other” are listed below:

- Barbur Transit Center (7)
- Burlingame (4)
- Beaverton (2)
- Hillsdale (4)
- Multnomah Village (4)
- Lake Oswego
- Rock Creek
- Sherwood (2)
- Tigard Theater
- Oregon City
- Washington Square (2)
- Wilsonville (3)

Negative Impacts

To inform DEIS analysis, respondents were asked which negative impacts are most important to avoid or mitigate. Respondents could select up to three priorities.

- 35% responded that they had no concerns
- 28% are concerned with the air quality and/or carbon emissions
- 21% are concerned about impacts to homes
- 19% are concerned about interference with auto traffic
- Four people expressed concern about property impacts to businesses.

Respondents were also asked if they had other concerns about a possible new MAX or express bus line. Of the 85 responses, 70 answered “none,” 16 answered “other,” and only a handful answered with any one of the listed options (which were not read aloud to respondents). Below are issues mentioned by those who selected “Other”:

- noise from I-5
- eliminating current local bus service
- fewer lanes on Barbur Boulevard
- the 94 being overcrowded
- not having a direct route
- noise around churches, parks, and schools
- congestion impacts at the park and ride near Tigard Cinema
- congestion impacts at the Barbur/Capitol intersection
- cost of building a new line when roads need improvement
- last-mile connections
- parking availability around stations

Additional comments

There was an opportunity at the end of the survey for open ended comments about the SW Corridor Project

Open ended comments are summarized below:

- Move a few handicap parking spots at Tigard Transit Center near the entrance, or have Line 94 go into Tigard Transit Center so people with mobility issues can access the 94 stop on Main.
- Don't like walking through homeless encampments at night.
- Bring TriMet to Newberg and Wilsonville
- Tacoma/Johnson Creek MAX station park and ride is always full.
- What will the service hours be? How much faster will I get to downtown?
- Want more bus service and parking
- Will the new line slow traffic at all?
- Will fares be more expensive?
- Wishes there was bus to Sherwood
- Wish it would happen sooner
- No sidewalk on Northeast Halsey & 92nd
- There are no lights along Line 34 from Milwaukie to Clackamas.
- Capitol Highway & Terwilliger is too narrow for bikes.
- Would like wider bike lanes near 65th & Barbur.
- Terwilliger needs more lights.
- Line 44 is too crowded
- Any bus going from Barbur Transit Center to Beaverton is too crowded
- Keep SMART bus on Barbur
- Keep Barbur at 4 lanes, not 2
- Line 21 is too crowded
- Two comments about the Line 43:
 - Worthless
 - Runs only once per hour, need to go to assisted living (mom) near Washington Square