



PLANNING COMMISSION
WEDNESDAY, MAY 10, 2023

PUBLIC HEARING

2. Transit Master Plan (Lewis) (60 minutes)

**PLANNING COMMISSION
RESOLUTION NO. LP23-0001**

**A RESOLUTION OF THE CITY OF WILSONVILLE PLANNING COMMISSION RECOMMENDING
THE WILSONVILLE CITY COUNCIL ADOPT A 2023 TRANSIT MASTER PLAN FOR THE CITY OF
WILSONVILLE’S SOUTH METRO AREA REGIONAL TRANSIT.**

WHEREAS, the Planning Commission of the City of Wilsonville (“City”) has the authority to review and make recommendations to the City Council regarding changes to, or adoption of new elements and sub-elements of, the Comprehensive Plan pursuant to Sections 2.322 and 4.032 of the Wilsonville Code (“WC”); and

WHEREAS, the proposed Transit Master Plan is a support document to the City’s Transportation Systems Plan, which is a support document to the City’s Comprehensive Plan, and the Transit Master Plan is subject to the same rules and regulations as an amendment to the City’s Comprehensive Plan; and

WHEREAS, the Planning Commission conducted a work session on April 12, 2023 and after providing the required public notice, held a public hearing on May 10, 2023 to review the proposed Transit Master Plan and to gather additional testimony and evidence regarding the Transit Master Plan; and

WHEREAS, the Planning Commission has afforded all interested parties an opportunity to be heard on this subject and has entered all available evidence and testimony into the public record of its proceeding; and

WHEREAS, the Planning Commission has duly considered the subject, including the staff recommendations and all the exhibits and testimony introduced and offered by all interested parties.

NOW, THEREFORE, THE CITY OF WILSONVILLE PLANNING COMMISSION RESOLVES AS FOLLOWS:

- Section 1. The Wilsonville Planning Commission does hereby adopt the Staff Report and its attachments (attached hereto as Exhibit A), as presented at the May 10, 2023 public hearing, including the findings and recommendations contained therein.

Section 2. The Planning Commission does hereby recommend the Wilsonville City Council approve and adopt the updated Transit Master Plan; and

Section 3. Effective Date. This Resolution is effective upon adoption.

ADOPTED by the City of Wilsonville Planning Commission at a regular meeting thereof this 10th day of May 2023, and filed with the Planning Administrative Assistant on this date.

Planning Commission Chair Heberlein

ATTEST:

Mandi Simmons, Administrative Assistant III

SUMMARY OF VOTES:

Ronald Heberlein, Chair

Jennifer Willard, Vice-Chair

Olive Gallagher

Nicole Hendrix

Andrew Karr

Kamran Mesbah

Kathryn Neil

Attachments:

Exhibit A – Staff Report with attachments



**PLANNING COMMISSION
STAFF REPORT**

Meeting Date: May 10, 2023		Subject: Approval of Transit Master Plan	
		Staff Member: Kelsey Lewis, Grants and Programs Manager	
		Department: South Metro Area Regional Transit	
Action Required		Advisory Board/Commission Recommendation	
<input checked="" type="checkbox"/> Motion <input checked="" type="checkbox"/> Public Hearing Date: 5/10/23 <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input type="checkbox"/> Not Applicable Comments: Approve Resolution LP23-0001 and recommend to Council the adoption of the Transit Master Plan.	
Staff Recommendation: Staff recommends that the Planning Commission approve resolution LP23-0001 and recommend adoption of the Transit Master Plan to City Council.			
Recommended Language for Motion: I move to adopt resolution LP23-0001 recommending approval of the Transit Master Plan to City Council.			
Project / Issue Relates To: <i>[Identify which goal(s), master plans(s) your issue relates to.]</i>			
<input type="checkbox"/> Commission Goals/Priorities	<input checked="" type="checkbox"/> Adopted Master Plan(s) Transit Master Plan	<input type="checkbox"/> Not Applicable	

ISSUE BEFORE COMMISSION:

Staff and consultants present the updated draft 2023 Transit Master Plan for public hearing and Commission consideration.

EXECUTIVE SUMMARY:

Staff presented the draft Transit Master Plan at the April 12th meeting of the Planning Commission. The core proposals in this master plan include:

- More frequency of service
- Better regional connections
- Improved customer service through a regional customer service center
- New connection points on the east side in or near Town Center
- Improved weekend service
- Bus fleet recommendations regarding low and no emissions buses

This draft Plan outlines specific capital projects and personnel requirements needed to support the new service recommendations. There is also a focus throughout the Plan on identifying how these service changes will be accessible to more members of the Wilsonville community.

Several changes have been made to the draft Plan since SMART staff presented it to the Planning Commission on April 12th. These changes are made based on the feedback from the Planning Commission, the community survey, and several comments from the community. The survey respondents confirmed the same priorities- frequency, regional connections, Sunday service- that we heard in the fall of 2022. For the full description of the survey results, please see Attachment C.

Summary of Changes in Response to Planning Comm. Comments

- Added Existing Conditions report to the Plan document, so that information about ridership and costs on the existing system are easily referenced within the document.
- Estimated the fully-loaded operating cost of all service additions, and added it to the end of the cost-estimates table on page 88 in the Financial Context chapter.
- Added reference to the total estimated operating cost increase in the Executive Summary.
- Added note that service increases would happen gradually and in response to growth, increased travel demands and funding opportunities.
- Clarified in Executive Summary that the recommended terminal facility / transfer hub in the Town Center would be very, very small (not comparable to the size of the existing west side Transit Center).

Other Changes:

- Added note about why a direct route to Sherwood is not recommended, under Route B description.
- Noted in multiple places that the bus stops shown on the route-by-route maps are approximate and not proposals for specific bus stop locations.

- Made reference to challenges involving at-grade rail crossings in Tualatin, with regard to Route B.

EXPECTED RESULTS: The adoption of the Transit Master Plan will create a clear path, guiding future decisions while helping the City of Wilsonville to improve service and maintain a sustainable public transit system.

TIMELINE: City Council will hold a public hearing for the Transit Master Plan on June 19, 2023. A City Council adoption date is slated for July 17, 2023.

CURRENT YEAR BUDGET IMPACTS: The development of this Transit Master Plan update is primarily funded by two State grants through the Oregon Department of Transportation. The remainder is funded by transit tax revenue.

COMMUNITY INVOLVEMENT PROCESS:

To ensure that the final document represents the diverse interests of the Wilsonville community, this Transit Master Plan process is intended to have an extensive and inclusive public engagement process. Outreach efforts have been tailored to reach people in practical and convenient ways to reflect the perspectives of a wide spectrum of current and potential system users, the business community, and residents.

For more information, please see the Plan Record in Attachment D.

POTENTIAL IMPACTS or BENEFIT TO THE COMMUNITY (businesses, neighborhoods, protected and other groups): When implemented, the new plan is expected to improve efficiencies and to reduce traffic congestion by providing commuters an alternative to travel in single-occupant vehicles. Also, adoption of an updated Transit Master Plan may open new avenues of opportunities for grant funding for the City of Wilsonville.

ALTERNATIVES:

The Planning Commission may suggest further changes to this draft master plan, which will delay the adoption and implementation.

ATTACHMENTS:

1. Transit Master Plan (dated May 2, 2023)
2. LP23-0001 Transit Master Plan Findings Report (dated May 2023)
3. Draft Master Plan Engagement Summary (dated May 2, 2023)
4. LP 23-0001 Transit Master Plan Record (electronic only)

Transit Master Plan



2023 UPDATE - May 2023 Draft for Public Hearing

Table of Contents

Transit Master Plan	1	Fixed Route Operating Increases	44
Acknowledgements	5	Sample Trips	46
1. Executive Summary	6	City Growth Areas	51
About SMART	7	4. Demand-Response Services.....	53
An Ambitious Plan	7	Background	54
Recent Changes.....	8	Minimum Required Paratransit Area	55
Priorities from Public Input	9	Required Paratransit Days and Times	56
Highlights of this Plan	10	Recommended Paratransit Service Increases	57
Document Guide	10	5. Capital Infrastructure, Programs and	
2. Public Involvement	11	Operations.....	58
Overview	12	Overview	59
Survey Respondent Demographics	13	Transit Vehicles	59
Survey Results.....	14	General Fleet Recommendations	60
Stakeholder Workshop	16	Fleet to Support 2028 Service	63
Tabling Events	19	Vehicle Type Considerations.....	63
Key Takeways.....	20	Vehicle Fuel Type Recommendations	63
3. Fixed-Route Services	21	Charging Infrastructure	66
Better Frequencies, Close to More People.....	23	Administrative Investments	66
Better Regional Connections.....	26	Regional Customer Service Center.....	68
New Transfer Points Inside Wilsonville.....	30	Maintenance Yard	69
Better Weekend Service	32	Technology and Public Information	69
Recommended Routes	34	Small Terminal Facility in Town Center.....	70
Residents' Proximity to Service.....	43	Transportation Options, Marketing & Information.....	77
		Safety and Enforcement	77

6. Financial Context and Project Costs.....79

Service and Capital Projects86

**Appendix A:
Existing Conditions 92****1. Executive Summary93**

The Plan Update Process 94

Timeline 94

Emerging from Covid-19 95

Higher Frequency or More Coverage? 96

Ridership or Coverage?..... 96

About this Document..... 98

2. SMART’s Existing Network99

Existing Network 100

Local Network Structure 100

Frequency and Span of Service 101

Frequency by Time of Day 102

Timed Connections During Rush Hours 103

Mismatched Frequencies..... 103

Weekends..... 104

Span and Frequency 104

Weekend Service 105

SMART’s Regional Connections..... 106

Who is near service?..... 107

Existing Ridership 109

Ridership by Time of Day 110

Transit Productivity 111

Transit Demand Throughout the Day..... 112

Covid-19 Impacts 113

Where can SMART’s service take you? 114

Travel to and from Wilsonville Transit Center..... 115

Travel to and from the Town Center 116

Travel to and from Villebois 117

Key Takeaways 118

3. SMART’s Demand Response Programs..... 119

Overview of Demand-Response Services..... 120

Eligibility and Enrollment..... 121

Travel Training..... 121

Cost 122

Ridership 122

Performance..... 122

Cost per Ride..... 123

Ridership by Program 123

Trip Duration..... 124

Destinations 125

Key Takeaways 126

4. SMART’s Local Market..... 127

- The Market & Need for Transit 128
 - Measuring Demand and Need 128
 - New Service Areas..... 128
 - The Ridership Recipe..... 128
- Population Density 130
- Employment Density..... 131
- Activity Density 132
- Race and Ethnicity..... 133
- Residents in Poverty..... 134
- Senior Residents 135
- Younger Residents 136
- Walkability 137
 - Wilsonville Town Center & I-5 Pedestrian Bridge 138
 - I-5 Pedestrian Bridge..... 138
- New Service Areas 138
 - Frog Pond 139

5. SMART’s Regional Markets..... 140

- Wilsonville Trips..... 142
- South Metro Regional Trips..... 143
- East / Northeast Connections 144
 - Connecting Routes..... 146
- West / Northwest Connections 147

- Connecting Routes..... 149
- Southern Connections 150
 - Connecting Routes..... 152
- Key Takeaways 153

6. Key Questions for Future Service Planning 154

- Next Steps..... 158

Appendix B: Public Involvement Summary..... 160

Appendix C: SMART 2022 Fleet Inventory..... 161

Acknowledgements

This Transit Master Plan for the City of Wilsonville was completed in 2023, with leadership and contributions from the following people.

City Council

Julie Fitzgerald, Mayor
 Kristin Akervall, Council President
 Joann Linville
 Caroline Berry
 Katie Dunwell

Planning Commission

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Parametrix

This Plan was made possible by a Statewide Transportation Improvement Fund Discretionary Grant from the Oregon Department of Transportation.

1. Executive Summary

This document is the first draft of an updated Transit Master Plan (TMP) for the City of Wilsonville. It lays out a set of improvements to the City's public transit system that respond to changes in demand brought on by the COVID-19 pandemic; City goals for mobility, economic opportunity and the environment; and priorities expressed by the public during outreach conducted in 2022.

About SMART

South Metro Area Regional Transit (SMART) is the City of Wilsonville's public transportation system. SMART is a department of the City that provides fixed-route and demand responsive transit service, both within Wilsonville and making connections to neighboring communities.

In addition to fixed-route and demand-response service, the SMART Options Program provides businesses, residents and visitors of Wilsonville with the resources to participate in various transportation options such as vanpooling, carpooling, bicycling, walking, and telework. This program promotes a robust set of travel options to give people more choices in how they travel while reducing the number of single-occupancy vehicles on the road.

SMART Vision & Mission

SMART's mission is to provide convenient, safe, and reliable transportation services in

a fiscally responsible manner to meet the needs of Wilsonville residents, employees, and visitors of all ages, ethnicities, and income levels.

SMART is dedicated to providing mobility for those who do not have access to a personal car, and to creating an attractive transportation option for those who do.

An Ambitious Plan

Public transit providers around the U.S. are in a period of great change. The lingering impacts of the COVID-19 pandemic have dramatically reshaped ridership, travel patterns, and expectations from the public about what transit service should do. Yet SMART's mission to provide an attractive mobility option and meet the needs of the community remain important guidance even as conditions change. This Transit Master Plan (TMP) update provides a roadmap for the development of SMART's network between 2023 and 2028, expressing the priorities of Wilsonville residents and workers for better connections within town and to other nearby cities.

SMART is the largest transit provider in this part of the region, and located in a fairly central place relative to other smaller providers. As such, SMART has a unique opportunity to knit together south metro area communities and serve trips among them that are not well-served by either TriMet's network to the north or the state-wide POINT and Amtrak networks. This is a

role no transit provider currently occupies.

This document describes an aspirational network for 2028 that would result in a bigger, more extensive fixed-route network, doubling-down on SMART's role as a regional mobility provider for the south metro area and the north Willamette valley. Fixed route services would more than double, and demand response services would increase as well.

This is a growth plan, though the additional service would be added gradually in response to growth, increased travel demands and funding opportunities. The total increase in annual operating cost for the recommended 2028 network, compared to the 2021 network, would be about \$8 million, and this annual operating cost estimate does not include capital costs such as the purchase of additional vehicles. More information about costs and financial context is given starting on page 86.

Increases in state funding for transit are a major opportunity, and sure to make some of the service expansion described in this Plan possible. A major limitation is currently imposed by the difficulty in purchasing new transit buses, and the difficulty in hiring additional bus drivers. SMART is actively working around and through these two shortages.

Recent Changes

The past three years have presented major challenges for all transit agencies. Ridership declined at virtually all U.S. transit agencies, and many were forced to make service cuts as a result of either budget cuts or a shortage of drivers.

SMART was able to weather this period with more of its service intact than many other transit agencies.

Figure 1 shows how the amount of service and ridership on SMART services changed from January 2020 to December 2022. While ridership on SMART fell in March 2020, it has been steadily recovering since that time.

The fixed-route service level (at bottom) was held steady from early 2020 through December 2022, though in early 2023 some temporary service cuts were made due to the driver shortage. Because demand-response service is deployed in response to trip requests, the demand-response service level has tracked closely with demand-response ridership, which also fell early in the pandemic and has slowly recovered in the years since.

SMART has not made major changes to services in the past three years. It did limit the use of the demand-response services by non-ADA passengers for certain types of trips, and suspended the medical shuttle between Wilsonville and Legacy Meridian Medical Center.

SMART Ridership and Service 2019-2022
Demand-Response and Fixed-Route Service

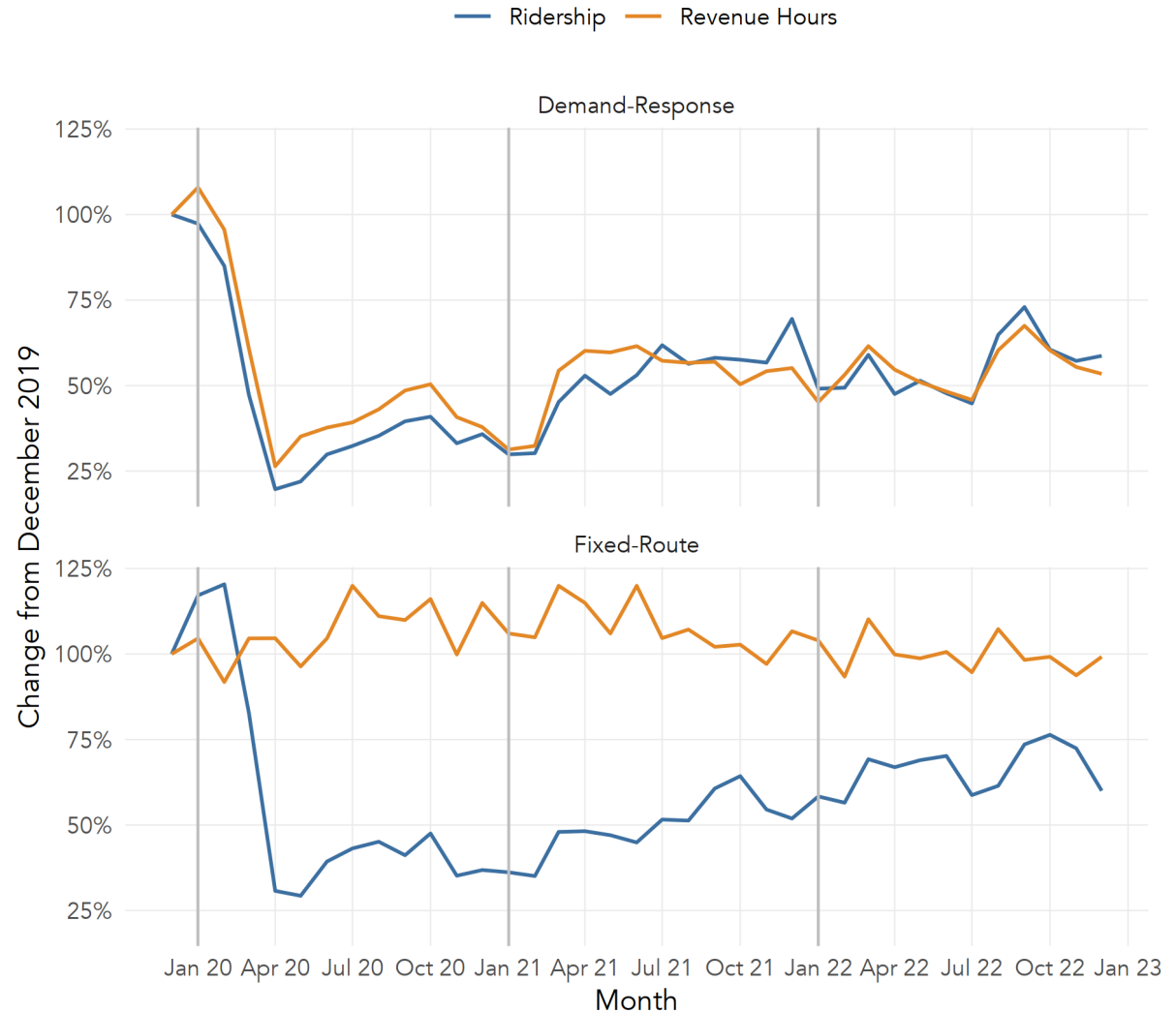


Figure 1: SMART ridership and service levels on fixed-route and demand-response services, 2020 - 2022.

Priorities from Public Input

The outreach process for this Plan shaped the recommended service and infrastructure improvements. Chapter 2 describes the public involvement process. Some of the priorities that emerged from public input are:

- **Improve weekend service, especially Sundays.** Both the survey and stakeholder input suggested that SMART should prioritize adding Sunday service, as well as making Saturday service available on more routes. The 2028 Network proposed in this Plan update would do both of these things.
- **Add more early morning and late evening service.**
- **Make better regional connections.** The top response in the community survey for where SMART should focus on improving its services was to bolster connections to neighboring cities. The 2028 Network would improve existing routes to Salem, Canby and Tualatin; and establish new connections to Tigard, West Linn, Oregon City, Clackamas Town Center and Woodburn.
- **Maintaining coverage of city neighborhoods.** Many people who provided input to this Plan expressed that maintaining all existing coverage inside the

City of Wilsonville was a high priority. The 2028 Network slightly increases service coverage within 1/2 mile by adding service along Canyon Creek and in Villebois, getting transit close to more residents and jobs.

Highlights of this Plan

The core of this Plan is a recommendation to improve SMART's fixed-route network by adding routes to new places and by adding service at new times. Related recommendations are also made for improvements to demand-response service, staffing, infrastructure and amenities.

There are several "big moves" in the 2028 Network that would work together to make the network more useful for a variety of trips:

- **More frequency.** Today, the only route that runs every 30 minutes all weekday long is Route 4 on Wilsonville Rd. The 2028 Network would add an additional all-day 30-minute route connecting the west side Transit Center, east side Town Center, Canyon Creek Road, Tualatin and Tigard.
- **Better regional connections.** In addition to the existing connections to Salem and Canby, the 2028 Network would have the all-day connection to Tigard described above, plus service every 60 minutes to West Linn, Oregon City and Clackamas Town Center all day long, with better frequencies during rush hours. Additional service would be added to Woodburn, Salem and Keizer as well.
- **Improved customer service.** A regional customer service center,

related electronic information and additional personnel will help people living and working in Wilsonville take advantage of improved routes connecting to neighboring cities.

- **New connection points.** Instead of all services connecting only at the existing Transit Center near the WES station, some routes would also connect at a very small hub (consisting simply of nice bus shelters, a bus turnaround and an operator break room) in the Town Center east of I-5. This new, tiny hub would protect some routes and riders from delays associated with congestion around I-5, make Wilsonville Road service more direct, and support redevelopment of the Town Center area.
- **Improved weekend service.** With the 2028 Network, SMART fixed-route and demand-response services would run on Sundays for the first time, and more routes would operate on Saturdays.
- **Low- and no-emissions buses.** As the SMART fleet grows to support added service, low- and no-emissions buses will be added while the flexibility and resilience of the fleet is maintained.

Growing the SMART transit system to the degree foreseen by this Plan update will trigger increases in staffing, maintenance facilities, fleet and other infrastructure, which are described in this Plan.

Document Guide

The rest of this document is organized into six chapters.

- Chapter 2 provides a summary of public involvement in this Plan and how public input informed the Plan.
- Chapter 3 describes the 2028 Network and outcomes that relate to City goals.
- Chapter 4 describes the role of demand-response in the Plan. Changes to the fixed-route network will trigger additional needs for demand-response service.
- Chapter 5 describes the supporting physical infrastructure and fleet investments that would be needed to meet the goals of the Plan. It also covers some of the operational changes that would accompany the 2028 Network, and the non-transit programs SMART administers.
- Chapter 6 summarizes SMART's current financial forecast and describes the federal, state and local funding sources available for enhancing services and investing in infrastructure.

2. Public Involvement

Overview

SMART and the consulting team led an inclusive process to engage a diverse group of existing and potential transit users. This included historically underserved communities, seniors, people with disabilities and others who live in Wilsonville, people who travel for work, appointments, shopping, or to visit family and friends.

Outreach activities in 2022 included:

- Consistent, reliable, accessible information with an identified SMART contact person.
- Sharing information on the Let's Talk Wilsonville website.
- A Public Involvement Plan.
- Representative stakeholders individually invited to participate in a variety of ways.
- Special efforts to reach people in senior facilities, apartment complexes, schools, lower income residents & workers, and people who speak predominantly Spanish.
- Emails to an Interested Parties List to keep people informed about project updates.
- Updates to the Planning Commission and City Council.



Figure 2: Wilsonville community members attend an interactive stakeholder workshop in September 2022.

SMART conducted the following community engagement processes:

- **Project website development.** An inviting and accessible page on the Let's Talk Wilsonville website was provided for the SMART Plan update. It gave community members a way to learn about the project, see upcoming events, participate in the survey, and sign up for the Interested Parties List. The project page was published and updated in English and Spanish.
- **Community Survey.** An online survey was launched on August 12, 2022 and was available on the Let's Talk Wilsonville website for one month. A total of 210 responses were collected, 185 in English and 25 in Spanish.
- **Stakeholder Workshop.** Project staff hosted a workshop on September 20, 2022 to walk participants through the service planning decisions being considered in the Plan update. Staff invited around 150 participants by email or phone calls. A total of 18 people joined

the workshop held at the Wilsonville Library.

- **Tabling Events.** During the Summer of 2022 SMART staff attended eight community events to invite participation in the Plan update. They collected feedback using a dot exercise on maps which asked people where they thought SMART service should go at the regional and local levels. The dot map activity from a total of 32 participants resulting in 99 dots on maps.
- **Operator Survey.** A survey was offered to SMART operators to ask them what they had been hearing from riders about transit service and what ideas they had that could help the community. A total of 7 operators shared thoughts through the survey.

Survey Respondent Demographics

The survey was the vehicle through which the majority of participants shared input into the Plan.

In total, 210 people took the survey. The table in this page provides a summary of their demographics. While respondents were not required to complete a set of demographic questions, most did.

Most of the respondents (85%) live or work in Wilsonville, while 21% neither live nor work in Wilsonville but visit the city for

other reasons.

The largest response groups by age were people born between 1980 - 1999 (23-42 years old) and 1960 - 1979 (43 - 62), who made up 35% and 32% respectively.

91% of respondents provided their gender. 49% responded "female", 39% responded "male", 2% responded "non-binary" and 1% responded "transgender".

The survey also asked respondents to share their household income. About 76% of respondents answered this question. 21% of respondents reported an income at least 200% of the federal poverty level (\$26,500 for a four-person household).

Not shown in the table at right are responses related to transit use. About 30% of respondents had been regular transit riders over the last year (August 2021 - August 2022). A total of 26% of respondents said they were occasional riders.

Figure 3: Plan survey respondent characteristics

All responses	210	100%
By Connection to Wilsonville		
Resident	113	54%
Worker	66	31%
Business owner	7	3%
Visitor	45	21%
By Age (what decade were you born?)		
Before 1960	39	19%
1960-1979	67	32%
1980-1999	74	35%
2000 and After	16	8%
By Gender		
Female	103	49%
Male	81	39%
Transgender	2	1%
Non-binary	4	2%
By Race/Ethnicity		
People of Color	86	41%
White	117	56%
By Primary Language at home		
English	153	73%
Spanish	27	13%
Other	9	4%
By Income		
Less than \$25,000	44	21%
\$25,000 - \$49,999	35	17%
\$50,000 - \$99,999	32	16%
\$100,000 - \$149,999	20	10%
\$150,000 or more	25	12%

Survey Results

The survey asked respondents to share their views on a variety of future priorities for the development of SMART's network. These questions addressed topics about where and when service should be available. The survey was administered through the City of Wilsonville's "Let's Talk Wilsonville" online platform.

What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network?

This first asked respondents to share how they thought SMART should improve in terms of the days and hours that service is available. Respondents were able to select

from options for more service at midday, during rush hours, later in the evening, or on weekends. Respondents could also select an option for more frequency.

Figure 4 shows the breakdown of responses to this question. The top three priorities for new service added to the SMART transit network among community survey respondents were "More Saturday or Sunday service", "Longer hours of service each day – earlier morning and later evening", and "Better frequencies".

What do you think are the highest priorities for the PLACES where new service could be added to the SMART transit network?

This question was designed to discover whether respondents want SMART to invest in even more service inside Wilsonville, or in improving connections to other communities.

Figure 5 shows the responses to this question. A majority of respondents asked for more regional service for long trips to other cities, as opposed to short local trips within Wilsonville. The regional connections identified in open-ended comments were: Canby, Tualatin, Downtown Portland, Woodburn, Sherwood, Tigard, and Oregon City.

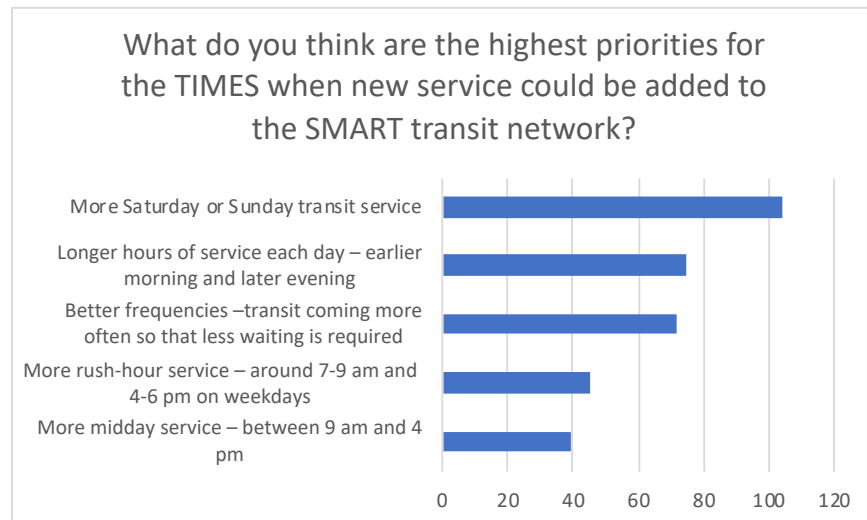


Figure 4: Plan Community Survey - Question 1

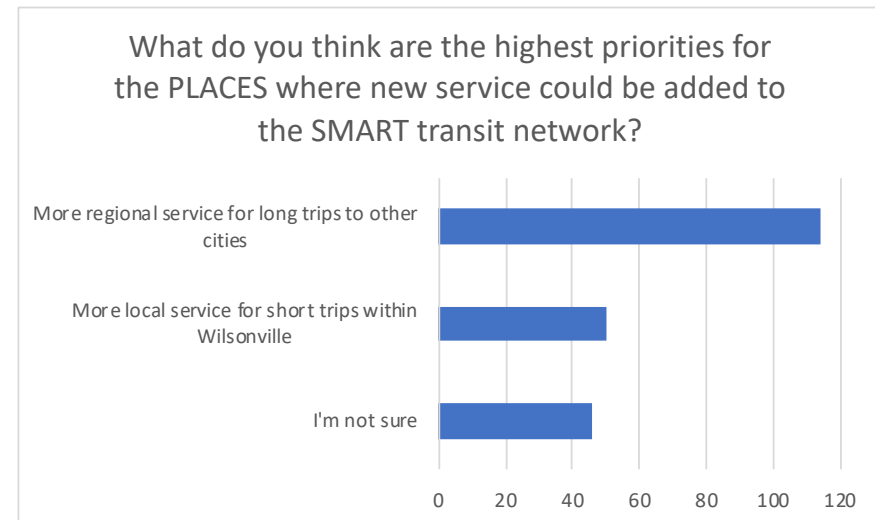


Figure 5: Plan Community Survey - Question 2

In general, INSIDE Wilsonville, what should SMART prioritize when adding new transit service over the next five years?

The third question asked respondents to share whether they think SMART should prioritize getting service close to more of the city, or invest more in the busy places within the city where people are already using transit.

Figure 6 shows the responses to question 3. The largest group of people (88 respondents) said it was more important for SMART to add service in new areas than to add more frequent service to areas already served. Sixty-nine respondents said SMART should add service to places where many people are using transit. Both goals were important to this group, but adding new coverage was slightly more important.

What places inside Wilsonville do you think are most important for SMART to serve?

The last survey question asked respondents to share their priorities for which types of places in Wilsonville SMART should focus on. **Figure 7** shows the responses to question 4. The top four responses, each garnering over 100 responses, were “transit connections to other cities”, “shopping centers”, “places with many jobs”, and “places with many residents”.

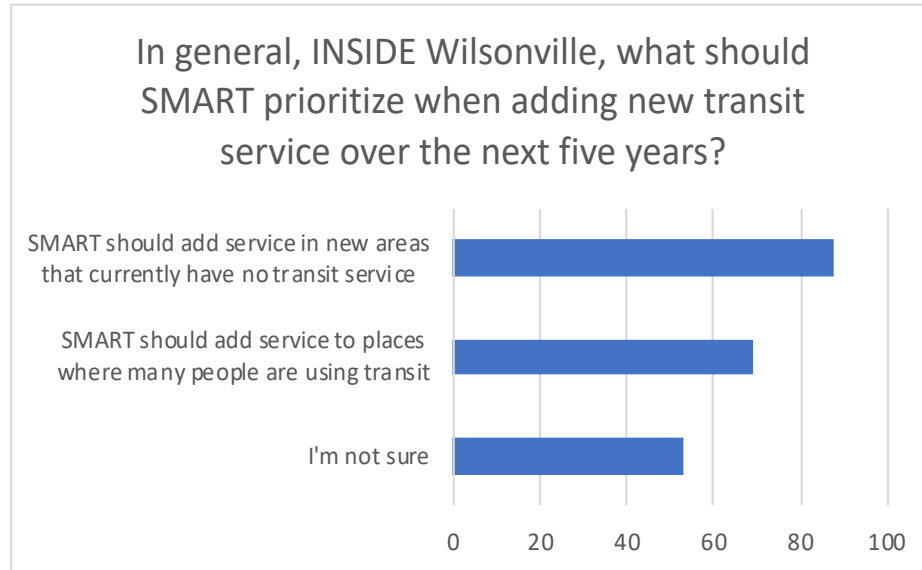


Figure 6: Plan Community Survey - Question 3

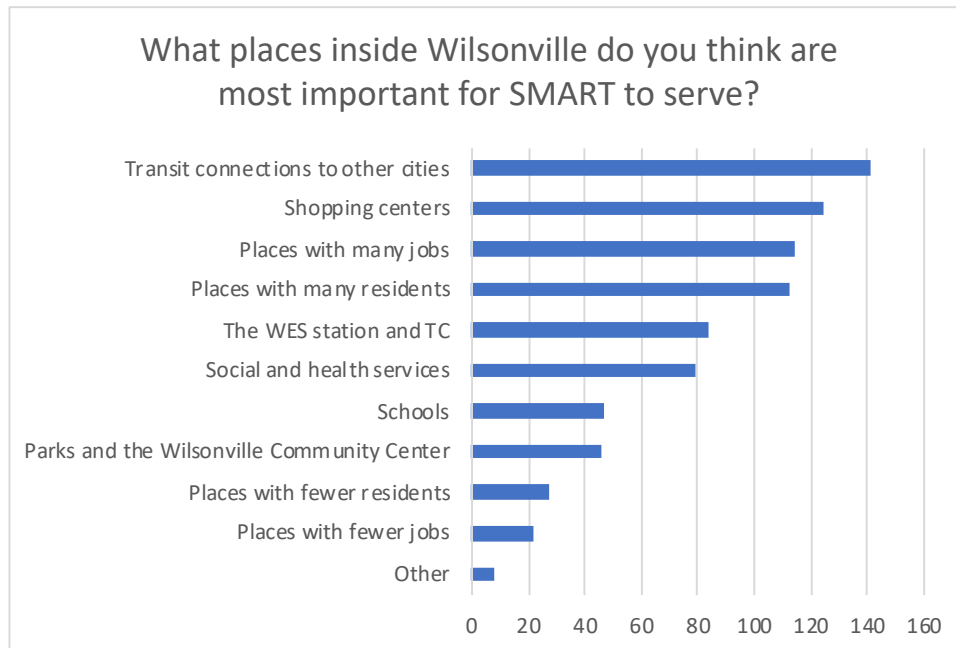


Figure 7: Plan Community Survey - Question 4

Stakeholder Workshop

In September 2022, SMART held a workshop focused on key questions about how future transit should be planned, both within Wilsonville and around our part of the region. The workshop was held in-person from 4:00 p.m. to 7:00 p.m. at the Wilsonville Library. Staff and consultants reached out to 150 stakeholders by email or phone to recruit them to this workshop. A total of 18 people attended.

The workshop included:

- A fun, interactive transit planning game introducing trade-offs and service considerations in and around Wilsonville
- Live polling about key questions
- A presentation about existing Wilsonville transit services and how they're performing.
- Questions and discussion.

The images on this page show some results of the first activity, an game where stakeholders worked in groups to design their own transit networks for Wilsonville. SMART staff and consultants assisted participants, and engaged in conversations about what types of trips and services participants hope to see in future SMART improvements.

After the planning game, the group discussed future priorities for SMART using a set of anonymous polling questions.

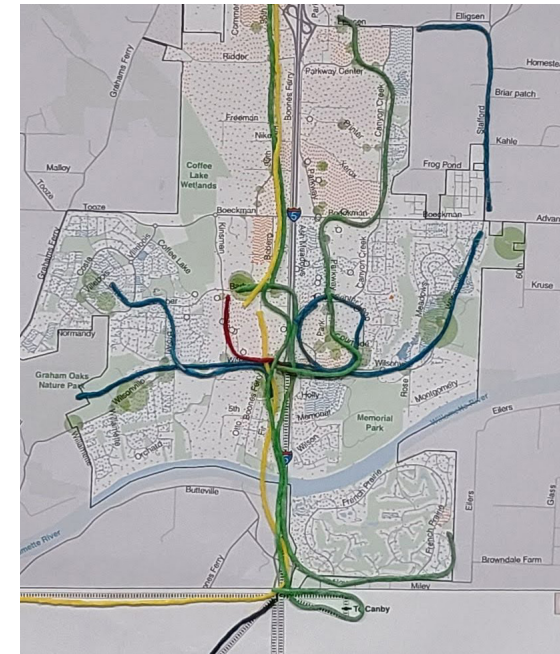
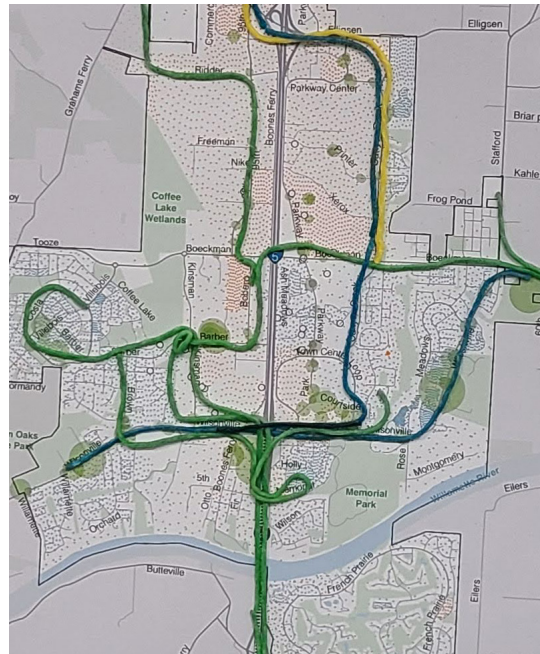


Figure 8: A close-up of two networks designed by participants in the stakeholder workshop. Different colors stand for different frequencies of service. This exercise gave participants a way to discuss and show their desired improvements to SMART service.

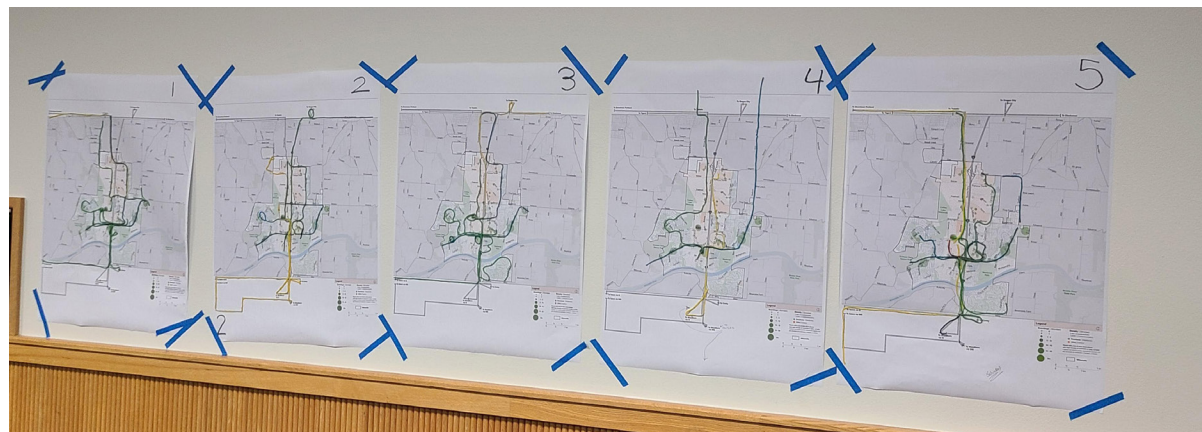


Figure 9: At the end of the exercise, stakeholders were able to compare and contrast the transit networks each group designed for Wilsonville.

Participants were able to respond to questions displayed on a screen using their phones (via text message or a web app).

The images on this page show the results of each of the polling questions asked to the stakeholders.

How important are rush hours?

Today, SMART's network is very oriented towards rush hour trips, in three senses:

- Routes are designed to focus on the station for the WES train, but WES only operates during weekday rush hours.
- Some routes only operate during rush hours.
- Other routes offer better frequencies at rush hours than at midday.

A majority of stakeholders at the workshop said that rush hours should not be the main priority, but that a little extra service made sense during those periods.

Weekend Service

The next two questions were about weekend service. The first was about the importance of weekends. Stakeholders split evenly on whether weekend service should be improved only with new funding, or whether some service should be taken from weekdays to improve weekends. Nobody said "weekends aren't very important".

Figure 10: Stakeholder workshop - Question 1

Poll: On weekdays, how important are rush hours?

017

Rush hours should be the priority.

12 %

A little extra service at rush hour makes sense.

59 %

Having consistent schedules all day long should be the priority.

29 %

Figure 11: Stakeholder workshop - Question 2

Poll: How important are weekends?

018

Weekends are so important that we should cut some weekday frequencies to offer more weekend service.

50 %

We should add weekend service only when new funding is available.

50 %

Weekends aren't very important.

0 %

Figure 12: Stakeholder workshop - Question 3

Poll: If you could add weekend service, what would you add first?

018

Longer Saturday hours for routes that already run on Saturdays.

28 %

More routes running on Saturdays.

28 %

Start running some routes on Sundays (as well as Saturdays).

44 %

The next question asked more specifically about when on the weekend should be the priority for new service. All three options garnered at least 1/4 of responses, but the top option with 44% was to start running some routes on Sunday (even before adding more service to Saturdays). Currently no SMART service operates on Sunday and adding Sunday fixed-route service would trigger numerous requirements and costs, which were discussed by the group.

Ridership or coverage?

The final polling question asked stakeholders to weigh the competing goals of attracting high ridership or providing wide (but minimal) service coverage.

Many people want service to run more often, and for more hours of the day and week. High frequency, all-week service is a proven way of increasing ridership, but it requires focusing buses into fewer routes on fewer streets. At the same time, many people want transit service to be available to as many people as possible, on all of the main streets in a city. This requires spreading service out into more routes, which means poorer frequencies and shorter hours of service. With a fixed budget, a transit agency cannot do both things at once: focus service to make it more frequent, and spread it out to cover more places.

A majority of stakeholders said that SMART should balance these goals about

Figure 13: Stakeholder workshop - Question 4

Poll: How should SMART balance the goals of high ridership and wide coverage?

017

The top priority is to run routes that many people use.

18 %

Use about half of SMART's budget on busy routes, and the other half covering areas that area important even if few people ride.

76 %

Spread service evenly across the entire city, so that every street has a little bit of service on it.

6 %

I'm not sure.

0 %

evenly. Currently, SMART provides extensive coverage within Wilsonville; there are only a few areas that are more than a short walk from service.

Only 6% of the stakeholders said that coverage should be prioritized more, while about 18% said that the top priority should be on running service that are used by many people.

The existing service standard for coverage, cited in SMART's 2020 Title VI policy, is that 85% of the city's residents should be within 1/3 mile walk of a bus stop.

For both the existing 2022 and proposed 2028 SMART networks, only 54% of residents are within a 1/3 mile walk of a bus stop at midday on weekdays, and 59%

during rush hours.

As a coverage standard, "85% within a 1/3 mile walk" is a very hard to meet, especially for a low-density city. With many residents living down cul de sacs or against barriers like the Willamette River and the I-5 freeway, for transit to be within 1/3 mile of so many people, buses would have to go down small neighborhood streets and cul de sacs. Adding this coverage – even if it were desired by those neighborhoods – would require either new funding, or cutting service on high-ridership routes like Wilsonville Road or Salem.

Tabling Events

SMART staff tabled at eight community events in summer 2022. At these events, people were able to place dots on a pair of maps to indicate which connections they thought SMART should focus on. There was one map focused on Wilsonville for local destinations, and a second map showing a range of regional destinations.

The top regional destinations in this activity were Sherwood, Tualatin, and Canby. The top three local destinations for SMART to serve were Argyle Square Shopping Center, Villebois, and the Town Center Loop area, Memorial Park area, & Old Town Square.

The events where this input was gathered were:

- Wilsonville Farmers Market on Thursday July 14th.
- Rotary Concert in the Park event Thursday July 21st.
- Wilsonville Farmers Market on Thursday August 4th.
- WLWV Family Empowerment Open House on August 17th, 2022.
- Bridging Cultures events on July 30th, 2022 and Saturday August 27th, 2022.
- City of Wilsonville’s Community Block Party on August 25th, 2022.

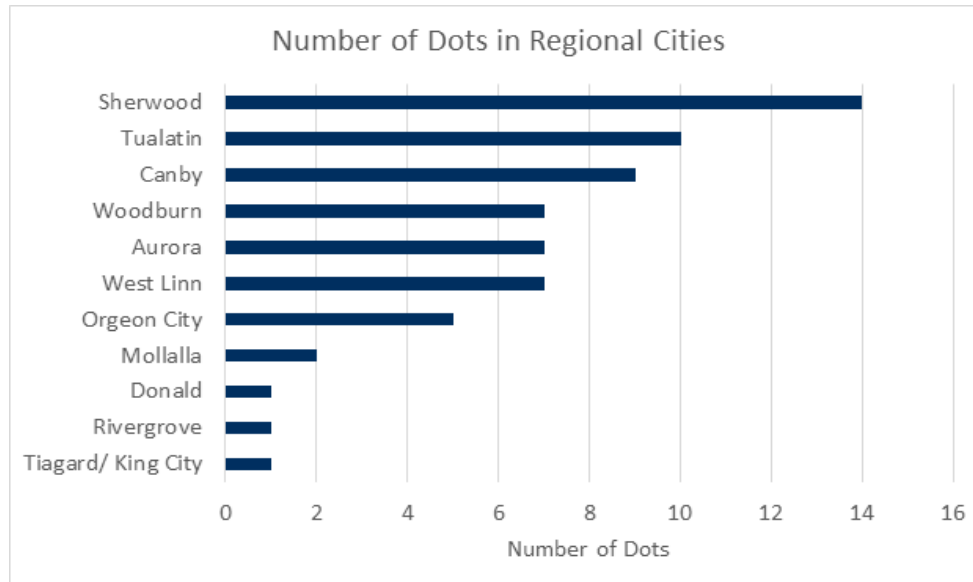


Figure 14: Results of Tabling Dot Exercise - Regional Destinations

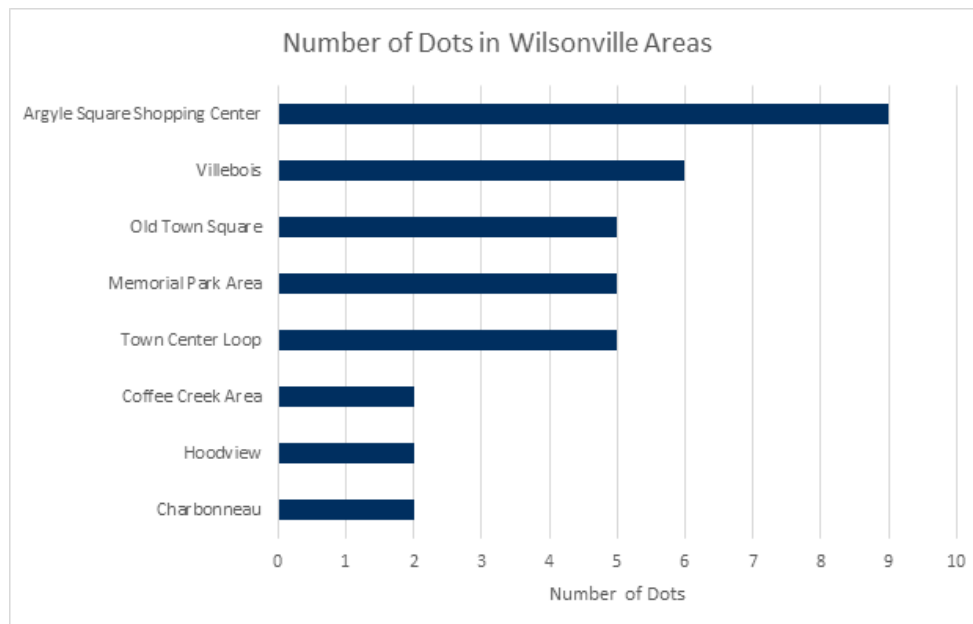


Figure 15: Results of Tabling Dot Exercise - Local Destinations

- Heart of the City's Gear Up 4 School on August 13th, 2022, from 9 a.m. to 12 p.m.

The dot map activity ended with a total of 32 participants and 99 total dots.

Operator survey results

Seven SMART bus drivers completed a short survey asking similar questions about which destinations the agency should prioritize for future service improvements. Drivers were asked to respond based on what they have heard from riders. They reported having heard from riders that SMART should serve Woodburn, Barbur Transit Center, Clackamas, Oregon City, East Portland and Canby.

Key Takeaways

The Plan outreach process shaped the future network improvements that have been included in the plan. The 2028 Network described in this document is oriented towards these major priorities.

- **Adding weekend service, especially Sundays.** Both the community survey and stakeholder input suggested that SMART should prioritize adding Sunday service, as well as making Saturday service available on more routes. The 2028 Network would do both of these things.
- **Adding early morning and late**

evening service. This was the second highest priority, and is reflected in the 2028 Network as earlier starts and later ends to service on existing routes, and long hours of service on proposed new routes.

- **Better regional connections.** The top response in the community survey for **where** SMART should focus on improving its services was to bolster connections to neighboring communities. The 2028 Network enhances services to Salem and Tualatin, establishes new routes to Tigard, Oregon City and Clackamas Town Center, and retains the existing connection to Canby.
 - Sherwood, the most-often requested location from the map-dot exercise, would be reachable via multiple TriMet routes from Tigard, as would Beaverton, downtown Portland and SW Portland.
- **Maintaining coverage.** Survey-respondents and stakeholders expressed that maintaining coverage within Wilsonville was important. The 2028 Network keeps the same number of residents within 1/2 mile of service, while improving slightly the number of lower-income and minority residents near service. The 2028 Network also provides shorter walks to service for residents along Canyon Creek Road and in Villebois.

3. Fixed-Route Services

This plan lays out a network of future SMART services oriented around the top priorities from public input:

- Additional regional connections.
- Higher frequency for regional and local routes.
- Weekend service, and longer hours of service.

The network described here is intended to make transit more useful to more people, for a greater variety of trips. It would give people more choice in when to travel within Wilsonville and between Wilsonville and neighboring cities.

Figure 16 maps how the proposed SMART network could look in 2028. On this map, the color of each route represents how frequently it would run:

- **Dark blue lines** (Routes B and F) would run every 30 minutes all weekday.
- **Light blue lines** (Routes A, C and D) would run every hour all weekday.
- The dashed line (Route G) would only run during rush hour.
- The **yellow line** (Route E) would offer trips every two hours, all day on weekdays.

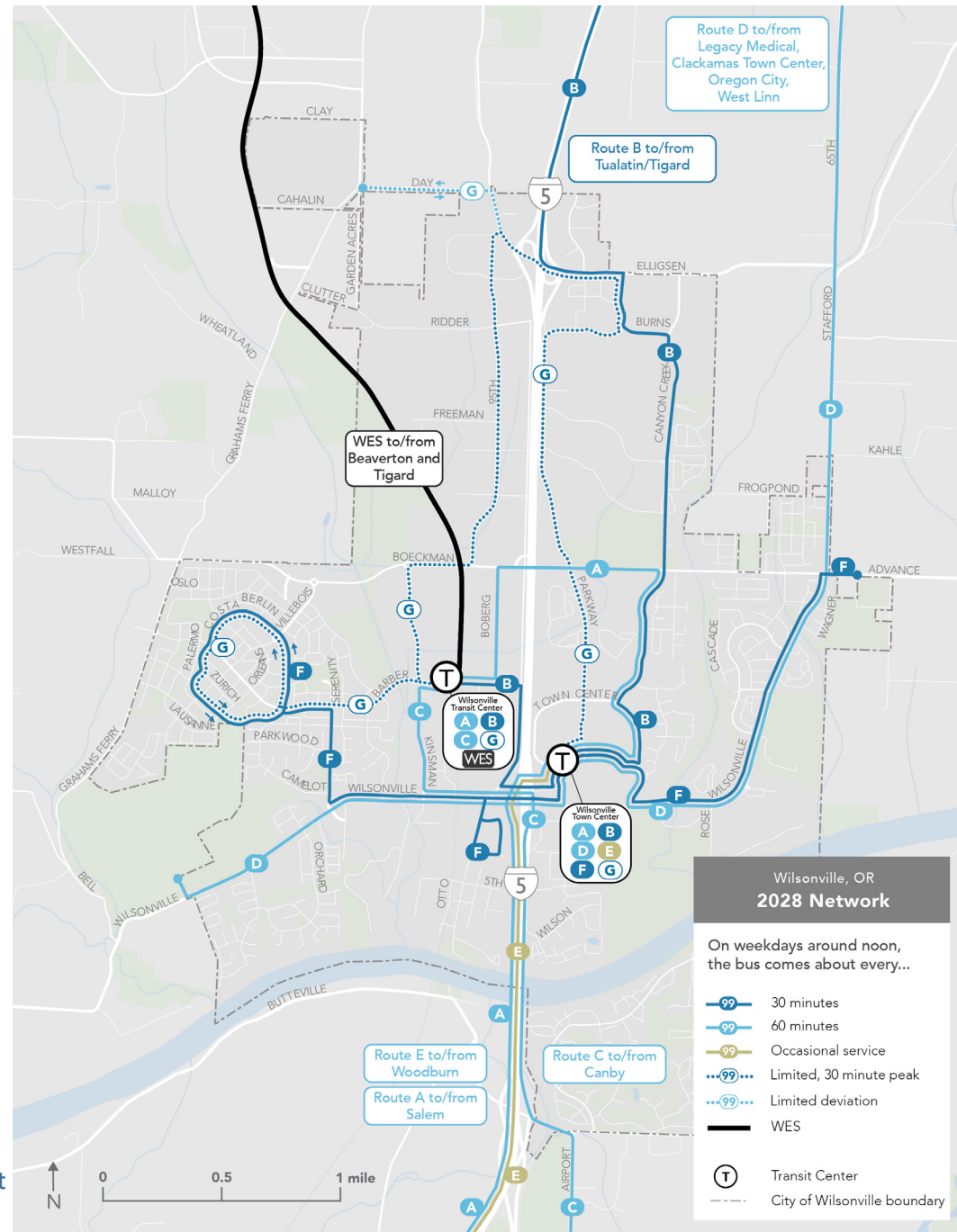


Figure 16: 2028 Transit Network - Wilsonville

There are several “big moves” in the 2028 Network that together make it more useful to more people, for more trips:

- **Shorter waits.** Today, the only route that runs every 30 minutes is Route 4 on Wilsonville Rd. The 2028 network would add a new 30 minute service (Route B) that would serve the Wilsonville Transit Center, Wilsonville Town Center, Canyon Creek Rd, and then continue north to Tualatin and Tigard via I-5.
- **Better regional connections.** In addition to the existing connections to Salem and Canby, the 2028 network would have service every 30 minutes to Tualatin and Tigard, and every 60 minutes to West Linn, Oregon City and Clackamas Town Center. Many of these places offer transfers to other transit routes going further. For example:
 - o Sherwood, Beaverton and Portland can be reached through Tigard;
 - o Milwaukie can be reached through Oregon City; and
 - o East Portland can be reached through Clackamas Town Center.
- **New connection points.** Instead of all services connecting only at the west side Transit Center / WES station, some routes would connect at the Town Center east of I-5.
- **Improved weekend service.** With the

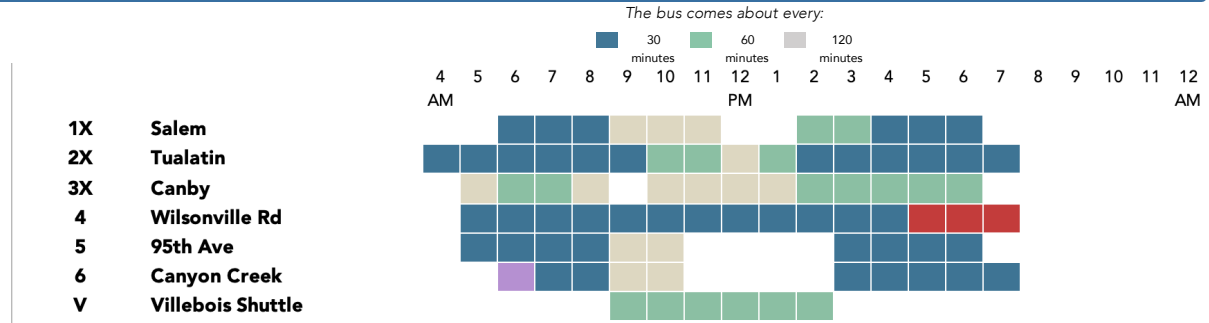


Figure 17: Weekday Frequency by Hour by Route - 2022 SMART Network

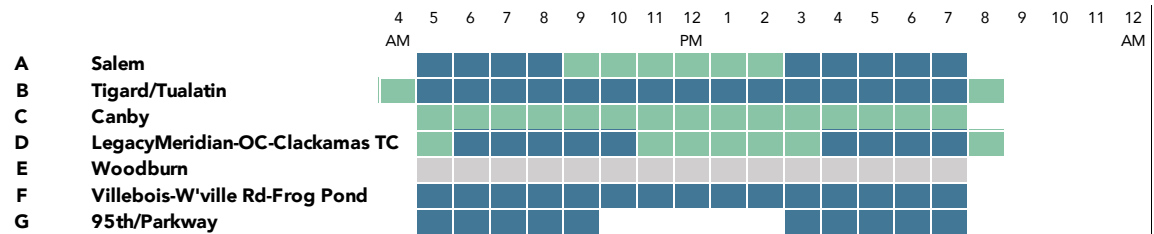


Figure 18: Weekday Frequency by Hour by Route - 2028 Network

2028 network, SMART service would run on Sundays for the first time, and more routes would operate on Saturdays.

This network plan is not achievable with SMART’s current resources, and especially not until constraints on the number of bus drivers and the number of transit buses are relieved. It is a ambitious plan, with the maps and tables here showing the end state of a five-year process of network improvement.

Better Frequencies, Close to More People

With today’s SMART network, the only route that runs every 30 minutes all day long is Route 4, the line serving Wilsonville Road. Most other routes run only every hour, but many have gaps in their schedule during the middle of the day that makes actual waiting times even longer.

Thirty-minute frequency throughout the whole day means that people traveling along Wilsonville Rd have more opportunities to make trips by transit, which makes it more likely that a transit trip will be an option that works for their daily schedule. It is therefore no surprise that Route 4 on

Wilsonville Road is SMART's most productive route.

Figure 17 shows the frequency on weekdays for SMART's 2022 routes, while **Figure 18** shows weekday frequencies for the 2028 Network.

In the 2028 Network, there would be two all-day 30-minute routes for local trips within Wilsonville.

- Route F would be an east-west service, running mostly on Wilsonville Road. Route F would connect Villebois, Fred Meyer, the Town Center and Frog Pond.
- Route B would be a north-south service. It would connect the west side Transit Center / WES station, the Town Center, Canyon Creek Road and Argyle Square. It would then continue north to Tualatin and Tigard.

Most other routes would offer consistent hourly frequencies all weekdays long, with extra rush-hour frequency on Routes A (Salem) and D (Legacy Medical-Oregon City-Clackamas).

Two routes would be nearly identical to existing routes:

- Route C, similar to the existing 3X (Canby), would offer a consistent hourly frequency all day, Monday-Saturday.
- Route A, similar to the existing 1X (Salem) would also offer a consistent

all-day hourly frequency Monday-Sunday, with extra frequency during weekday rush hours.

The increases in frequency on local and regional routes represented in the 2028 Network would address two important limitations of the existing network.

- First, more routes would run through the entire midday, making them useful for a wider range of trips than rush-hour commutes, especially the commutes of people working service, retail, hospitality or industrial jobs, and the commutes of people going to school or college.
- Second, the better frequencies would make many trips faster by reducing the waiting time required to use service.

SMART provides real-time arrival information about its routes, but frequency still has a big effect on how much time it takes to use transit, especially for local trips.

For example, a person wishing to travel from Villebois to an appointment at Wilsonville Town Center today would use the Villebois Shuttle, which runs every hour during weekday middays. Since they have to be on time for their appointment, they have to take the last bus that will get there early enough to be on time – which will often be painfully early. An hourly bus sometimes makes people arrive 50 minutes early to their destination. If a route offers just one opportunity to travel per hour,

then someone will wait an average of half an hour to use it – if not at the bus stop, then at their destination because they were forced to arrive too early.

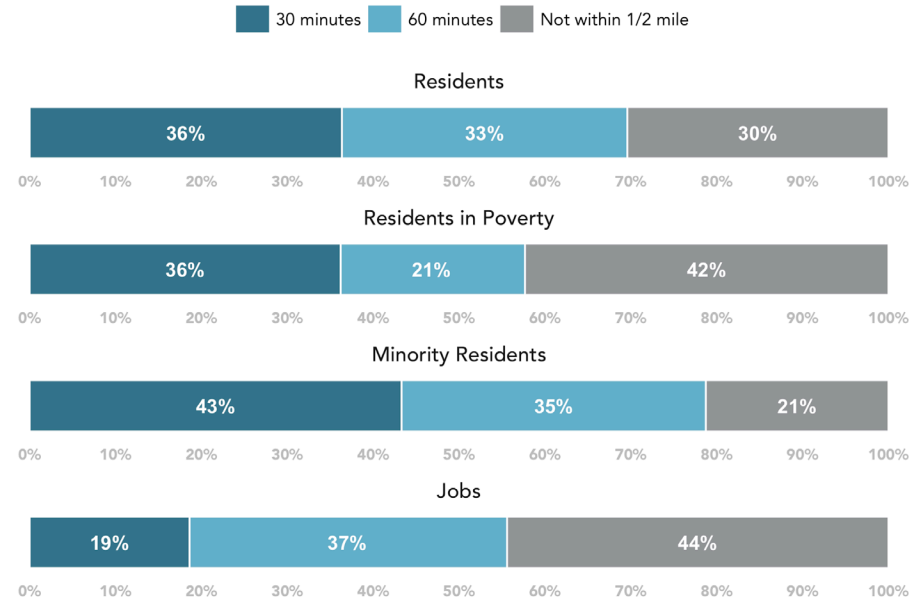
In this example, in the 2028 Network, Route F would serve Villebois every 30 minutes. The average wait to use it would be just 15 minutes, with two opportunities to depart per hour. Saving people an average of 15 minutes waiting per one-way trip makes a big difference in busy people's days. By focusing on frequency with this Plan, SMART can reduce people's travel times and make its network much more useful to more people.

Note that the frequencies recommended in this Plan, as shown in the graphic on the previous page, are approximate. There is a value to providing a consistent frequency (for example, a bus that comes at 8:10, 8:40, 9:10, 9:40 and so on) as opposed to an ever-changing schedule (such as 8:10, 8:35, 9:05, 9:45, and so on). The frequencies that recur in memorable patterns are 15-, 20-, 30- and 60-minutes, and they are called "clockface."

However, in scheduling bus routes, there are also valuable reasons to deviate slightly from a "clockface" frequency. For example, a slight change to timing may allow for a connection to another bus route or train line. Changes to timing are also sometimes necessary to provide drivers with meal breaks, or adapt the schedule to afternoon congestion.

SMART 2022 - Weekday at noon

What percentage of the SMART service area is near transit that comes every



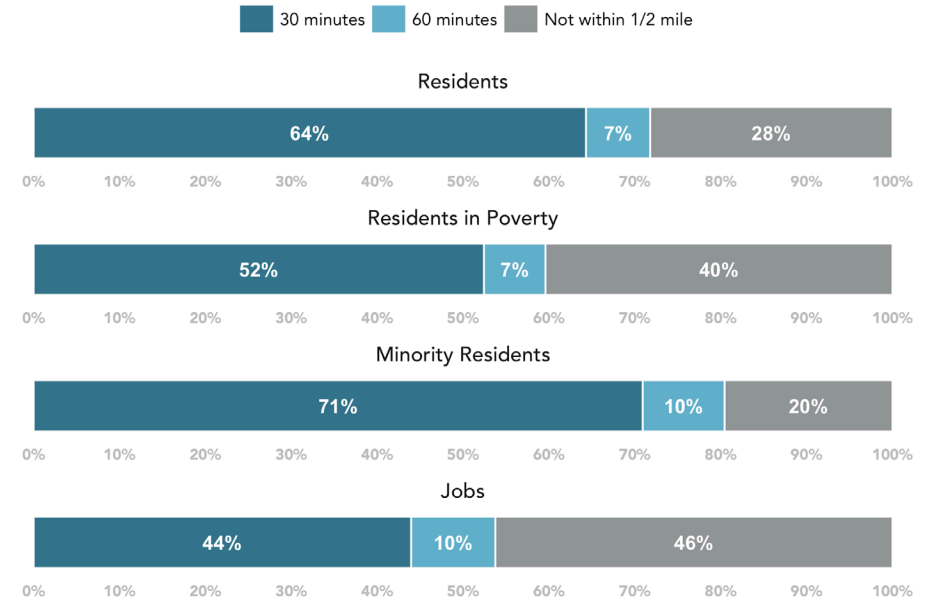
Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 19: Proximity to Transit Service - SMART 2022 Network

The 2028 Network would put more residents near routes running all day, from early morning to late evening. It would especially put more Wilsonville residents near more frequent service. Today, only about 36% of Wilsonville residents are within a 1/2-mile walk of Route 4, the only 30 minute service, while about 33% are near a 60-minute service.

SMART 2028 - Weekday at noon

What percentage of the SMART service area is near transit that comes every



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 20: Proximity to Transit Service - SMART 2028 Network

With 30-minute service extended to Brown Road, Villebois and Canyon Creek Road, the 2028 Network would put more people near a route coming more often. About 64% of residents would be near a 30-minute route.

Better Regional Connections

One of the priorities expressed by the public in 2022 was improving connections between Wilsonville and other communities. The 2028 Network includes three new routes designed that will make it easier to travel to or from other cities:

- Route B, a new service running every 30 minutes among Wilsonville, Tualatin and Tigard.
- Route D, a new service running every 60 minutes among Wilsonville, Legacy Meridian Medical Center (Tualatin), West Linn, Oregon City and Clackamas Town Center.
- Route E, a new service running every two hours among Wilsonville, Woodburn and Keizer.

These new routes would supplement SMART’s existing regional connections to Salem (Route A) and Canby (Route C). The routes to Salem and Canby would both be improved with additional trips for a more consistent frequency throughout the day.

These routes are also designed around the principle that there need not be a categorical separation between “local” and “regional” or “express” routes. Rather, regional routes should enter Wilsonville along paths that get the service close to many residents, jobs and businesses. This

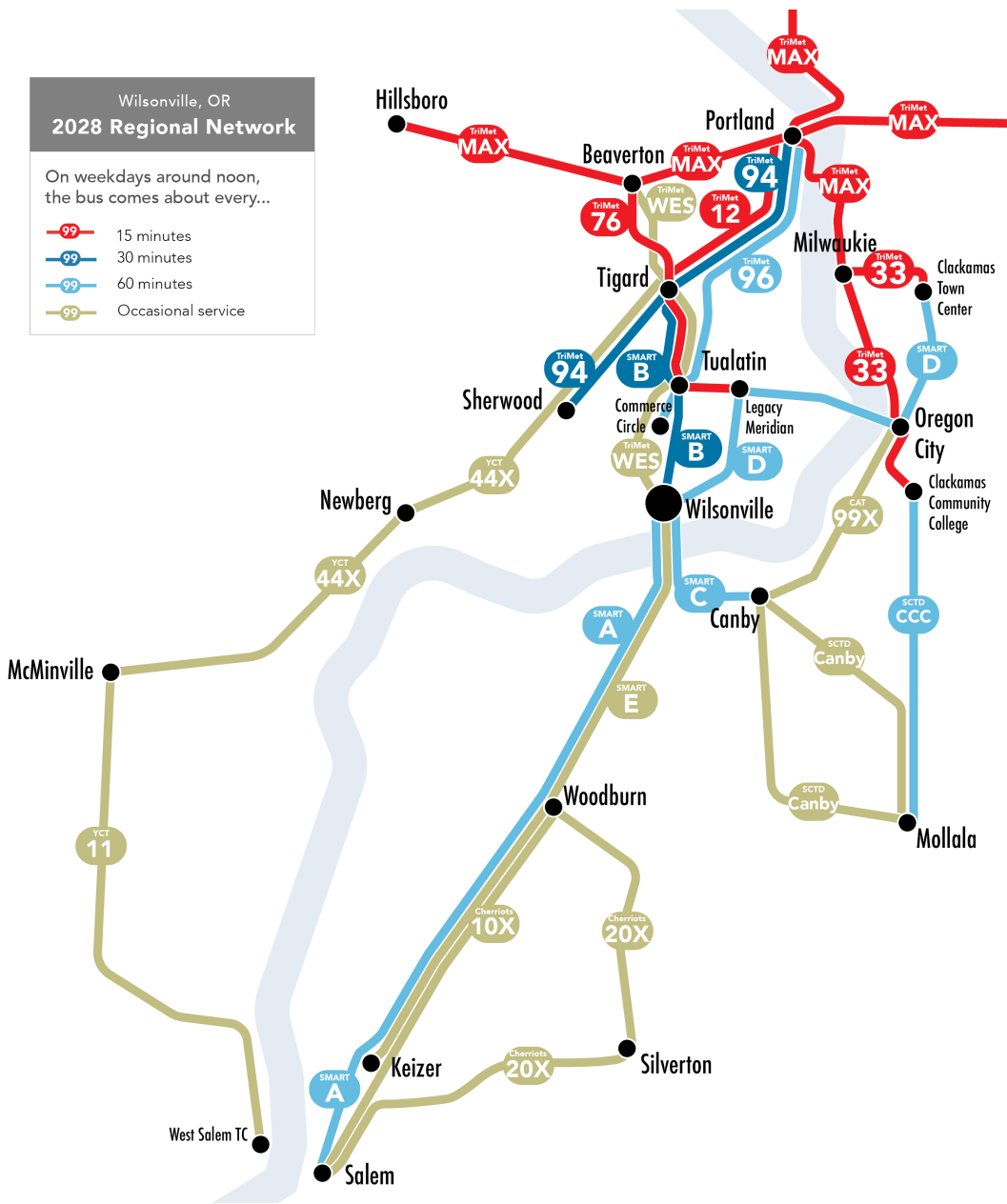


Figure 21: Regional Transit Network Operated by All Transit Agencies, with 2028 Recommended SMART Routes

is reflected in the existing SMART network, on which Route 2X provides both regional service (to Tualatin) and local service (in Wilsonville west of I-5). However Route 2X is the only existing route to combine regional and local service in this way. In the recommended 2028 network, Routes A, B and D would offer at least 1 mile of local stops in addition to regional connections. This will enable more people to use SMART to reach neighboring cities without having to make a transfer in Wilsonville, making SMART more useful for several different types of trips.

First, transit connections for the most common commute patterns would be improved. **Figure 22** charts the south metro area cities by the number of workers traveling between them each day (based on 2018 LEHD data). The largest south metro commuting partners with Wilsonville are Tualatin, Tigard, Woodburn, Canby and Oregon City.

The **yellow highlights** on the table in **Figure 22** show the cities that would be directly connected to Wilsonville by routes in the 2028 network, making it easier or residents and workers to travel between Wilsonville and these other cities during more of the day and week.

Commuting trips only tell part of the story, because people travel for many other reasons. Prior to the pandemic, national research suggested that only 1 in 5 trips by Americans was a trip to work.

In Tualatin, Route B would serve Bridgeport Village and Nyberg Woods. By ending in Tigard, Route B would also connect to many TriMet and Yamhill County bus routes, making it easier to continue trips to Beaverton, Hillsboro, Sherwood, Newberg, or into Portland.

In fact, the trip to Portland would be very similar to the trip available years ago,

via the Barbur Transit Center: Wilsonville residents would ride a SMART bus north and transfer to TriMet's Line 12. By making that connection in Tigard instead of at Barbur TC, SMART can offer many other connections to more lines and places compared to what's available at Barbur TC.

South Metro Area Job Flows
Number of workers with paired home-work location by city

	Aurora	Barlow	Beavercreek	Butteville	Canby	Dayton	Donald	Dundee	Hubbard	Keizer	McMinnville	Molalla	Mulino	Newberg	Oregon City	Sherwood	St. Paul	Tigard	Tualatin	Wilsonville	Woodburn
Aurora	7				39		7	1	28	11	6	12	2	12	10	9	2	22	21	46	51
Barlow		0			4										1	4		4	4	10	2
Beavercreek			67		54		4		4	13	7	48	19	14	314	10		80	67	48	18
Butteville		1		2	15		4		2	6	3	5		5	4	3	1	6	7	15	7
Canby	39	4	54	15	1378		29	12	127	94	68	260	54	118	595	131	4	396	455	722	383
Dayton			1	1	3	61	2	10	1	4	267		1	96	11	13	5	34	37	17	16
Donald	7	0		4	29		12		18	18	22	13	2	40	21	16	4	22	28	45	41
Dundee			1		12	10	2	31	1	10	335	3		270	9	48	2	74	92	57	27
Hubbard	28	0	4	2	127		18	1	67	43	31	39	7	33	40	21	7	80	103	161	265
Keizer	11		13	6	94	4	18	10	43	1450	243	40	4	118	92	47	19	266	221	247	466
McMinnville	6		7	3	68	267	22	335	31	243	5894	28	3	1132	117	140	6	358	333	176	195
Molalla	12	1	48	5	260		13		39	40	28	572	82	51	304	32	2	152	138	158	162
Mulino	2		19	1	54		2		7	4	3	82	31	8	105	10	1	42	22	37	14
Newberg	12	3	14	5	118	96	40	270	33	118	1132	51	8	2226	156	537	24	822	887	509	181
Oregon City	10	1	314	4	595	11	21	9	40	92	117	304	105	156	2411	184	4	963	780	619	167
Sherwood	9	4	10	3	131	13	16	48	21	47	140	32	10	537	184	834	10	1022	1115	575	155
St. Paul				1	4		4		7	19	6			24	4	10	9	5	9	6	24
Tigard	22	4	80		396	34	22	74	80	266	358	152	42	822	963	1022	5	3587	2911	1364	432
Tualatin	21	4	67		455	37	28	92	103	221	333	138	22	887	780	1115	9	2911	2081	1560	736
Wilsonville	46	10	48	15	722	17	45	57	161	247	176	158	37	509	619	575	6	1364	1560	803	718
Woodburn	51	2	18	7	383	16	41	27	265	466	195	162	14	181	167	155	24	432	736	718	1866

Figure 22: South Metro Area cities by number of workers commuting

Route D would connect to Clackamas Town Center, a major employment and social destination, and also a hub for transit connections to many parts of Portland, Gresham and even (in the future) Sandy.

Rather than proceeding “express” all the way to Clackamas, Route D would stop at other busy places, in order to be useful for large numbers of people and justify the high frequency offered on the route. It would stop at Legacy Meridian Medical Center, West Linn and Oregon City.

Oregon City is important not only because it’s dense with residents and jobs, but also because as the county seat of Clackamas County, it is the location of important public and medical services. It is also where connections are available to the main Clackamas Community College (CCC) campus. From the envisioned Route D stop in downtown Oregon City, both CCC and the Providence Willamette Falls Medical Center would be reachable with a transfer to TriMet lines.

Less Reliance on WES for Regional Connectivity

One regional connection that would be de-prioritized in the 2028 Network is the timed connection between SMART bus routes and WES. All of the recommended routes in the 2028 Network have been presented here with “clockface” frequencies, which are frequencies that people can easily remember because they repeat their

pattern from one hour to the next. For example, a 30-minute route would pass someone’s bus stop at 7:07 a.m., 7:37 a.m., 8:07 a.m., and so on.

Clockface frequencies are easy for people to learn and remember. However, they trade-off against other scheduling details that can be valuable, such as scheduling buses to arrive at the right time for connections with other buses (for example in Canby or Salem) or with trains. In the past, when WES ridership was higher, there was an obvious value to making bus schedules time buses to meet WES trains.

However, WES trains are scheduled to come every 45 minutes. If local routes are scheduled to meet WES trains, then they must operate every 15-, 45- or 90- minutes (multiples of 45). But 15- or 90-minute frequencies are often wrong for local Wilsonville routes (unaffordably high or inadequately low), while a 45-minute frequency is not clockface and makes the schedule throughout the day hard to remember.

In addition, ridership on WES has been extremely low for many years, even predating the pandemic.

For these reasons, the frequencies and routes in the 2028 Network have been set to depend less on WES and operate more as a complete regional and local network. WES is one element of the regional network, but not the only and not the overriding priority.

Some route details that result from this decreased emphasis on WES are:

- Route frequencies of 30- or 60- minutes, rather than every 45 minutes.
- The terminating of a few routes (D, E and F) in the proposed east side Town Center facility rather than at the west side Transit Center / WES station.
- No deviation off of Wilsonville Road north to the WES station by the regional Route D or local Route F, making them more linear routes for people not traveling to or from WES.

Regional Routes Near Residents and Businesses

In public input, regional services were given high priority for SMART’s future network. Today, only a minority of residents live near one of SMART’s services that can take them beyond the Wilsonville city boundary. **Figure 23** shows that about 40% of residents live within a 1/2-mile walk of a regional route.

With the 2028 Network, not only would the range of destinations available via SMART regional services increase, but so would

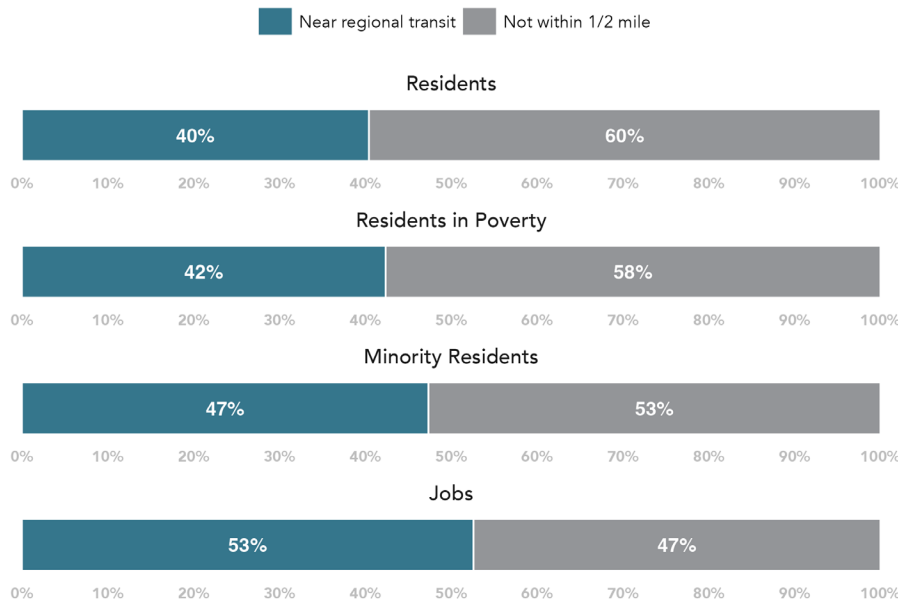
the number of residents living near those routes. As **Figure 24** shows, the percent of Wilsonville residents living near a regional route would increase to 53%. This is mainly a result of the new Routes B and D.

Route D would replace SMART’s temporarily suspended Medical Shuttle with a regular hourly route from Wilsonville to Clackamas Town Center. Within the City, it would run on Stafford Rd and Wilsonville Rd, and would terminate at Graham Oaks Park. That means that a large portion of the River Fox and Mayfield neighborhoods at the west end of Wilsonville Rd would

now be within walking distance of a route to Legacy Meridian, West Linn, Oregon City and Clackamas.

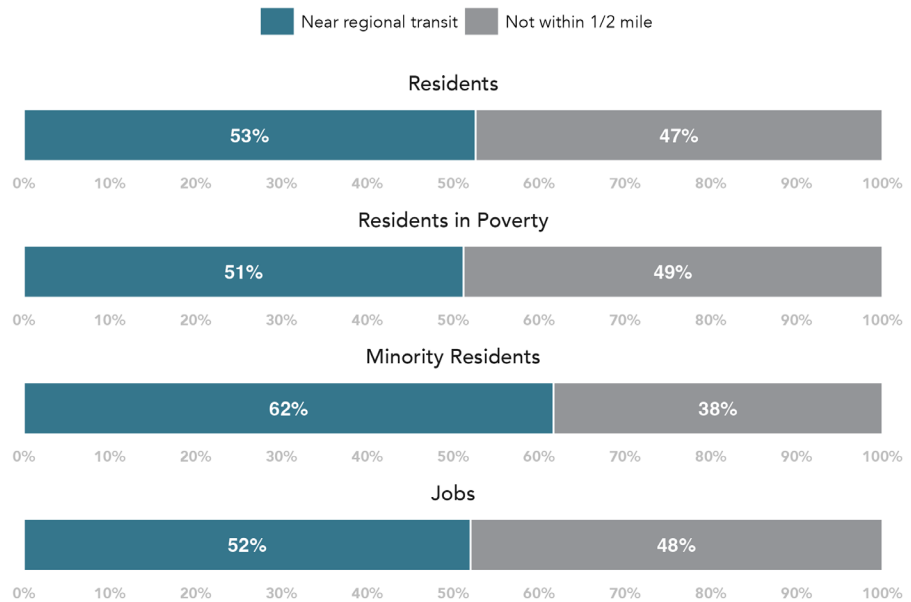
Route B would replace the existing 2X, but it would also serve a longer segment of Canyon Creek Rd. Canyon Creek Road has some dense apartment neighborhoods along it, as well as low-density employment campuses. South of Boeckman Road Canyon Creek Road is separated from Wilsonville Road by the creek, making walks for some residents to existing service rather long.

Proximity to Regional Transit
2022 - Weekday at noon



te: Proximity to a regional route is measured as being located within 1/2 mile of a bus stop along Routes 1x, 2x, 3x, 80x, and M.

Proximity to Regional Transit
2028 - Weekday at noon



te: Proximity to a regional route is measured as being located within 1/2 mile of a bus stop along Routes A, B, C, D, and E.

Figure 23: Proximity to Transit Service - SMART 2022 Network

Figure 24: Proximity to Transit Service - SMART 2028 Network

Adding service on Canyon Creek Road, and all-day regional service, would put many more residents and jobs in Wilsonville one bus away from Tualatin and Tigard.

New Transfer Points Inside Wilsonville

In the existing SMART network, most routes come together at the Wilsonville Transit Center on the west side, adjacent to the TriMet WES station. WES connects to Tualatin and Tigard, but since its inception it has only operated during rush hours, and its high cost of operation and low ridership has made it difficult for TriMet to justify longer hours of service. Mixed use development is being added near the Transit Center, but the area surrounding it is foreseen to be fairly low-density industrial and open space for years to come, land uses that don't generate much transportation demand.

On the other hand, Wilsonville Town Center east of I-5 has a combination of retail and service businesses, a community college campus, public services and offices, and nearby apartments. The City of Wilsonville has an ambitious plan to redevelop portions of this area in the future. In this Plan, the Town Center is foreseen as an important node with fairly high demand for transit. Establishing a small transit center there would also help SMART avoid some congestion around I-5, and make some bus

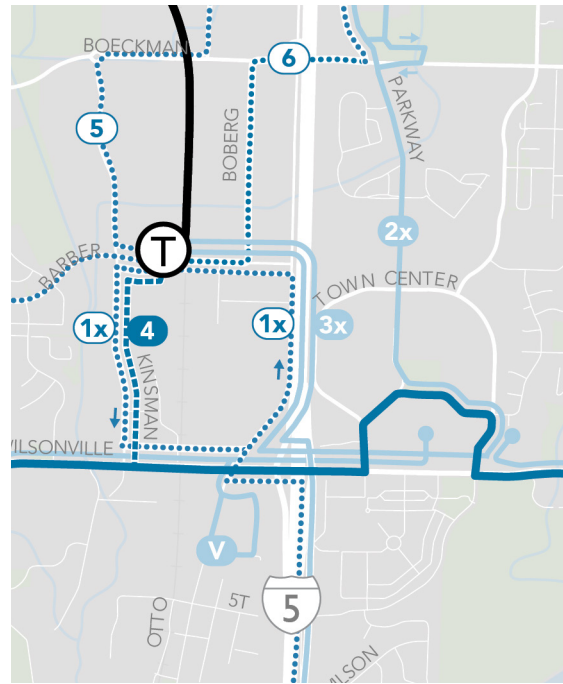


Figure 25: SMART Existing Network - Central Wilsonville

routes more linear and direct by relieving them of the need to deviate north to the west side Transit Center.

Figure 25 and Figure 26 compare the existing and 2028 networks in the central area of Wilsonville. In the existing network, every route goes to the Wilsonville Transit Center. In the 2028 network, this will work a little differently. Of the two connection points:

- Routes A, B, and G will serve both the west side Transit Center and the east side Town Center. Route B will connect the two centers every 30 minutes.

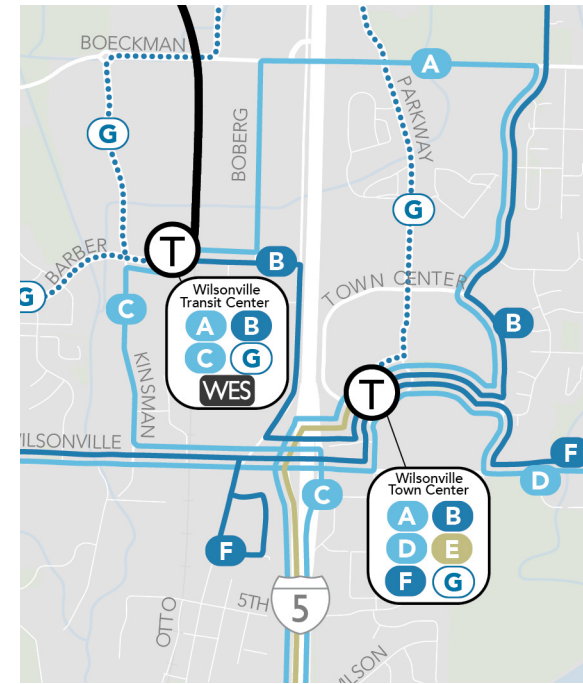


Figure 26: SMART 2028 Network - Central Wilsonville

- Routes D, E and F will only serve the east side Town Center.
- Route C will only serve the west side Transit Center.

Both locations are important as places where riders can transfer between routes, and as places where layover can take place. However, these centers are not the only places where transfers can be made – transfers between most routes will still be possible elsewhere in the city.

Transfer from route...

	A	B	C	D	E	F	G
A		Both	W. TC	E. TC	E. TC	E. TC	Both
B	Both		Both	E. TC	E. TC	E. TC	Both
C	W. TC	Both		OS		OS	W. TC
D	E. TC	E. TC	OS		E. TC	E. TC	E. TC
E	E. TC	E. TC		E. TC		E. TC	E. TC
F	E. TC	E. TC	OS	E. TC	E. TC		E. TC
G	Both	Both	W. TC	E. TC	E. TC	E. TC	

Road. **Figure 28** shows an example of a potential transfer using Routes C and D.

Because some routes would pass through the east side Town Center before terminating at the west side Transit Center, more transfers would be possible at the east side location than the west side location. However, depending on scheduling, the timing of transfers might mean that some

passengers prefer to use one transit center or the other, when they have the option to use either.

The only routes that wouldn't connect easily with one another would be Route C (Canby) and Route E (Woodburn/Keizer). However, the towns of Woodburn and Canby are already connected to one another by CAT's Route 99 service on Highway 99E, so there is unlikely to be much demand for this transfer in Wilsonville.

Figure 27: Locations for potential transfers among routes in the 2028 Network

Figure 27 shows where transfers between pairs of routes could take place.

- "W. TC" means a rider could transfer at the west side Transit Center (also known as Wilsonville Transit Center or the WES station).
- "E. TC" means a rider could transfer at the new east side Town Center facility, which will be on or near Park Place.
- "Both" means that a transfer would be possible in either place.
- The transfers marked "OS" would take place on-street away from either facility.

Connections between Routes C and D, and between Routes C and F, would happen along Wilsonville Road, at stops at either Boones Ferry Road or Kinsman

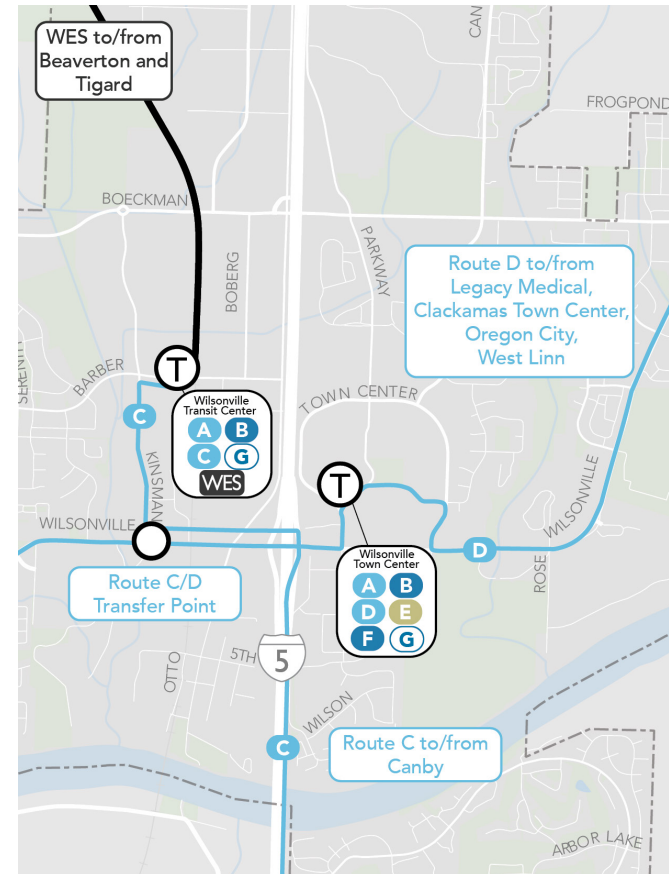


Figure 28: Example of a transfer between Routes C and D along Wilsonville Road in the 2028 Network.

Better Weekend Service

Saturday Service

Figure 29 and Figure 30 compare the frequency of each route on Saturdays between the 2022 and proposed 2028 networks.

As of 2022, only three routes were running on Saturdays:

- Route 4 on Wilsonville Road, every 30 minutes with some longer waits at midday.
- Route 2X between Wilsonville and Tualatin, every 30 minutes with some longer waits at midday.
- The Villebois Shuttle, which made just three trips per Saturday.

Demand-response service (“Dial-a-ride”) is currently offered on Saturdays over the same hours as fixed-routes.

Limited weekend service severely limits the usefulness of transit for most people. A person who works on weekends can’t chose transit if it is barely there or not there at all on Saturdays.

With the 2028 network, the amount of service available on Saturdays would increase dramatically. All of the regional routes would run on Saturdays, making it possible to travel among Wilsonville

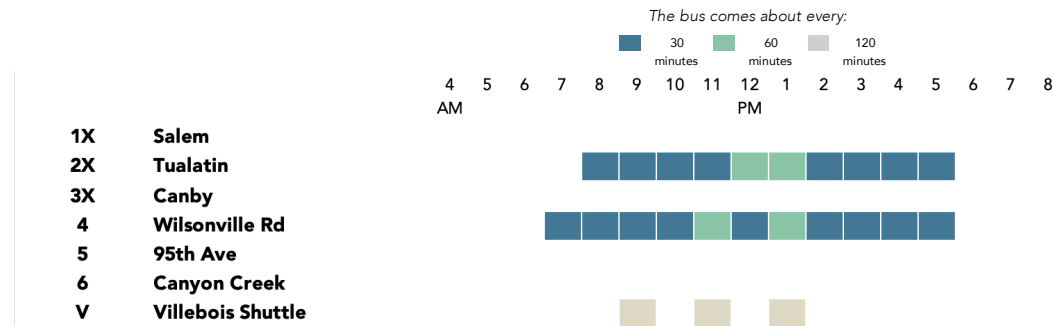


Figure 29: Saturday Frequency by Hour by Route - Existing SMART Network

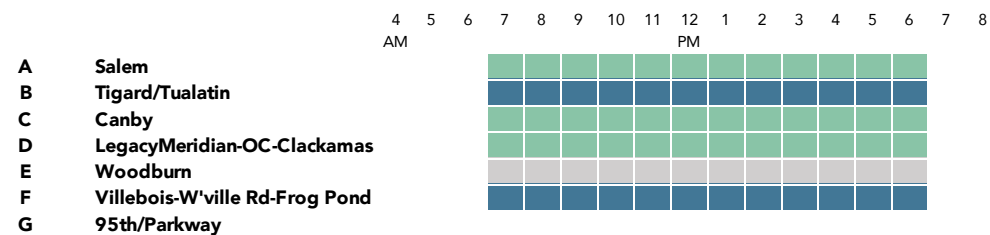


Figure 30: Saturday Frequency by Hour by Route - 2028 Network

and Salem, Tualatin, Tigard, Canby and Woodburn 6 days of the week. Except for Route E to Woodburn, all of these routes would run at least every hour, with the Tigard/Tualatin and Wilsonville Rd routes running every 30 minutes.

The only parts of Wilsonville that would not have Saturday service with the 2028 network are those served by Route G at rush hour only; these are also mainly employment and industrial areas, and service designed for them is particularly adapted for a 9-5 commute.

Sunday Service

Today, no SMART routes run on Sundays. That means that transit is not an option for

people in Wilsonville who need to travel on Sundays, and once someone purchases a car to solve their Sunday transportation problem they are likely to use it for the rest of their week.

The 2028 Network establishes a basic level of SMART service on Sundays. This service level would actually exceed what is currently provided on Saturdays by the existing network. The Sunday network would be:

- Route F - Wilsonville Rd would run every 60 minutes.
- Route A - Salem would run every 60 minutes.
- Route B - Tigard / Tualatin would run

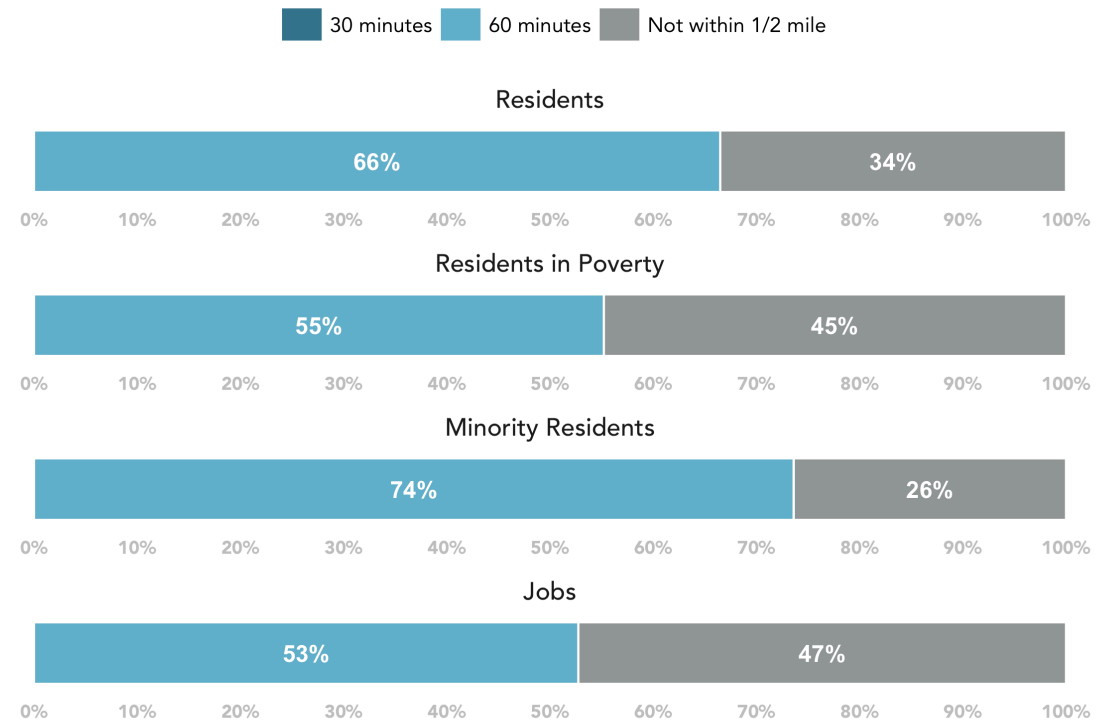
every 60 minutes.

With this structure, the most productive local and regional services (based on recent and historical ridership) would be available every day of the week. That means that a person who wants to travel from a home along the east end of Wilsonville Rd to Fred Meyer could do that by transit every day. Similarly, a person who lives along Canyon Creek Rd and works at Bridgeport Village could easily make that trip by transit every day with Route B. A resident of Tigard who wants to work at a Wilsonville business could accept a weekend shift.

Figure 31 shows how many residents in Wilsonville would be near transit with the 2028 Network’s Sunday service. A majority (66%) of all residents would be within a 1/2 -mile walk of a route running all seven days of the week.

SMART 2028 - Sunday at noon

What percentage of the SMART service area is near transit that comes every



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 31: Wilsonville residents and jobs near SMART service on Sundays in the 2028 Network

Recommended Routes

This section describes each route in the 2028 Network in detail. **Note that stop locations shown are approximate. Actual stop locations will be proposed during service change processes in the future.**

Route A - Salem

Route A is the 2028 Network’s new version of SMART’s existing Route 1X between Wilsonville and Salem. This would be maintained similar to today’s route, but with added trips during the midday.

The main change would be how the route circulates through Wilsonville. Today, coming from Salem, Route 1X gets off I-5 at the Wilsonville Rd exit and makes a one-way loop of Boones Ferry Rd and Kinsman to reach the Wilsonville Transit Center. This is an industrial area, so almost no Wilsonville residents actually live near the 1X. Most people wishing to use it will need to reach the west side Transit Center first, which adds to their journey time.

In the 2028 Network, the new Route A would instead travel east from the I-5 through the Town Center, and then along Canyon Creek, Boeckman and Boberg to end at the west side TC. This would offer a bus to Salem within a 10 minute walk of about 4,600 residents. Today’s Route 1X service to Salem is walking distance from only about 400 Wilsonville residents.

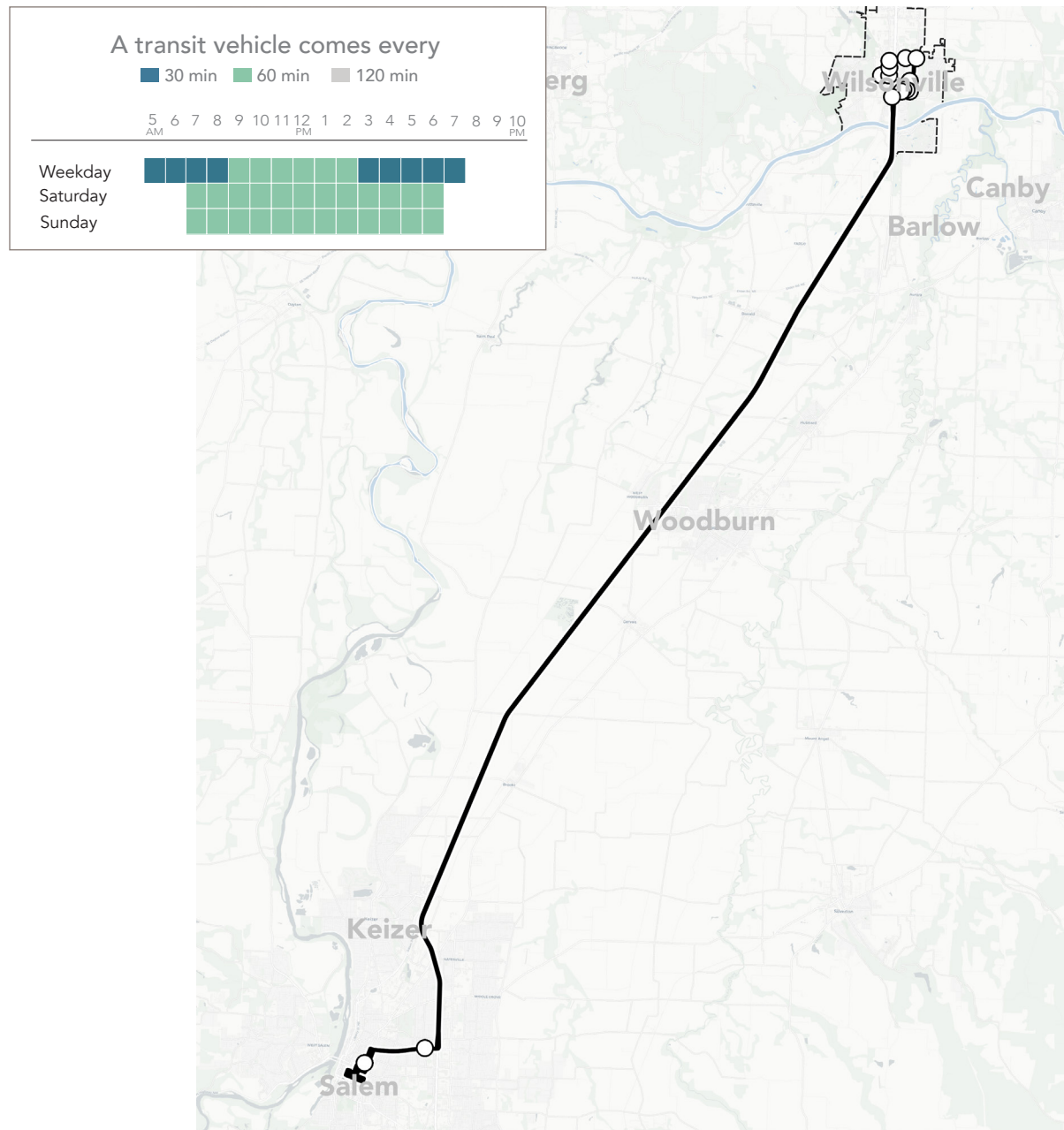


Figure 32: 2028 Network - Route A

Route B - Tigard/Tualatin

Route B replaces SMART’s current 2X service to Tualatin, with a route that continues north to Tigard.

Running every 30 minutes, Route B effectively plugs SMART into one of the most important connection points in the metro area’s west side network, the Tigard Transit Center. Today, Tigard can be reached using WES during weekday rush hours only, or with an additional transfer between SMART’s 2X and TriMet routes in Tualatin.

Tigard is already served by routes running every 15 minutes that continue to Downtown Portland and Beaverton, as well as other routes to most parts of the west side of the metro area and Yamhill County. TriMet plans for increases to service from these places to Tigard in future years.

By bringing people to (or from) Tigard, SMART can connect Wilsonville to numerous places that are also connected to Tigard - such as Beaverton, Washington Square Mall, Sherwood, Tualatin and Portland.

During public involvement, some people requested a direct route between Wilsonville and Sherwood. As shown in the table on page 142, Sherwood is not a major source of work commute travel demand to and from Wilsonville, ranking 11th. It is currently quite difficult to get between the two cities by transit.

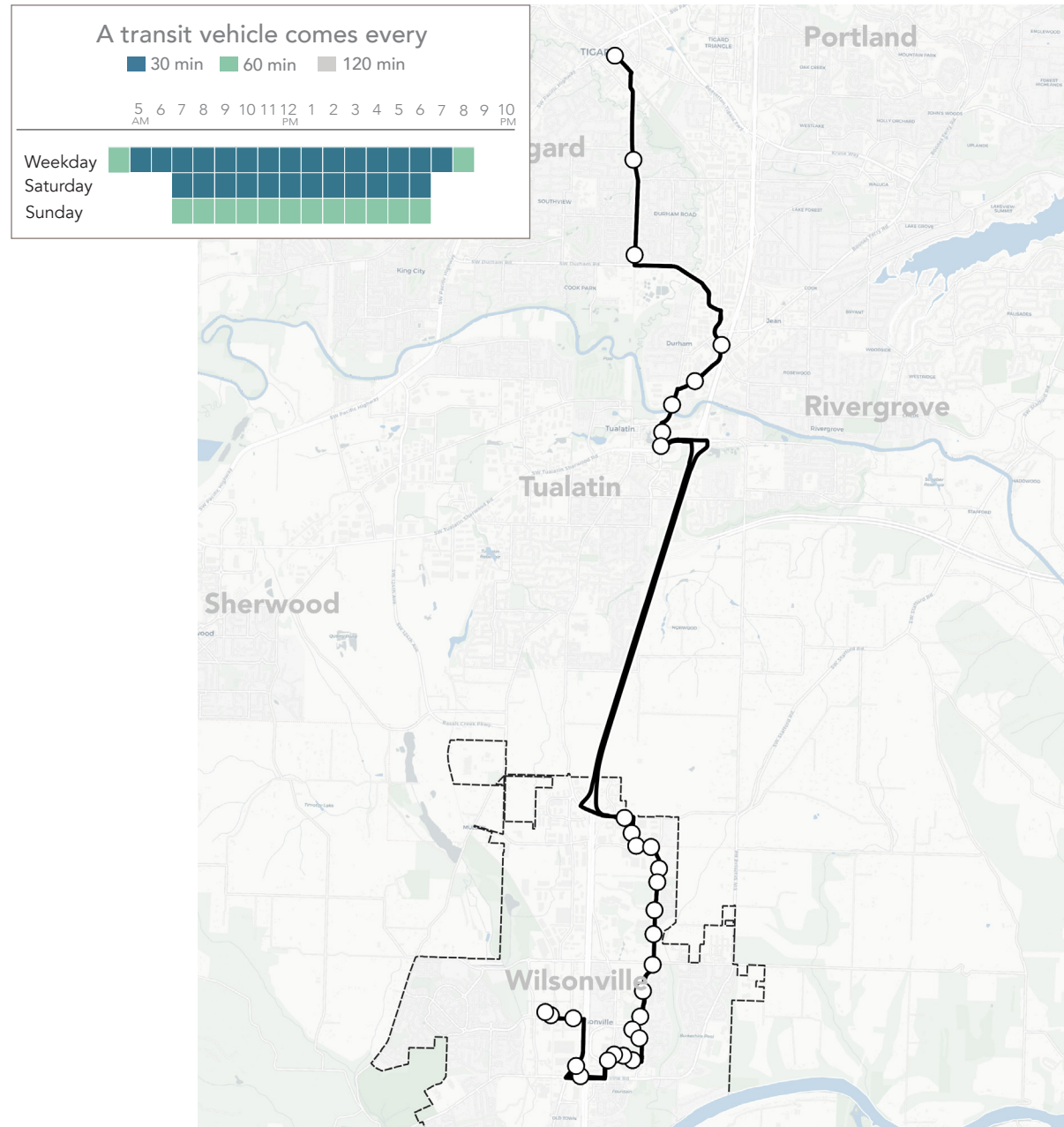


Figure 33: 2028 Network - Route B

A route directly between the two cities would likely have a very low frequency, perhaps just 2-4 trips per day, because of the relatively small number of people making the trip and the lack of urban development between the cities. Rather than provide a very infrequent route for Sherwood-Wilsonville trips, this Plan offers a better frequency to Tigard where connections are available to Sherwood. This will give people more opportunities each day (and on more days of the week) when they could make the trip, compared to what would be possible on a route connecting only the two cities and no other destinations. Certainly in the future, as both cities grow and especially if urban development occurs on the roads between them, a direct route connecting them would become easier to justify at a decent frequency.

The existing SMART Route 2X ends at the Tualatin Park & Ride near Bridgeport Village, missing an important activity center near the Nyberg Road I-5 exit. There are two major grocery stores, retailers and apartments located in this development area, known as Nyberg Rivers. Route B would get off I-5 at Nyberg (rather than at the Lower Boones Ferry Rd exit as 2X does today), and then use Nyberg, Martinazzi, Boones Ferry and Lower Boones Ferry to reach Bridgeport Village.

Instead of ending at Tualatin Park & Ride, Route B would then continue north to

Tigard via 72nd, Durham Rd and Hall Blvd.

Route B would not make all local (TriMet) stops in Tualatin and Tigard, instead making widely-spaced stops in order to avoid competing with TriMet services for any trips that are not leaving the TriMet service area. Since this is TriMet's service territory, the details of this arrangement will need to be worked out with TriMet.

The bus stop locations shown on the map of Route B on the previous page are not to be taken as precise, intended to demonstrate approximate stop spacing rather than proposals for specific stop locations.

In addition, procedures or improvements to make at-grade railroad crossings in Tualatin safe would need to be in place for this service to operate.

Route C - Canby

The 2028 Network’s Route C is the new version of the existing Route 3X between Wilsonville and Canby. This route would change very little from the existing design. The only change to routing compared to the existing 3X is that Route C would use Airport Rd rather than Highway 551 between Charbonneau and the Aurora State Airport.

The most meaningful improvement to Route C compared to the existing 3X is that it would operate more frequently throughout the day. Route C would run every 60 minutes all day long; today’s 3X runs about this often during the morning and afternoon, but with long gaps in the middle of the day that make waiting times longer and connections to CAT’s 99X service difficult. Hourly service would also be offered on Saturdays.

Connections would be available in downtown Canby to CAT’s 99X route going south and north on Highway 99E, to Salem in the south and Oregon City in the north.

Route 3X buses are affected by unpredictable delays and regular congestion on I-5 across the Willamette River. ODOT and Wilsonville have studied improvements to the I-5 bridge, and rulemaking for bus use on shoulders is underway. In the future, SMART could consider using the Canby Ferry or applying to use the shoulders of I-5 in order to improve reliability and shorten transit travel times on this route.

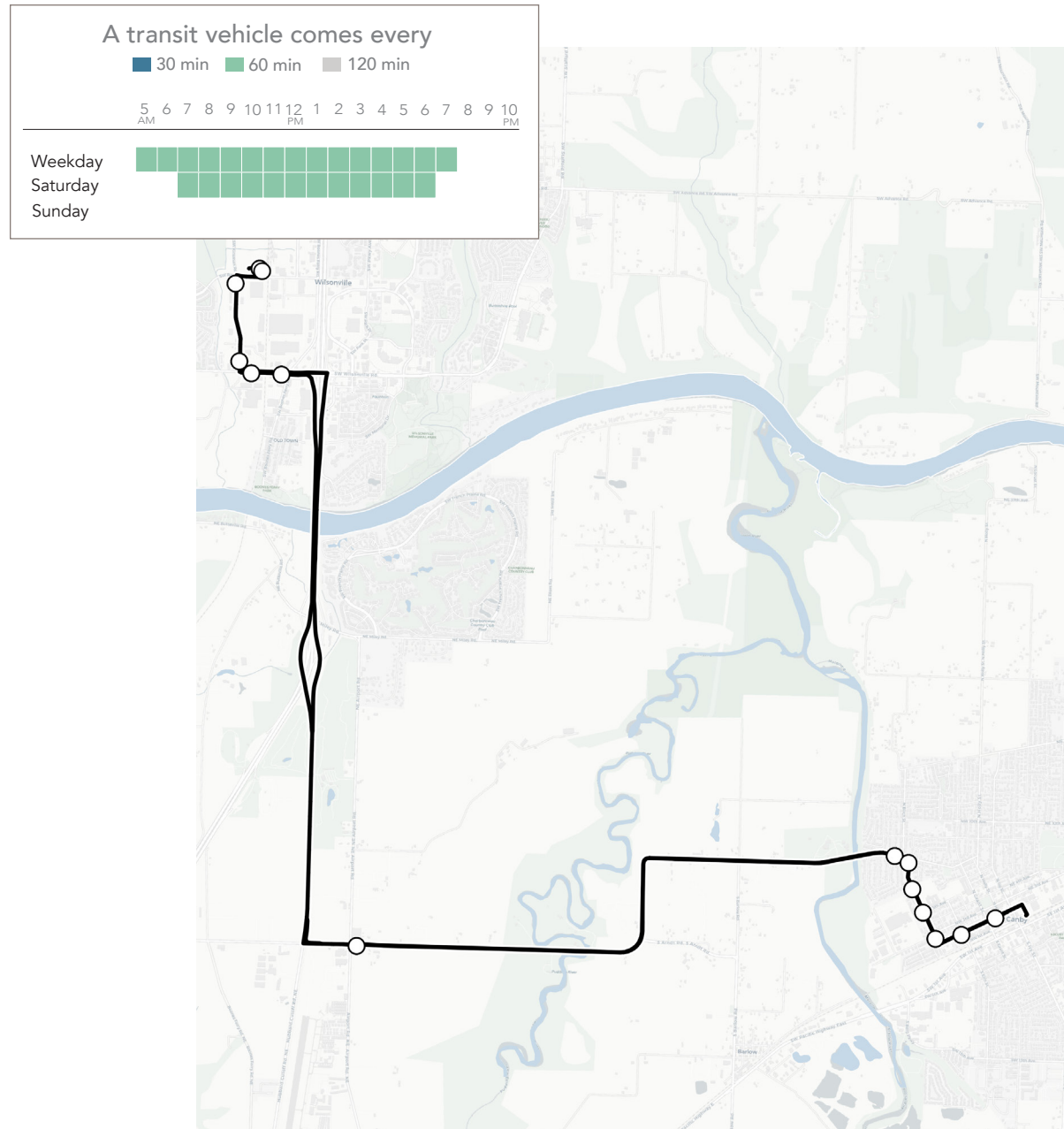


Figure 34: 2028 Network - Route C

Route D - Legacy Meridian/ Oregon City/Clackamas

Route D is an important new regional connection for SMART that fills an gap in connectivity in the south metro area. Today, trips across the Willamette River are not possible without either going through Downtown Portland or Canby. Traveling through Downtown Portland involves copious out-of-direction miles, and while traveling through Canby is more direct the route frequencies mean a fairly long wait is required to transfer in Canby.

Route D would establish a new service from Wilsonville to Clackamas Town Center (TC) using I-205, stopping along the way in West Linn and Oregon City. It would operate at least once per hour, all day long, weekdays and Saturdays, with some additional frequency during rush hours. It would take advantage of SMART’s ability to run buses on the shoulders of I-205 to get around congestion.

Connections to TriMet services would be available at Legacy Meridian, Oregon City Transit Center, and Clackamas TC. Connections to shuttles operated by RideConnection would be available at Legacy Meridian as well. Sandy Area Metro plans to serve Clackamas TC in the future.

Route D would enter Wilsonville via Stafford Rd in the east, and use Wilsonville Rd to reach its western terminus at Graham Oaks. (Example trips involving Route D are shown starting on page 46.)

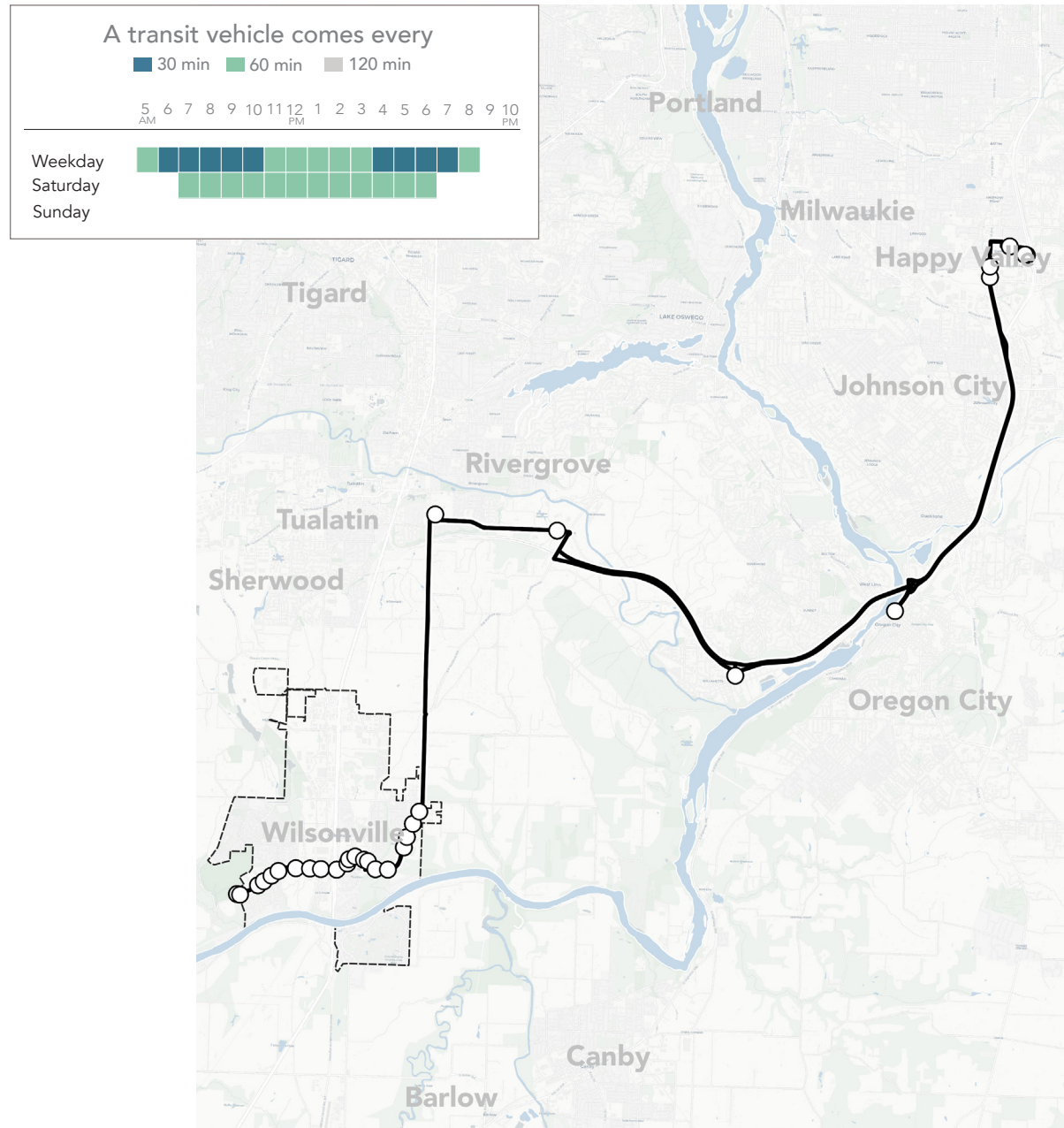


Figure 35: 2028 Network - Route D

Route E - Woodburn/Keizer

As of 2018, Woodburn was comparable to Canby in terms of the number of people commuting between Woodburn and Wilsonville (per the table on page 27). And yet, as of 2023 reaching Woodburn by transit is quite difficult. While it is possible via a connection to CAT's 99E route, this route deposits riders on the east edge of the city, and misses both the downtown core and the outlet mall to the west of I-5.

The 2028 Network would establish a connection between Wilsonville and the eastern side of Woodburn with Route E. Route E would run from Wilsonville to Keizer (benefiting from any potential bus priority treatments on I-5, like Route C).

It would stop at the Memorial Transit Center in Woodburn just east of I-5. Connections to Woodburn's local bus route are available at the transit center, to help riders continue on to the developments west of I-5 (some are a 15-20 minute walk away, and some are farther) or to downtown Woodburn and other parts of the city to east of the transit center.

Route E would be operated as a shared service with Cherriots's Route 80x. However, at the frequency shown above (every two hours) the route would cycle efficiently with one bus, which means that SMART could operate it independently, or could skip some trips when the Cherriots vehicle is scheduled to make the trip.

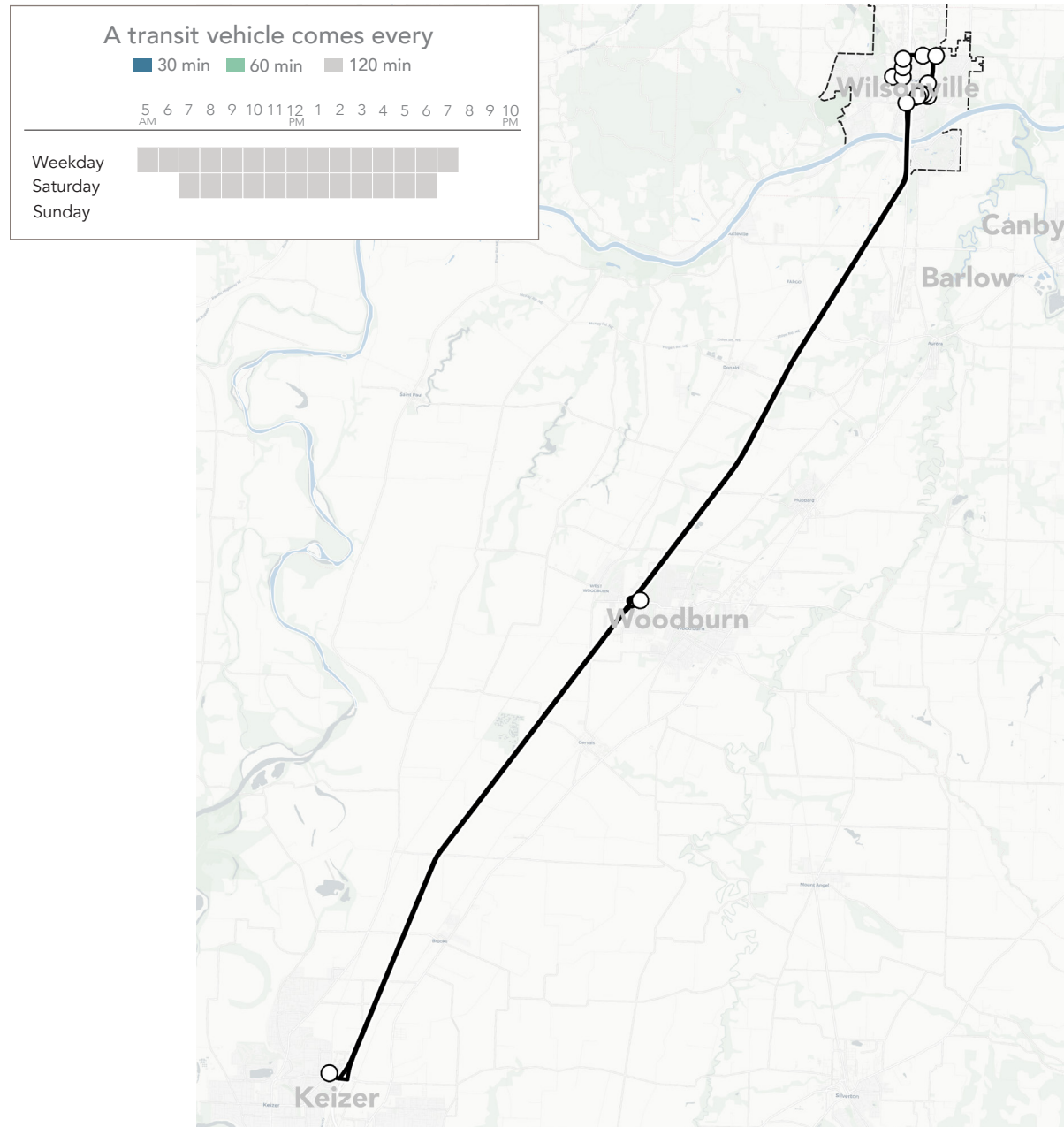


Figure 36: 2028 Network - Route E

Route F - Villebois/Wilsonville Rd/ Frog Pond

Route F has some similarities to the existing Route 4 and the existing Villebois Shuttle, also known as Route V.

Like Route 4, Route F would serve a long section of Wilsonville Road, which is SMART's busiest corridor due to its concentration of shopping, commercial buildings, apartment housing and multiple schools.

Route F would connect Villebois, Brown Road, the Fred Meyer, the eastern Town Center, and new residential development in Frog Pond. It would be more direct than the existing Route 4 due to the elimination of the deviation north to the west side Transit Center / WES station. (Most of the areas connected to the WES station by the existing Route 4 would, in the 2028 network, be connected by other routes, allowing Routes D and F to be more linear.) Route F would be longer, and much more frequent, than the existing Villebois Shuttle which offers quite minimal frequencies in the existing network.

Meanwhile, residents on Wilsonville Road west of Brown Road who are *not* on this new Route F would instead be on the new regional Route D, enjoying a more linear route along Wilsonville Road and a one-seat-ride to Legacy Meridian Medical Center, West Linn, Oregon City and Clackamas TC.

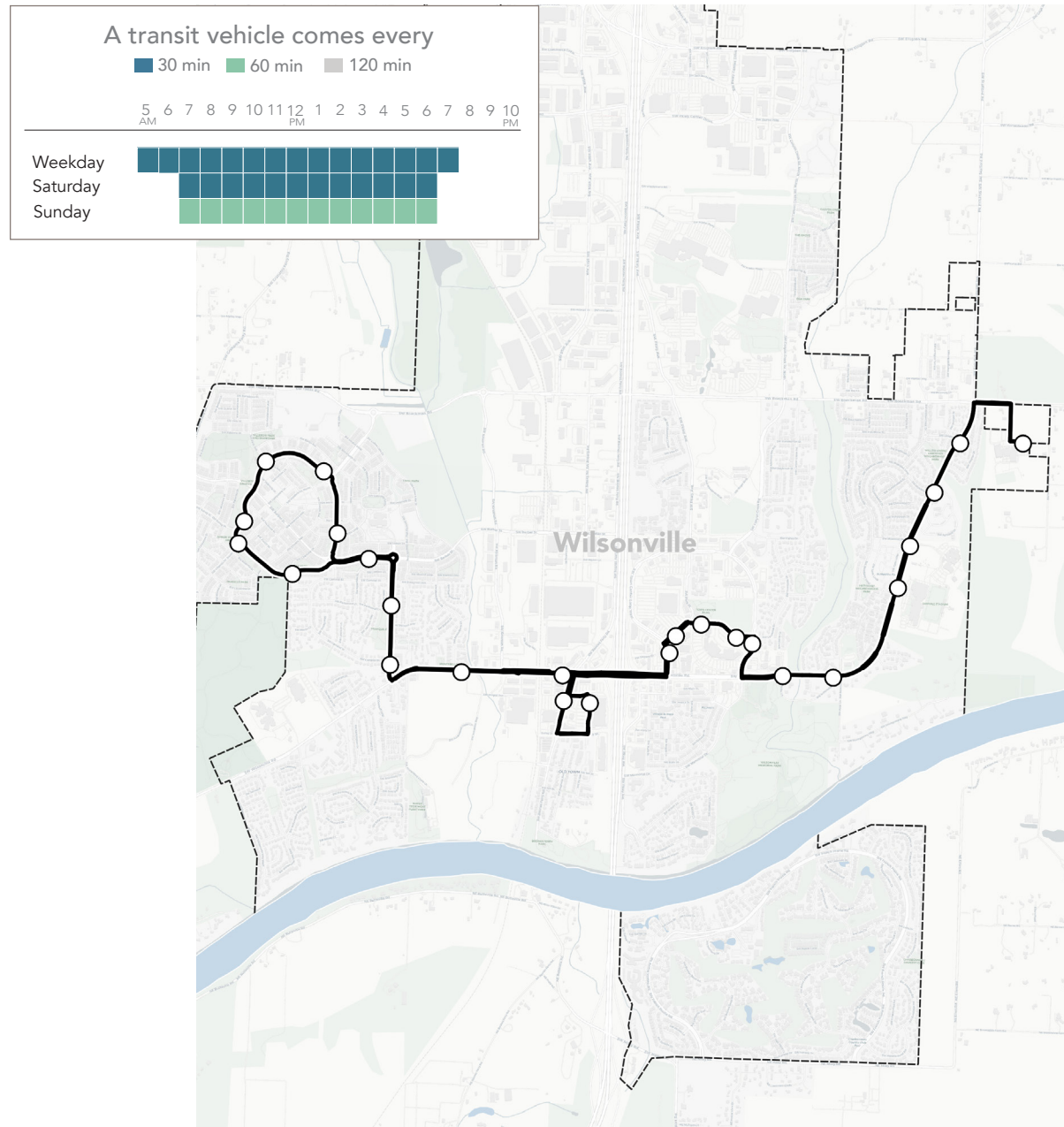


Figure 37: 2028 Network - Route F

Route G - Parkway/95th St./ Villebois

Route G is designed to serve employment areas east and west of I-5 in the northern portions of Wilsonville and connect them to the west side Transit Center / WES station and the east side Town Center.

Today, the areas Route G would serve are on Routes 5 and 6, both of which run only during rush hours (while WES is operating). Route G would maintain a similar schedule, operating only during the morning and afternoon rush hours on weekdays, but with a consistent 30-minute frequency.

Route G differs from SMART’s existing 6 and 5 in that it is designed to serve a wider variety of trip purposes, and make it easier to access jobs in the industrial areas of Wilsonville from more places. Unlike the existing routes, Route G’s east end is at the Town Center, where it would connect to many other regional routes besides WES, and be within walking distance to nearby residents.

In the west, Route G would end in Villebois, and act as the rush-hour service connecting Villebois to WES. However, because Villebois is fairly close to the WES station (about 1.1 miles from the center), and the biking and walking conditions are very good, an alternative plan could be to instead send this “tail” of Route G down Brown Road to the western end of Wilsonville Road instead, where residents are 1/2 mile farther and a more difficult

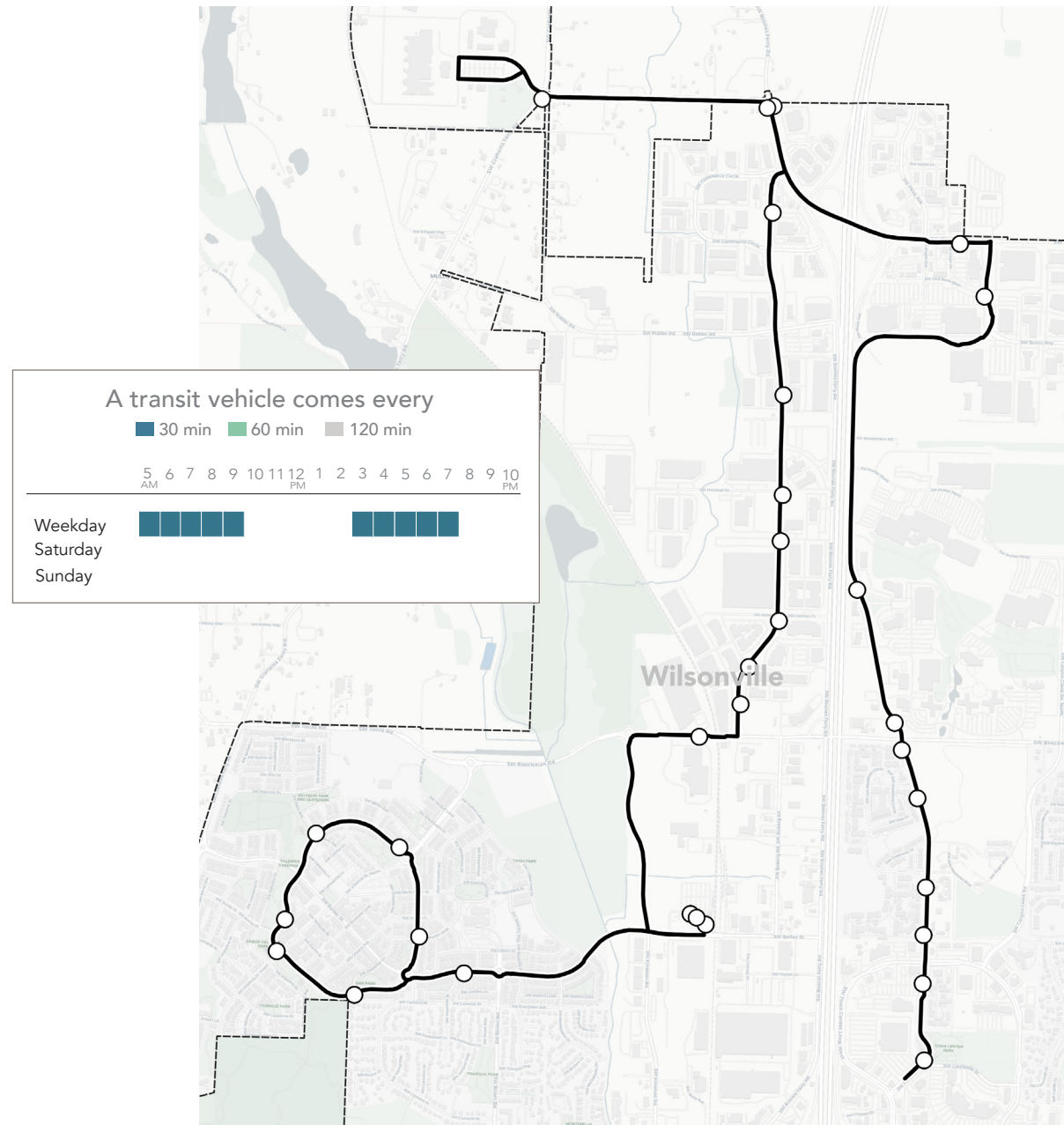


Figure 38: 2028 Network - Route G

bike ride away from the WES station.

To the north, Route G would serve Commerce Circle in both directions. Existing Route 5 serves Commerce Circle only southbound, so people coming from the south have to ride around the loop of Ridder, Grahams Ferry and Day in order to reach their Commerce Circle destination. This would improve the legibility of the service and save people some travel time.

Route G would stop at the Coffee Creek Correctional Facility when requested in advance, and consistently on the first trips of the morning when inmates are released and need transit to return home. By making that stop request-only for most of the day, SMART would avoid hauling passengers a long distance out of their way to pick up or drop off no one, while still providing an essential connection when it is needed.

But stop locations shown on the map of Route G on the previous page (and Route F on page 40) are approximate. Actual stop locations will be proposed during a future service change process.

Residents' Proximity to Service

The number of residents within 1/2 mile of transit would increase slightly with the 2028 Network. Where would coverage change?

The map on the left in **Figure 39** shows the existing SMART service extent in Wilsonville. Each dot represents 5 people. Blue dots are within a 1/2-mile walk of transit (transit that is operating at noon on weekdays), red dots are outside of that distance. The 1/2-mile walking buffer from each SMART stop is shown as a blue line.

In the existing network, a few places with lots of residents stand out as lacking access to transit. The most notable gap in the central area of Wilsonville is the cluster of dots along Canyon Creek Road south of Boeckman.

The entirety of Charbonneau, as well as some areas immediately north of the Willamette River, are also far from transit, but they are much less transit-oriented in their design than Canyon Creek Road, and much more costly for SMART to reach with transit service. There are no viable transit routes through the neighborhoods near Memorial Park or along the Willamette River (where a bus would have to wiggle down small streets and then turn around in cul de sacs), and these were not areas that public input suggested as high priorities

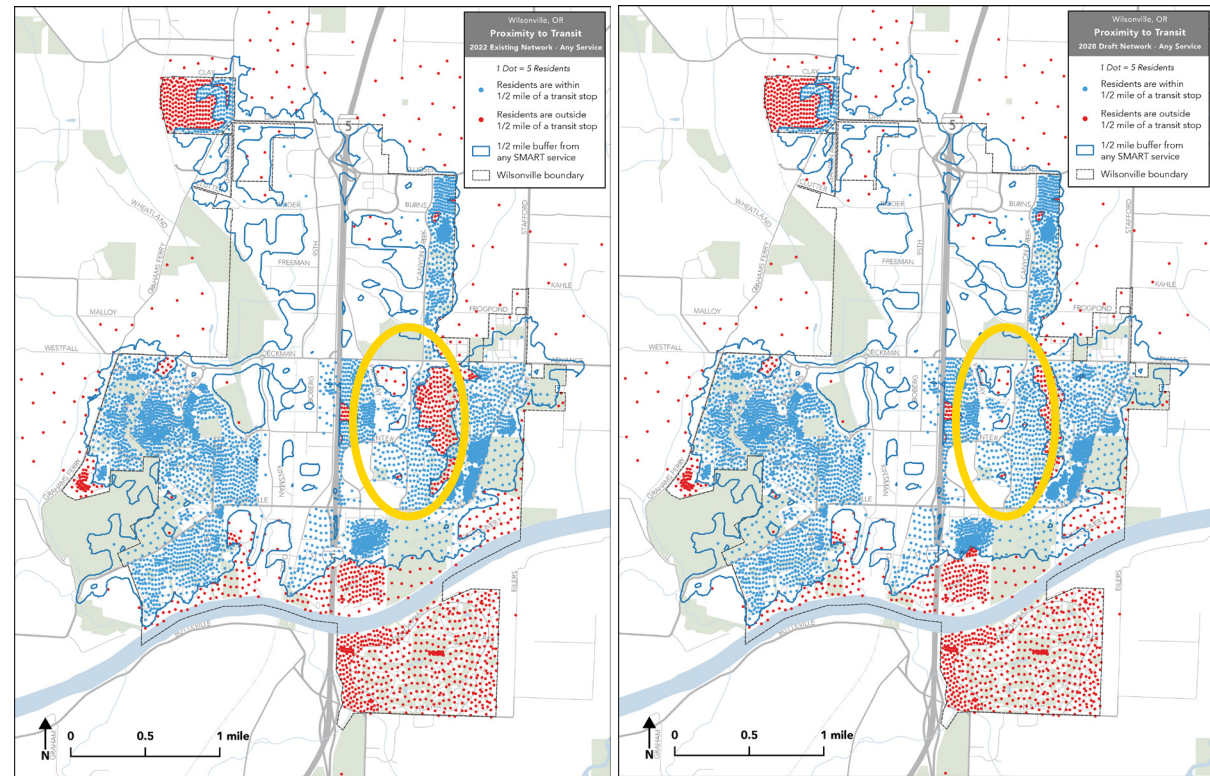


Figure 39: Residents within 1/2 mile walk of a bus stop in the 2022 network (at left) and in the 2028 Network (at right).

for network expansion. The 2028 Network does not reach any more people near the river.

Canyon Creek Road is on the way to other destinations, and can be served by SMART buses on their way north to Argyle Square without requiring them to deviate or discourage through-riding passengers. In the 2028 Network, it is served by Route B that continues on beyond Argyle Square to Tualatin and Tigard.

The area circled in yellow on these maps would be newly covered by Route B.¹

¹ In fact, the remaining red dots west of Canyon Creek Road are an artifact of the way the U.S. Census draws the Census blocks to in the Boeckman Creek area. Those red dots represent residents who actually live within 1/2 mile of Canyon Creek Road, not in the creek, and they would therefore be covered thanks to the new Route B.

Fixed Route Operating Increases

Using the frequencies, spans, lengths and assumed speeds of each of the proposed routes, we can estimate the number of vehicles and drivers required in-service, and the number of hours of each, required for each route. We can also estimate the miles of distance vehicles will have to travel to deliver each route. These are the basic components of operating cost: Revenue Hours in service, Revenue Miles in service, and Peak Vehicles required to deliver the service at its peak frequency.

(A “revenue hour” is one hour of a bus and driver on the road, providing service to passengers. A “revenue mile” is a mile driven on a route, in service. “Peak vehicles” are the greatest number of vehicles required at any one time to deliver service during the week, which is normally during rush hours. Revenue hours, revenue miles and peak vehicles define most of an agency’s costs to provide fixed-route transit.)

Figure 40 on the next page reports these cost elements along with the proposed frequency of each 2028 route.

These cost elements are used to generate dollar estimates of operating cost starting on page 86.

The 2028 Network represents a substantial expansion in service above the existing SMART network, befitting its role as the

endpoint of an ambitious 5-year improvement program. The 2028 Network would require about 252 revenue hours of service each weekday, approximately 71% more than SMART’s current weekday service.

However, the more substantial ongoing expenditure would come from the expansion of weekend service. The 2028 network would improve Saturday service on most routes, more than tripling Saturday service. It would also turn on three routes on Sunday for the first time.

As a result, the total annual cost of fixed-route service in the 2028 Network is about 75,000 revenue hours, an 89% increase compared to the existing service level. This does not account for the cost of adding demand-response service and other personnel on weekends as well. The nature of those costs are described in chapter 5, and estimated costs are presented starting on page 86.

Shared Operations with Cherriots

Today SMART and Cherriots (the transit provider for Salem, Keizer, and Marion and Polk Counties) share the cost of providing Route 1X. The cost share is simple: each agency runs some of the daily trips using its own vehicles.

In calculating the costs of future services on Route A, which would replace Route 1X, and on Route E, a new connection among Wilsonville, Woodburn and Keizer, we have assumed that this arrangement

would continue on weekdays. The Revenue Hours, Revenue Miles and Peak Vehicles given in the table on the next page only include one-half of those cost elements on weekdays.

However, we have not assumed that this cost sharing would apply on weekends (when Route 1X does not run today). All of the costs that arise from Saturday and Sunday service, for Routes A and E, have been included in the table on the next page.

Route E (Wilsonville-Woodburn-Keizer) would require only one bus to operate at the recommended frequency (120 mins). In practice, this means that the two agencies could not split costs by alternating trips with their own buses. A different method of cost sharing could be developed for this route alone, or perhaps for both of the routes (A and E) that the two agencies would be scheduling, marketing and operating together.

		Frequency		Two way length (miles)	Round-trip cycle time with layover		Layover time (including excess time)		Weekday Revenue Hours	Saturday Revenue Hours	Sunday & Holiday Revenue Hours	Revenue Hours per year	Revenue Miles per year	Peak vehicles required
		a.m. peak	mid-day		a.m. peak	mid-day	a.m. peak	mid-day						
A	Salem ¹	30	60	68	120	120	20	40	24 ¹	24 ¹	24 ¹	7,428	231,345	2
B	Tigard-Tualatin	30	30	25	120	120	29	28	64	36	24	19,556	233,823	4
C	Canby	60	60	17	60	60	22	22	15	12		4,446	77,271	1
D	Legacy Meridian-OC-Clackamas TC	30	60	50	210	240	30	57	91	36		24,006	334,109	7
E	Woodburn-Keizer ¹	120	120	56	120	120	29	34	8 ¹	12 ¹		2,223	56,687	1
F	Villebois-Frog Pond	30	30	11	60	60	13	12	30	24	12	9,588	99,236	2
G	95th/Parkway	30		14	60		19		20			5,080	70,409	2
Total - all proposed 2028 fixed routes									252	144	60	75,000	1,481,000	19
Total - 2021 ² fixed routes									147	44	0	39,600 ²	557,000 ³	15
Ratio of 2028 to 2021 Fixed Route service									171%	327%		189%	266%	

1 For Routes A and E we assume that weekday service would be split equally between SMART and Cherriots (with RH divided equally), but that Saturday and Sunday service would be provided entirely by SMART.

2 2021 annual Revenue Hours is an annualized number calculated based on the typical weekly schedule of service in 2021. This is a slightly lower number than the Revenue Hours that were actually delivered in calendar year 2021.

3 2021 annual Revenue Miles is taken from the National Transit Database.

Figure 40: Recommended 2028 fixed route operating parameters and estimated Revenue Hours, Revenue Miles and Peak Vehicles.

Sample Trips

On this and the following pages, example trips are described as they would be made using the best combination of transit services in 2022 compared to in the proposed 2028 Network.

In most cases, the 2028 Network results in shorter travel times. This is generally due to the shorter waits required to use routes (or, put another way, the more times that people can choose to start their trip). In some cases it is also due to a more linear and direct route which saves people in-vehicle riding time.

When SMART implements elements of the 2028 Network, comparisons like these can help communicate the value of service changes. Service changes are normally disruptive to at least a small number of existing riders, even when they are beneficial to a large number of potential future riders. Demonstrating travel time savings for trips that many people make can help overcome the bias against change and inertia that tend to discourage or prevent service changes.

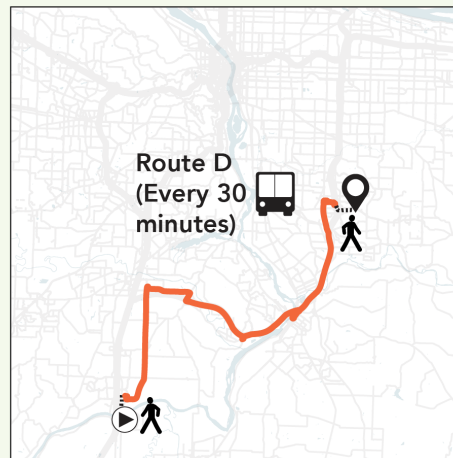
On the 2022 Existing Network, what is the trip like from an apartment on Park Place to a medical appointment at Sunnyside Medical Center at noon on a weekday?



Total Travel Time: 2 hours 41 minutes

- 16 minutes walking
 - 53 minutes average wait
 - 1 hour 32 minutes riding
- Depart at 9:00 am.
 Arrive at 11:41 am.
 Use Routes 2x, 96, and MAX
 2 Transfers.

On the 2028 Network, what is the trip like from an apartment on Park Place to a medical appointment at Sunnyside Medical Center at noon on a weekday?

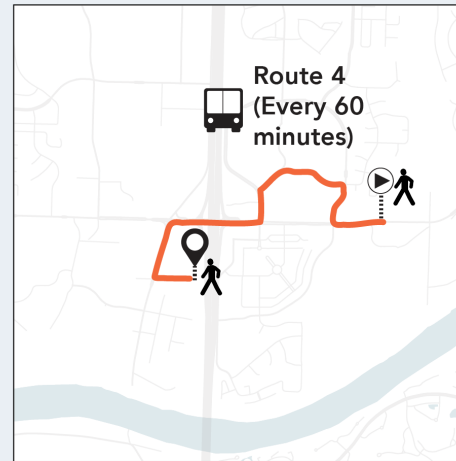


Total Travel Time: 1 hour 57 minutes




- 19 minutes walking
 - 15 minutes average wait
 - 1 hour 23 minutes riding
- Depart at 10:00 am.
 Arrive at 11:57 am.
 Use Route D.
 No Transfers.

Figure 41: Comparing a trip between Wilsonville and Sunnyside Medical Center, on the 2022 network (at top) and the 2028 Network (at bottom).

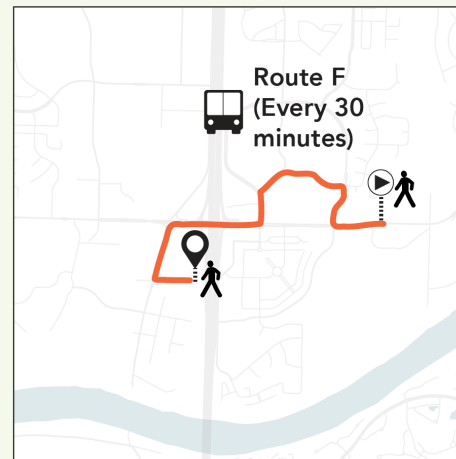
On the 2022 Existing Network, what is the trip like from an apartment near the Wilsonville Community Center to Fred Meyer on a Saturday afternoon?



Total Travel Time: 42 minutes

-  5 minutes walking
 -  30 minutes average wait
 -  7 minutes riding
- Depart at 12:34 pm.
Arrive at 1:16 pm.
Use Route 4.
No Transfers.

On the 2028 Network, what is the trip like from an apartment near the Wilsonville Community Center to Fred Meyer on a Saturday afternoon?



Total Travel Time: 27 minutes




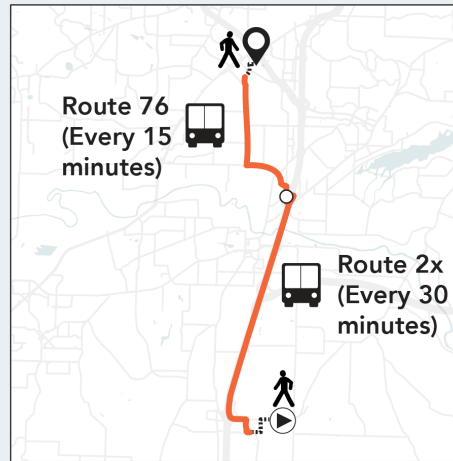
-  5 minutes walking
 -  15 minutes average wait
 -  7 minutes riding
- Depart at 12:30 pm.
Arrive at 12:57 pm.
Use Route F.
No Transfers.

Figure 42: Comparing a trip between an east side residence and Fred Meyer on the 2022 network (at top) and the 2028 Network (at bottom).

On the 2022 Existing Network, what is the trip like from an industrial job on Burns Way to an apartment in Tigard on a weekday evening?



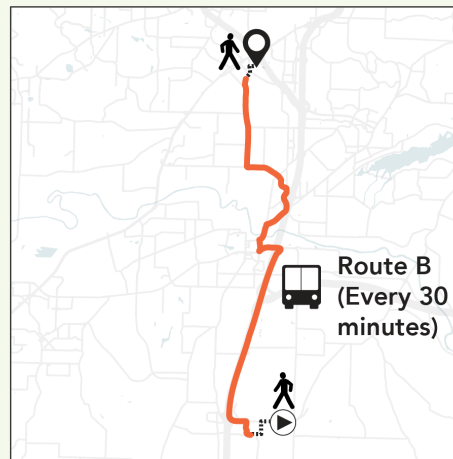
Total Travel Time: 58 minutes

- 8 minutes walking
- 23 minutes average wait
- 27 minutes riding

Depart at 4:45 pm.
 Arrive at 5:43 pm.
 Use Route 2x and Route 76.*
 1 Transfer.

* This trip is also possible using WES, but on average it would take 26 more minutes to complete, compared to this trip.

On the 2028 Network, what is the trip like from an industrial job on Burns Way to an apartment in Tigard on a weekday evening?



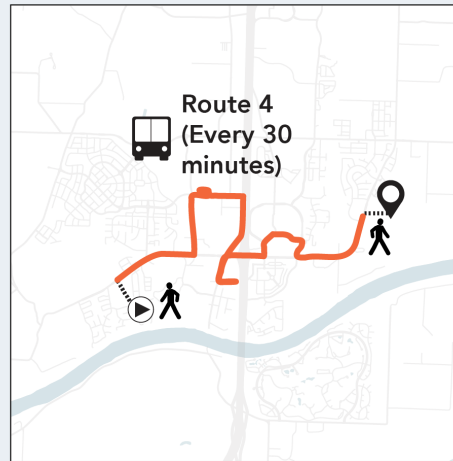
Total Travel Time: 55 minutes

- 8 minutes walking
- 15 minutes average wait
- 32 minutes riding



Depart at 4:45 pm.
 Arrive at 5:40 pm.
 Use Route B.
 No Transfers.

Figure 43: Comparing a trip between a Wilsonville job and a Tigard residence, on the 2022 network (at top) and the 2028 Network (at bottom).

On the 2022 Existing Network, what is the trip like from an apartment on Wilsonville Road to Wilsonville High School on a weekday morning?

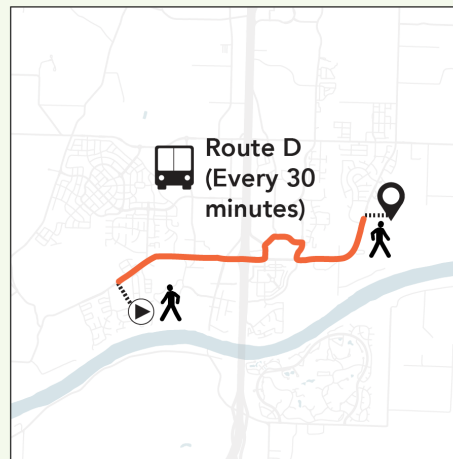


Total Travel Time: 41 minutes



-  3 minutes walking
-  15 minutes average wait
-  23 minutes riding

Depart at 7:40 am.
 Arrive at 8:21 pm.
 Use Route 4.
 No Transfers.

On the 2028 Network, what is the trip like from an apartment on Wilsonville Road to Wilsonville High School on a weekday morning?



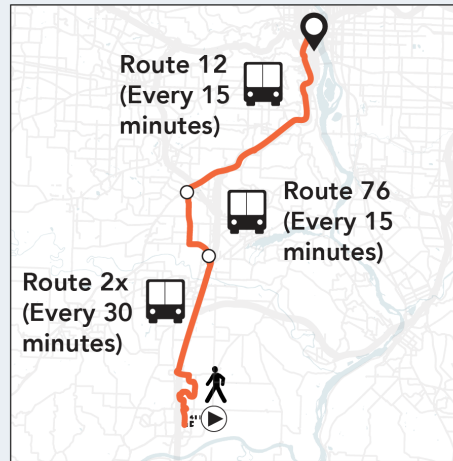
Total Travel Time: 28 minutes

-  3 minutes walking
-  15 minutes average wait
-  10 minutes riding

Depart at 8:00 am.
 Arrive at 8:28 am.
 Use Route D.
 No Transfers.

Figure 44: Comparing a trip between a west side residence and Wilsonville High School, on the 2022 network (at top) and the 2028 Network (at bottom).

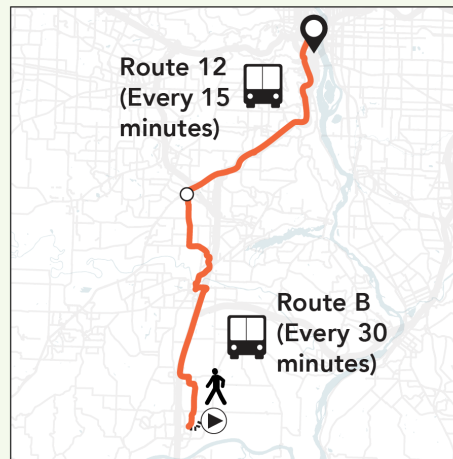
On the 2022 Existing Network, what is the trip like from an apartment near Canyon Creek to downtown Portland on a Saturday afternoon?



Total Travel Time: 1 hour 53 minutes

- 12 minutes walking
 - 30 minutes average wait
 - 1 hour 11 minutes riding
- Depart at 12:18 pm.
 Arrive at 2:11 pm.
 Use Routes 2x, 76, and 12.
 2 Transfers.

On the 2028 Network, what is the trip like from an apartment near Canyon Creek to downtown Portland on a Saturday afternoon?



Total Travel Time: 1 hour 42 minutes

- 7 minutes walking
 - 23 minutes average wait
 - 1 hour 12 minutes riding
- Depart at 12:00 pm.
 Arrive at 1:42 pm.
 Use Routes B and 12.
 1 Transfer.

Figure 45: Comparing a Saturday trip from Wilsonville to downtown Portland on the 2022 network (at top) and the 2028 Network (at bottom).

City Growth Areas

The map at right highlights the areas where the City of Wilsonville will eventually expand and grow at urban densities.

The 2028 Network was drawn with an awareness of the growth that will happen in the next five years, which is located in Frog Pond.

Routes F and D can be lengthened northwards along Stafford Road to new stops adjacent to Frog Pond developments. They could also branch away from one another, with one turning east to end at Meridian Creek Middle School while the other continues north on Stafford Road. Sidewalks must be added to both sides of Stafford Road to allow residents of new developments to walk out to and along Stafford Road to reach a bus stop.

Once Basalt Creek, in the northwest of the city, is developed, a reasonable transit route could run on either Grahams Ferry or Boones Ferry Roads. Detail of the street network in the area is shown on the next page.

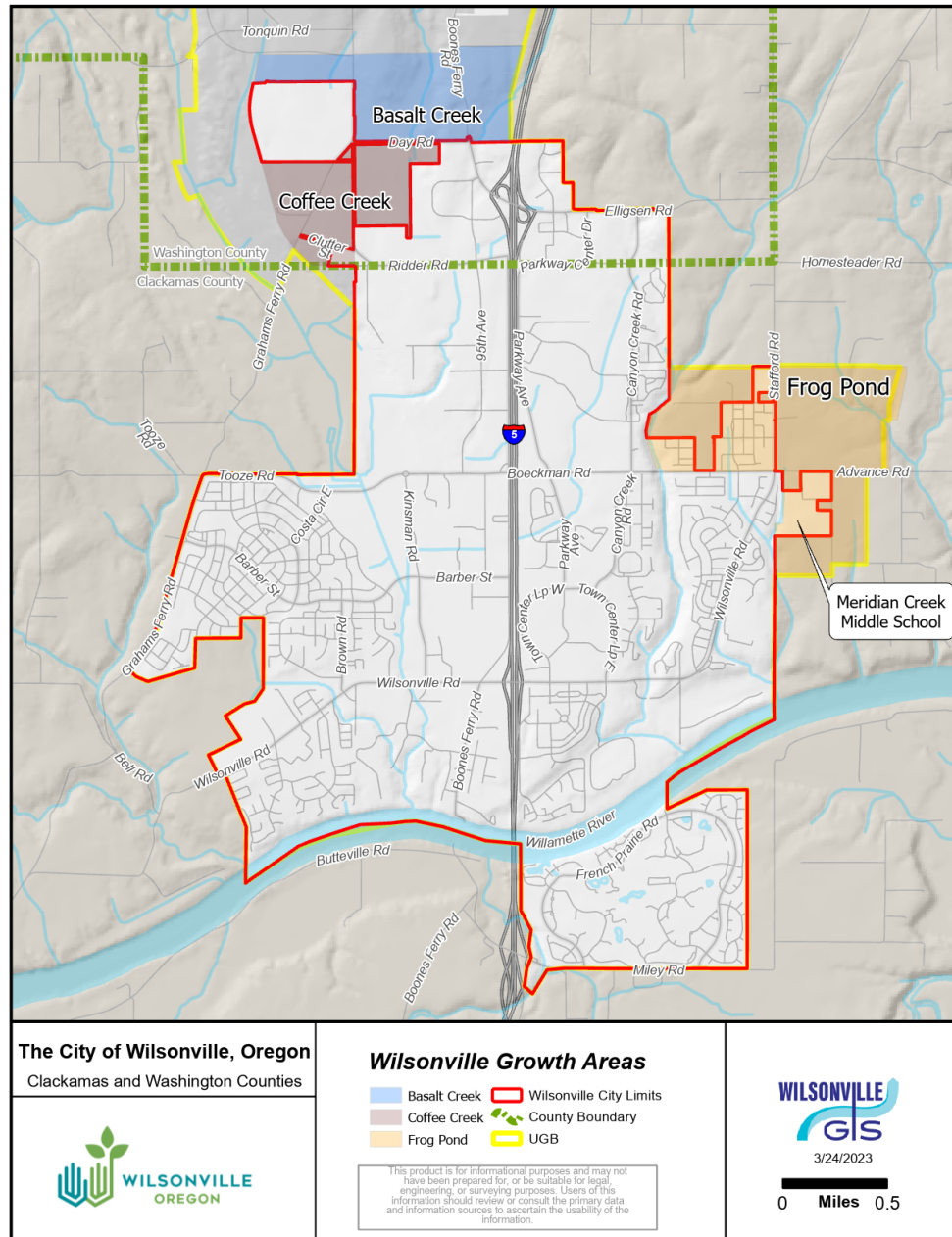


Figure 46: The next anticipated growth areas in the City of Wilsonville are Frog Pond, Coffee Creek and Basalt Creek.

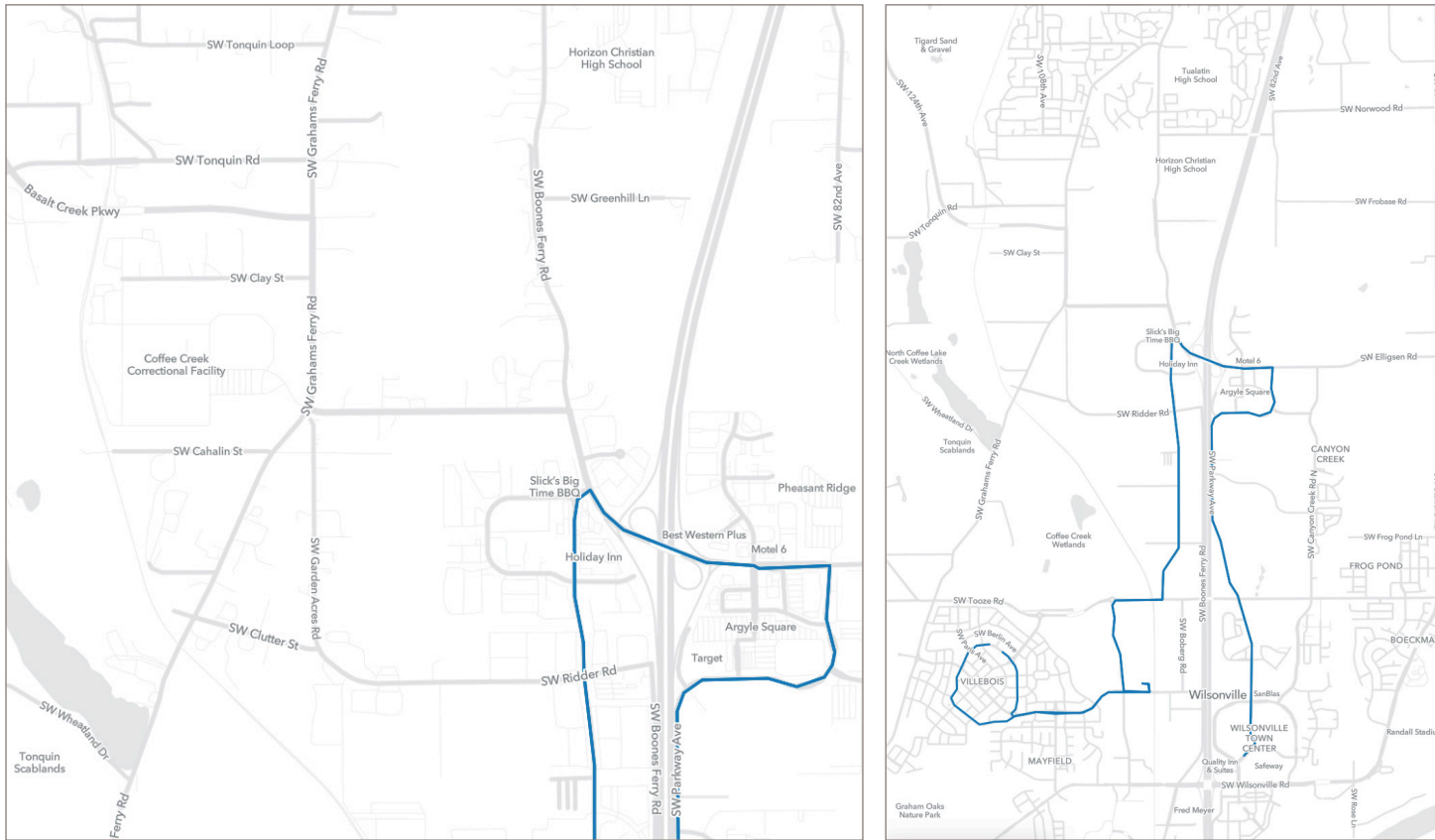


Figure 47: The City is expected to grow into the Basalt Creek area, along Grahams Ferry and Boones Ferry Roads, as shown in the street map at left. It will be important to concentrate transit-appropriate development along one, but not both, of these roads, as the Route G loop (shown in blue) could not be stretched any further north without making trips between the east and west sides of the city terribly circuitous.

Existing streets in the Basalt Creek area are shown above. The two main roads heading north from the existing developed area of Wilsonville into the new development areas are Grahams Ferry and Boones Ferry Roads.

We recommend that the City identify **one** of these roads as the priority for transit, and organize denser development around it, rather than expect that transit service can be provided on both roads in the near future. If development is planned with an

expectation of service on **both** roads, then the provided frequencies will be one-half as good as they could be if all of the transit-oriented and transit-needing developments were organized along one of the roads. It will also be essential to provide good pedestrian connections between the two roads, so that transit on one road is reachable from the other road.

Also, the simplest way to serve Basalt Creek – and to get service on both roads – would be to stretch northwards the loop

made by Route G. However, the further north that loop is stretched, the less useful Route G is for connecting people and destinations on the east and west sides of I-5, since most passengers would be taken very far out of direction. A different service design would need to be developed. One possibility is that Route G could be broken into two routes, one that stays on the west side of the city and continues north into Basalt Creek, and the other that connects the east side to a terminus at or near Commerce Circle.

4. Demand-Response Services

Dial-a-Ride is a door-to-door demand-response (DR) transportation service for passengers within the City of Wilsonville. People who are eligible based on the Americans with Disabilities Act (ADA) are given priority scheduling, but Wilsonville residents and workers of all ages are also welcome to utilize the Dial-a-Ride program. This Plan update does not recommend any substantial changes to the existing structure or delivery of SMART’s demand-response programs.

Background

SMART is required by the Americans with Disabilities Act (ADA) of 1990 to provide a paratransit service to persons who are unable to use fixed-route transit, as a complement to local (non-express) fixed-routes, in the places and at the times when local fixed-routes are operating.

SMART offers this complementary paratransit through its Dial-a-Ride program, which includes 4 separate service categories:

- ADA Complementary Paratransit.
- General Public. Provides in-town transportation for anyone under 60.
- Seniors. Provides in-town transportation for people ages 60 and older.
- Out-of-Town. Provides trips to destinations outside of the City of Wilsonville for ADA enrolled residents or people

	ADA	Senior	General Public	Out-of-Town
Eligibility	Limited to persons with disabilities, as determined by SMART’s Eligibility Committee.	Anyone age 60+.	Anyone.	Anyone enrolled in ADA, or anyone age 60+.
Cost	No fare.	No fare.	No fare.	\$3.00 per one-way trip.
Hours of Operation	All hours during which SMART fixed-route network operates.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.
Trip purpose restrictions	None.	None.	None.	Medical appointments only.
Scheduling Principle	Priority.	Space-available basis.	Space-available basis.	Space-available basis.
% of SMART Demand-Response Ridership	54%	29%	<1%	16%

Figure 48: SMART Demand-Response Program Categories

age 60 or older, with a higher required fare payment and allowing a reservation be made further in advance.

Figure 48 summarizes the key attributes of each program category.

Minimum Required Paratransit Area

SMART is required by law to provide paratransit service within 3/4-mile of all local fixed-route lines (not stops), during times when fixed-route service is operating. Any time an agency makes major changes to routes, it is changing the area in which it must offer paratransit.

Figure 49 compares the required minimum paratransit service for the 2022 network and the proposed 2028 Network. The area that is 3/4 mile from local bus routes in both networks is shown in dark green; the light blue area would be added to the paratransit service area with the 2028 Network, while the light green area would drop out of the paratransit service area.

The blue area that would be newly included in the minimum required paratransit area is around the intersection of SW 14th and Tonkin Roads.

The green area that would no longer be within the paratransit service envelope covers the area outside of Wilsonville City limits, along Coffee Creek from Wheatland Drive and continuing about 1/3-mile south. This is mainly a natural area with only a few residents. In the review of April 2022 demand-response trips included in this Plan's Existing Conditions analysis, no demand-response trips began or ended

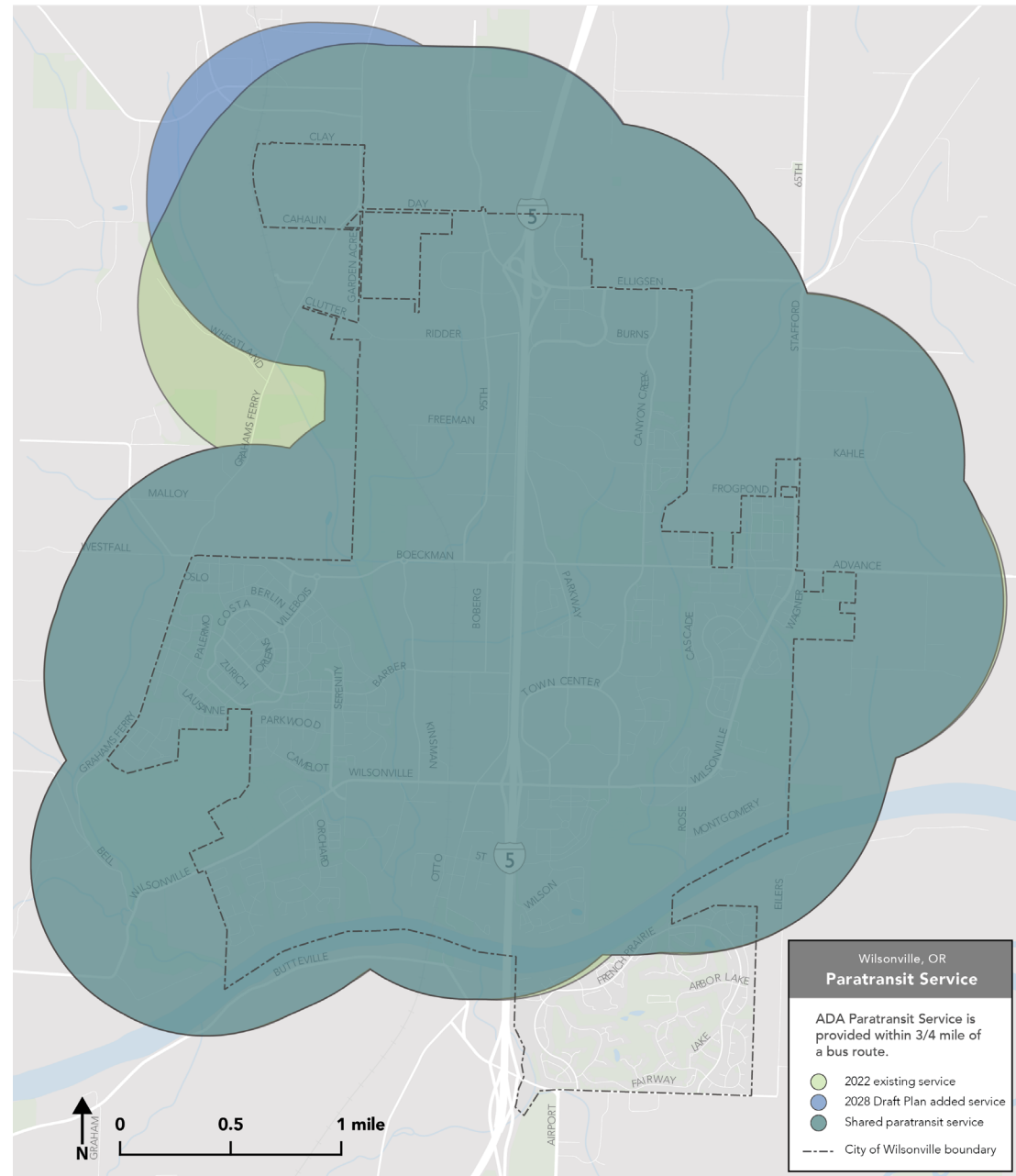


Figure 49: Required ADA Paratransit Areas for the 2022 and 2028 Networks

within this light green area.

“Express” Routes and Segments

Express routes, which generally have long distances between stops and travel long distances, do not trigger a paratransit requirement. This is also true of express segments of routes that may also have a local segment.

Because the 2028 Network is explicitly designed to integrate local and regional service, many routes have local segments and express segments. For example, Route D would be a local route along Wilsonville Road but would run express along Stafford Road from the City boundary (at Frog Pond) to Legacy Meridian Medical Center). SMART would not be required to provide paratransit service to residents within 3/4 mile of this segment of Stafford Road. As another example, the existing Route 2X has a local segment within Wilsonville and an express segment between Wilsonville and Tualatin.

SMART has an established practice for helping ADA paratransit passengers transfer to TriMet’s paratransit service if they are traveling between the two service areas. Regardless of the “express” or “local” nature of the routes connecting the SMART and TriMet service areas, which may change over time, SMART intends to continue facilitating paratransit transfers between them.

Required Paratransit Days and Times

Because ADA paratransit must be offered on the days and at the times when local fixed-routes are operating, the schedules of fixed-routes govern the minimum size and operating cost of the ADA paratransit program.

The actual size and shape of the paratransit service area can grow and shrink throughout a day or week, as the obligation to complement a fixed-route with paratransit begins when that fixed-route begins service, and ends when that fixed-route ends service.

For the purposes of the map shown on the previous page, the paratransit service area was defined using the maximum network in service in 2028, which would be the network offered at rush hours. The minimum paratransit area at nights or on weekends could be smaller, when fewer local fixed-routes would be operating.

A transit provider can define the paratransit service area with this degree of precision by time of day and day of week. Because paratransit has a very high operating cost per ride, there is a reasonable motivation for adhering strictly to the minimum required service area. However, most agencies find that it is both too frustrating for their ADA passengers and too complex for their staff to administer a

dynamically-changing paratransit service area throughout each day. More often, agencies define a small set paratransit areas, such as one for weekdays, one for Saturdays and one for Sundays. The span (hours) of paratransit in those areas must match the span of time from the earliest to the latest local fixed-route bus service.

The required span of paratransit service would change greatly within Wilsonville with the implementation of the 2028 Network, compared to the minimum requirement in 2022:

- On weekdays, the span of paratransit service would be required to increase by one hour at night (until 9 p.m).
- On Saturdays, the span would be required to increase by one hour at night (until 7 p.m.).
 - The minimum required paratransit area would also increase slightly.
- On Sundays, no paratransit is required or offered today. In the 2028 Network, the span would be 12 hours.
 - The minimum required area would be similar to what is required today on Saturdays, chiefly the places within 3/4 mile of Wilsonville Road and Canyon Creek Road.

Adding fixed-route and demand-response services on Sundays would require “turning on” the entire SMART operation for an additional day per week.

Recommended Paratransit Service Increases

The service increases described on the previous page are the minimum required by law in order to match paratransit availability to local fixed route availability.

In addition, we recommend that SMART be prepared to fund more paratransit capacity during times when paratransit is offered today, as growth in Wilsonville's population, and particularly its senior population, are likely to increase demand for the service.

Improved frequencies on SMART intercity fixed routes may also increase demand for paratransit as the intercity routes become more appealing and useful to customers with disabilities. Some of these customers may be able to use the intercity routes but unable to use a local route due to their disability and they will be entitled use paratransit for their local connection.

The cost estimates for service increases presented starting on page 86 include an assumed increase in SMART's paratransit (DR) capacity at these times:

- A DR vehicle and driver available two hours earlier and three hours later than DR is currently offered on weekdays.
- One additional DR vehicle and driver

in service during the 12 hours DR is offered today, on weekdays.

- A DR vehicle and driver available one hour earlier and one hour later than DR is currently offered on Saturdays.
- One to two additional DR vehicles and drivers in service during the times DR is offered today, on Saturdays.
- One to two DR vehicles and drivers available for 12 hours on Sundays (when no DR or fixed route service is offered today).

These additions would sum to 117 additional hours when DR vehicles and drivers are in service per week, over what is provided today, or about 6,100 more DR vehicle hours in service per year. The actual labor hours for DR drivers may be higher, depending on how efficiently work schedules can be created around the DR and fixed route transit schedule.

These increases in paratransit service come with costs not only for direct operation of the vehicles and for employing drivers to provide service for those 117 hours a week, but also for dispatchers who communicate with customers and drivers; staff who supervise the service; and staff who maintain the vehicles.

5. Capital Infrastructure, Programs and Operations

Overview

This chapter provides an outline of key capital investments necessary to deliver the Transit Master Plan. There are three types of major investments that would be required:

- Transit Vehicles
- Maintenance
- Town Center Terminal Facility

In addition to these capital investments, there are ongoing operational needs – especially increases in personnel – that

would be required to implement and support the larger system described in this Plan. These operating and personnel needs are also summarized in this chapter.

The end of this chapter describes some of the existing SMART programs that will continue in the future, which support the City’s transportation-related goals and complement the transit services described in this Plan.

Transit Vehicles

Existing Fleet

As of 2022 (before temporary service reductions due to an operator shortage) there were 18 peak vehicles in revenue service, for fixed route and demand response services combined. **Figure 50** shows that the morning rush-hour pullout (18) is larger than the afternoon rush-hour (15). In the midday, 12-13 vehicles are in service. More than a quarter of the vehicles in service each day (five of 18) are required only for one or the other rush hour periods.

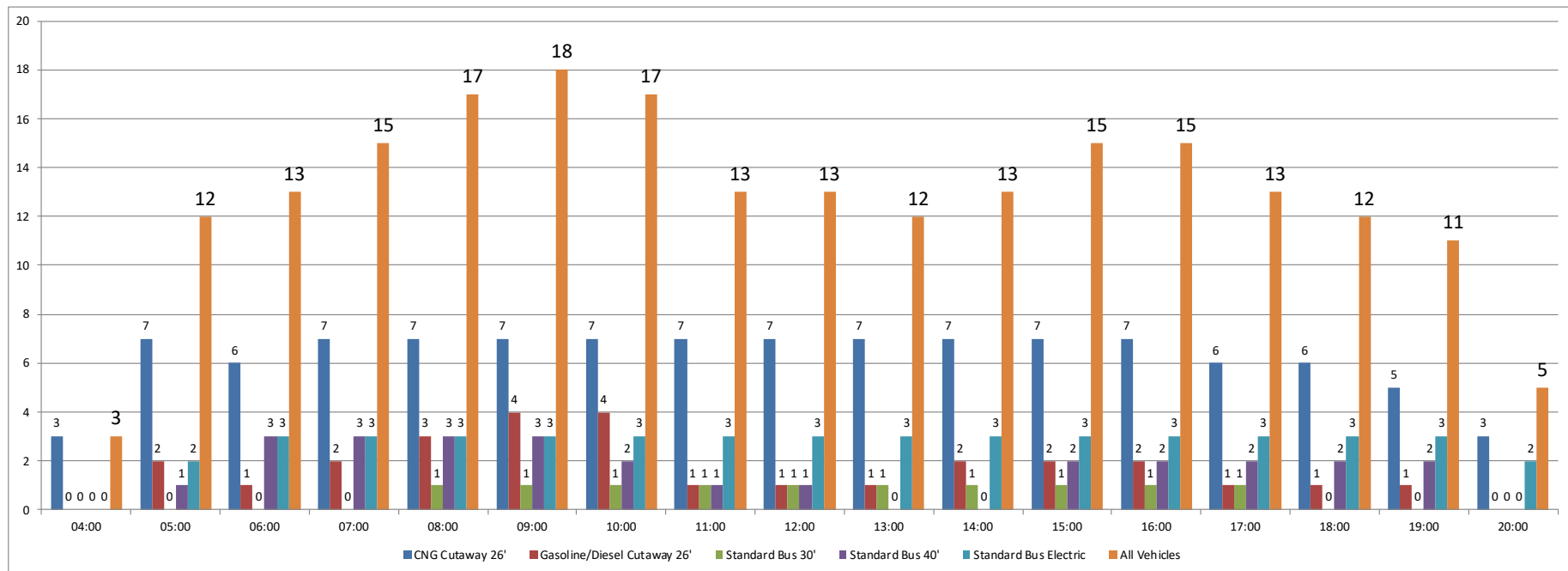


Figure 50: 2022 vehicle requirement by hour on weekdays. Orange bars represent all vehicle types, for both fixed route and Dial-a-Ride.

SMART uses five fuel types for revenue service: CNG, diesel, diesel/hybrid, gasoline, and electric. Most of the vehicles in service at most times of day are 26 foot long compressed natural gas (CNG) buses. They carry 21 seated passengers when the wheelchair positions are not in use, or 15 when both are deployed. Larger 30- and 40-foot buses are a mix of diesel, diesel hybrid, and electric.

Fixed-Route Vehicles

Growing the transit fleet is currently constrained by delayed delivery times for vehicles and parts from manufacturers. As a demonstration, at time of writing SMART is still waiting on delivery of three vehicles ordered before the pandemic.

Due to uncertainty in the transit vehicle supply chain over recent years, SMART has kept more spare vehicles than are required by regulation. However, even with those extra spare vehicles, growth in transit service would be constrained by fleet size (as well as a driver shortage).

The variety of bus types in the SMART fleet, and the fact that SMART has chosen to avoid relying on a single technology or fuel type, has allowed for flexibility while the supply chain is unreliable. For example, when a part needed to be replaced on an electric bus charging station in 2022, the charging station was out of service for 75 days. But transit service was not disrupted because SMART was able to deploy spare vehicles that did not require charging.

At time of writing, ridership has been and continues to be low since the Covid-19 pandemic. Crowding is not currently a recurring problem on any route, and so SMART has had the flexibility to assign buses with various seating capacity and fuel types to any route or type of service. Length of route or length of block (the amount of time a bus is out on the road, between visits to the garage) can inform the type of fuel or propulsion used by the vehicles – for example, if a bus can only run so many miles before needing a charge or a refueling, it may not be possible to use it on longer routes. This may be a limitation around which SMART needs to work in the future, especially with the longer routes included in the 2028 Network, but SMART has been able to manage this limitation without difficulty so far.

Prior to the Covid-19 pandemic, Routes 2X, 4, and 1X had the highest ridership and were therefore the most likely to become crowded and require or benefit from larger vehicles. Route 2X is currently using cut-aways, and Route 4 is using larger buses at rush hours and smaller vehicles outside of rush hours. Ridership on the 1X has not rebounded, for a variety of reasons: since the route was introduced, State workers in Salem offices have a hybrid-remote work schedule, car ownership and fuel costs are low, and parking cost and supply remain ample in Salem. Route 1X has therefore been operable with a 35-foot bus.

Thus with neither a requirement to put

larger buses on any routes due to crowding, nor a requirement to avoid putting certain buses on longer routes, SMART has had maximum flexibility in vehicle assignments in recent years. This could change between now and 2028 if ridership increases, and if SMART introduces longer (or slower) routes with more time between charging/fueling buses.

Demand-Response Vehicles

SMART's demand-response service uses four dedicated vehicles today and another four as spares. Eight additional vehicles used for regular fixed-route service are also used at times for demand-response. Ultimately, SMART staff intend to separate vehicle assignments to the fixed-route and demand-response modes for more transparency and easier reporting.

General Fleet Recommendations

The recommendations of this Plan, if implemented in full by 2028, would increase the peak vehicles in-service for both fixed routes and demand response to 23 (from 18 in 2022). In addition to the growth in the size of the fleet to accomplish the service increases shown in this Plan, SMART would need to add at least one spare vehicle, and continue to replace aging vehicles in the existing fleet.

Today, SMART operates compressed

natural gas (CNG), battery-electric buses (BEB), diesel-electric hybrid, gasoline, and diesel buses. SMART's goal is for its fleet to be free of diesel- or gasoline-powered vehicles by 2028. The diesel, gas and hybrid vehicles in the fleet will be used until the ends of their lives but they will not be replaced with the same types of vehicles.

The emergence of major economic, environmental, social, and other disruptive events outside of SMART's control will likely continue to create challenges to maintaining capital assets in the years to come. Although using multiple fuels (CNG, diesel, gasoline, electric) creates redundancy and flexibility for the agency, variety in a fleet typically also increases operational complexity. For example, if a route experiences crowding and only a subset of buses in the fleet are large enough to handle it, that subset of buses almost needs its own spare ratio to ensure that the route can reliably be assigned a large-enough bus. This has not been the case recently because there have not been pressures from either high ridership (crowding) or from route length (due to electrical charging), but as those constraints appear in the future the fleet variety may become a hindrance more than a help.

It may be worth exploring what has worked best over the past decade, consider what routes are likely to be changed or added in the next decade, and then narrow

down the variety of the SMART fleet to the fewest different types of vehicles that could reliably operate most of SMART's fixed-routes. This simplification of the fleet could be implemented slowly, as vehicles are replaced at the end of their useful lives. For example, if the decision is made to plan on delivering fixed-route services all with 30- to 35-foot buses in the future, SMART could continue reduce its spare parts inventory, minimize the amount of training for staff to stay current, and reduce its spare ratio over time. Unfortunately, an additional limitation on this decision is what types of vehicles can be purchased, as manufacturing is highly limited and wait times for new vehicles extremely long.

Bus Procurement

As SMART has diversified its fleet over the past decade, it has gained experience working through the trade-offs of purchasing, operating and maintaining different types of vehicles. Technology continues to advance in vehicles of all fuel and propulsion types. Many transit agencies around the country are transitioning to cleaner fuel types to reduce emissions, and as part of that transition there are costs beyond vehicle price that must be clearly understood. Considering start up investments, maintenance, and how the operating environment might affect the stated lifespan of a vehicle are key to understanding the true cost.

SMART should focus on its own goals in order to prioritize the most important features of a bus. Environmental impact, fuel efficiency, operating and staffing resources needed, driver and customer comfort, space needs, and capital infrastructure needs are all important considerations.

Because bus propulsion technology has changed so rapidly in the past 20 years, many of the currently-available data about fuel efficiency, emissions reductions, and costs (operating, maintenance, capital, total) are conflicting. Published studies from the U.S. Department of Energy and transit agencies around the country over the past 15 years show a wide range of outcomes across a variety of metrics and vehicle fuel types. Some information about lifecycle costs and maintenance challenges is still evolving, as new vehicle technologies remain on the roads for enough years to be well-understood by transit agencies. SMART already has years of experience purchasing and maintaining alternative-fueled vehicles. The Wilsonville fleet manager, as well as fleet managers at peer agencies in Oregon, will be key people to rely on for knowledge about how emerging and improving technologies have worked in the recent past.

SMART aims to replace diesel, diesel hybrid, electric and CNG vehicles over the next five years. Here is some guidance to consider during future vehicle purchases.

Compressed Natural Gas (CNG)

CNG-powered buses can reduce emissions by up to 90 percent compared to diesel-powered buses. CNG buses may also provide lower operational costs per mile compared to diesel buses and fuel costs can be much lower. CNG requires significant initial investments in fueling infrastructure and upgrades to maintenance facilities, such as natural gas detectors and ventilation systems, but SMART already has what it needs and can accommodate growth in this equipment in its maintenance yard.

SMART has experience maintaining diesel-hybrid buses, which will not be replaced as they come to the ends of their useful lives. CNG vehicles have been found to have higher or lower maintenance costs than diesel-hybrids, depending on the study.

Range between refueling: Around 220 miles

Battery Electric Buses (BEB)

Electric buses operate solely on electric power from a lithium-ion battery pack. Charging can occur either at route termini or on-route. Currently, all SMART charging occurs at the maintenance yard. Electric buses can be zero-emissions (depending on the source of the electricity) and their fueling costs depend on electricity costs. Both carbon emissions and costs from electricity have been lower in the Pacific

Northwest than in other parts of the U.S. due to our abundant hydro power.

Despite recent improvements in battery capacity, electric buses have shorter ranges than diesel or gasoline vehicles. And despite improvements in charging speeds, electric buses generally still require more time to reach a full charge than diesel vehicles require to refuel. Vehicle ranges and vehicle charging/refueling time can affect the design and efficiency of routes, or constrain which vehicles can operate which routes. Deployment of electric buses therefore requires careful consideration of charging needs, route lengths and speeds, and operating conditions including weather. Air conditioning and heating can reduce an electric bus' battery span by as much as 30%.

SMART will soon have four charging stations at the maintenance yard. Technology continues to evolve with electric buses and charging capabilities, but many agencies have found that the limited range between charges has caused an increase in the number of buses and operators needed to provide the same level of service, compared to the number of vehicles previously required with other fuel types. Though we can imagine a role for electric buses in the SMART fleet, growing this type of fuel system at SMART will require a realistic look at the implied operating and capital cost increases over the life of the vehicle.

Electric cutaway vehicles are less tested

than full-sized electric transit buses. Though smaller vehicles have now been Altoona tested and FTA approved, there is far less peer experience and fewer long-term takeaways that SMART can use to make educated decisions for bus purchases. In addition, some important features such as easy and fast wheelchair boarding may be compromised in electric cutaway buses. In the coming years, it will be best to keep any electric bus purchases to more standard 35- and 40-foot buses that have more vendor support and that require SMART to stock fewer unique parts and supplies for maintenance.

Range between charges: 70 – 300 miles between depot charges

Hydrogen Fuel Cell

Hydrogen fuel cell electric buses (FCEBs) are hybrid vehicles powered by hydrogen fuel cells and an electric battery, providing flexibility to be deployed on longer routes. FCEBs can be zero-emission (depending on the energy source for the creation of the hydrogen fuel) and have a better fuel economy compared to conventional buses. However, fueling costs are high for hydrogen and it is not yet readily available as a vehicle fuel. Transitioning to FCEBs would therefore require investments in new fueling infrastructure and updates to SMART's maintenance yard.

SMART does not currently have any FCEBs and they are not currently recommended for SMART, based on the size of the

agency, the amount and type of service operated, and considering the other types of vehicles available in the fleet.

Range between refueling: Typically between 200 and 325 miles

Fleet to Support 2028 Service

As noted above, the number of vehicles required at peak times in-service would increase by 5 with implementation of this Plan. As SMART continues following its existing fleet replacement plan, these additional acquisitions will need to be accounted for.

The question arises what types of vehicles to add to maintain some flexibility in the fleet (with regards to route assignment); resilience in case of disruptions to fuels, supplies or parts; and to meet SMART's goal of phasing-out all gas and diesel vehicles by 2028. Major delays in the manufacture of vehicles also need to be taken into account.

Vehicle Type Considerations

This Plan calls for services in 2028 that would require an increase of 5 peak in-service buses, going from the 18 buses that were required to operate maximum fixed route and DR (demand response or

Dial-a-Ride) service in 2021, to 23 buses required in 2028. During the peak in fixed route operations (6-9 a.m. and 4-8 p.m.) 19 vehicles would be needed to operate fixed routes. During the peak in DR operations (11 a.m. to 3 p.m.) 7 vehicles would be needed to operate DR.

Some vehicles could perform both functions, if they are suitable for both. However:

- A vehicle that provides DR may be too small to handle the passenger load on a fixed route (especially if it passes a school).
- A vehicle that is large enough to support a fixed route's passenger loads may be too small to drive down and turn around on every residential street in the city, in order to provide the door-to-door service required for some DR customers with disabilities.

Every size and type of vehicle are not available with every fuel type, and not with the same quality of design, comfort for passengers, reliability and availability for purchase.

Given the types of services the SMART fleet would need to operate in 2028 according to this Plan, we recommend that buses purchased primarily to operate fixed routes be battery-electric (BEBs), and that buses purchased primarily to operate Dial-a-Ride service or very low-ridership fixed routes be CNG.

Vehicle Fuel Type Recommendations

For fixed routes, we recommend that SMART purchase the largest vehicles that will be needed to accommodate potential passenger loads and wheelchair boardings per trip.

Understanding that today ridership is very low, it is possible and likely that it will increase by 2028.

The investments recommended on inter-city routes will increase their usefulness and therefore are likely to increase their ridership.

Fixed routes that pass by middle and high schools can experience high passenger loads twice a day, and if a too-small vehicle is assigned to the route it can cause passengers to be left behind at stops, or force SMART to deploy a second bus and driver during that period.

For long fixed routes, especially those traveling on I-5 and I-205, it is valuable for comfort and safety that all passengers have seats.

Wheelchair boardings are faster and more comfortable on some bus designs than on others. In general, larger and low-floor vehicles offer a better wheelchair loading and unloading experience than smaller and high-floor vehicles. However, the quality and reliability of designs for smaller

vehicles may improve in this regard in future years.

For all of these reasons, SMART should err on the side of procuring larger rather than smaller fixed route vehicles.

Battery Electric or Compressed Natural Gas Vehicles

Large fixed route vehicles, 35- or 40 feet long, are available with Battery Electric (BEB) or Compressed Natural Gas (CNG) propulsion. (SMART's 35' and 40' buses are currently a mix of BEB, diesel and diesel-hybrid.) BEBs are appealing given their potential for lower carbon impacts, depending on the source of the electricity that powers them (which in the Pacific Northwest consists partly of hydropower and is therefore relatively low in carbon emissions).

However, BEBs increase operational complexity. The increase in peak vehicle requirement for implementing the 2028 recommended services was calculated based on needed layover time for driver breaks and reliability, but no additional layover time for battery charging or for deadheading buses to a site where the battery can be charged. The current rule-of-thumb among transportation planners and schedulers working on fleet electrification is that a purely BEB fleet would need to be 20-50% larger than a fleet using diesel, gas or CNG, because of the added cycle time and deadhead (time spent

driving to and from the maintenance yard, without passengers) required for charging.

The 2028 fixed routes as described in this Plan include some schedule inefficiencies, meaning extra time that the vehicle is not on the road, in excess of the time needed for the driver's break and as padding to protect reliability. There are multiple ways this extra time can be used in scheduling:

- It can allow for the route to arrive a little earlier or later in order to make a timed connection with another route.
- It can be used for driver meal breaks or driver shift changes.
- It can be eliminated by interlining multiple routes which have extra time, so as to require one fewer buses over the set of interlined routes.
- It can be used to charge BEBs.

With an increase in BEBs in the SMART fleet, more of this extra time will be needed for charging. Overall, with a large enough increase in BEBs within the fleet, SMART should expect a related increase in its peak fleet requirement.

For routes on which BEBs would replace standard diesel or diesel-hybrid buses, an iterative planning-scheduling step should be taken before detailed scheduling is performed and a final vehicle requirement is calculated. In that process schedulers would identify inefficiencies caused by the need to charge vehicles between trips.

Planners would identify available charging locations and charging locations that are not available but that would decrease deadhead time to charge. Fast on-route charging might be considered as an alternative, representing an increased capital expense but a decreased operating

Depending on the location and availability of chargers, the lengths of routes, and the speeds of routes, this planning-scheduling exercise might result in a higher vehicle requirement than we have estimated in this Plan. It could also contribute to longer-range planning to invest in on-route charging, rather than at the SMART maintenance yard, for example at the recommended Town Center terminal facility where some routes are recommended to terminate.

Additional factors can affect the time and distance that BEBs can be driven between charges. One of the biggest factors is hills, which are not a major issue in the Wilsonville or north valley topography. Weather, heating and air conditioning use, the age of the battery, and operating conditions could all affect the peak fleet requirement if the proportion of BEBs are increased in the fleet.

We also recommend that SMART not eliminate the possibility purchasing large CNG vehicles for its fixed routes. While CNG vehicles have a higher carbon impact than BEBs, they are simpler to operate and do not increase the overall required fleet size as BEBs do. There are also

unanswered questions about the durability and environmental sustainability of the batteries that power BEBs, which may be better understood in the coming years as widespread global use of electric vehicles puts pressure on battery manufacturing and disposal. The lifecycle durability and environmental impacts of CNG buses, on the other hand, are well-understood as they have been in use for thirty years.

Compressed Natural Gas Vehicles

Local DR (demand response) vehicles can be smaller than most fixed route vehicles. This is because only a few passengers' trips can be delivered by one vehicle in an hour while still being reasonably direct for the passengers. Thus DR vehicles rarely need to fit more than a few passengers.

40' and 35' BEBs have a longer track-record and a more robust market in the United States compared to 30' and smaller BEBs, which are new to the market. Purchasing smaller BEB vehicles for its DR service would put SMART in the position of being a "guinea pig" for a relatively new and complex product.

Smaller CNG transit vehicles are available with better designs and a longer track record than small BEB vehicles. Therefore while we recommend BEBs for larger fixed route vehicles, we do not recommend them for the small vehicles that can be used (or are in some cases required) for DR.

SMART has been using CNG propulsion as well as diesel and gasoline propulsion for smaller DR vehicles (mostly 26' "cutaways," which are high-floor buses built on a truck chassis). We recommend that SMART continue to use CNG for smaller vehicles rather than BEB. These new, small CNG vehicles are likely to be used mostly on DR but could also be used on low-ridership fixed routes or on certain fixed routes at times of day when ridership (and wheelchair boardings) are reliably low.

By 2028, the market for smaller BEBs may be more established, and the appropriateness of then-available small BEB transit vehicles, either on lower-ridership fixed routes or DR, can be reevaluated.

Current Vehicle Prices

The most recent vehicle cost estimates available in the Pacific Northwest are from the State of Washington price agreement which applied through March 2023. The table in **Figure 51** gives average prices for each size and fuel category, plus 10% for contract and delivery related costs.

These prices are only valid through the end of March 2023, and prices are likely to increase in the next State price agreement. (The State of Oregon offers similar guidance on prices, but it dates to 2020.) Actual purchase prices will depend on contract terms, timing of the purchase and the specifications of the vehicle.

For smaller buses (such as 26' long),

appropriate to SMART's DR service and low-ridership fixed routes, the State of Oregon has negotiated a base price range \$107,990 to \$181,129 depending on the fuel type. The lowest-cost options in this size are diesel, and so SMART should expect to pay higher prices for CNG.

The state of Oregon offers a [Transit Vehicle Lifecycle Cost Analysis Tool](#), developed by the Oregon Department of Energy, the Department of Environmental Quality, and Zero Emission Vehicle Interagency Working Group, to help agencies predict the total life cost of a vehicle by fuel type and operating conditions. The tool is focused on 35- and 40-foot buses. SMART could use this tool to tailor inputs such as fully burdened labor costs, inflation rate, fuel costs, annual vehicle miles traveled per bus, infrastructure, and operations and maintenance inputs. However, SMART already has experience purchasing, operating and maintaining both BEB and CNG vehicles, and may find its own local

Length	CNG	BEB
30'	\$467,047	\$524,305
35'	\$547,904	\$680,397
40'	\$614,277	\$878,567

Average prices for heavy- and medium-duty buses in each length category, plus 10% for delivery and other small charges, taken from the Washington State vehicle price agreement, which is valid through March 2023.

Figure 51: Sample prices for CNG and BEB vehicles.

data and experience to be as good a basis for future planning as any statewide tool.

Vehicle Delivery Delays

Price is but one barrier to procuring new buses. Wait times are, at time of writing, a bigger barrier. Some types and sizes of buses are in very short supply due to the shuttering of some manufacturers, consolidation of others, and supply chain disruptions. Transit agencies are waiting years to take delivery of ordered vehicles.

This is one of the reasons that SMART has kept some of its older vehicles in operation longer, and kept a diverse fleet in terms of fuel and body types. With so much uncertainty about how long it will take to procure replacement vehicles, it is important that SMART keep in its fleet vehicles that can operate its longest routes reliably and efficiently, and that can handle its peak passenger loads comfortably. This may result in some older, diesel, or diesel-hybrid vehicles being kept in the fleet for longer than they otherwise would given SMART's goal of having a 100% alternative-fueled fleet by 2028.

Given that SMART is likely to maintain some diesel and diesel-hybrid vehicles in its fleet for additional years, it may be worth considering using renewable diesel to fuel those vehicles.

Charging Infrastructure

SMART needs one electrical charger per BEB vehicle, as all BEB vehicles are currently charged overnight. SMART also needs a spare charger, as the chargers occasionally go out of service or require maintenance.

SMART currently has three chargers installed in its maintenance yard and will install a fourth in 2023 at the cost of approximately \$80,000. This will meet the minimum requirement for charging the three BEBs currently in SMART's fleet.

The cost of installing chargers depends greatly on the state of the electrical system to which the charger is connected. If a new transformer is required then the cost for electrical upgrades can be many times the cost of the charger itself. For the 2023 installation, the electrical system is already up to standards. Future installations in the maintenance yard may require additional electrical work and therefore cost more than \$80,000.

In the future SMART can consider the addition of one or more fast chargers. Fast chargers are used on routes so that BEB buses running long routes do not necessarily have to return to the maintenance yard to be charged during the day. The recommended Town Center terminal facility is a place where a fast charger could be

installed to support electric operations of Routes D, E and F, which are not designed to serve the west side Transit Center adjacent to the maintenance yard.

Fast chargers themselves currently cost between \$65,000 and \$150,000, depending on the number of vehicles to be charged. However the electrical upgrades necessary to install any charger at a new facility would be considerable, likely far more than the cost of the fast charger itself. Fast chargers can also be installed at depots to allow for a higher ratio of buses-to-chargers and this may be worth considering in the design of SMART's expanded maintenance yard.

Administrative Investments

The improvements in the 2028 Network will require a set of accompanying changes to SMART's operation, maintenance and administration.

Longer Spans of Service

The increase in service proposed in this Plan would obviously trigger a need for more fixed-route and Dial-a-Ride bus drivers. This relates to the increase in the amount of fixed route and Dial-a-Ride service offered on all days, but it also specifically relates to early morning and later evening service:

- While the first and last fixed route bus in service would not be earlier or later than today, there would be many more buses on the road earlier.
- The Dial-a-Ride service day would be longer by 2 hours in the morning and 3 hours in the evening on weekdays (and one hour in the morning and one in the evening on Saturdays). This would be required because the fixed route service provided at that times would be “local” rather than “express” and would therefore require paratransit.
- The early morning and later evening service increases would trigger a need for additional supervisor hours at those times, on weekdays as well as Saturdays.
- A Dial-a-Ride dispatcher would be required for 4 additional hours of the day on weekdays, 13 additional hours on Saturdays.
- At least one supervisor and one dispatcher would be required on Sundays as well.

With the increases in span of service, the increases in quantity of service (and therefore drivers and vehicles on the road), and the additional of Sundays, the recommended 2028 service would trigger the need for:

- As many as 123 new supervisor hours per week.

- As many as 44 new Dial-a-Ride dispatcher hours per week.
- A full-time (40 hours per week) customer service staff person.
- A full-time (40 hour per week) maintenance staff person. (In fact, any increase in service at all, let alone an increase to the level of the 2028 recommendation, will trigger the need for an additional maintenance staff person.)

Operations Personnel

Adding more fixed route and Dial-a-Ride service on weekdays would not only require more drivers, it would increase the daytime work load for operations staff such as supervisors and dispatchers.

It would also lengthen the operating work day, adding hours to shifts in the mornings and evenings, as the fixed route and Dial-a-Ride spans of service would get longer.

A major increase in staffing would be required on weekends, when both fixed route and Dial-a-Ride increases would trigger additional weekend shifts for staff and a larger team of staff in total.

In addition, the work of administering, managing and communicating about SMART service will increase as the size and usefulness of the system increases.

Administrative Personnel & Facility

With a nearly three-fold increase in fixed route service (as shown in the table on page 45), and with further increases in DR service, SMART will need to grow its administrative team.

Administrative personnel support passengers, service and operations by providing planning, marketing, financial management, staff management, procurement, and more.

With growth of the administrative team, more space will be needed for their work, both office spaces and flexible space such as training rooms. The SMART administrative facility is currently at capacity so an expansion would be needed in order to provide space for this growth.

Maintenance Personnel

The planned increase in service hours, service miles and peak vehicles will require additional maintenance staff and supporting equipment, supplies and infrastructure.

The staff who maintain SMART vehicles work on all City of Wilsonville vehicles. There are four mechanics who work Monday through Friday in five 8-hour shifts.

These maintenance staff are at capacity today. Hiring and retaining mechanics has been a challenge, similar to the nationwide and local challenge of hiring and retaining transit operators. SMART currently has an

open position listed for a maintenance service worker. If filled, that will help provide currently-needed maintenance capacity.

The service increases described in this Plan would modestly increase the size of the fleet, which on its own would trigger a need for more maintenance staff, and may also trigger increases in required equipment, storage space, supplies and other infrastructure that supports maintenance. However, the service increases described in this Plan would greatly increase mileage and hours per vehicle, which would trigger more frequent preventative and reactionary maintenance per vehicle and would also increase needed maintenance capacity.

Additional maintenance staff would be needed to support the larger fleet and the greater wear-and-tear on the fleet. Those positions would be:

- Maintenance Hostler
- Equipment Mechanic
- Shop Foreperson

These positions cannot be added smoothly, one hour at a time, as service increases are implemented. The need for an additional full- or part-time position may be triggered by a small increase in service.

Regional Customer Service Center

SMART is currently in the planning stages of developing a regional customer service center that will handle customer service requests across multiple south metro transit providers. When the regional customer service center opens at the earliest in 2025, SMART will need to add more staff to operate the customer service center. The service increases recommended for 2028 would also trigger a need for additional customer service staff. The addition will relieve SMART's current dispatchers to focus solely on dial-a-ride scheduling and not general customer service as well.

An associated project, a trip planning tool at rideclackamas.org, will be connected to the regional customer service center and maintained by the same agency partners. It will provide one-stop-shop for information about service, fares, rules and trip planning for all of the small Clackamas County transit providers.

Maintenance Yard

SMART’s fleet and administrative facility was built in 2012 to match the funding available at the time. It is near the Wilsonville Transit Center.

Planning is underway to improve the circulation for fueling, vehicle storage, and system growth in general. There is enough land to expand bus storage by about 40%, which is sufficient to accommodate the service increases and fixed-route peak fleet increase proposed by this Plan.

In the yard, there are currently three chargers for the electric buses. A fourth charger will be installed in FY 2023.

In addition, the administrative building will need to be evaluated for space and potential expansion as personnel and service expands.

Preliminary design and cost estimates for the maintenance yard expansion are currently in development and expected to be complete in 2023.

Technology and Public Information

SMART staff are satisfied with most of the software used on-board transit vehicles, as well as software for operations and planning. SMART uses the vendor GMV for automatic vehicle locators (AVL), automatic

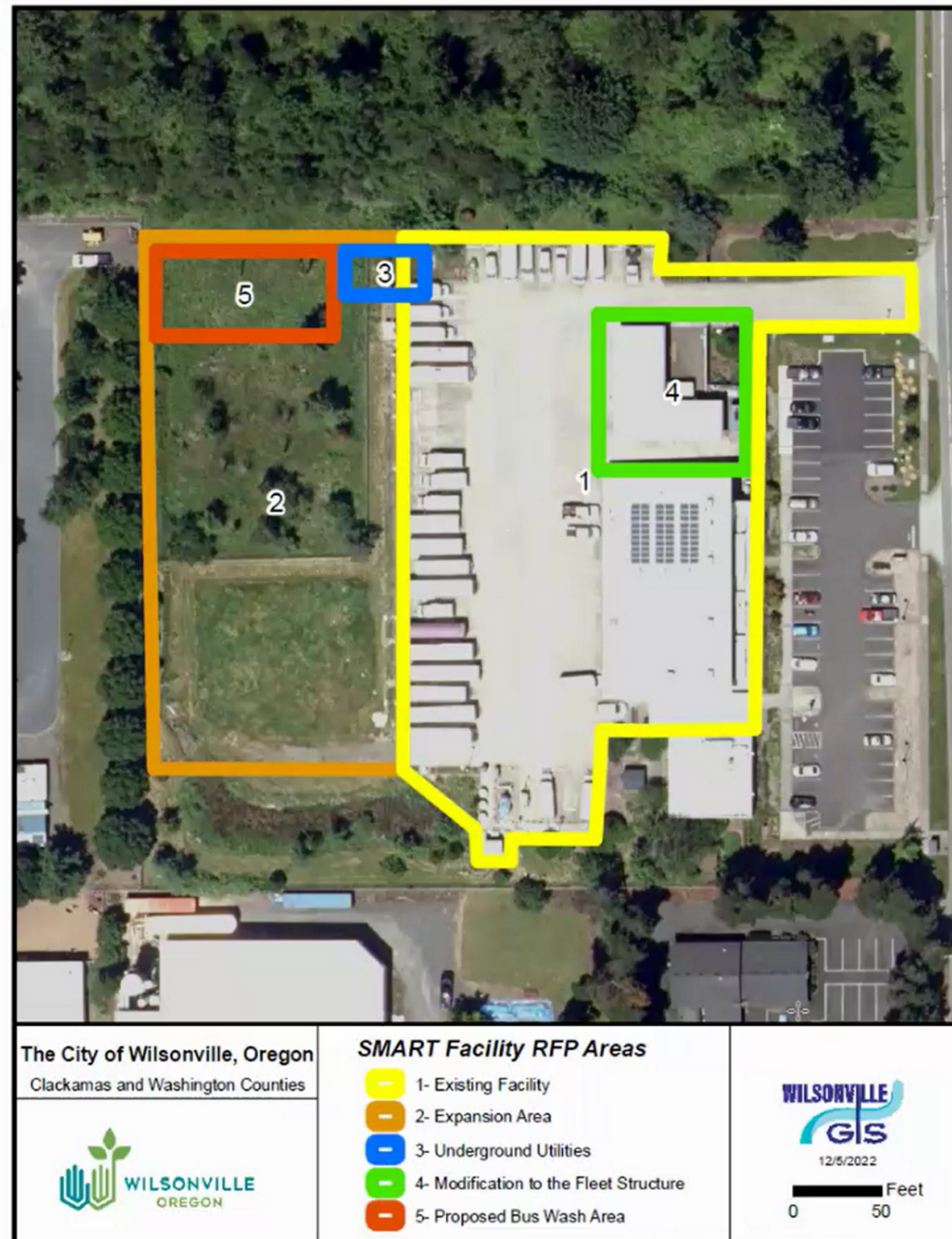


Figure 52: SMART Maintenance Yard Future Site Plan

passenger counters (APC) and mobile data terminals (MDT) on buses. GMV also provides real-time bus arrival information and can be used for booking subscription riders, paratransit dispatching, and driver logs. Staff use Optibus for fixed-route scheduling and mapping.

SMART is ordering digital displays to provide next bus information at the busiest bus stops. SMART also plans to replace its on-board surveillance system.

Real Time Bus Tracking

SMART currently has a bus tracking app, mySMARTbus, which is available to download for free from the Apple Store or Google Play. Real time bus information is also accessible on the [mySMARTbus](#) website.

Most smartphone users rely on navigation apps to provide them with information when they travel or move to a new city, such as Google Maps, Apple Maps, Transit App or Moovit. In the future, we recommend that SMART focus on providing reliable open data on its services via GTFS and GTFS-realtime feeds, so that people do not need to discover and download an additional app to find transit information.

Small Terminal Facility in Town Center

The 2028 network in this Plan includes two routes (E and G) that would have one terminus in the Town Center east of I-5 (Route E's other end would be in Keizer, and Route G's other end would be in Villebois). Routes A, B, D and F would pass through the Town Center. This area is shown in the excerpted map of the 2028 network in **Figure 53**.

The area marked on the map in **Figure 53** with a "T", representing the place where Routes E and G would end and other routes would pass through, is approximately at the intersection of Park Place and Courtside Drive. It is a 1.5 mile walk from the existing Transit Center / WES station on the west side of I-5.

Plans for a pedestrian and bicycle bridge over I-5 would shorten the walk from the Town Center to the west side Transit Center to a little less than one mile. SMART also plans to offer a small autonomous shuttle vehicle over the pedestrian bridge to help those who have difficulty walking connect between the Town Center and the west side transit center. However, engineering and construction of the pedestrian bridge are unfunded and it may not be built for years to come.

Normally a transit agency would not want two transit centers so close to one another.

However, the severely divided nature of Wilsonville – with I-5 acting as a barrier between the two sides of the city – makes it an unusual case in which transit centers that allow routes to terminate, and passengers to transfer, on either side of the barrier could make the transit network simpler and more reliable.

The purpose of this small east side facility would be to:

- Eliminate the obligatory passage of all buses under I-5 on Wilsonville Road, regardless of whether that movement is useful to passengers, simply because they need to reach the Wilsonville Transit Center. Wilsonville Road at I-5 is extremely congested and causes delay.
- Make the Wilsonville Road route (currently called Route 4, or proposed

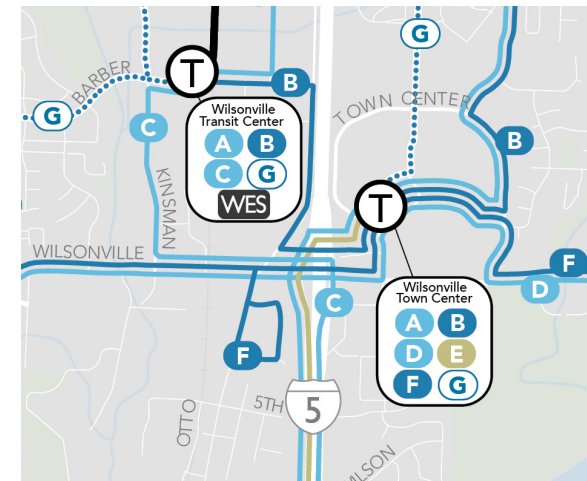


Figure 53: Central Wilsonville excerpt of the 2028 Network Map

Routes D and F in this Plan) more direct by replacing the time-consuming deviation to the west side Transit Center with a smaller deviation onto Park Place. Wilsonville Road travelers bound for places in north Wilsonville, Tualatin or Tigard could transfer to Routes G or B at the Town Center.

- Provide shelters and seating where passengers can transfer from a local bus trip to a regional bus trip.
- Create a terminus for certain routes where bus drivers could take breaks, and passengers could make transfers.

Site Guidelines

While the precise site can be determined in a later process, the appropriate site should be:

- On or very close to Wilsonville Road, to minimize out-of-direction travel for passengers using the Wilsonville Road bus route.
 - o The ideal, unconstrained location would in fact be on Wilsonville Road itself, between Memorial Drive and Town Center Loop W. This would allow all bus routes to be as linear as possible while still connecting. However, it seems unlikely that the City of Wilsonville would be able to dedicate the necessary amount of road width to laying-over buses, sidewalk

width for passenger shelters, and adjacent land for the operator facility. The second-best location, in terms of route directness, is along Park Place or Courtside Drive, where more land is currently used as surface parking and where curb lines are planned to change anyway.

- In the middle of the Town Center, to minimize walking distances to people and destinations in every direction.
- Not directly adjacent to I-5 (such as on Town Center Loop W), for two reasons:
 - o To maximize the number of destinations within walking distance (the freeway acting as both a barrier

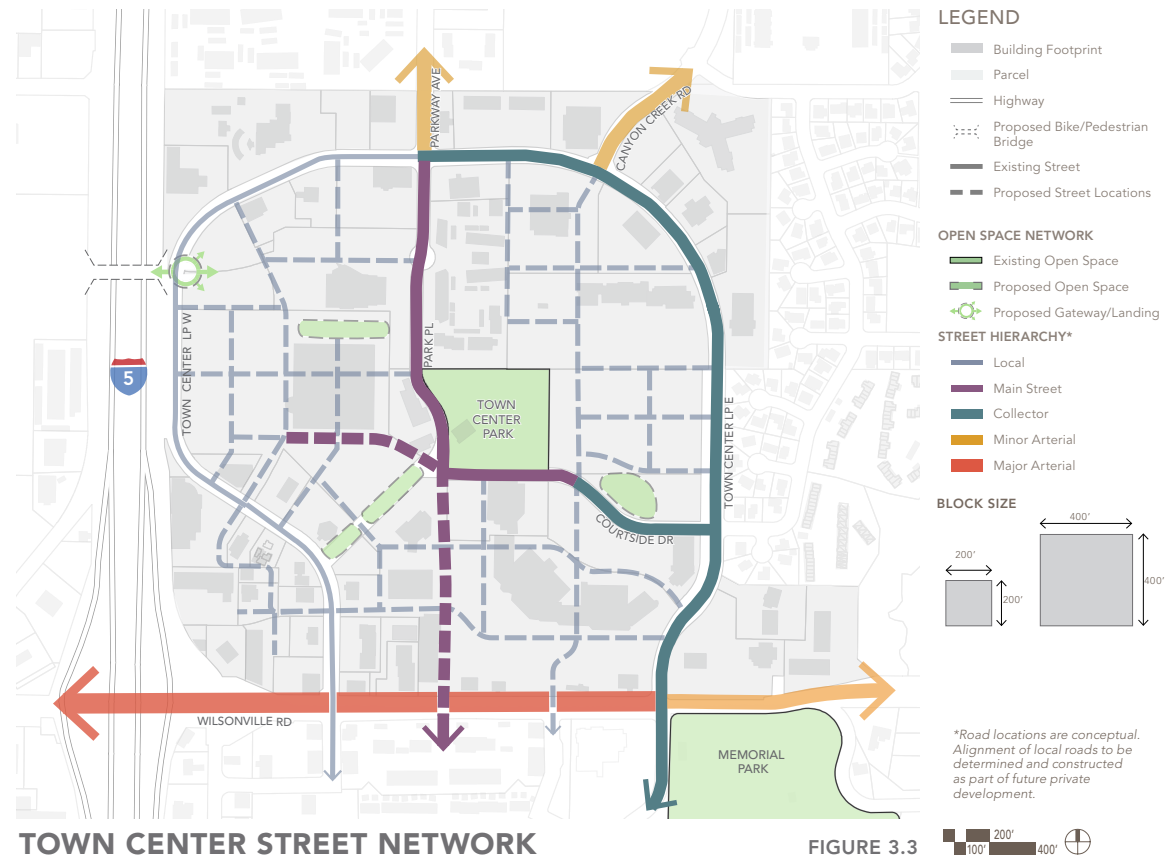


Figure 54: Planned Street Network from the City of Wilsonville’s Town Center Plan 2021

- and an empty area in a bus stop's walkshed) and
- o To avoid duplicating service provided to the west side of I-5. (Once a pedestrian bridge is added over the freeway, the west side of the Town Center will be walking distance from SW Boones Ferry Road).

Many changes to the Town Center are contemplated by the City's Town Center Plan, last updated in 2021 (the planned street network is shown in **Figure 54**). The implementation of that plan should take into account the need for a small bus route terminus in the Center, and the guidelines given above for choosing its precise location.

Two Centers

The names of the existing (west side) and new (east side) transit centers should be carefully considered.

- "Wilsonville Transit Center" and "Wilsonville Town Center" are easy to misread at a glance, and have the same abbreviation.
- "SMART Central Station," is the old name for what is now called the Transit Center, but it is not very "Central."
- The "Station" refers to WES, but the future of WES is uncertain, so a long-lasting name should not depend on it.

- If there are two places in a city that an ordinary person would describe as "transit centers" then neither should be given the name "Wilsonville Transit Center" as it fails to differentiate them.

For now, in planning work, we suggest distinguishing the two facilities by referring to their respective locations, on the west and east sides of the city.

Where in the Town Center?

The best location for this site would be either on Wilsonville Road, just south of the Town Center, or along the street currently known as Park Place. (The hypothetical site has been marked along Park Place on maps of the 2028 network.) The site would be small, just large enough for a few routes to terminate and for a modular break room.

If the site is off-street, the needed infrastructure and bus movements could be accommodated in a site as small as 10'x32'. If the site is on-street, then linear space in the right-of-way would be used to lay-over (park) buses, while a smaller space outside of the right-of-way would be needed for the modular break room only.

Consideration for how operators would access the locked facility, and whether and how any operator reliefs (with one operator replacing another on the same route/vehicle) would happen there, should also be a part of the planning and costing process.

Off-Street Facility Near Park Place & Courtside Drive

If the site is off street, along Park Place or Courtside Drive (shown on the next page in [Figure 55](#)) then the bus stops on those two streets could mostly remain in place.

The off-street site would need to be configured so that two buses could occupy it at the same time, and pass one another if necessary. The layover spaces for the two buses would be close to the operator break room. The buses would need to be able to turn around on the site, and exit in either direction (since Route G

heads north, and Route E heads south). A drawing of an example bus turn-around and layover area is shown in [Figure 56](#), drawn for a site that is approximately 350 feet long (including the driveway at the top of the drawing) by 140 feet wide.

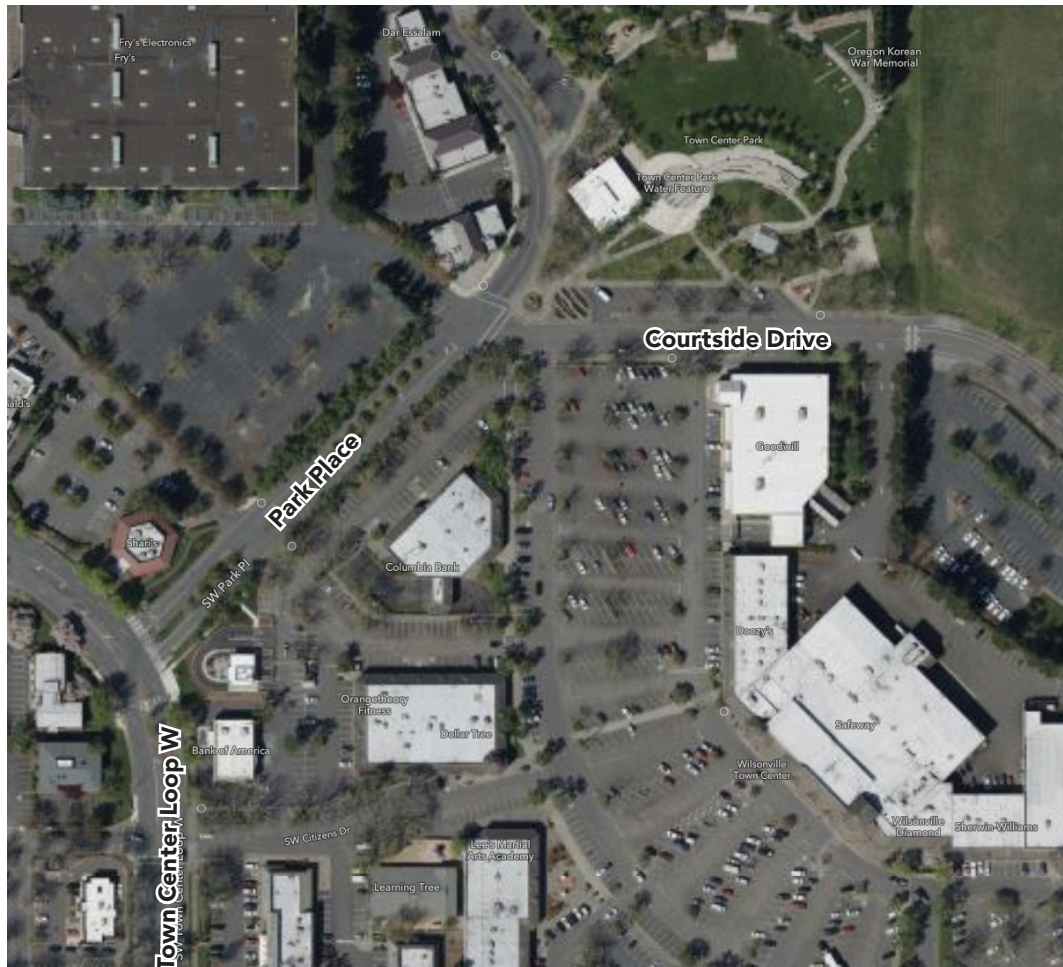


Figure 55: Potential Area for an East Side Terminal Facility in the Town Center

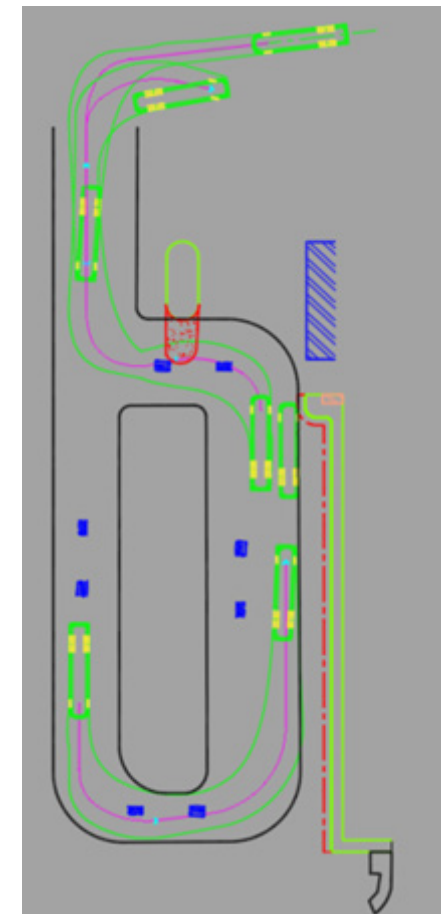


Figure 56: Bus circulation allowing for turn-around and layover in an example off-street terminal site.

For an off-street site in this area, the existing on-street bus stops could be maintained as the places where passengers would board and alight from buses, rather than in the terminal facility itself.

- Route A, B, D and F buses would run through and make stops on Park Place/Courtside Drive, and would not enter the facility at all.
- Route E buses would make stops on Park Place before turning into the facility to terminate and turn around.
- Route G buses could serve new stops on Park Place, close to the intersection with Courtside Drive, before pulling into the facility to terminate and turn around.

While the existing stop locations could be retained, the stops would need be improved based on SMART's usual standards for providing amenities at bus stops. We expect that shelters, benches and trash cans would be justified by ridership within a few years of introducing the 2028 network routes.

Ideally, the bus stops on these streets would also be closer to one another, to facilitate easy transfers. However, the current configuration of the area makes this difficult to change:

- The current design of the Park Place/Courtside Drive intersection seems to preclude placing bus stops close to the intersection on Courtside Drive, for

both directions.

- The wide driveway at that same intersection, into the Goodwill parking lot, eliminates a possible location for an eastbound stop.
- The angled parking at Town Center Park eliminates the possibility of stops on Courtside Drive that are closer to Park Place.

In consultation with City planners, SMART should evaluate the best potential sites for this terminal facility, and how bus stops served by buses in both directions (whether on Courtside Drive and Park Place, or other streets) could be moved close together to facilitate easy and intuitive transfers by passengers.

On-Street Facility on Wilsonville Road

If the goal is to make transit as useful as possible to the maximum number of people, then the ideal location for this terminal facility is not off of Park Place or Courtside Drive, but rather on Wilsonville Road itself (shown below in **Figure 57**) between Town Center Loop W and Memorial Drive.

This would make it possible for bus routes to be more linear and faster, especially routes that would *not* terminate in the Town Center.

Routes could stay on Wilsonville Road, rather than deviating to the north to serve Courtside Drive and Park Place. This would save passengers time, and also make the routes more efficient to operate for



Figure 57: Potential Area for an East Side Terminal Facility in the Town Center

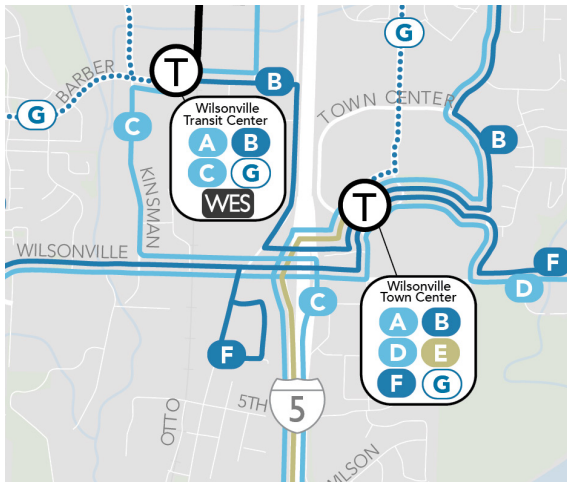


Figure 58: Central Wilsonville Excerpt of the 2028 Network Map

SMART, which in the long run supports higher frequencies.

Buses would still use the local streets of the town center in order to turn around, but the bus stops for terminating routes would be on Wilsonville Road.

In this case, spaces on both sides of Wilsonville Road would be needed for buses to layover (park) while drivers took a break. Improved bus stops for passengers would be needed on the sidewalks near these layover spaces. And, crucially, a nearby break room would be needed for bus operators so that they would have a short walk to and from their break. The break room may need to be on private property, or on City property, but regardless it would not fit in the right-of-way of Wilsonville Road itself.



Figure 59: Example of a Modular Break Room, 10' x 36'

Modular Building

Most of the costs of a terminal facility are likely to arise from changes to the streetscape or traffic controls, rather than from the facility itself. SMART will need to work with City planners and engineers to identify and evaluate possible locations, and estimate costs for both the terminus infrastructure and any needed street or engineering changes.

The facility would not necessarily require substantial construction and could be physically small, but it should be built with basic comforts that allow SMART to use it

for driver meal breaks rather than returning to the Wilsonville Transit Center break room. To that end, it should include:

- A restroom. If vehicles are scheduled with overlapping layover at the Town Center, then two small restrooms may be important for operator comfort and health.
- A small break space, with seating, a table, and access to potable water, electricity and a way to warm food.
- Electricity for air conditioning and heating and plumbing for the

bathroom and potable water for drinking would be needed.

- Wifi connectivity.
- Cleaning, first aid, and bathroom supplies.

Recognizing that the utility hookups have a one-time cost, the building itself could be a modular one to minimize construction costs. An example of the type of modular building that could be used as an operator break site is shown in **Figure 59**.

Modular buildings come in many configurations that can be plumbed with septic underneath. Electricity will require a tie in, and the best precise location for the facility may be influenced by where on the property is the closest junction, pedestal, or transformer box. Inside the modular building, a pre-fab wall for a separate quiet area or field supervisor office could be included.

Approximate costs for this facility would be \$124,000. This includes the modular building, minor sidewalk improvements, moving and re-installation of bus stops, a new bus shelter, minor asphalt striping, and other miscellaneous labors. This would include electrical and water hook-up but not sewer hook up. Additional costs would occur for operation and maintenance of the building.

The actual cost to create this facility will obviously vary greatly depending on where exactly the facility is located, whether

there are property leasing or acquisition costs, how suitable the streetscape is for bus stops and passenger transfers, and whether any traffic engineering changes are needed to allow for new bus movements at intersections.

Using a lower-cost modular building for this facility, rather than building a permanent structure, would be especially prudent if the best terminal site that can be developed by 2028 is not the same as the best site in the long-term Town Center Plan. Rather than wait to offer the service improvements described in this Plan until the Town Center Plan is built out, which could take decades, SMART could move forward with an interim, lower-cost but still comfortable facility.

Future Town Center Redevelopment

Much larger changes to this site example will need to be discussed once the Town Center Plan is implemented at the very least because “Park Place” will become a directly north-south street (shown in dashed purple on the map at right, which is repeated from an earlier page for easy reference).

The example location we have identified on the current, diagonal “Park Place” is planned to become a parkway for walking and cycling only (shown in green on this map).

Many European cities have incorporated

buses into such car-free parkways. The possibility of continuing to run bus service on the diagonal, old “Park Place” should not be dismissed out of hand.

However, the north-south “Park Place” would also be a suitable alignment for the proposed 2028 bus routes, especially if priority is given to buses turning on and off of Wilsonville Road. The new north-south “Park Place” would also be an appropriate site for passenger transfers and the terminal facility.

Finally, as mentioned above, if all of these improvements (layover spaces for buses, shelters and benches for passengers, and an operator break room) could be placed on Wilsonville Road and adjacent property, between Memorial Drive and Town Center Loop W, that would be ideal to support the 2028 Network and maximize potential ridership and access to transit. That idea may be worth considering in the context of the Town Center Plan as well, depending on the scale of change City staff expect will result from this Plan.

The recommendation for a small Town Center terminal facility, and more generally for improved transit service to and through the Town Center, is supportive of the Town Center Plan overall. The two Plans will need to be further harmonized and implemented together.

Transportation Options, Marketing & Information

SMART does more than just operate fixed-route and demand-response transit services. This section describes some of the other programs SMART administers that would continue through the period of this Plan.

SMART supports the statewide “Get There Challenge,” which incentivizes non-single-occupancy-vehicle use. People who use other modes, such as vanpooling, carpooling, cycling or transit, can qualify for rewards, during two weeks in October.

Vanpool

Vanpool options are available to commuters who begin or end their trips in Wilsonville.

SMART offers up to a \$500 per van/per month subsidy to help start more vanpools coming into and out of Wilsonville. Vanpools with at least five passengers in the group can lease a vehicle from Commute with Enterprise, with no long term commitment required.

Safe Routes to School (SRTS)

SMART delivers SRTS programming. SRTS is a nation-wide program that encourages and educates children and parents on the

benefits and safety knowledge of walking and rolling (skateboard, bike, scooter, carpool, and school or SMART bus) to and from school. SMART hosts Walk+Roll to School Day events and challenges to promote active transportation.

The SRTS program improves transportation for students, parents, and staff and also reduces the number of driving trips to and from schools to improve air quality and congestion. SMART is working to ensure safe, healthy, and equitable outcomes for all participants including historically marginalized group

Travel Training

SMART has partnered with Ride Connection’s RideWise Travel Training Program to provide information and training to support independent public transit use at no cost. The program is aimed at training older adults and people with disabilities to inform them about their transit options, and help participants feel comfortable with using SMART.

The RideWise Program offers personal, one-on-one travel training and group transit trips to help participants learn about fares, trip planning, accessibility, and how to use trip planning apps.

RideConnection also provides specialized shuttle services. One such shuttle serving Clackamas County near West Linn could connect with the proposed Route D at one of multiple places along the route, for

example Legacy Meridian Medical Center or downtown West Linn.

Transit Service Marketing

Marketing and public information are key elements in maintaining and increasing ridership. SMART can provide service that effectively meets passengers’ needs, but if people don’t know it’s there, they won’t use it. As Wilsonville continues to grow, there are also many new residents and employees who may not have previously heard about SMART. There is great opportunity to leverage outreach efforts through coordination with other providers and existing resources. The actions that need to be taken in order to get the information to the intended audience are often very inexpensive and represent a good value in terms of increased ridership.

SMART services are marketed through various efforts, including through printed informational materials, social media, attending community events, and providing information on the SMART website.

Safety and Enforcement

While SMART’s services and facilities are generally safe and without patterns of concerning incidents or behaviors, SMART should continue to pursue trainings, best practices, policies and procedures to maintain a high level of safety on buses, around

bus stops and at SMART facilities.

Special attention should be paid to providing a safe environment for women and young people. A [study](#) completed in 2019 for Metro, in Los Angeles, made the case that “women tend to bear outsized burdens and risks in the course of their daily travel. Being cognizant of how women travel can help ensure SMART provides a welcoming environment at all hours of operation. For example, women tend to take more trips than men, which means there is a greater chance of exposure to travel incidents. They are also more likely to be traveling with children. Service design that helps minimize time, cost, and physical burdens of travel will improve the travel experience for all, not just women and children.

Signage at major transit stops should instruct people in how to make transfers to other transit vehicles or how to walk to major destinations. Such signage reduces the vulnerability of occasional or first-time travelers, and improves their comfort and confidence in their trip. The real-time arrival boards that SMART is planning to install at major bus stops can also help with this.

Additional signage at major transit facilities should instruct people how to call for help, and should be visible, current, and translated into Spanish, at a minimum.

The routes proposed in the 2028 Network extend far into other agencies’ service

areas, and far beyond the immediate reach of Wilsonville Police and other City staff who could help respond to emergencies or provide aid to passengers and operators. SMART, TriMet, Canby Area Transit, Woodburn Transit and Cherriots should have recent agreements in place at shared stop locations indicating the protocol for a safety incident or threat.

SMART has been fortunate not to have experienced an increase in challenging interactions since the pandemic, as have many other urban transit agencies. The 2028 Network is expected to be more useful to a greater number of people, and would naturally therefore bring SMART staff in contact with safety and social challenges that have been uncommon on more specialized, lower-ridership routes in the past. Additional training and support for SMART staff would be appropriate as part of implementing the 2028 Network.

We recommend that SMART review studies published by the Federal Transit Administration and other transit agencies to continue staying informed on current safety strategies. SMART and TriMet staff should routinely discuss and collaborate on safety approaches, especially in the “border” areas where the two agencies’ routes overlap and where they share facilities.

Additional resources for SMART staff are the [Transit Cooperative Research Program Synthesis 121: Transit Agency Practices in Interacting with People Who Are](#)

[Homeless](#), and ongoing training and discussions organizing by the American Public Transit Association (APTA) and Oregon Transit Association.

Human trafficking is a crime in which someone is coerced or forced to work, and this criminal activity is known to be concentrated along the I-5 corridor in Oregon, Washington and California.

SMART signed onto the USDOT’s Initiative against Human Trafficking in 2021 and conducted all-staff training in 2022. Ongoing training and awareness campaigns should be supported. SMART could develop materials for riders on how to identify and report potential risks, and promote an awareness campaign during National Human Trafficking Prevention Month in January.

Other Oregon transit agencies also located along I-5 (such as TriMet, Cherriots, Lane Transit District and Rogue Valley Transit District) may have information to share as well.

6. Financial Context and Project Costs

There are a number of funding sources available for the various types of improvements recommended in this plan. Since many people throughout Oregon enjoy the amenities of the greater Wilsonville region, the City has taken a financial approach that spreads the costs of public transit among property owners, businesses, overnight and day visitors, transportation systems users, and local, state, and federal governments.

The five major available funding categories are federal funding (formula and discretionary grant programs), state funding, regional/local funding, and private funding sources/partnerships. The most relevant and promising sources to fund improvements proposed in this Plan Update for 2023-2028 are described below.

Capital rolling stock, such as vehicles and equipment replacement, can be purchased with a match of up to 85% of the cost by Federal and state sources.

Federal, State, Private/Partnership and Local sources of transit funding are described in turn by the tables on the following pages.

Federal Funding (Discretionary Grant Programs)

The Infrastructure, Investment, and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL), was signed in November of 2021 and is the current federal transportation funding bill. The law replaced Fixing America's Surface Transportation Act (FAST) and will add an additional \$550 billion to transportation, broadband, and utility investments across the United States. This funding will be distributed from FY 2022 through FY 2026 via a competitive grant application process. Several of the most relevant funding sources are described in the following sections.

Funding Source	Amount	Match Required	Eligible Projects	Notes
5339(b) Federal Transit Administration Discretionary Buses and Bus Facilities Infrastructure Investment Program	Varies based on year. No current update for 2023.	15% for vehicles; 10% for bus-related equipment and facilities.	<ul style="list-style-type: none"> Capital projects to replace, rehabilitate, purchase, or lease buses, vans, and related equipment. Capital projects to rehabilitate, purchase, construct, or lease bus-related facilities. 	Recipients of 5307 funding may apply directly to the Federal Transit Administration.
5339(c) Federal Transit Administration Discretionary Low or No Emission Program	Varies based on year. No current update for 2023.	15% for vehicles; 10% for bus-related equipment and facilities.	<ul style="list-style-type: none"> Purchasing or leasing low- or no-emission buses. Acquiring low- or no-emission buses with a leased power source. Constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses. Constructing new public transportation facilities to accommodate low- or no-emission buses. Rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses. 	Recipients of 5307 funding may apply directly to the Federal Transit Administration.
Rebuilding American Infrastructure with Sustainability and Equity (RAISE)	Minimum award is \$5 million in urban areas. No more than \$345 million per state.	20% excluding local areas.	<ul style="list-style-type: none"> Highway, bridge, or other road projects eligible under title 23, United States Code. Public transportation projects eligible under chapter 53 of title 49, United States Code. Passenger and freight rail transportation projects. Planning, preparation, or design of eligible transportation capital projects. 	Funding is obtained via an application to USDOT.
Safe Streets and Roads for All (SS4A)	FY 2023 Notice of Funding Opportunity to open in spring 2023.	20%.	<ul style="list-style-type: none"> Creating action plan to prevent roadway fatalities and serious injuries. Funding and implementing specific projects previously identified in the action plan. 	Funding is obtained via an application to USDOT.

Figure 60: Federal Discretionary Grant Funding Programs

Funding Source	Amount	Match Required	Eligible Projects	Notes	
STBG Discretionary Bus Replacement Program	Funding varies based on solicitation year. No current update for 2025 – 2027 solicitation.	10.27% for STBG.	<ul style="list-style-type: none"> • Vehicle replacements that were purchased through ODOT Public Transportation Division and have ODOT on the title as first security interest holder. 	ODOT receives funds from the FHWA's STBG program, then allocates those funds to agencies via a competitive application process. The funds are transferred into FTA Sections 5310, 5311, or 5307.	
Statewide Transportation Improvement Fund Discretionary	Varies based on Oregon payroll tax revenue. Revenues stream from 5% of Statewide Transportation Improvement Fund.	20% of project's total costs. Eligible for 10% match if project meets certain characteristics.	<ul style="list-style-type: none"> • Vehicle purchase. • Equipment purchase. • Facility purchase. • Signs/shelters purchase. • Planning. 	<ul style="list-style-type: none"> • Project administration. • Operating. • Preventive maintenance. • Mobility management. 	Funding is obtained via an application to a Qualified Entity (TriMet), then to ODOT.
Statewide Transit Network Program	Varies based on Oregon payroll tax revenue. Revenues stream from 4% of Statewide Transportation Improvement Fund and FTA 5311(f).	20% of project's total costs. Eligible for 10% match if project meets certain characteristics. If receiving 5311(f) funds, must provide 50% match for operations projects and 20% match for capital projects and project administration.	<ul style="list-style-type: none"> • Vehicle purchase. • Equipment purchase. • Facility purchase. • Signs/shelters purchase. • Planning. • Project administration. • Operating. • Preventive maintenance. • Mobility management. 		Funding is obtained via an application to ODOT.

Figure 61: State Discretionary Grant Funding Programs (continued on next page)

Funding Source	Amount	Match Required	Eligible Projects	Notes
Transportation and Growth Management (TGM) Program	Varies based on formula that considers number of cities and the population within a region. Common award amounts are \$100,000 to \$250,000.	12%.	<ul style="list-style-type: none"> Planning work leading to local policy decisions. Projects should result in the development of an adoption-ready plan or land use regulation or amendments to an existing plan or land use regulation. 	Funding is obtained via an application to ODOT / Oregon Department of Land Conservation and Development (DLCD).

Partners	Eligible Projects	Notes
Developers / Transportation System Development Charges	<ul style="list-style-type: none"> Infrastructure within or related to new developments which improves transit usefulness and accessibility. 	<p>Opportunity to incorporate desired transit facilities into new developments to improve transit amenities on existing or planned routes.</p> <p>For example, sidewalks and bus pads on Stafford Road would allow SMART to place bus stops to serve residents of new Frog Pond developments.</p>
Local school district	<ul style="list-style-type: none"> Safe Routes to School (SRTS) plans. 	Opportunity to meld transit with SRTS planning and collaborate with the West Linn-Wilsonville school district to expand transit access to students, for example by deviating proposed Route D to serve a new district high school at times that suit the school schedule.

Figure 62: Potential Partnerships or Other Sources of Support

Local Wilsonville Funding

The City of Wilsonville funds transit service chiefly through a local payroll tax and self-employment tax, also called the “transit tax.” It is applied at a rate determined by the City Council and the rate has been set at 0.5% of wages.

The amount of money available is directly linked to the total wages earned each year. According to the Wilsonville 2022-23 Adopted Budget, the wage base growth has grown an average of 4.3% each year since FY 2008-09. The budget for future years has payroll tax receipts set to increase at 2%, a conservative assumption.

Transit Fund Forecast 2023-2028

The table on the following page summarizes the Wilsonville Transit Fund recent Actuals and Forecasts. It shows Revenues (“Resources”) and Requirements (“Expenditures” and “Transfers to other funds”) for the Transit Fund over the past three and coming five fiscal years, through FY 2026-27. This forecast was prepared in the first half of 2022 and is part of the adopted FY 2022-23 budget.

The Transit Fund in Wilsonville is made up of three main revenue sources: the local payroll tax, intergovernmental revenue (which includes grants from Federal and State sources described on previous pages), and charges for services. The local payroll tax and the intergovernmental revenue together represented 99% of the

Funding Source	Amount	Eligible Projects	Notes
Transit payroll and self-employment tax	\$0.005 rate on gross payroll earnings.	<ul style="list-style-type: none"> Transit capital projects. Transit operations. 	Funds are raised through payroll taxes paid by businesses in the City.

Figure 63: Wilsonville’s Local Payroll Tax

total funding, approximately 55%, and 44%, respectively.

Statewide Funding

Intergovernmental revenue includes state and federal grants and contracts, especially the Statewide Transportation Improvement Fund (STIF). Enacted by the State Legislature as HB2017 “Keep Oregon Moving,” STIF provides a dedicated source of funding to expand public transportation through a 0.1% statewide payroll tax on employees. The Oregon Department of Transportation disperses STIF funds through formula and competitive grants. Thanks to this funding source, the SMART Transit Fund is keeping up with expenditures and offers potential to expand service in coming years.

In FY 2022-23, SMART forecasted \$1,428,000 from formula funds and an award of \$300,000 in competitive STIF funds. SMART has forecasted \$300,000 annual revenue from competitive grants each year beginning in FY 2023-24, which is lower than actual competitive grant receipts from STIF from 2020-2022. Forecast grants from Federal and other

sources start at \$750,000 in 2022-2023 and grow gradually in future years, but are forecast to be considerably lower than actual received grant amounts in prior years.

TABLE 5 - Transit Fund Forecast

	Actual 2018-19	Actual 2019-20	Budget 2020-21	Proposed 2021-22	Forecast 2022-23	Forecast 2023-24	Forecast 2024-25	Forecast 2025-26	Forecast 2026-27
Beginning fund balance	3,592,929	4,595,626	5,084,730	7,505,702	\$ 7,536,271	\$ 7,263,781	\$ 6,973,383	\$ 6,707,951	\$ 6,422,500
RESOURCES									
Revenues:									
Transit tax	\$ 5,026,869	\$ 4,902,080	\$ 5,050,000	\$ 5,000,000	\$ 5,100,000	\$ 5,202,000	\$ 5,306,040	\$ 5,412,161	\$ 5,520,404
Intergovernmental:									
STIF Formula	-	-	1,800,000	1,400,000	1,428,000	1,456,560	1,485,690	1,515,400	1,545,710
STIF (competitive)	-	-	1,300,000	530,000	300,000	300,000	300,000	300,000	300,000
Grants (#5307, TDM, Ot)	3,381,180	3,463,450	2,196,588	2,034,104	750,000	757,500	765,075	772,726	780,453
Intergovernmental Total	3,381,180	3,463,450	5,296,588	3,964,104	2,478,000	2,514,060	2,550,765	2,588,126	2,626,163
Charges for services	206,399	140,935	170,000	-	-	-	-	-	-
Investment income	106,952	134,123	31,100	75,000	37,681	36,319	34,867	33,540	32,113
Miscellaneous	47,061	177,415	21,000	21,000	15,000	15,000	15,000	15,000	15,000
Revenue Total	\$ 8,768,461	\$ 8,818,003	\$ 10,568,688	\$ 9,060,104	\$ 7,630,681	\$ 7,767,379	\$ 7,906,672	\$ 8,048,826	\$ 8,193,680
REQUIREMENTS									
Expenditures:									
Personnel services	\$ 3,384,655	\$ 3,736,261	\$ 4,106,110	\$ 4,251,900	\$ 4,336,938	\$ 4,467,046	\$ 4,556,387	\$ 4,693,079	\$ 4,786,940
Materials & services	1,732,360	2,416,826	2,268,268	2,118,188	2,120,306	2,122,426	2,124,549	2,126,673	2,128,800
Capital outlay	2,071,020	69,667	2,629,941	1,990,000	787,500	793,125	798,806	804,544	810,340
Expenditures Subtotal	7,188,035	6,222,754	9,004,319	8,360,088	7,244,744	7,382,598	7,479,742	7,624,296	7,726,080
Transfers to other funds:									
General Fund	543,250	567,310	594,370	585,240	599,871	614,868	630,239	645,995	662,145
Building Capital Fund	34,479	58,608	214,493	84,207	58,556	60,312	62,122	63,985	64,625
Transfers Subtotal	577,729	625,918	808,863	669,447	658,427	675,180	692,361	709,980	726,770
Expenditures Total	\$ 7,765,764	\$ 6,848,672	\$ 9,813,182	\$ 9,029,535	\$ 7,903,171	\$ 8,057,777	\$ 8,172,104	\$ 8,334,277	\$ 8,452,850
<i>NET (Revenues less Expenditures)</i>	<i>1,002,697</i>	<i>1,969,331</i>	<i>755,506</i>	<i>30,569</i>	<i>(272,490)</i>	<i>(290,399)</i>	<i>(265,432)</i>	<i>(285,451)</i>	<i>(259,171)</i>
Ending fund balance	\$ 4,595,626	\$ 6,564,957	\$ 5,840,236	\$ 7,536,271	\$ 7,263,781	\$ 6,973,383	\$ 6,707,951	\$ 6,422,500	\$ 6,163,329
Financial Policy Minimum	1,023,403	1,230,617	1,274,876	1,274,100	1,291,500	1,317,900	1,336,200	1,364,000	1,383,200

Figure 64: City of Wilsonville Transit Fund Actuals and Forecasts, FY 2018-19 through FY 2026-27

Service and Capital Projects

This section provides cost estimates for investments that could be made towards implementation of the 2028 recommendation.

This cost estimates are approximate. Actual cost estimates will be developed at the time, based on resolved details related to scheduling of transit services, vehicles and staff, and then-current costs for labor, materials and/or construction.

“Table 1: Service Increases” on page 87 describes potential marginal increases to service frequency, span or capacity as SMART works to implement the full 2028 service vision. This table covers both fixed route (FR) improvements and Dial-a-Ride (Demand Response, DR) improvements. Some DR improvements would be required to complement fixed route improvements, per the American’s with Disabilities Act.

The costs in Table 1 are estimated based on the hours that buses and drivers would be in service, Revenue Hours (RH). Actual labor hours will be longer, and the number of full-time drivers hired to provide this service would not be so simple as the total RH divided by 40 hours per week. Operating costs are calculated based on estimated Revenue Hours of service and the average operating costs for 2022,

which differ for fixed route and demand response. Costs per RH will change over future years.

Table 1 indicates when one or more additional vehicles may be needed, and when overhead positions may need to be added due to a change or increase in service.

“Table 2: Assumed Costs per Service Revenue Hour” on page 89 shows the average costs per Revenue Hour of service which were used to estimate operating costs in Table 1.

“Table 3: Costs for New Overhead Personnel” on page 90 shows the fully-loaded annual 2023 salaries of full-time overhead personnel. These personnel cannot be added incrementally as service is increased incrementally. Service increases may trigger the need for one or more additional personnel, at part- or full-time.

“Table 4: Capital Projects and Investments” on page 91 provides rough estimated 2023 costs for the major capital projects recommended by this Plan.

Table 1: Service Increases	Estimated Change in Annual Operating Costs					Likely Additions of Operations Personnel Hours?				
	2021 RH ¹	2028 RH	Approx. Increase in Annual RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?	Customer Service?
Changes and improvements to fixed routes, or additions to demand response (DR), to 2028 recommended levels:										
Upgrade 1X to recommended A ³	8200	8800	600	\$64,000	\$111,000					
Upgrade 2X to recommended B	8600	19600	11000	\$1,175,000	\$2,030,000	X	H, M, F	X		X
Upgrade 3X to recommended C	3000	4400	1400	\$150,000	\$258,000		H			X
Upgrade 4 and M to recommended D	12500	25000	12500	\$1,335,000	\$2,306,000	X	H,M,F	X		X
Launch E ³		2500	2500	\$267,000	\$461,000	X	H			X
Upgrade V to recommended F	1800	9600	7800	\$833,000	\$1,439,000	X	H,M,F	X		X
Change 5, 6 & 7 to recommended G	5500	5100	-400	\$(43,000)	\$(74,000)					
Add DR capacity and span on weekdays			4320	\$542,000	\$1,056,000	X	H,M,F	X	X	X
Add DR capacity and span on Saturdays			3300	\$414,000	\$806,000	X	H,M,F	X	X	X

1 RH stands for Revenue Hour. One Revenue Hour represents one hour of a driver and vehicle on the road providing service (or, in the case of Dial-a-Ride, available to respond to requests for service).

2 For information about sources of operating cost estimates, see the table following.

3 For Routes A and E we assume that weekday service would be split equally between SMART and Cherriots (with RH divided equally), but that Saturday and Sunday service would be provided entirely by SMART.

Table 1: Service Increases		Estimated Change in Annual Operating Costs					Likely Additions of Operations Personnel Hours?			
		2021 RH ¹	2028 RH	Approx. Increase in Annual RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?
Lengthening of spans to 2028 recommended levels:										
Weekdays										
Earlier morning spans by one hour, for FR and DR ⁴			1800	\$248,000	\$436,000		H	X	X	X
Earlier morning spans by two hours, for FR and DR			2800	\$417,000	\$734,000		H,M,F	X	X	X
Later evening spans by one hour, for FR and DR			1800	\$248,000	\$436,000		H	X	X	X
Later evening spans by two hours, for FR and DR			3800	\$525,000	\$921,000		H,M,F	X	X	X
Later evening spans by three hours, for FR and DR			4100	\$611,000	\$1,076,000		H,M,F	X	X	X
Saturdays										
Upgrade Saturday FR service level to recommended	2300	7600	5300	\$566,000	\$978,000		H,M,F	X		X
Upgrade Saturday DR service level to recommended			690	\$87,000	\$169,000		H,M,F	X	X	X
Sundays										

⁴ FR = Fixed Route. DR = Demand Response = SMART Dial-a-Ride

Table 1: Service Increases	Estimated Change in Annual Operating Costs						Likely Additions of Operations Personnel Hours?			
	2021 RH ¹	2028 RH	Approx. Increase in Annual RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?	Customer Service?
Launch Sunday & Holiday FR service as recommended		3500	3500	\$374,000	\$646,000		H,M,F	X		
Launch Sunday & Holiday DR service as recommended			1100	\$138,000	\$269,000		H,M,F	X	X	
All Recommended Fixed Route Service Increases			35400		\$6,531,800	X	Additions of revenue hours, drivers and operations personnel would also trigger a need for additional administrative staff and space.			
All Recommended Demand Response Service Increases			6100		\$1,492,600	X				
All Recommended Service Increases			41,500		\$8,024,400	X				

Table 2: Assumed Costs per Service Revenue Hour	Direct Operating Cost Per Vehicle Revenue Hour	Fully-Loaded Operating Cost Per Vehicle Revenue Hour
Fixed Route (FR)	\$106.81	\$184.51
Demand Response (DR/Dial-a-Ride)	\$125.51	\$244.32

Estimated operating costs in Table 1 are calculated based on the estimated number of Revenue Hours required to provide the service, and SMART's estimated operating cost per Revenue Hour which is taken from SMART's submission of 2022 service data to the National Transit Database. "Direct costs" are only those that relate to the driving and operation of vehicles. "Fully-loaded" costs include vehicle maintenance, facility maintenance and administration.

Table 3: Costs for New Overhead Personnel	Annual Fully-Loaded Salary for a Full-Time Position
Transit Supervisor	\$152,000
Transit Dispatcher	\$112,000
Transit Customer Service	\$95,000
Maintenance Worker/Hostler	\$84,000
Maintenance Equipment Mechanic	\$99,000
Maintenance Shop Foreperson	\$134,000

While the “fully loaded” operating costs in the previous two tables do include the per-hour average cost of supervision, dispatching, customer service and maintenance, those functions cannot in fact be added incrementally. The per-hour average cost of these overhead functions over a year of operations is not the same as the marginal cost of adding these functions each time an hour of service is added. Personnel costs are somewhat “lumpy” and a small increase in service can trigger the need for a new position. The 2023 annual, fully-loaded salaries for new full time positions that may be triggered by service increases as the 2028 network is implemented are therefore given in this table.

Table 4: Capital Projects and Investments	Approximate 2023 Capital Cost (if known)	Notes
Each additional BEB vehicle (40')	~\$879,000	A 40' heavy-duty Battery Electric Bus (BEB) would be appropriate for SMART's high-ridership routes and any routes that pass by a middle or high school and are subjected to crowding. The State of Oregon provided \$838,000 as an estimated cost for a 40' BEB vehicle in 2020. A more recent estimate is available from the State of Washington negotiated price agreement, which is the price given at left for a 40' BEB vehicle plus 10% for miscellaneous contract and delivery-related costs.
Each additional CNG vehicle (30' - 40')	\$467,000 – \$614,000	CNG vehicles would be appropriate for SMART's high-ridership, long distance routes, as well as for in-town routes, lower ridership routes and Dial-a-Ride. For Dial-a-Ride, CNG vehicles of 26' or less would be needed, but they are not available for reference as part of the Oregon or Washington State negotiated vehicle price agreements. Larger 30' and 40' CNG vehicles are covered by these price agreements. The range of average costs for CNG vehicles under the Washington State price agreement, as of March 2023, is given at left.
Each additional electrical charger	\$80,000	Additional chargers will be needed for each BEB vehicle added to the fleet to deliver the planned 2028 services, plus a spare charger.
Maintenance yard expansion	TBD	Preliminary design and a cost estimate for the yard expansion are underway.
Administrative building	TBD	Growth in service levels, span, and operations and maintenance staff would trigger a need for additional administrative staff. The current administrative facility would need to be expanded to add offices, training rooms, and other shared areas.
Town Center terminal facility (off-street)	\$124,000	The capital costs of starting service to a new Town Center facility would include the purchase price of the break room and rest room (a modular building), a bus shelter and bench, small sidewalk modifications, minor changes to street striping and signage, and electrical/water hook-up of the modular building.
Town Center bus stop improvements	\$120,000	Bus stop, amenity and sidewalk investments to improve bus stops around the new Town Center terminal facility, in particular to make transfers between routes there easier and more accessible.
Stafford Road sidewalks	TBD	Sidewalks will make it possible for SMART to install bus stops on Stafford Road adjacent to new Frog Pond developments. Sidewalks could be constructed by developers or funded for city construction through System Development Charges (SDCs).
Autonomous shuttle and pilot service	TBD	When the pedestrian bridge over I-5, foreseen as part of the Town Center Plan, is funded and constructed, SMART is interested in piloting a small autonomous shuttle over the bridge. This shuttle could be used to connect the existing west side Transit Center and the recommended east side facility, especially for those passengers who have difficulty walking.



Appendix A: Existing Conditions

Prepared by JARRETT WALKER + ASSOCIATES

JULY 2022

1. Executive Summary

The Plan Update Process

This existing conditions report is the first deliverable in SMART’s Transit Master Plan (TMP) Update process. The TMP Update will identify transit improvement projects that could be implemented over the next 3-5 years.

Timeline

The TMP project will take place over the next year, with a final TMP document completed in early Summer 2023. **Figure 65** provides a summary of the major stages in this process.

This report represents the end of the first stage. In the next step, SMART will begin an engagement process in late Summer

2022 focused on identifying the priorities of the public and stakeholders for future improvements to its network.



Figure 65: SMART TMP Update Project Timeline

Emerging from Covid-19

The past two years have presented major challenges for all transit agencies. Ridership declined substantially at virtually all US operators, and many were forced to make major service cuts as a result of either financial instability or driver shortage.

SMART has weathered this period better than most. As **Figure 66** shows, while ridership on SMART is lower today than in 2019, the fixed-route network service level has remained steady. This means that SMART's post-Covid service planning can focus on network improvements, rather than on restoring service cut over the past two years.

While major disruptions in daily life due to public health guidance are now a thing of the past, some of the changes introduced over the last two years are likely to persist, creating new demands and expectations of transit providers. Part of the task of this study is to determine what the community SMART serves wants it to be doing today.

SMART Ridership and Service 2019-2022
Demand-Response and Fixed-Route Service

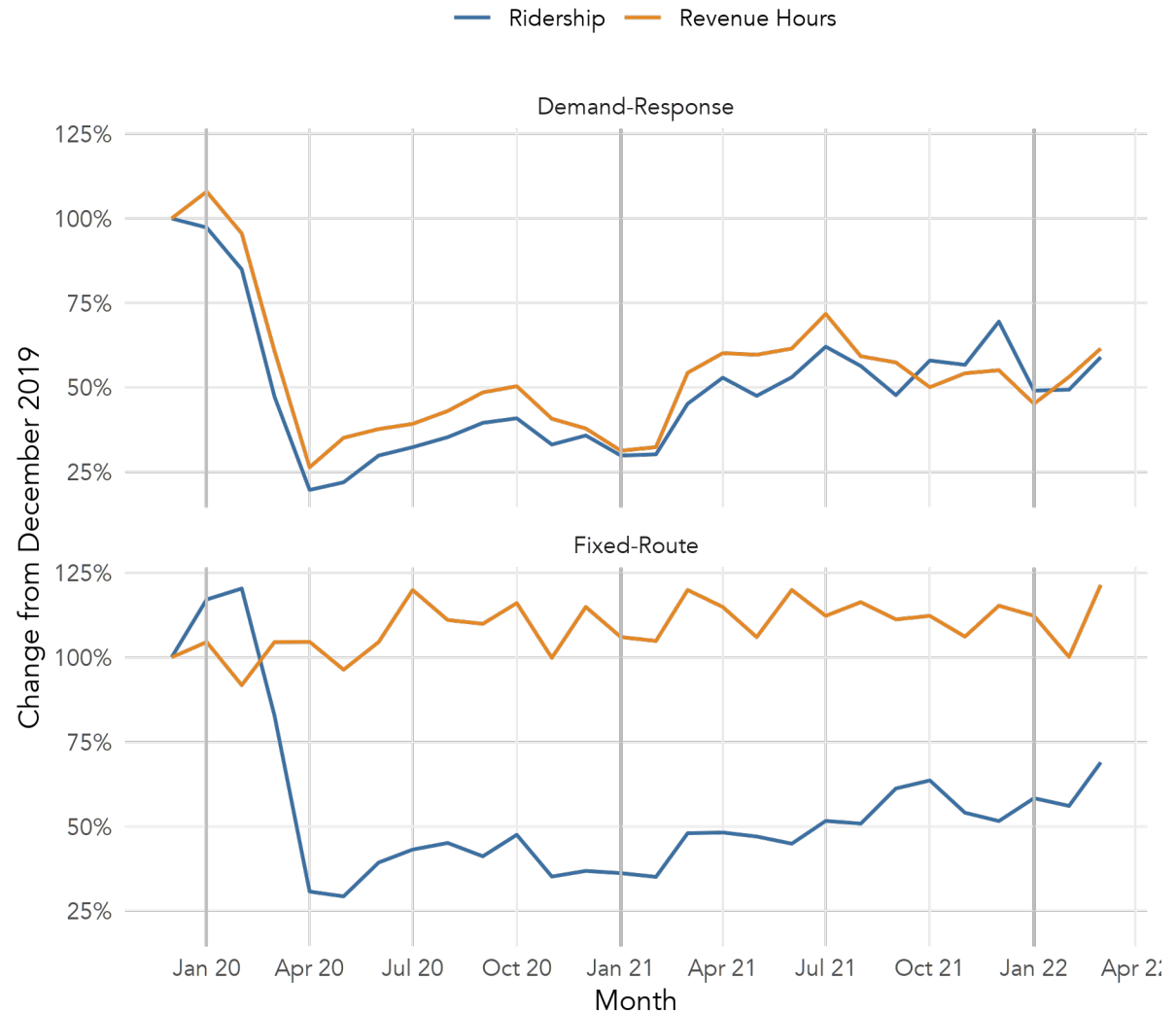


Figure 66: SMART Ridership and Service Level 2019-2022

Ridership or Coverage?

All transit planning processes must contend with the fundamental trade-off between transit services focused on different types of goals.

Transit is asked to serve many different goals by different members of the public, stakeholders or elected officials.

- **A Social Safety Net.** Transit can help meet the needs of people in situations of disadvantage, providing access to essential services and jobs, or alleviating social isolation by offering a basic affordable transportation option.
- **Economic Opportunity.** Transit can give workers access to more jobs; businesses access to more workers; and students more access to education and training.
- **Climate & Environmental Benefits.** By reducing car trips, transit use can reduce air pollution and greenhouse gas emissions. Frequent transit can also support compact development and help conserve land.
- **Congestion Mitigation.** Because buses carry more people than cars, transit use can mitigate traffic congestion by reducing Vehicle Miles Traveled (VMT). This is especially important in communities with significant jobs-housing imbalances and preponderance of long

commutes.

- **Personal Liberty.** By providing people the ability to reach more places than they otherwise would, a transit system can be a tool for personal liberty, empowering people to make choices.
- **Transportation Equity.** Transit can be designed to enhance the mobility minority and lower-income communities who have been denied access to highly useful transit service in the past.
- **Support New Development.** Transit can be an important asset for new residential or employment areas.

Some of these goals are only served if many people use transit. For example, transit can only mitigate congestion and reduce greenhouse gas emissions if many people ride the bus rather than drive. We call such goals “ridership goals” because they are achieved through high ridership.

Goals related to economic opportunity and equitable mobility are also related to the ridership goal, because for the positive outcomes that affordable, useful public transportation can provide to be widespread in the community, many members of the community must actively use the service.

Other goals are served by the simple presence of transit. A bus route through

a neighborhood provides residents insurance against isolation, regardless of whether or not they are able to drive, walk or cycle a long distance. A route may also fulfill political or social goals, for example by getting service close to new development areas. We call these types of goals “coverage goals” because they are achieved in large part by covering geographic areas with service and ensuring that transit is widely available, rather than by high ridership.

Higher Frequency or More Coverage?

Ridership and coverage goals are both justifiable, but they lead to opposing approaches to network design.

When transit is designed to achieve ridership, it tends to focus on providing high-frequency service to busy places. Transit designed to be widely available and achieve high coverage must spread those resources out to serve a wider area, so less service is available for high frequency in busy places.

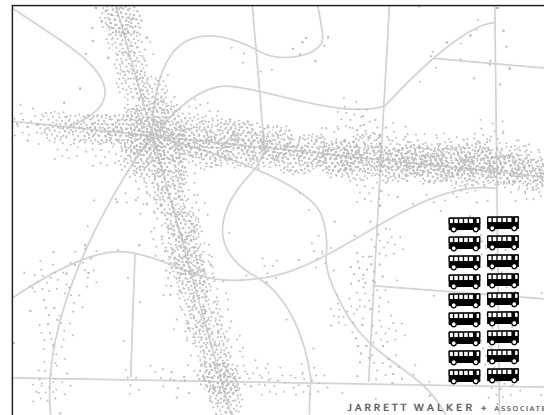
Figure 67 is an illustration of how ridership and coverage goals conflict with one another, due to geometry and geography. In the fictional town at the top of the image, the little dots indicate the presence of people and jobs. The lines indicate roads. Most of the activity is concentrated around a few roads.

A transit agency pursuing only a ridership goal would focus service on the streets where there are large numbers of people. Because service is concentrated onto fewer routes, frequency is high and a bus is always coming soon.

If the city were pursuing only a coverage goal, on the other hand, it would spread out services so that every street had a bus route. In this example, only one or two buses serve each of the green routes, so waiting times for each route would be longer.

While an agency can pursue ridership and provide coverage within the same budget, it cannot do both with the same dollar. The more it does of one, the less it does of the other.

This question is relevant for all kinds of service planning decisions. Should SMART focus its local service resources on its busiest corridors, or spread them out across all of Wilsonville to facilitate access to WES as it does today? When SMART looks to create better regional

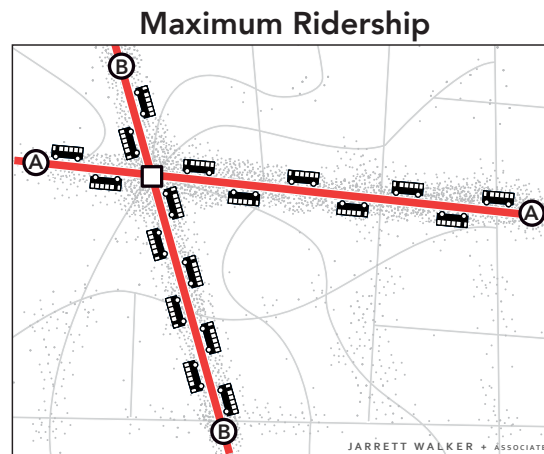


Imagine you are the transit planner for this fictional town.

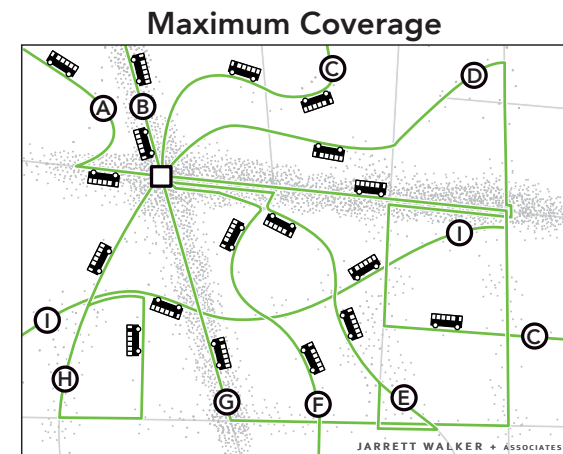
The dots scattered around the map are people and jobs.

The 18 buses are the resources the town has to run transit.

Before you can plan transit routes, you must first decide: What is the purpose of your transit system?



All 18 buses are focused on the busiest area. Waits for service are short but walks to service are longer for people in less populated areas. Frequency and ridership are high, but some places have no service.



The 18 buses are spread around so that there is a route on every street. Everyone lives near a stop, but every route is infrequent, so waits for service are long. Only a few people can bear to wait so long, so ridership is low.

Figure 67: An Illustration of Networks Designed for Ridership or Coverage

connections, should it prioritize creating one or two highly useful routes that run all day, or create a larger number of routes that might only run a few times each day?

About this Document

This document provides an overview of SMART's current state. It covers 5 main topic areas:

- **SMART's Existing Network.** This chapter covers SMART's current network design and performance of its existing services.
- **SMART's Demand-Response Programs.** This chapter describes SMART's demand-response programs, including key performance and ridership data.
- **SMART's Local Market.** This chapter describes the most important demographic and land use factors relevant to future service planning. It also describes some of the future development in Wilsonville that may have the potential to shape transit planning in the future.
- **SMART's Regional Markets.** This chapter describes existing or possible connections SMART could help serve between Wilsonville and neighboring communities.
- **Key Questions for Future Service Planning.** This chapter lays out the most important questions SMART, the public, stakeholders and elected officials will need to consider as the agency seeks to identify service improvement projects.

2. SMART's Existing Network

Existing Network

SMART's provides local bus service within Wilsonville, with nearly all parts of the city within a short walk to a bus stop. SMART also offers several routes that extend outside of Wilsonville to Tualatin, Canby, and Salem. This chapter describes SMART's current network design, ridership and performance, and how the system is more or less useful for different types of trips.

Local Network Structure

SMART's network structure is oriented around the need to serve three important places: Wilsonville Transit Center and the WES station, Wilsonville Town Center east of I-5, and the commercial area along Wilsonville Rd. west of I-5. All routes serve at least one of these places, and some key routes like the 4-Wilsonville Rd and 2X-Tualatin actually serve all three. This offers a high degree of connectivity (most places are connected to one another, and to at least one of these major destinations), but also a degree of complexity due to duplication as multiple routes serve the same places.

Figure 68 shows SMART's existing network in Wilsonville, color-coded by the approximate frequency of each route

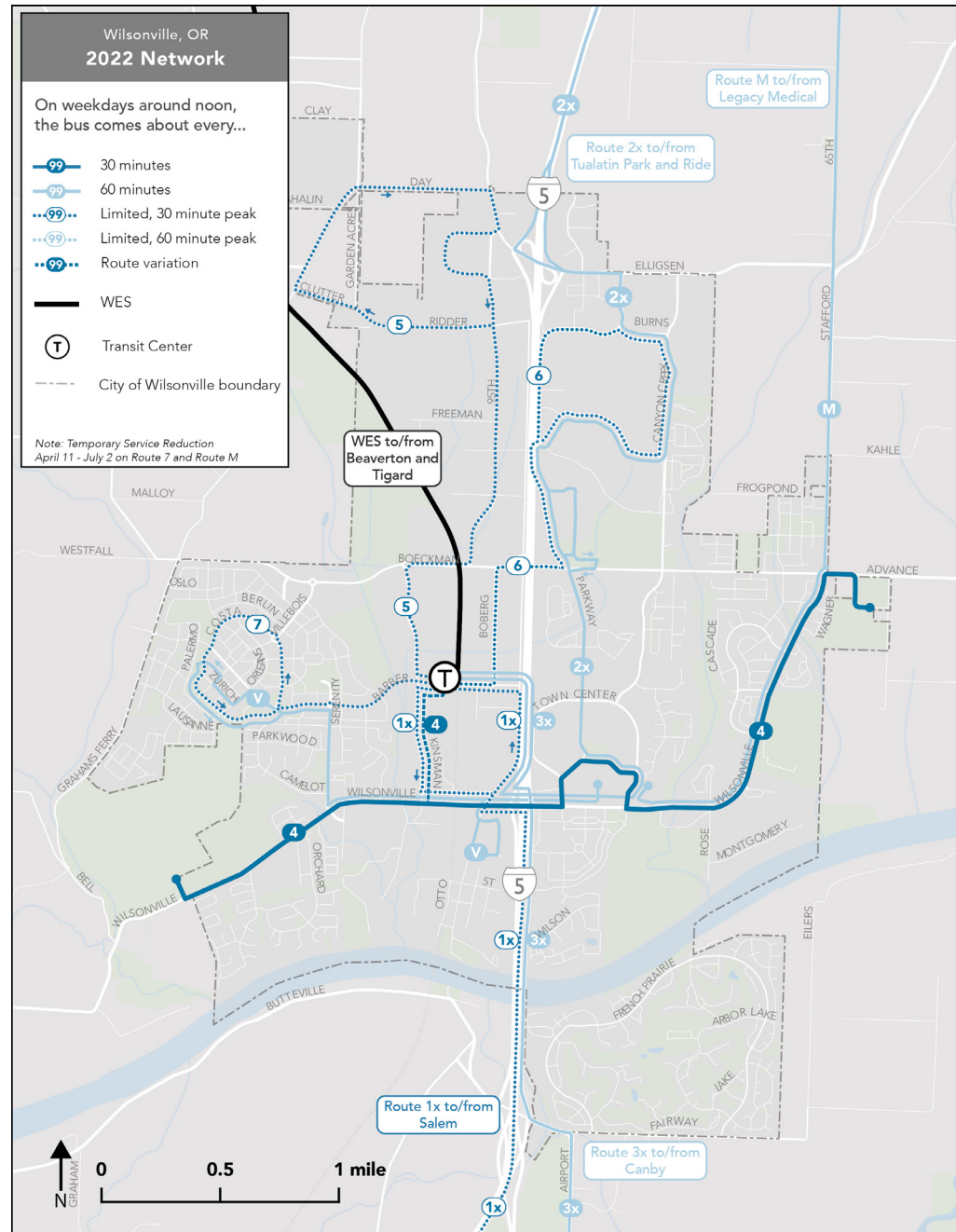


Figure 68: SMART 2022 Transit Network

in the middle of the day. This provides a general sense of the service level available throughout the city.

Frequency and Span of Service

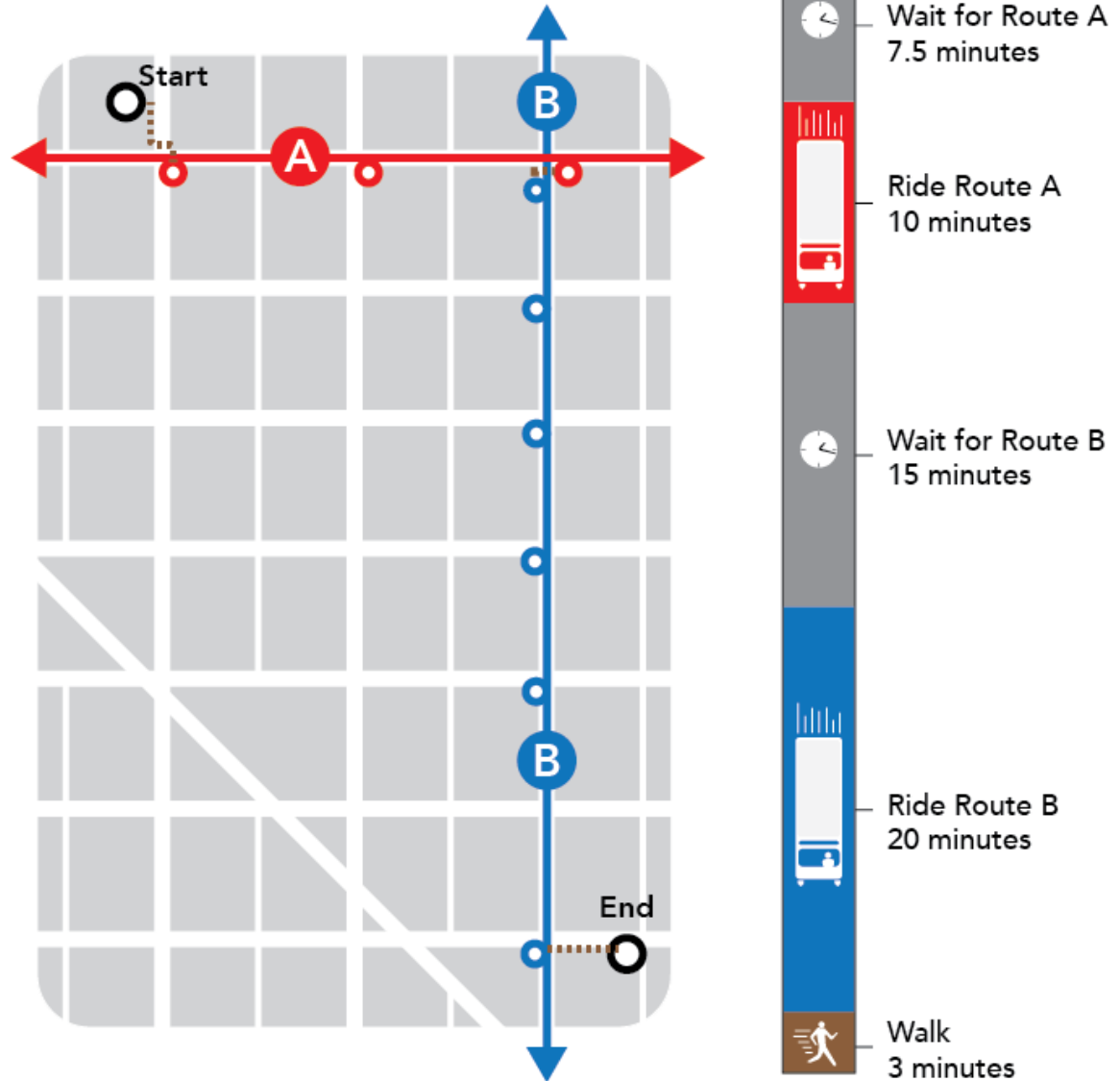
The maps on the following pages introduce a style used throughout this report, in which **route colors represent frequency**.

Red lines are frequent service, with a bus coming every 15 minutes or better, in the midday on weekdays. Purple lines run about every 20 minutes. Dark blue lines run about every 21-30 minutes and light blue lines are the least frequent, with more than 30 minutes between buses. Some bus routes offer better frequency than indicated on this map during weekday rush hours, and some offer poorer frequency at night and on weekends.

Frequency is important, because it determines how long you are likely to wait for service, and thus how long your overall trip will be. The diagram on this page illustrates how frequency and waiting time are two of the largest elements of travel time, especially for short trips like those made on SMART's local routes.

Today, SMART's most frequent service is Line 4 along Wilsonville Rd. This route serves some of the most important retail destinations in the city, as well as high-density housing along Wilsonville Rd

What's taking so long? Elements of Transit Travel Time



Frequency by Time of Day

east of Wilsonville Town Center. At times when WES is running, Line 4 deviates off of Wilsonville Rd to serve the transit center.

All other routes in the network run either less consistent schedules oriented towards peak commuting, or lower frequencies that are relatively consistent all day. For example, the Villebois Shuttle runs only in the middle of the day around once per hour, while the 1X service to Salem runs about every 30 minutes during rush hours, but with longer 90-120 minute gaps between trips at midday.

The maps shown in **Figure 69** compare the frequency available throughout SMART's network at 12 p.m. and 5 p.m. SMART's network operates at low frequency, with most routes coming every 30 or 60 minutes during the middle of the day. SMART's most frequent service is Route 4-Wilsonville Rd, which runs every 30 minutes all day long. The western half of the route between Wilsonville Transit Center and Graham Oaks runs more frequently (every 15 minutes) after 4 p.m. on weekdays, with added service making connections with every WES train.

The rest of the network operates at low frequency during the middle of the day. Routes 1X, 2X, 3X and the Villebois Shuttle all run hourly throughout the midday, with some longer gaps between trips on the regional routes.

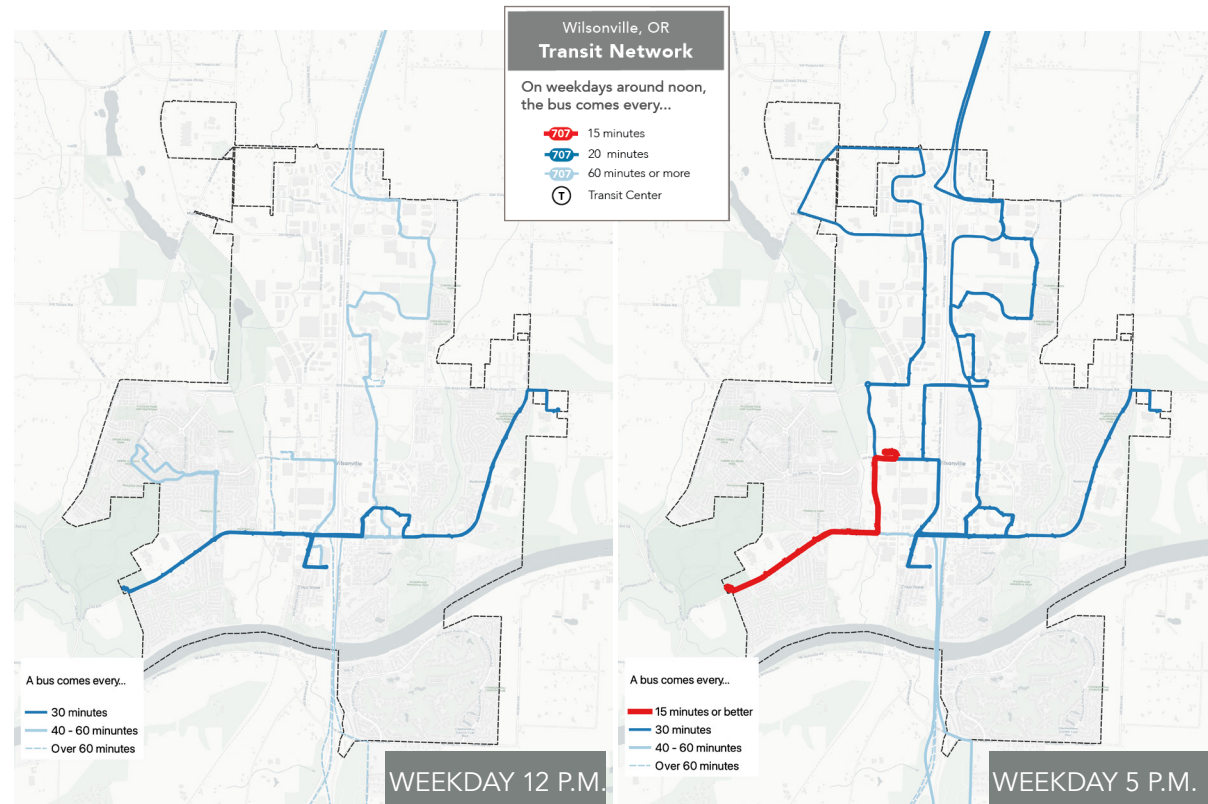


Figure 69: SMART frequency by time of day, weekdays

During the rush hours, most routes run more frequently, often connecting with every WES train at Wilsonville Transit Center. Two routes, 5-95th Ave and 6-Canyon Creek, run every 30 minutes during rush hour only.

Timed Connections During Rush Hours

To offset the lack of frequency in the network, the system relies on a timed transfer at the west side Wilsonville Transit Center (near the TriMet WES station). A timed transfer describes a schedule design where multiple routes are scheduled to arrive and depart a single point at the same time, providing for an easy transfer that reduces waiting time.

At Wilsonville Transit Center, passengers can connect between each of SMART's bus routes, as well as WES commuter rail. This makes a WES trip with an origin or destination in Wilsonville away from the transit center much faster. For example, if a person arrives in Wilsonville on the 4:47 WES trip, they can continue a trip via Route 5-95th Ave with just a 6 minute wait. Since Route 5 runs every 30 minutes, if this connection were not timed, the average wait would be 15 minutes.

WES, as well as SMART Routes 5 and 6, run only during rush hours. This means that Wilsonville Transit Center is much less useful as a connection point during other periods, because fewer places are reachable with a trip involving a transfer there.

During the midday, Routes 1X, 2X and 3X are all running, terminating at Wilsonville Transit Center. Route 4 does not serve the transit center at midday, so connections

between regional and local routes are more limited. Route 2X and 3X stop near Wilsonville Rd and Boones Ferry Rd, so a connection to Route 4 is at least possible, although connection times are not coordinated, so waiting times are unreliable.

Mismatched Frequencies

WES runs every 45 minutes, while SMART routes run every 30 to every 60 minutes.

The WES also operates with a 45 minute frequency, while SMART frequencies vary between 30 and 60 minutes. This makes it harder to create a reliable schedule for bus routes timed with WES because the frequency doesn't match, so there are cases where a passenger arrives just on time to catch the WES, and other cases where the passenger has to wait as long as 30 minutes until the next train arrives or departures.

Since SMART routes are meeting with the WES at Wilsonville Transit Center, this also creates an opportunity for other potential connections to offset the low frequencies. However since this is built around rush hours and the WES 45 min frequency, it's not a reliable connection, specially during the midday.

The time cycle of a few routes gives them enough time to connect to other regional routes outside Wilsonville Transit Center:

- Route 1X connects to several Cherriots lines at Salem Transit Center.
- Route 2X connects with TriMet line 76 and 96 at Tualatin Park and Ride.
- Route 3X connects to route CAT 99 at Canby Transit Center.

The following tables describe SMART bus frequencies for 2022. They show route frequency during each hour of the day (using color), across a weekday and Saturday,

In general the better frequencies happen at rush hours, that are visible in the two rough bands of dark blue running vertically through the chart. The most frequent routes offer a 30 minute service (with the exception of Route 4 that runs an additional bus from Wilsonville Transit Center to Meridian Creek Middle School direction to meet with WES) until about 8 p.m. on weeknights, and 6 p.m. on Saturdays.

Weekend Service

As **Figure 71** at right shows, on weekends Routes 2X and 4 provide minimal service close to most of the high-density residential areas of Wilsonville and key retail centers. No service is available in the northwest part of the city, but this area is predominantly occupied by industrial and commercial land uses that are less active during weekends. Still, any trips by transit to these destinations are not possible on weekends.

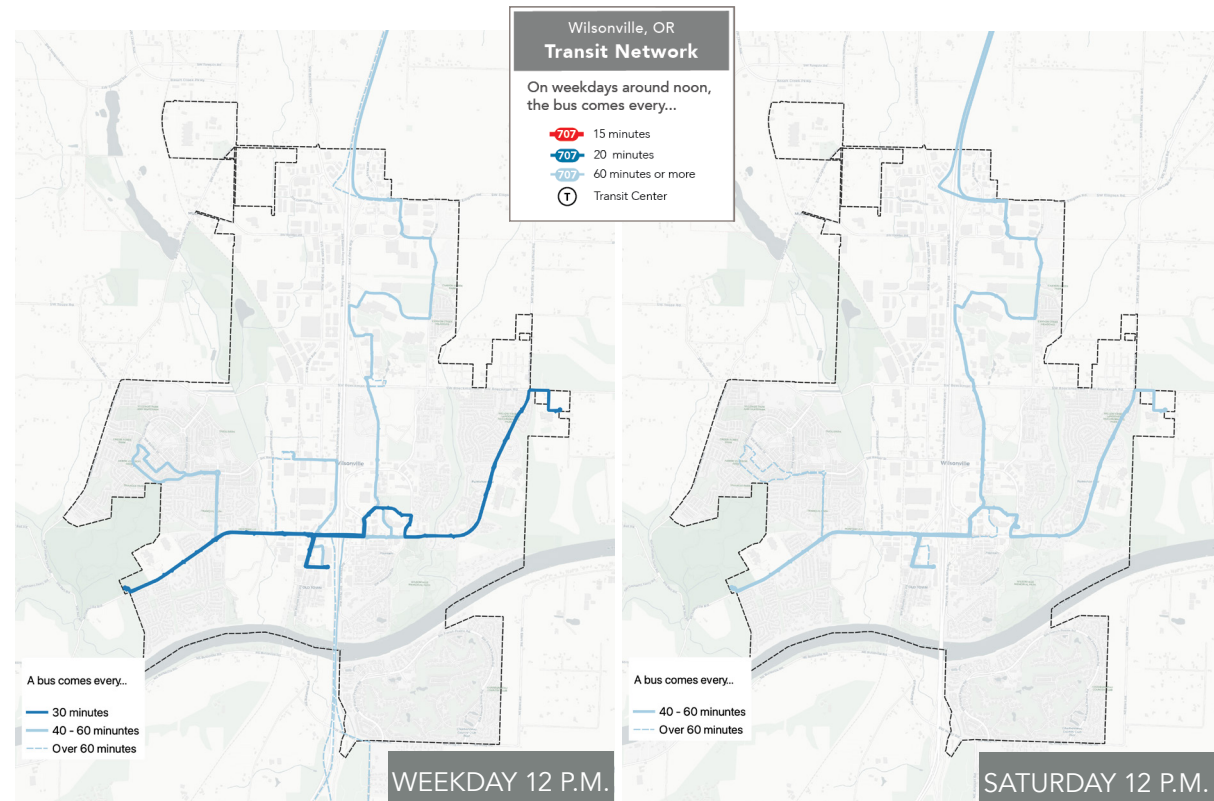


Figure 71: SMART frequency, weekdays and Saturdays

Route	Weekdays	Saturdays
1X		No service.
2X		
3X		No service.
4		
5		No service.
6		No service.
V		

SMART's Regional Connections

SMART's services connect with a range of other routes operated by nearby transit agencies. **Figure 72** provides an overview of the available connections to nearby communities. Each line is colored by frequency: red lines run every 15 minutes or better, blue lines run about every 30 minutes, and light blue lines run approximately every 60 minutes.

We can think about regional connections as serving three main directional groups of destinations:

- To the north, Route 2X and WES to Tualatin plug into a network serving Tigard, Sherwood, Beaverton, Hillsboro, Yamhill County, and Downtown Portland.
- To the east, Route 3X service to Canby connects through to other routes that reach Molalla, Oregon City, Milwaukie, Portland's east side, and other communities in east Multnomah County.
- To the south, Route 1X connects south to Salem and the various destinations served by Cherriots' local and regional services.

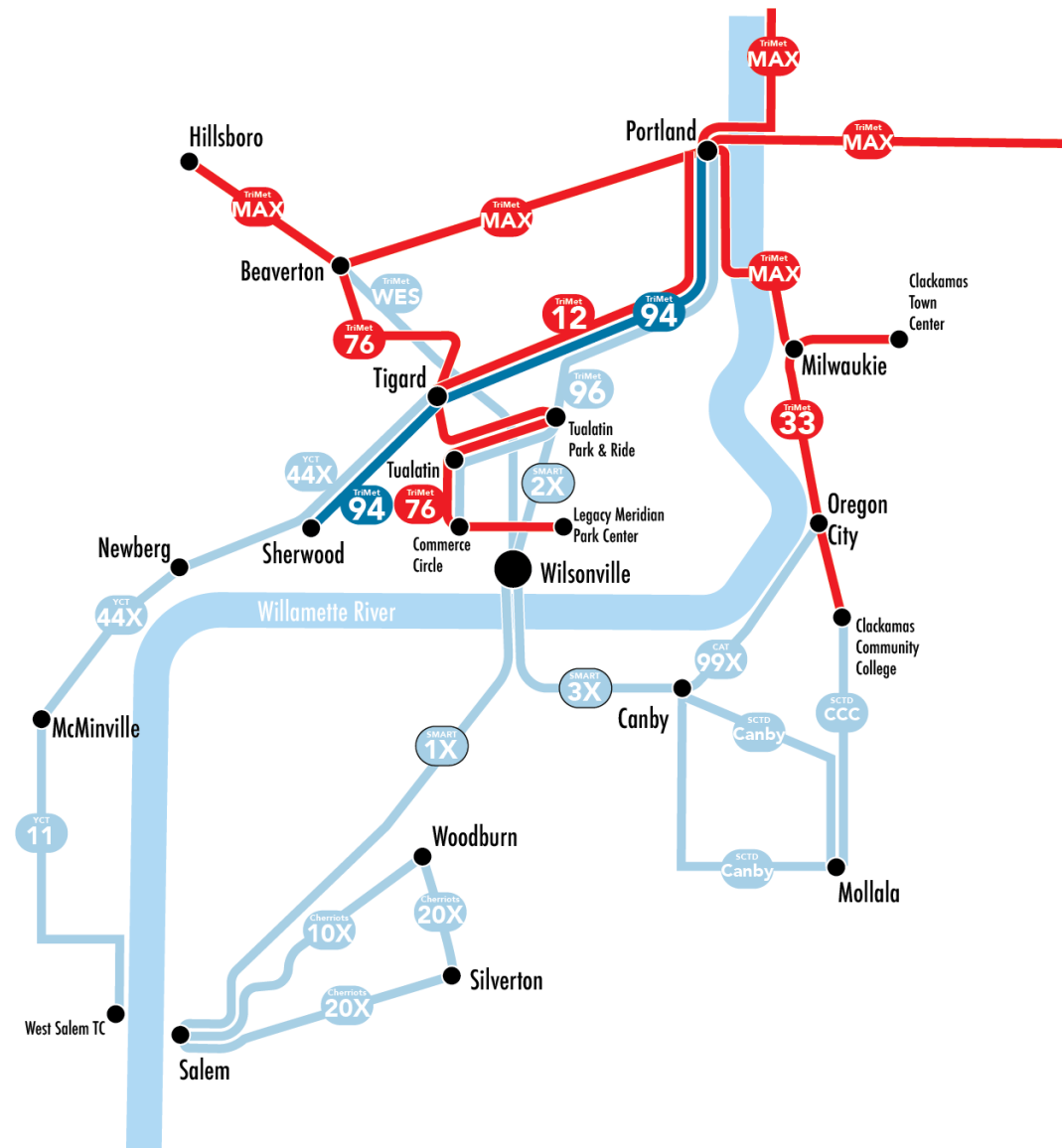


Figure 72: Regional Network (Multiple Transit Agencies)

Who is near service?

Most of Wilsonville is served by some form of bus service, but not all residents are near service.

Figure 73 shows what percentage of people and jobs are within a 1/2-mile walk of service at noon on a weekday, and how frequently that service runs.

69% of residents and jobs are within half mile of a bus stop. About 36% of residents in Wilsonville are near Route 4 (the only

route running every 30 minutes at midday). About 33% are near other routes running at worse frequencies.

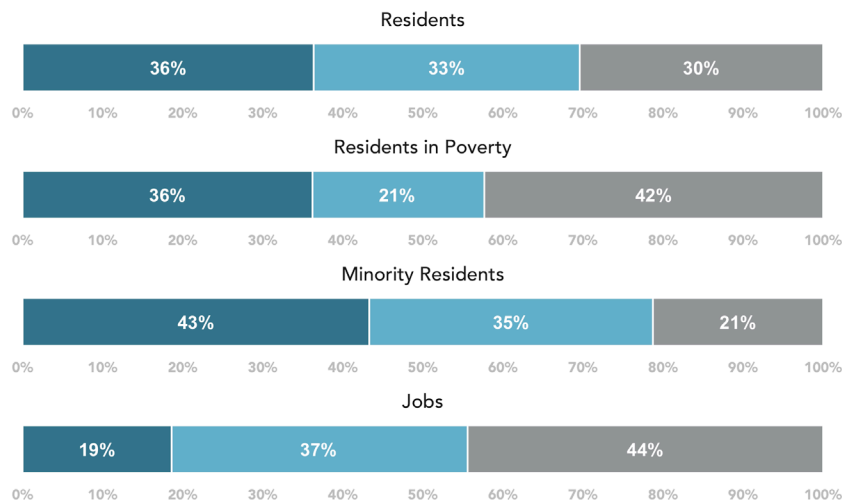
Figure 74 shows the same data for the morning rush hour. During this period, most of the network runs every 30 minutes, so the majority of people who are within 1/2-mile of service are near a route that comes every half hour. The total number of people near service is a little higher during

rush hour than at midday due to rush-hour-only services. 73% of residents are near service at 7:00 a.m., compared to 69% at 12:00 p.m.

SMART 2022 - Weekday at noon

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile

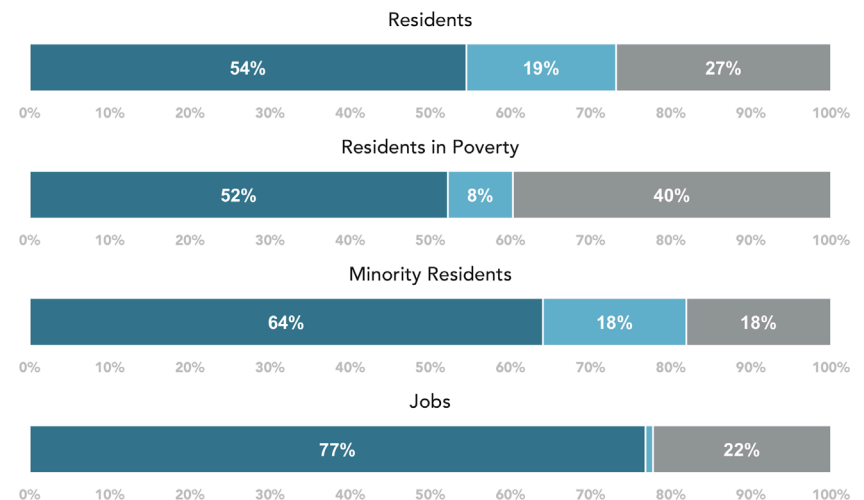


Note: Proximity is measured as being located within 1/2 mile of a bus stop.

SMART 2022 - Weekday at 7:00 am

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 73: Proximity to Transit Service at 12 p.m. on weekdays

Figure 74: Proximity to Transit Service at 5 p.m. on weekdays

This map shows where people are close to any transit service in Wilsonville. Each dot on this map represents 10 residents; blue dots are residents within a 1/2 mile walk of service, while red dots are residents further than 1/2 mile from transit. The location of the dots is based on Census population estimates at the block level.

- **A** Industrial and food supplier (Sysco) facilities too far from a bus stop due to the lack of street connectivity. Located South of SW Burns Way east of I5.
- **B** Combination of residential buildings with single housing units, located between SW Canyon Creek Rd and Boeckman Creek.
- Many people are not covered by the transit network in the South of Wilsonville. North of the river, characterized by single housing land use.
- **C** High income 1 and 2 bedroom residential apartment buildings, with additional senior living buildings. This is one of the biggest clusters of Dial a Ride trip origins in the city.
- **D** Low density housing surrounding the Charbonneau Golf Club.

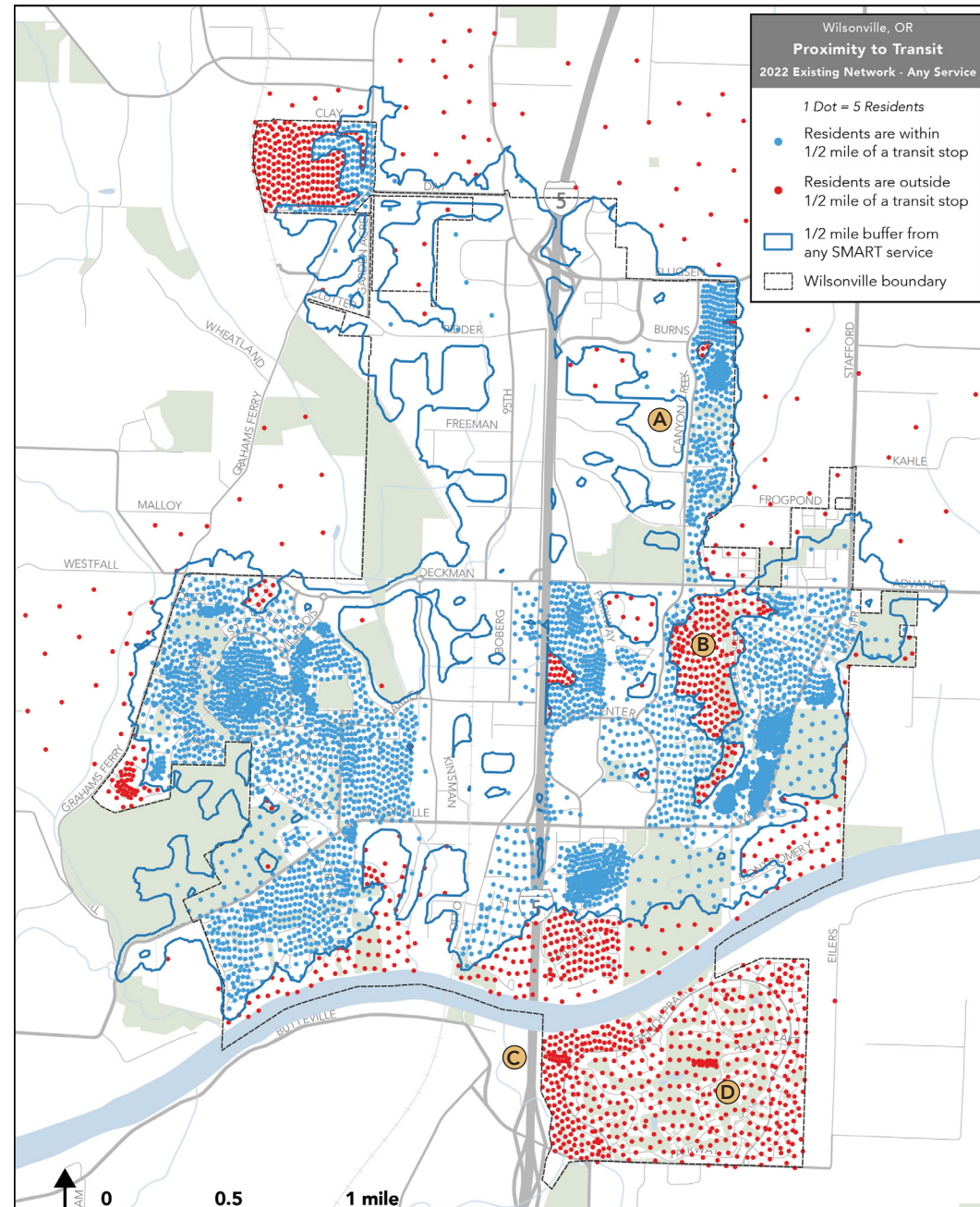


Figure 75: Residential Proximity to Transit

Existing Ridership

Ridership is one of the most important measures of transit performance. It can be visualized by mapping boardings at transit stops, as shown at right. When a stop is served by multiple routes, the boardings for all routes are summed for that stop.

In April 2022, SMART's network carried approximately 385 people on an average weekday, for a weekly total of about 2,100 rides. The busiest route by far was Route 4-Wilsonville Rd, with nearly double.

Figure 76 shows how many boardings occurred at each stop in the network during this period on an average weekday.

The busiest stops range from serving locations with regional connections to local major destinations like education facilities and groceries. Each of these stops are at locations served by Route 4.

- **A** WES station.
- **B** Wilsonville High school and low income neighborhood.
- **C** Meridian Creek Middle school.
- **D** Inza R. Wood Middle School / Boones Ferry Primary school.
- **E** Fred Meyer.
- **F** Wilsonville Town Center.

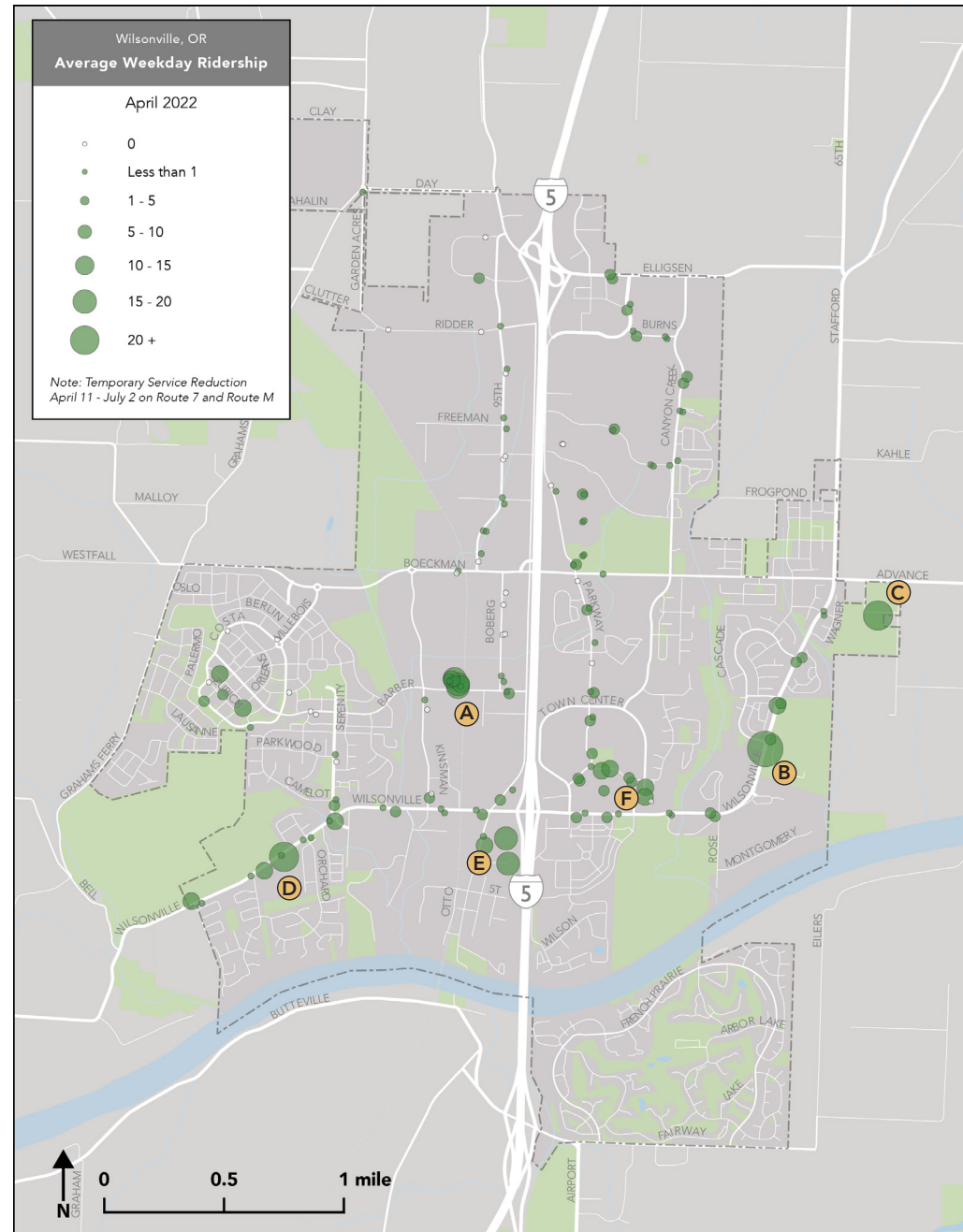


Figure 76: SMART Ridership by Stop, April 2022

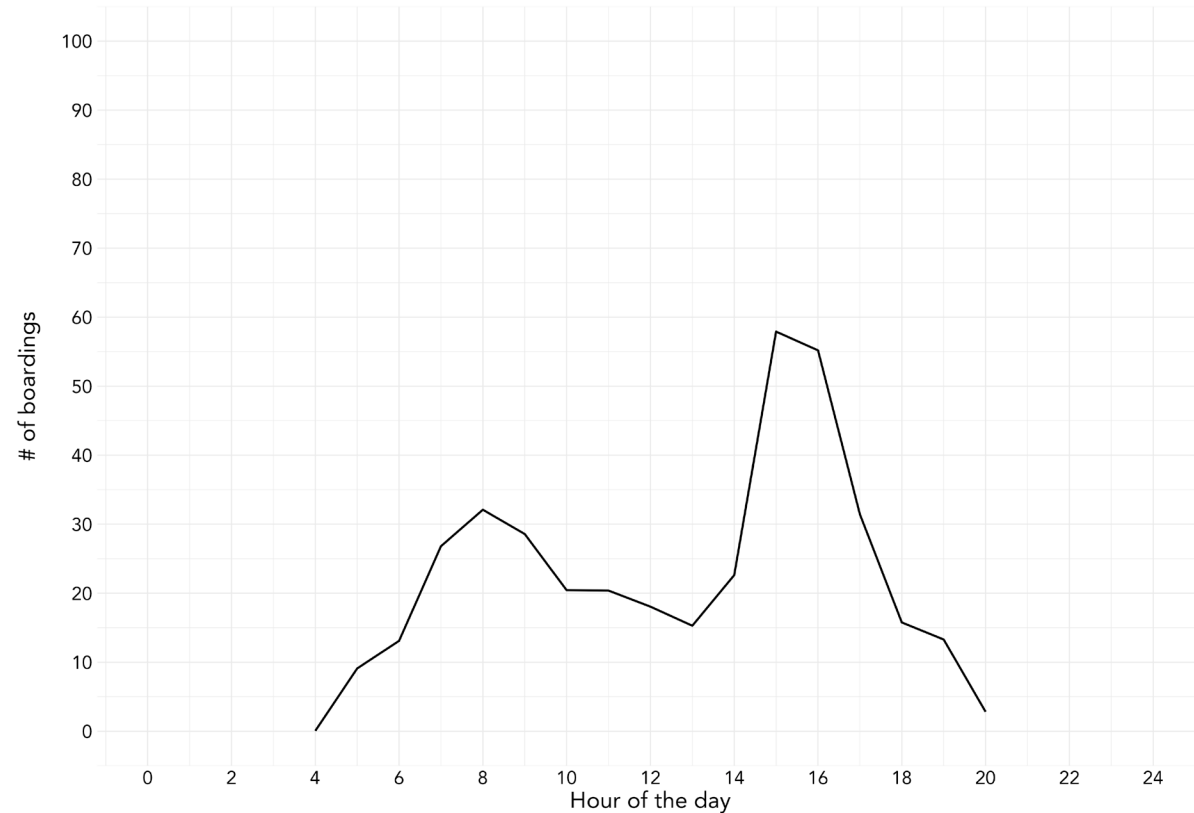
Ridership by Time of Day

Historically, transit network ridership in many US cities has displayed a characteristically “peaked” pattern, with the busiest ridership periods corresponding to the AM and PM rush hours. Since the onset of the Covid-19 pandemic, many transit agencies have experienced even greater drops in peak ridership than across the entire day.

As shown in **Figure 77**, SMART’s ridership pattern today runs counter to this trend, displaying a clear AM and PM peak. The busiest hours of the day are 8 a.m. to 9 a.m. and 3 p.m. - 4 p.m. (the after school peak).

The rush hours are also the period of the day when the network is most useful. During the AM and PM peak, WES is running, which makes a range of connections to other important destinations possible. Other routes like 1X and 2X operate more frequently and more consistently, and overall, the network is more likely to present a convenient option for taking someone to their desired destination.

SMART Average Weekday Ridership - 2022



Source: SMART boardings data and GTFS from April 2022

Figure 77: SMART Ridership by Hour

Transit Productivity

Route 4 is SMART's most frequent, most expensive, and busiest route. It is also the route that generates the greatest level of ridership relative to the amount of service required to operate it. **Figure 78** shows the productivity (boardings per revenue hour) of each route on the y-axis, with the midday frequency shown on the x-axis. Each dot is scaled by its average daily ridership.

Route V is the most productive route, with over 5 boardings per revenue hour, but this comes with a very small level of ridership and a minimal service level. Route 4 is the second most productive at over 4 boardings per revenue hour.

Across SMART's current network, more frequent routes like Route 4 and Route 2X tend to carry more passengers more efficiently. These routes achieve high ridership and high productivity by providing useful service to destinations many people need to travel. On the other hand, SMART's least productive services are Route 5-95th Ave and Route 6-Canyon Creek, which are both more specialized routes that operate only during the peak period.

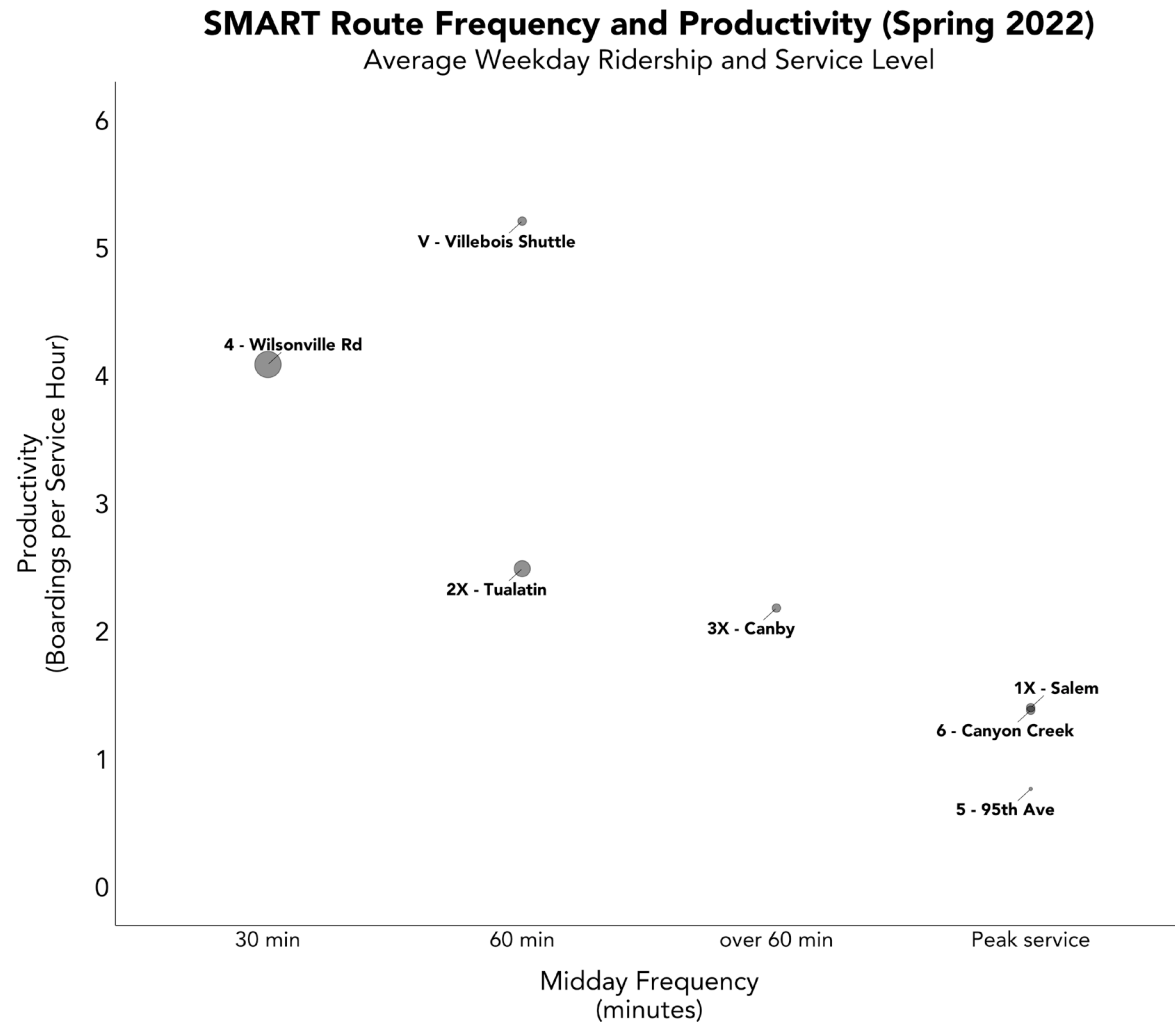


Figure 78: SMART Route Ridership and Productivity

Transit Demand Throughout the Day

Like many transit agencies, SMART concentrates its service on weekday rush hour. Rush hours are the time when the most people are traveling to work or school. Rush hours are also when the most people travel all at the same time, and so congestion is at its worst.

The graph on this page shows boardings and service levels by hour of the day on weekdays, as a percent of the daily average level. Boardings are shown in blue, and peak sharply during rush hour, especially in the PM peak. Service levels are shown in yellow, and also peak during rush hours, as most routes operate at a higher service level.

There is a third line in red, which shows productivity by hour. This line reflects not just how many boardings take place, but how much SMART service is on the road.

We can make a few key observations from the shape of these lines. Productivity is highest at p.m. rush hour, starting at 2 and ending around 5 p.m. The number of people riding in the afternoon is high relative to other times of day. Midday productivity is also very high, even higher than the morning rush hour.

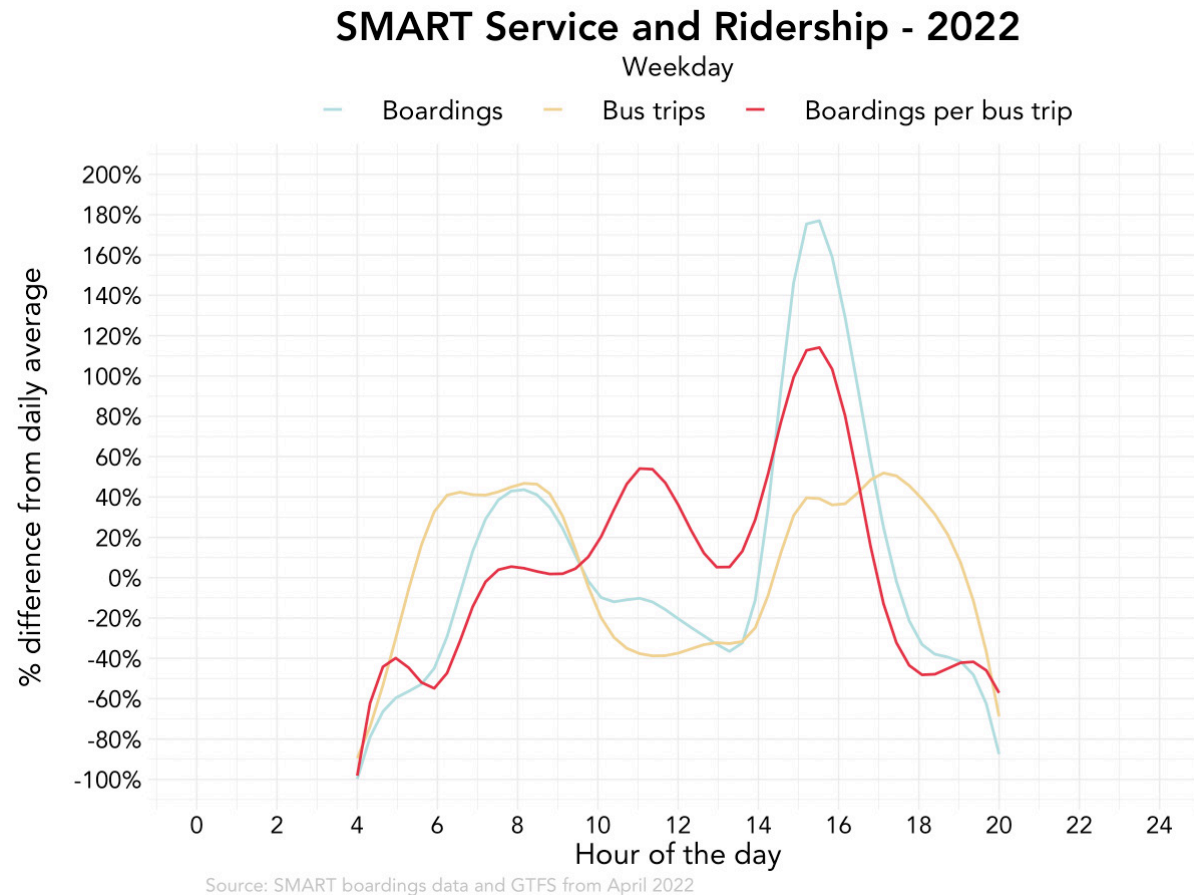


Figure 79: The red line in this graph shows how many bus boardings take place, relative to the amount of bus service provided, within each hour of the week.

Covid-19 Impacts

Figure 80 shows SMART's monthly ridership since 2019. SMART's ridership has been substantially impacted by the Covid-19 pandemic. Like all US transit agencies, ridership dropped steeply in March 2020 as public health interventions began, and has been trending upwards since. However, total ridership is still just over half what it was during a typical month in 2019.

Unlike many other US transit agencies, SMART has not drastically reduced service levels during this period (Some of the changes included cutting service on route 7 and C, and, reducing Saturday service on routes 2X and 4).

Figure 81 shows the quantity of service (vehicle revenue hours) SMART has provided during each month since 2016. Fixed-route service levels have continued

in the same range as before the pandemic, at about 2,500 vehicle revenue hours per month. A consistent service level has ensured that as public health guidelines loosened through 2021 and 2022, the SMART network that people relied on before the pandemic was there waiting for them as travel demand picked back up.

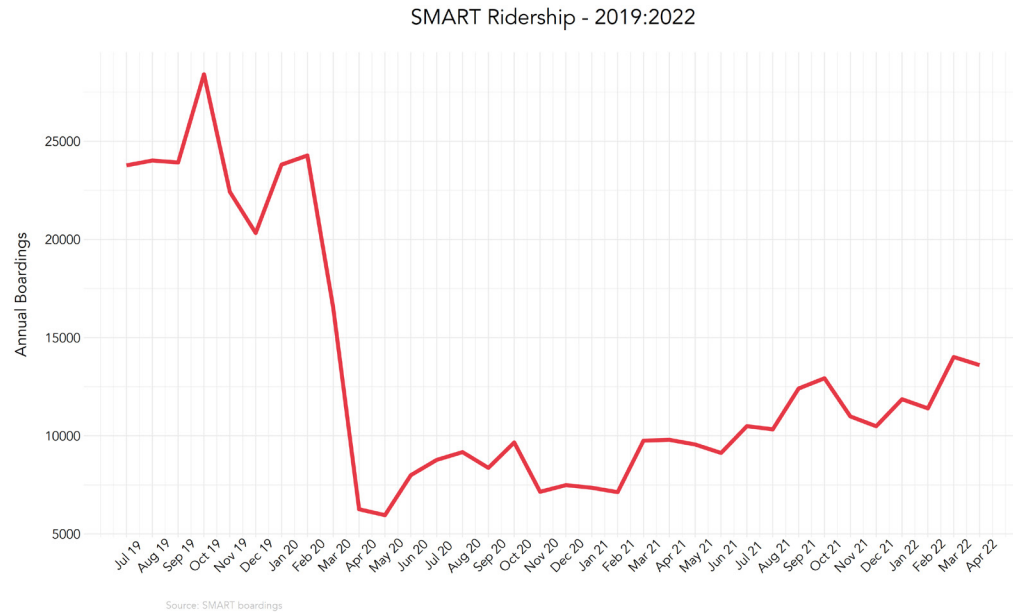


Figure 80: SMART Ridership 2019-2022

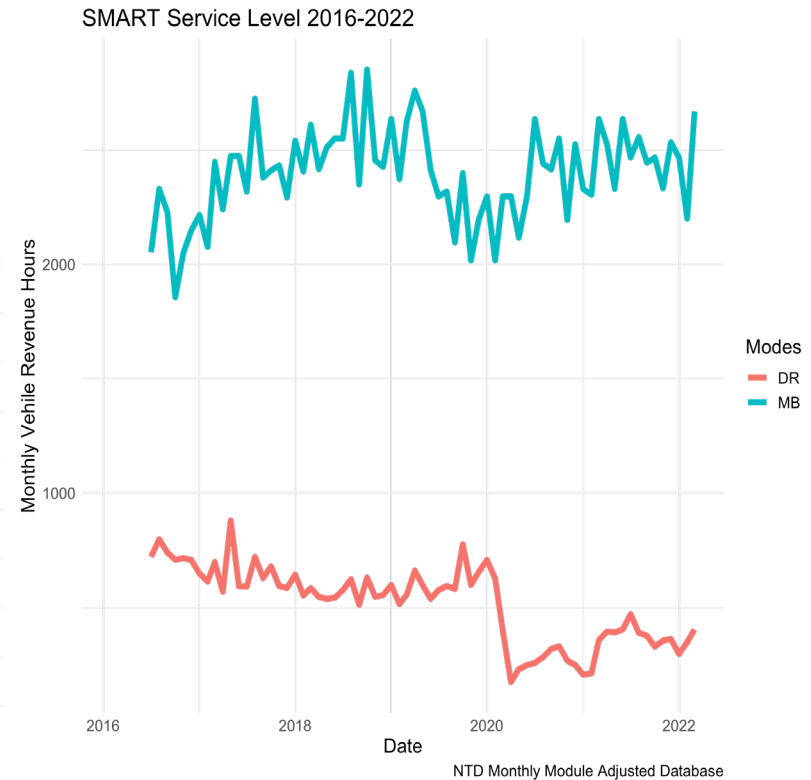


Figure 81: SMART Service Level 2016-2022

Where can SMART's service take you?

SMART provides a network of bus routes that serve most areas of Wilsonville and connect to neighboring communities. But what sorts of trips is it most useful for? Where can a person travel in a reasonable amount of time? What are the notable gaps or major destinations that are hard to reach within Wilsonville, or among the important places in neighboring cities?

To evaluate this, we use a tool called an "isochrone". An isochrone is a type of map that shows you everywhere you can reach from a particular starting point in a fixed amount of time. Using isochrones, we can easily see how almost all of Wilsonville is reachable on transit within 45, 60 and 90 minutes from Wilsonville Transit Center, as in the example in [Figure 82](#)

In this map, the area shaded in red shows everywhere a person could reach in that time, including:

- The initial waiting time, calculated as half of the route's frequency.
- Travel time in vehicles to each stop.
- Transfer times to connecting routes (half the frequency of the connecting route).
- Walking time from each reachable stop, up to the 30 minute travel time limit or 1.5 miles.

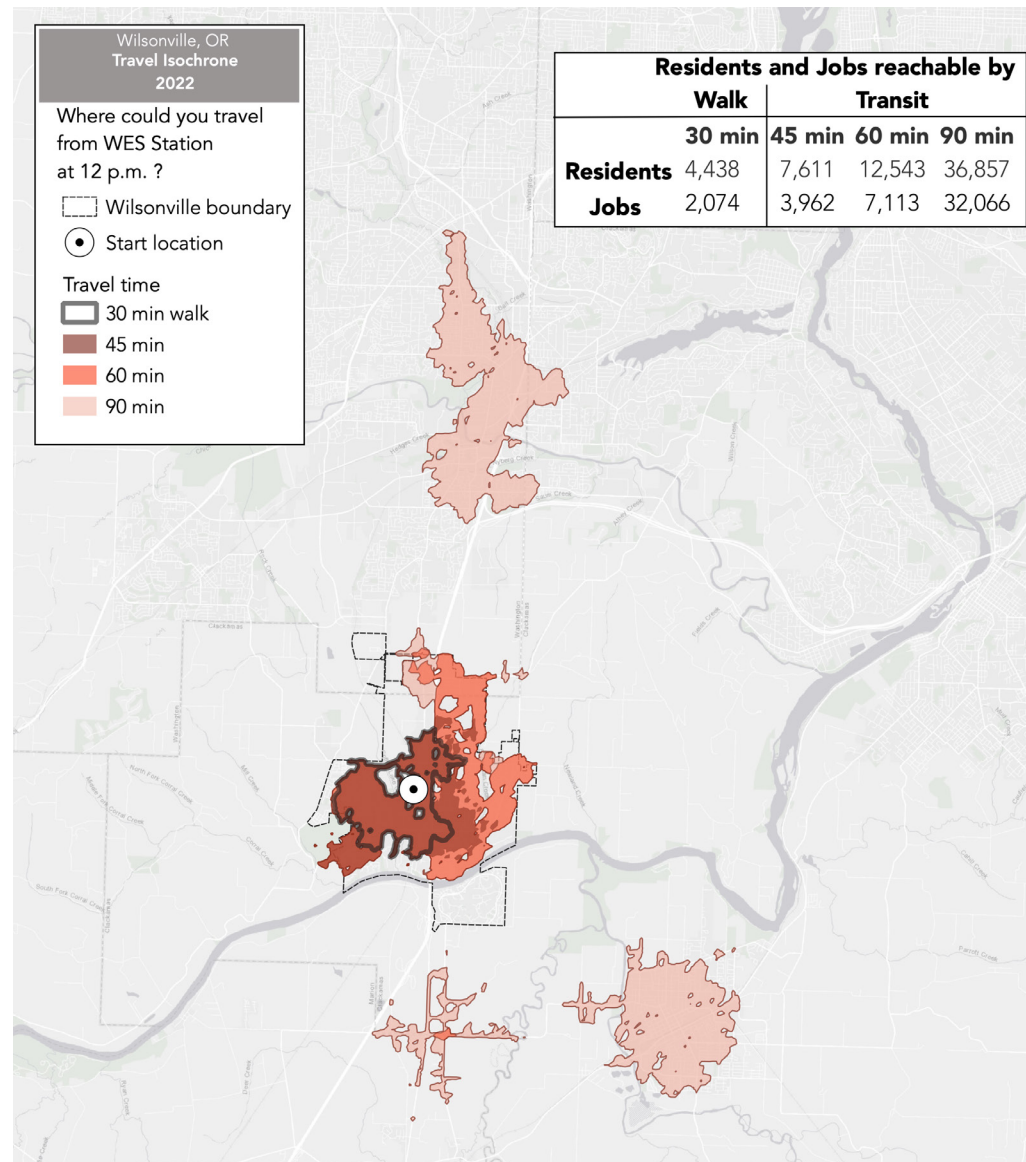


Figure 82: Travel Time Isochrone from Wilsonville WES

Travel to and from Wilsonville Transit Center

Wilsonville Transit Center is where all SMART routes converge, so it is the point in the network from which a person could reach the largest area and range of destinations. The table shown in **Figure 83** shows the number of jobs and residents that are inside this isochrone; all those jobs and people are potentially within reach of a person starting a trip here in 30 minutes if they were just walking, or 45, 60 and 90 minutes if they were using transit.

Due to the very low frequencies in the middle of the day and the difficult walking conditions, for a person to reach most of Wilsonville on transit they would have to spend over an hour walking, waiting and riding in the system.

From Wilsonville Transit Center we can see that the isochrone includes how route 2X connects to TriMet routes 96 and 76 in the north **(A)**. However due to the lower frequencies during the middle of the day, it cannot take them deep into Portland or Beaverton within an hour and a half of travel time. This level of access is possible on WES during the rush hours. Route 3X operates with a very low frequency at midday, but it can take passengers all the way to Canby within 90 minutes **(B)**.

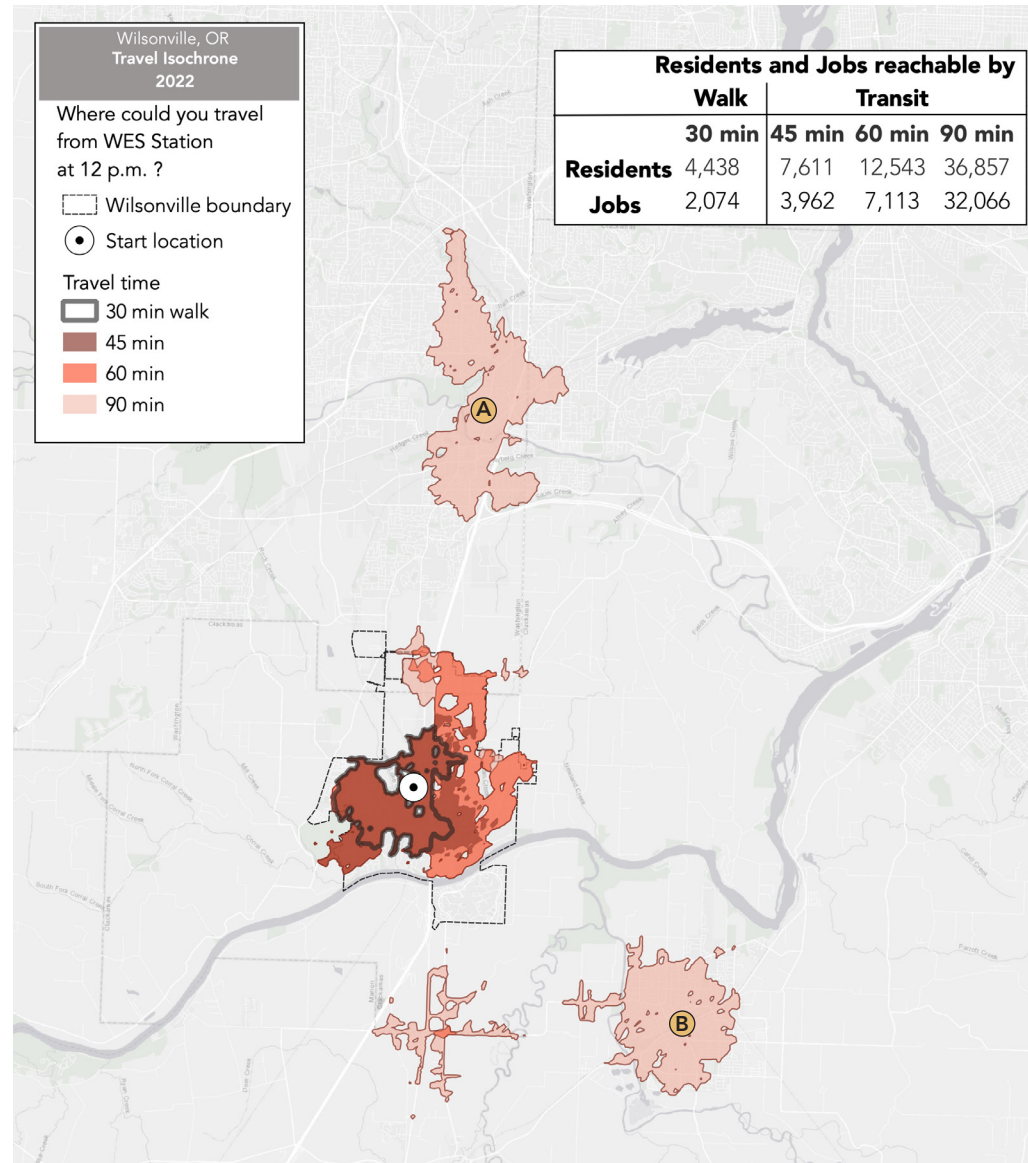


Figure 83: Travel Time Isochrone from Wilsonville WES

Travel to and from the Town Center

Figure 84 shows another isochrone example starting from Safeway in Wilsonville Town Center. The reachable areas are similar to the previous example, but now walking plays a bigger role to make connections at the Wilsonville Transit Center since the 4 that comes every 30 minutes doesn't take passengers to the Transit Center at midday. For this reason, the area covered by the connections in Tualatin **A** and in Canby **B** are smaller than if the trip started at the Transit Center.

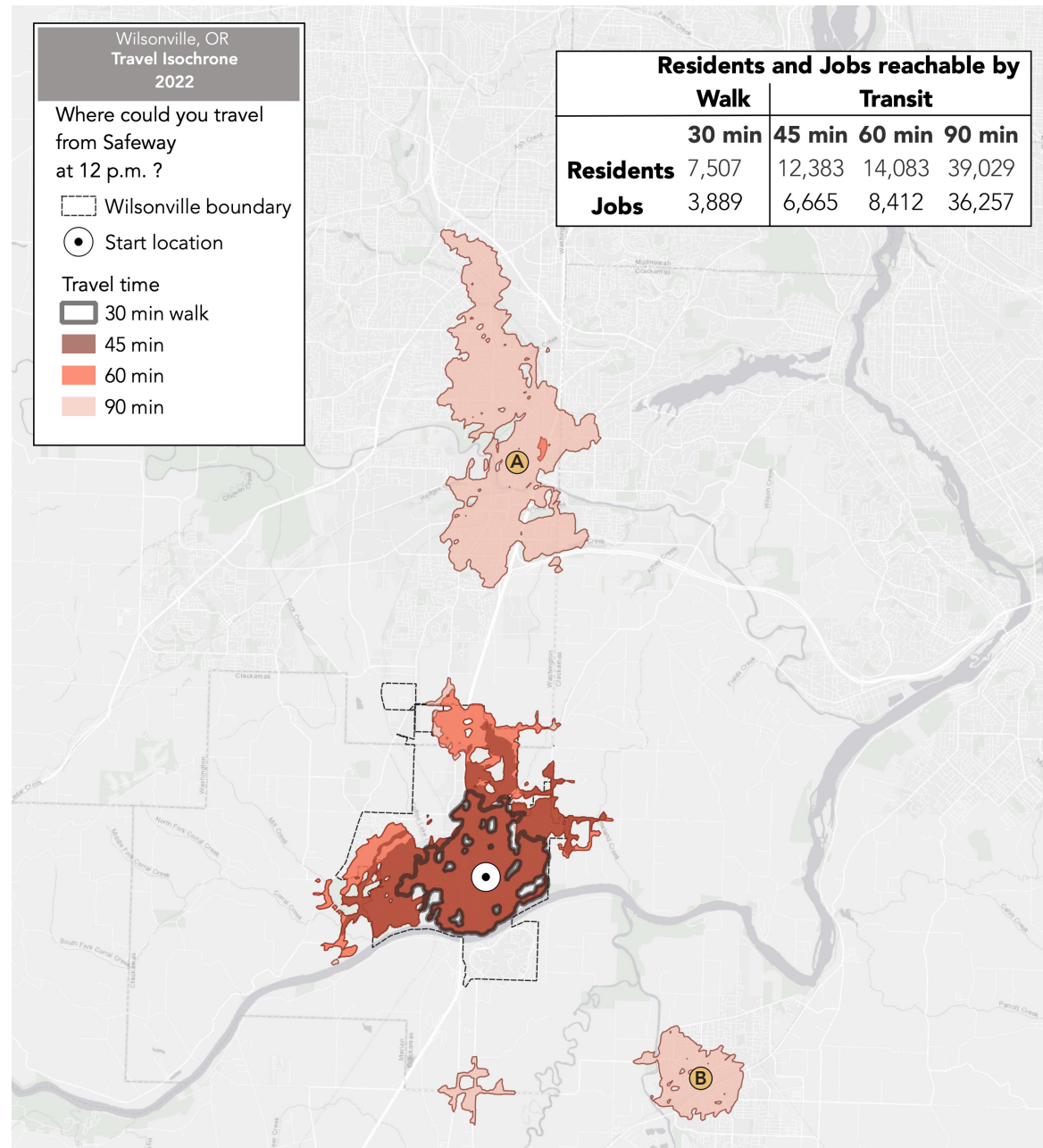


Figure 84: Travel Time Isochrone from Safeway

Travel to and from Villebois

Figure 85 shows a trip starting from Villebois Market on the west side of Wilsonville. This location is far from Route 4 but is served by Route V, which takes riders to Wilsonville Rd and not the transit center. Very little of the area of Tualatin or Canby reachable from other places is within reach from Villebois. Only about 9,500 residents and 4,100 jobs are reachable in 90 minutes from this point, compared to over 35,000 residents and jobs that are in reach from areas closer to the transit center.

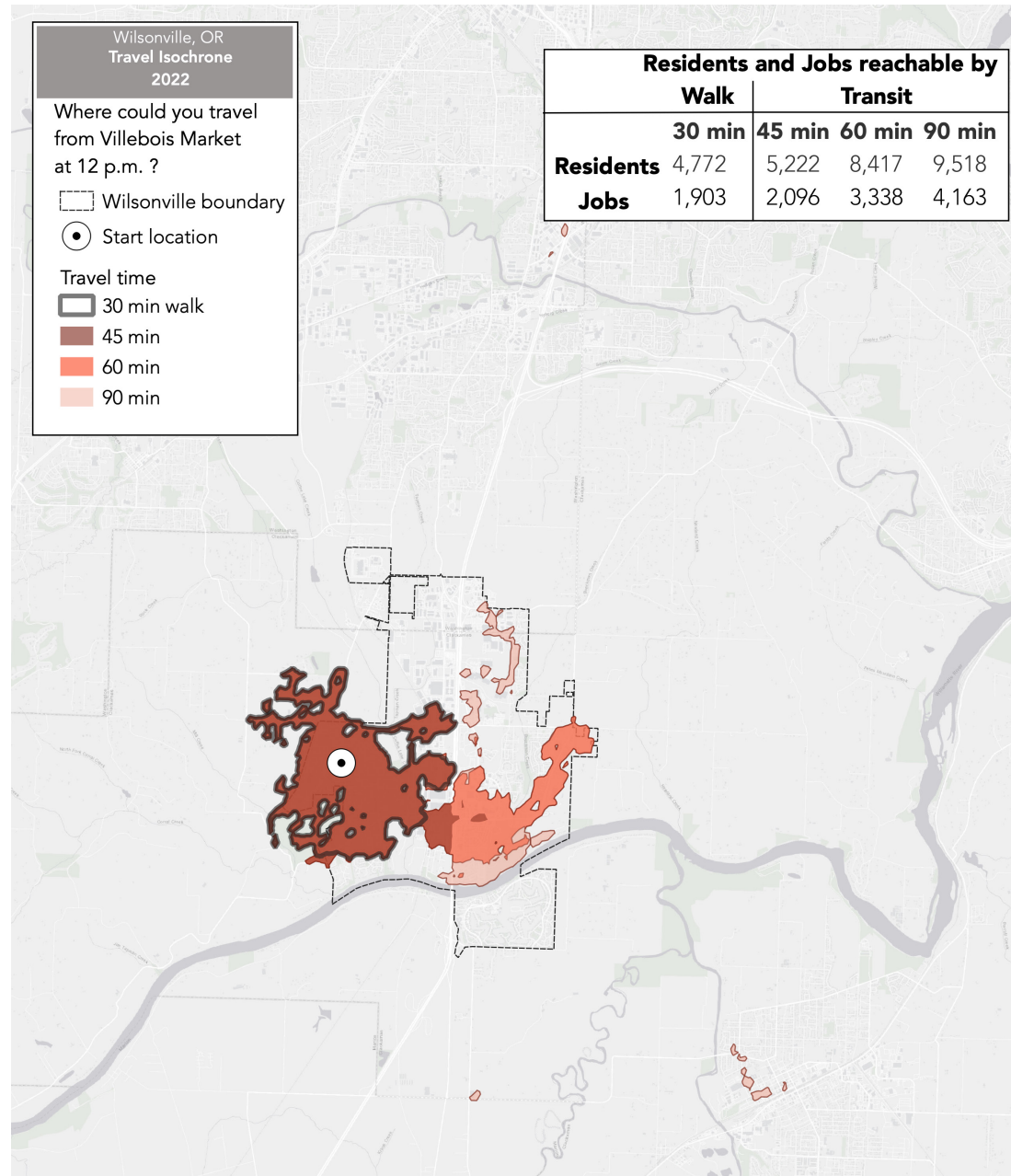


Figure 85: Travel Time Isochrone from Villebois Market

Key Takeaways

SMART's network offers fairly comprehensive service around Wilsonville, but its current service design implies certain trade-offs that are important to acknowledge when considering future changes.

SMART's network is optimized around the peak-only WES connection. This is an incredibly useful service for traveling north into Washington County, but it is available only during rush hour. Scheduling around WES impacts SMART's ability to maintain a consistent connection with CAT in Canby.

Figure 86 illustrates the other network design challenge produced by the focus on WES- complexity and duplication. This image shows a part of the network map focused on central Wilsonville. In order to facilitate the WES connection, Route 4 operates two very different patterns at different times of day, and the need to bring all routes to the transit center during WES' operating hours creates a lot of duplication on Boones Ferry Rd between Barber and Wilsonville Rd. Duplication is an outcome of a network design focused on one connection point, but it is important to acknowledge that it does have a cost- SMART is currently spending operating resources serving Boones Ferry with three different routes in order to make that connection possible.

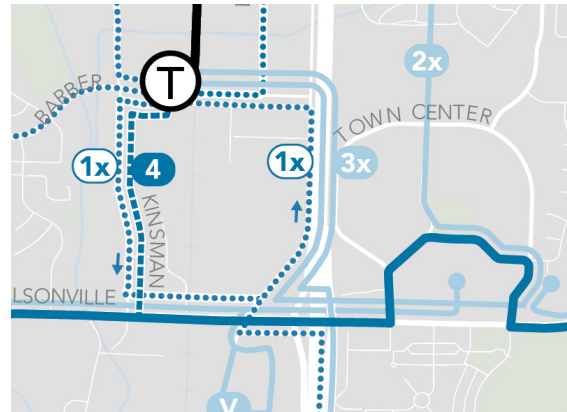


Figure 86: Subset of network map showing central Wilsonville

Most of SMART's ridership in Wilsonville happens along Wilsonville Rd, or at the transit center. On the average weekday in April 2022, just under half of all ridership on SMART happened on Route 4. Route 4 connects many of Wilsonville's highest-density residential and employment areas and major destinations, and offers SMART's most useful service. Wilsonville Rd is a powerful generator of transit demand, and likely to continue to be SMART's busiest corridor in the future.

While most areas are near transit, local trips are time-consuming due to low frequency. In the examination of travel time isochrones, it was evident that many parts of Wilsonville require transit trips of at least 45 minutes to reach from other areas. 45 minutes is a reasonable travel time at some distances, but is unlikely to be competitive

with driving, cycling or even walking where it is practical for people in a hurry.

SMART's peak-only routes are generating very little ridership. In April 2022, Route 5-95th Ave and Route 6-Canyon Creek were each carrying fewer than 15 passengers per day. While there are dense areas and important destinations on both routes, the peak-oriented service design may not be providing mobility during all the periods riders in these markets may need to travel.

In particular, Canyon Creek Rd is surrounded by dense residential development similar to the east end of Wilsonville Rd. This market may present stronger ridership potential were SMART able to offer a higher and more consistent level of service on the corridor.

3. SMART's Demand Response Programs

Overview of Demand-Response Services

SMART is required by the Americans with Disabilities Act (ADA) of 1990 to provide a complementary paratransit service to persons who are unable to use public transit fixed route services. SMART offers this service through its Dial-a-Ride program, which includes 4 separate service categories:

- ADA Complementary Paratransit.
- General Public. Provides in-town trips available to anyone under 60.
- Seniors. Provides in-town trips for people ages 60 and older.
- Out-of-Town. Provides trips to destinations outside of the City of Wilsonville for residents and people age 60 or older, at a higher cost and with a longer reservation lead time.

Figure 87 summarizes the key facts about each program.

One of the most important distinctions is that ADA trips are prioritized, while all other trip types are offered on a space-available basis. ADA trips are available during all hours the fixed-route network is operating including on Saturdays, as required by law, and offer more flexibility in scheduling and booking.

	ADA	Senior	General Public	Out-of-Town
Eligibility	Limited to persons with disabilities, as determined by SMART's Eligibility Committee.	Anyone age 60+.	Anyone.	Anyone enrolled in ADA, Senior or General Public.
Cost	No fare.	No fare.	No fare.	\$3.00 per one-way trip.
Hours of Operation	All hours during which SMART fixed-route network operates.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.
Trip purpose restrictions	None.	None.	None.	Medical appointment only.
Scheduling Principle	Priority.	Space-available basis.	Space-available basis.	Space-available basis.
% of SMART Demand-Response Ridership	54%	29%	<1%	16%

Figure 87: SMART Demand Response Program Summary

Eligibility and Enrollment

Each of SMART's demand-response programs requires users to complete an application in order to enroll and use demand-response service. The General Public and Senior programs require only a simple one-page application.

Eligibility for ADA services is determined based on a collection of individual factors, so it requires a more complex enrollment process. The three categories for ADA eligibility for complementary paratransit, as detailed in Circular 4710.1, Chapter 9, 9.1.2 Eligible Individuals, are:

1. Inability to navigate the fixed-route system independently due to physical or mental impairment.
2. Lack of accessible vehicles, stations or bus stops.
3. Inability to reach a boarding point or final destination.

The ADA enrollment process includes a detailed application addressing these factors, and may also require a functional, in-person assessment. This process ensures that SMART is able to accurately verify which potential customers are eligible for the most useful demand-response services, but the more complex application process for ADA services may also introduce a barrier to access for some

users compared to the simpler application processes for the other programs.

Travel Training

SMART also partners with Ride Connection to offer a sophisticated free travel training program (RideWise) designed to help older adults and people with disabilities navigate the transit system. Travel training programs help people who might otherwise rely solely on demand-response services to gain access to information and training the enable them to use the fixed-route network independently.

Travel training programs like RideWise help expand users range of travel options, and are also an important complement to demand-response service because they have the potential to help shift a portion of demand-response users' trips to the fixed-route network, which can provide them at a much lower cost to SMART.

Performance

Cost

In the years leading up to the start of the Covid-19 pandemic, the cost of SMART’s demand response program was relatively stable, with total operating expenditure in 2016-2019 of between \$880,000 and \$1.04 million, shown in **Figure 88**. The greatest cost increase occurred in 2020, when SMART was forced to adapt to the variety of unique circumstances associated with the onset of the Covid-19 pandemic. In the years prior, the agency’s demand-response operation appeared to be managed on a sustainable financial basis.

Ridership

Figure 89 shows the long-term ridership trend on SMART’s demand-response programs. Over the past decade, ridership was relatively stable, before increasing substantially in 2016. Ridership then began falling, with the lowest point in 2020.

The cause or attribution of the large jump in demand-response ridership reported to NTD is unclear. In 2016, SMART implemented the Villebois shuttle service as a deviated-fixed route, with ridership reported to NTD as part of its demand-response services. The Villebois shuttle was transitioned to full fixed-route service, moving this ridership out of the

SMART Demand-Response Operating Expenses
2016-2020 (last five years available)

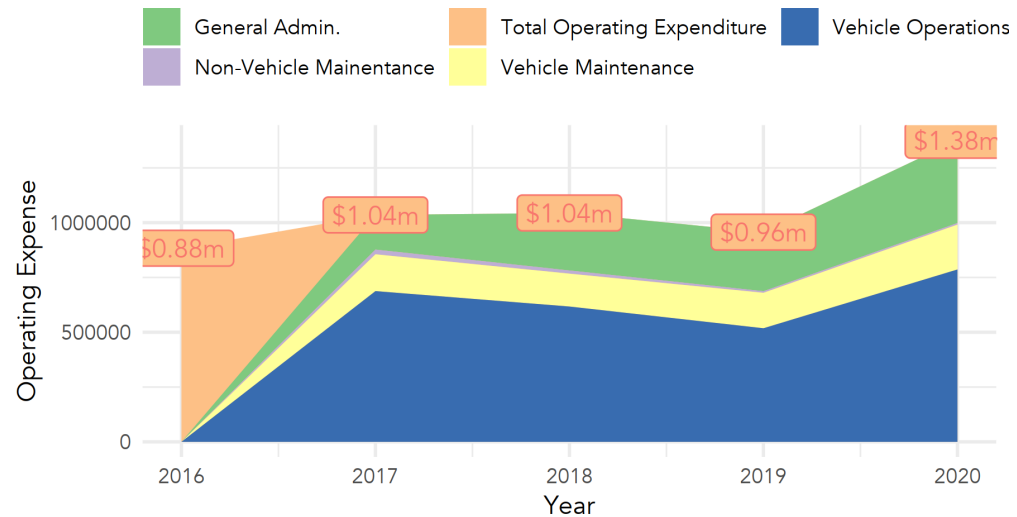


Figure 88: SMART Demand Response Operating Expenses, 2016-2020

SMART Demand-Response Ridership
2016-2020 (last five years available)

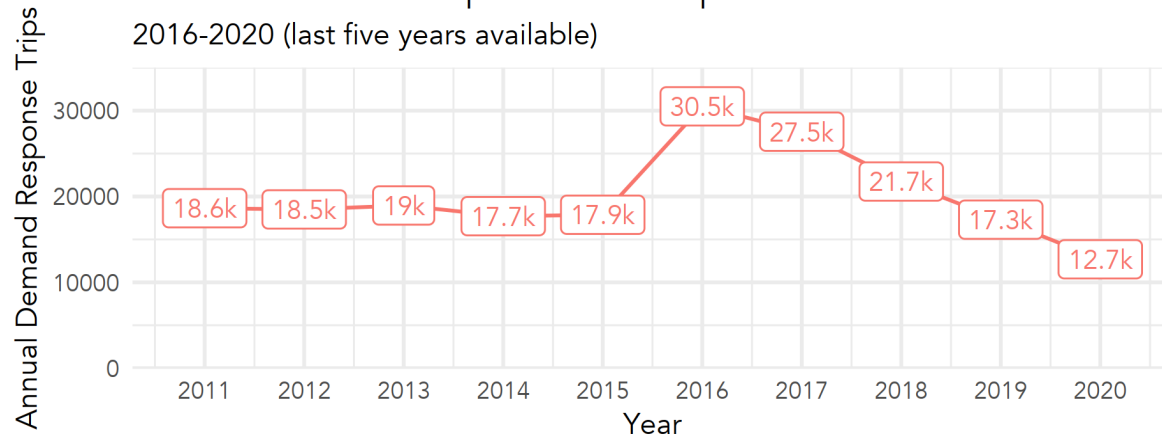


Figure 89: SMART Demand Response Ridership, 2016 - 2020

demand-response category.

Cost per Ride

Over the long term, cost per passenger trip has been relatively stable in the past decade. Cost per passenger dropped sharply in 2016 (the year the ridership spike likely related to the introduction of the Villebois shuttle occurred), but by 2018 and 2019 was in the range it had been in 2013-2015. In 2020, cost per passenger increased dramatically (nearly doubling), the combination of cost increases and ridership declines attributable to the unique circumstances of the first year of the Covid-19 pandemic.

SMART Demand-Response Cost per Passenger Trip
2016-2020 (last five years available)

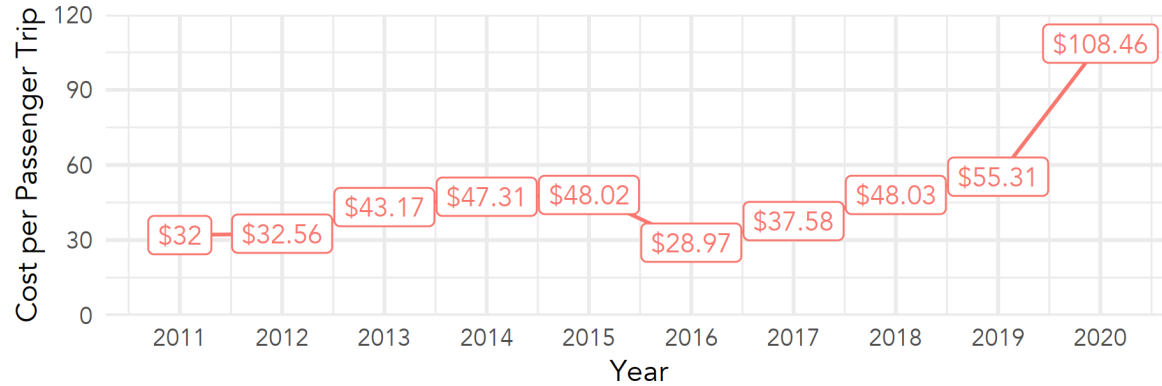


Figure 90: SMART Demand Response Cost per Passenger 2016-2020

Ridership by Program

Figure 91 shows the number of trips in April 2022 made using each program. In April 2022, there were 623 total trips made on SMART demand-response services. ADA trips made up the largest share of overall ridership, with about 54% of April trips on that program. The senior program was second, with about 30% of trips. Most of the remainder were out of town trips, with just 3 general public trips during this time.

April 2022 Demand-Response Trips
Total Monthly Trips by Provider / Program

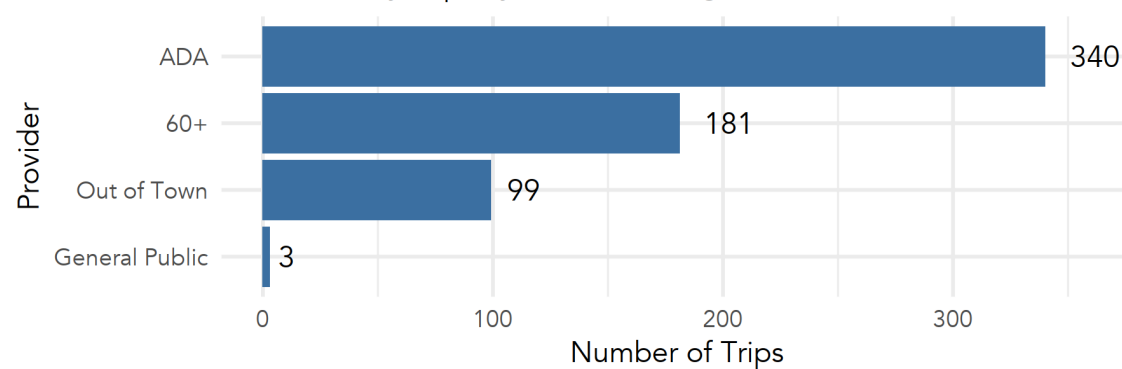


Figure 91: SMART Demand-Response Trips by Program, April 2022

Trip Duration

In-town trips are short, with the majority of trips on the ADA and Senior programs requiring fewer than 20 minutes to complete. **Figure 92** shows the distribution of the duration of trips on the Senior, ADA and Out-of-Town programs during April 2022. Because of the small number of trips, General Public trips are excluded from this graph.

SMART's decision to offer Out-of-Town trips to enrollees of the ADA, Senior and General Public programs provides an extremely useful means of accessing medical destinations outside of Wilsonville. However, Out-of-Town trips naturally tend to take longer, because they involve moving people to destinations outside of Wilsonville. The average Out-of-Town trip lasts 27 minutes, compared to 13 minutes for ADA and 14 minutes for Seniors. In April, the total duration of Out-of-Town trips (44.8 hours) was actually slightly larger than that of Senior trips (43.6 hours).

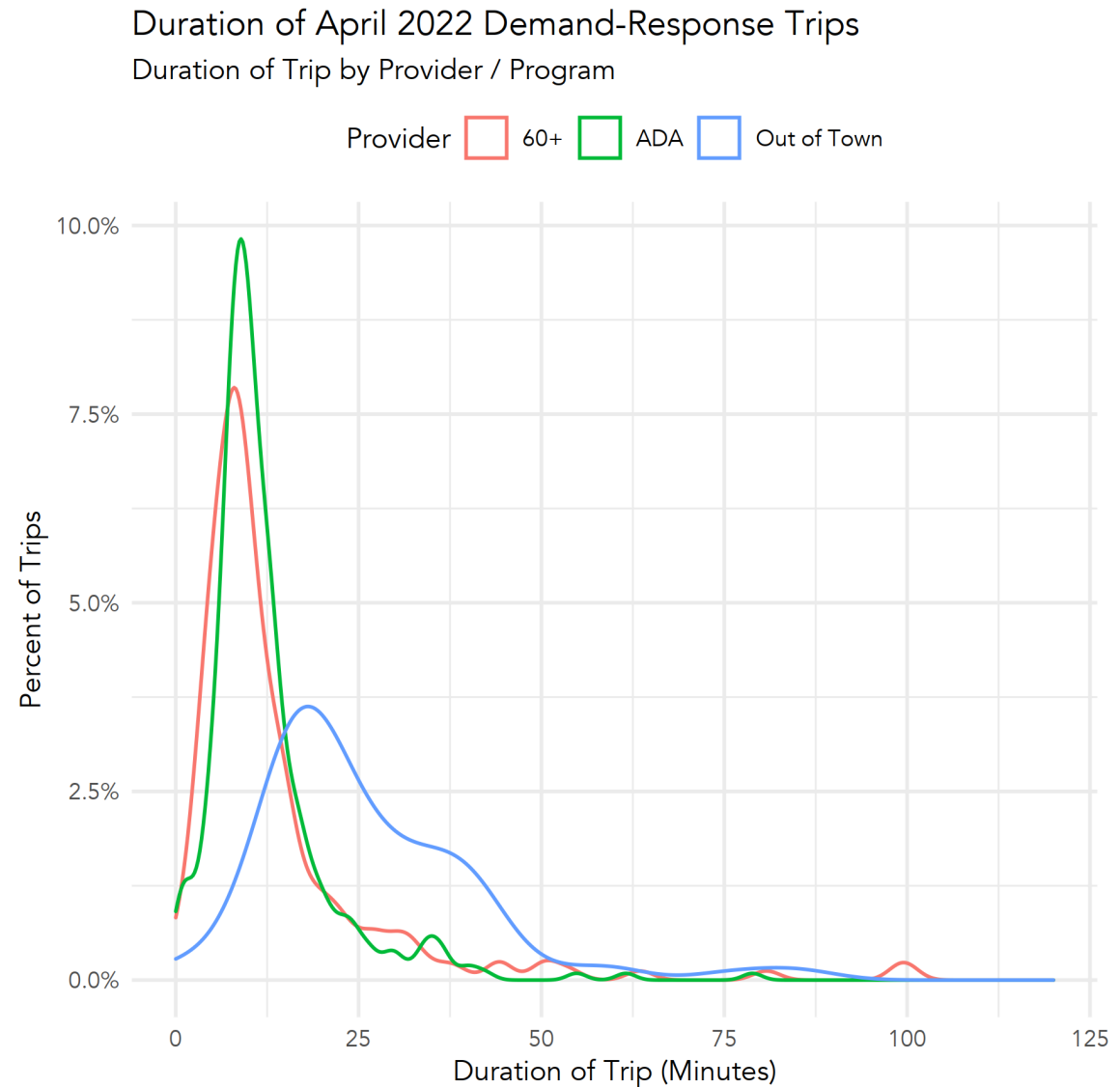


Figure 92: SMART Demand-Response Trip Duration by Program, April 2022

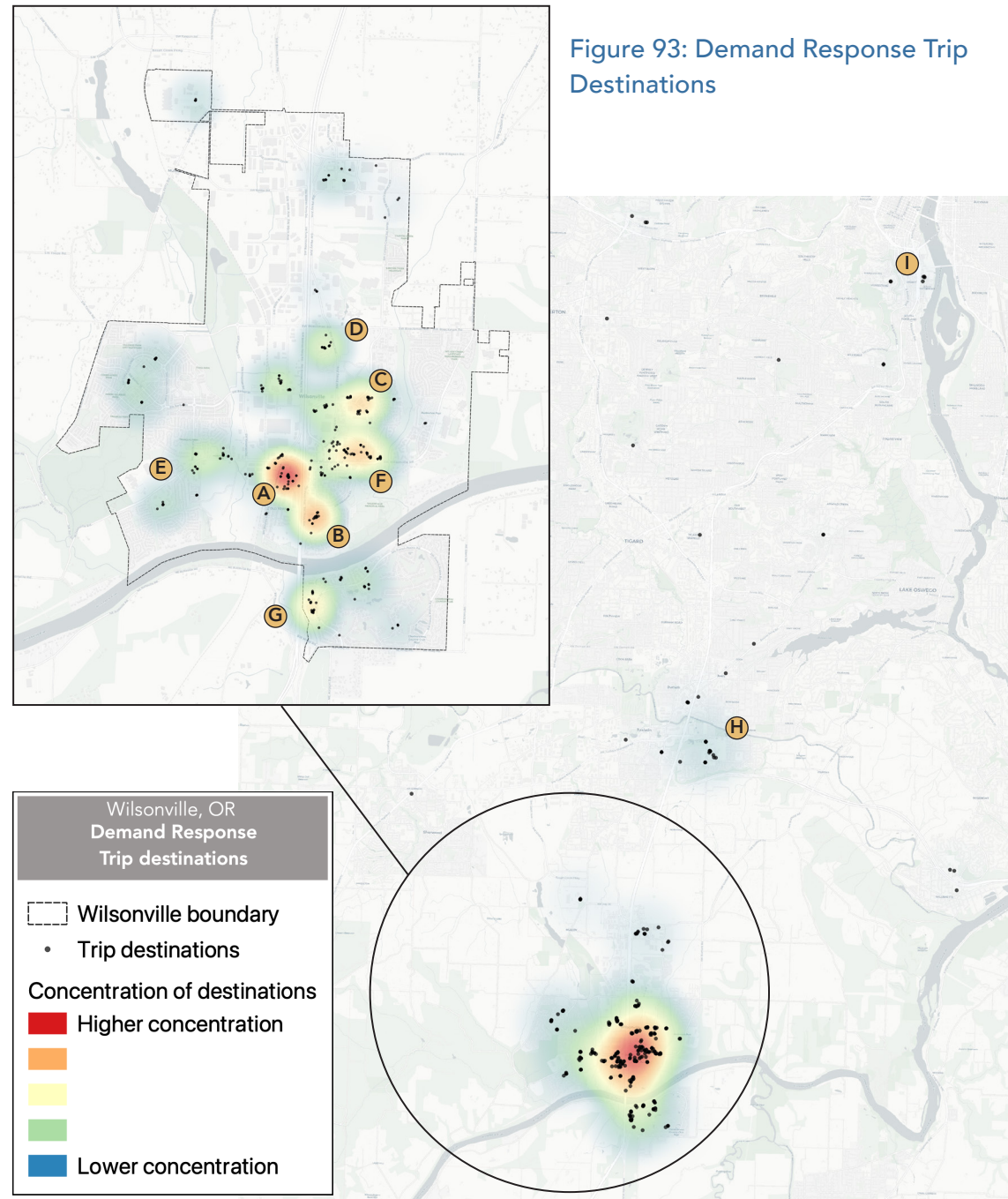
Destinations

Where do people use SMART's demand-response services to travel to? **Figure 93** shows each demand response trip destination served during April 2022. While the focus of activity was on Wilsonville, as mentioned previously, about 16% of trips are made outside of the city boundaries.

In Wilsonville, some of the notable concentrations of destinations included:

- Fred Meyer **A**.
- Seniors' housing at the **B** Village at Main, **C** Brookdale Wilsonville, **D** Portera at the Grove, and Wiedemann Park **E**.
- Wilsonville Community Center, Safeway, and nearby seniors' apartments **F**.
- In Charbonneau, serving seniors' apartments on the west side **G**.

While SMART delivers trips to destinations in Portland, Oregon City and other communities, the largest single demand-response destination outside of the city is the Legacy Meridian Park Medical Center in Tualatin **H**. There were 23 trips to this hospital or surrounding specialist offices in April 2022. The second busiest out-of-town destination was OHSU **I**, with a total of 6 trips combined between the Marquam Hill and South Waterfront campuses.



Key Takeaways

This Transit Master Plan update will not focus on identifying changes or improvements to SMART's demand-response programs. However, there are some important things we can learn from these programs to inform thinking about future changes to the fixed-route network.

SMART's demand-response programs are designed to prioritize ADA trips.

ADA trips make up a majority of SMART demand-response trips, and there are clear benefits to utilization of the ADA program that would not discourage eligible customers from using it in favor of the Senior program.

SMART's customers can gain expertise in using both demand-response and fixed-route services, thanks to the partnership with Ride Connection.

A sophisticated travel training program is a key element in ensuring that demand-response riders are not siloed into reliance on only one service. While not all demand-response customers will find the fixed-route network a viable alternative, the infrastructure is there to help people gain the information needed to make trips in the best way for them. As a result, future improvements to the fixed-route network also have the potential to benefit demand-response customers.

In most of Wilsonville, demand-response trip patterns are similar to

fixed-route ridership. Some of the busiest destinations for demand-response service are the same places that see a lot of boardings on fixed-route, especially major retail like Safeway and Fred Meyer, and the stops serving apartment buildings around Town Center Loop.

Demand-response trip patterns indicate some important places SMART could consider serving in the future.

Some of the busiest places on the demand-response system are in places that SMART currently doesn't serve, particularly the higher-density senior housing developments on the west side of Charbonneau. Additionally, the Legacy Meridian Park Medical Center is the busiest destination for demand-response trips outside of Wilsonville. SMART's Route M-Medical Shuttle (currently suspended) makes this connection, but there may be other ways of serving this destination with the fixed-route network that make reaching it more convenient.

4. SMART's Local Market

The Market & Need for Transit

SMART's primary service area is the City of Wilsonville, although several of its routes extend outside of those boundaries. This section reviews the key demographic and land use factors relevant to transit network planning, and describes the role each play in assessing transit demand or need.

In this chapter, we present and discuss data that informs two different types of considerations in transit planning:

- Where are the strongest markets for transit, with potential for high ridership and low operating costs?
- Where is there elevated need for transit, where coverage services may be important even if they do not attract high ridership?

A "strong transit market" is mostly defined by where people are, and how many of them are there, rather than by who people are. We learn about transit needs mostly by examining who people are and what life situation they are in.

Measuring Demand and Need

On the following pages, these maps and diagrams help us visualize potential transit markets and needs:

- Residential density
- Job density
- Activity density (combined residential and jobs)
- Density of young and older residents.
- Density of people of color.
- Maps of walkability.

These visualizations are based on information from the US Census American Community Survey (2019), 2020 US Census, and OpenStreetMap (walkability).

New Service Areas

This chapter also briefly describes some of the approved future development that could change land use in Wilsonville, and thus the areas SMART could potentially serve.

The Ridership Recipe

Creating a useful transit network isn't just about faster or more frequent service. Many factors outside the direct control of SMART—such as land use, development, urban design, and street networks—affect transit's usefulness.

The built environment factors shown in

Figure 94 on the next page are critical to a broadly-useful, high ridership transit network:

- **Density.** Where there are many residents, jobs and activities in an area, there are many places people might want to go, and many people nearby who might choose to ride transit.
- **Walkability.** An area only becomes accessible by transit if most people can safely and comfortably walk to and from the nearest transit stops.
- **Linearity.** Short, direct paths between destinations are faster and cheaper for SMART to operate. Linear routes are also easier to understand and more appealing to most potential riders.
- **Proximity.** The longer the distance between two places that SMART wants to serve, the more expensive it is to connect them. Areas with continuous development are more cost-effective to serve than areas where there are large, undeveloped gaps between destinations.

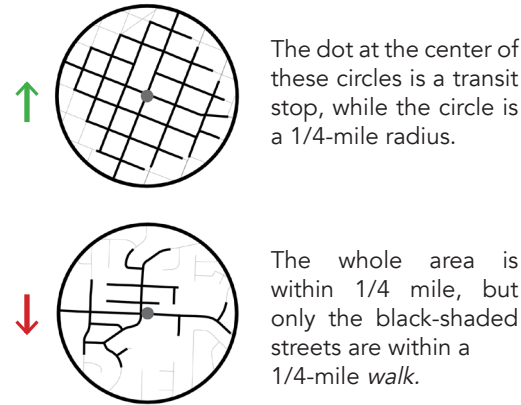
These elements are important preconditions for where transit can be useful for many people, at a relatively low cost.

The Ridership Recipe: Higher Ridership, Lower Costs

DENSITY How many people, jobs, and activities are near each transit stop?

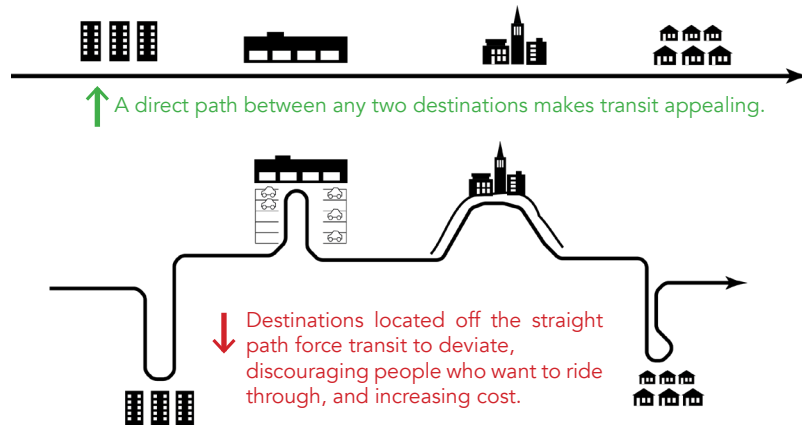


WALKABILITY Can people walk to and from the stop?



↑ It must also be safe to cross the street at a stop. You usually need the stops on both sides for two-way travel!

LINEARITY Can transit run in reasonably straight lines?



PROXIMITY Does transit have to traverse long gaps?

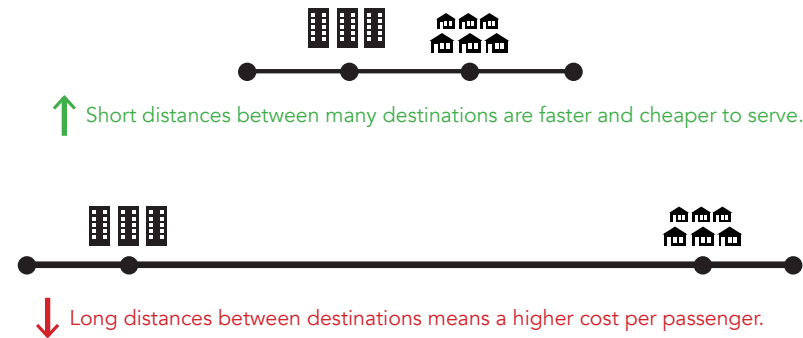


Figure 94: The Ridership Recipe describes how the built environment affects potential for high ridership and transit efficiency.

Population Density

The first and simplest land use factor for transit ridership is density: how many people are nearby who could potentially choose to ride transit? When more people are closer together, the potential market transit can address is larger. **Figure 95** shows the population density in each census block near Wilsonville as determined in the 2020 Census.

In Wilsonville, most residential development is located away from I-5 and the core commercial areas of the city. On the west side, the master-planned Villebois **A** area is developed at a range of densities, with a core of apartments and townhomes surrounded by single family neighborhoods. Most other residential areas on the west side are predominantly single-family, although there are some pockets of higher density **B**.

Density is higher east of I-5, with major apartment complexes located along both sides of Wilsonville Rd from I-5 to Advance Rd **C**, as well as along the Town Center Loop, Canyon Creek Rd, and Parkway Ave. Multifamily residential land uses continue north along Canyon Creek **D** with more gaps between individual developments, until the road ends at the city limit.

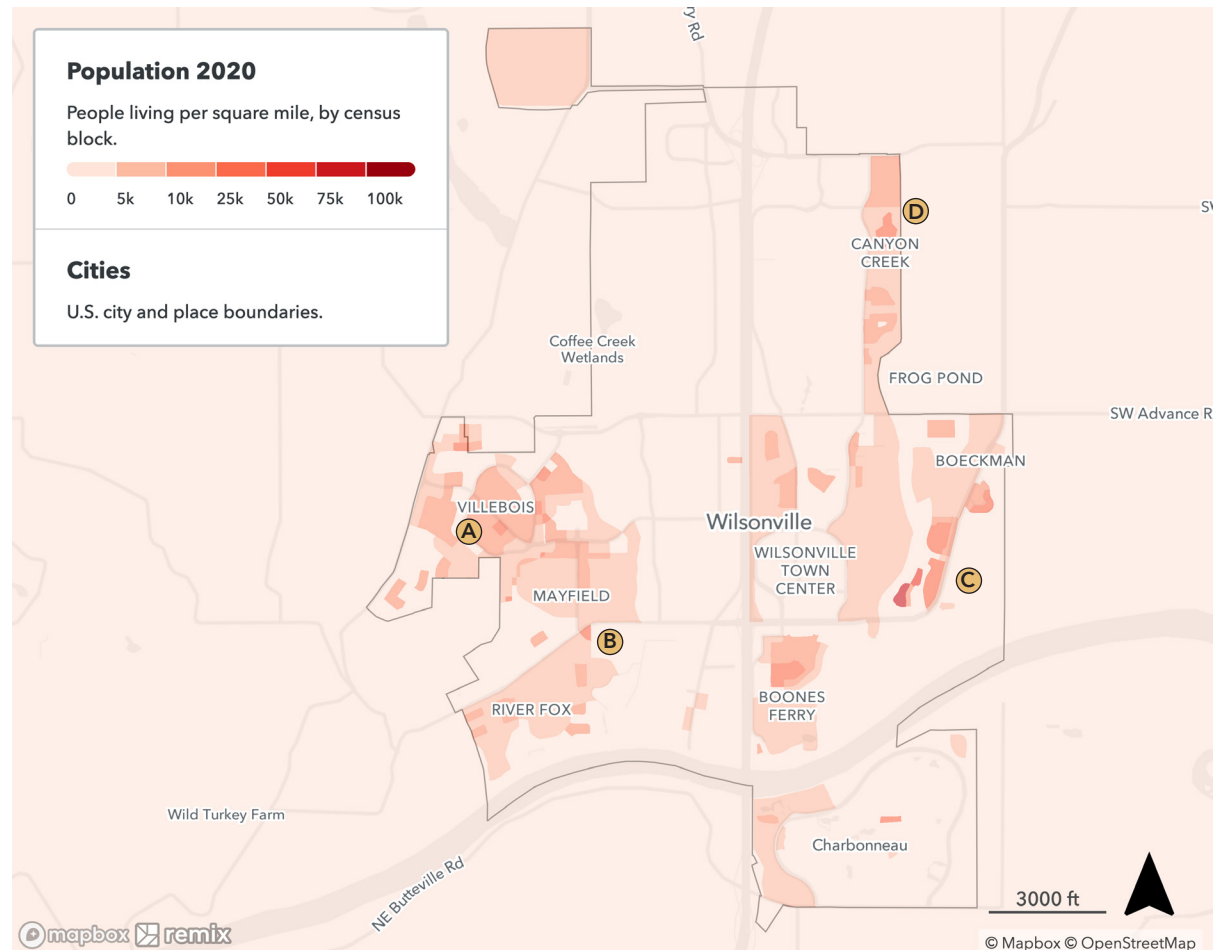


Figure 95: Population Density

Employment Density

Figure 96 shows the density of employment by census block in Wilsonville. Employment is another important indication of the size of the market for transit; employment locations generate travel demand not just from their employees, but from customers, clients and visitors.

In Wilsonville, employment density is highest in four main areas:

- Along Boones Ferry Rd and Boberg west of I-5, a mix of commercial, logistics and industrial employers. Density is greatest between Wilsonville Rd and Barber St. **A**
- Along Parkway Ave **B**, where a variety of office and technology campus buildings are located, as well as the OIT Portland Metro campus.
- Near Wilsonville Town Center **C** west of I-5 along Wilsonville Rd. Employment in this area mainly consists of retail and service establishments. One of the largest retailers in this area, Fry's Electronics, closed permanently in 2021.
- In the northwest area **D**, a mixture of industrial and distribution businesses and office parks are located along 95th Ave, extending to the industrial park surrounding Commerce Circle in the north.

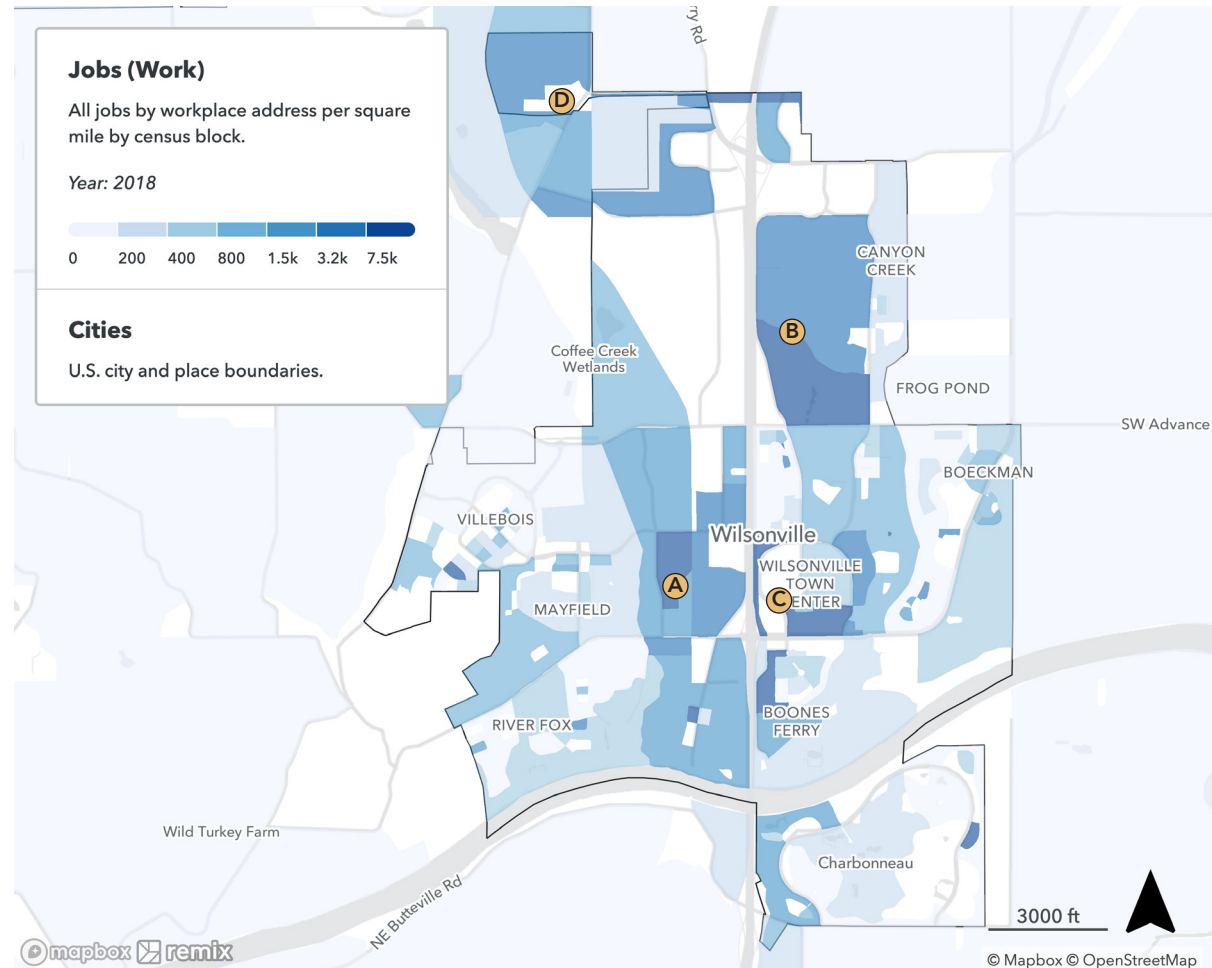


Figure 96: Employment Density

Activity Density

Together, population and employment density provide a good indication of the relative level of activity in different areas throughout the day. **Figure 97** maps the combination of employment and population density in Wilsonville and nearby areas.

The map uses a three-color scale: residential density is shown in shades of red, job density is shown in shades of blue, and places where residents and jobs are both present are shown in shades of purple. The darker the color, the greater the number of jobs or residents in the area.

The main area of Wilsonville where residential and employment density converge is along Town Center Loop **(A)**. The Town Center has important retailers like Goodwill and Safeway, the CCC Wilsonville campus, and a variety of smaller businesses. There are also a number of large apartment buildings near the north and east side of the loop, as well as one residential property (Town Center Park Apartments) along Park Pl. inside Town Center Loop itself.

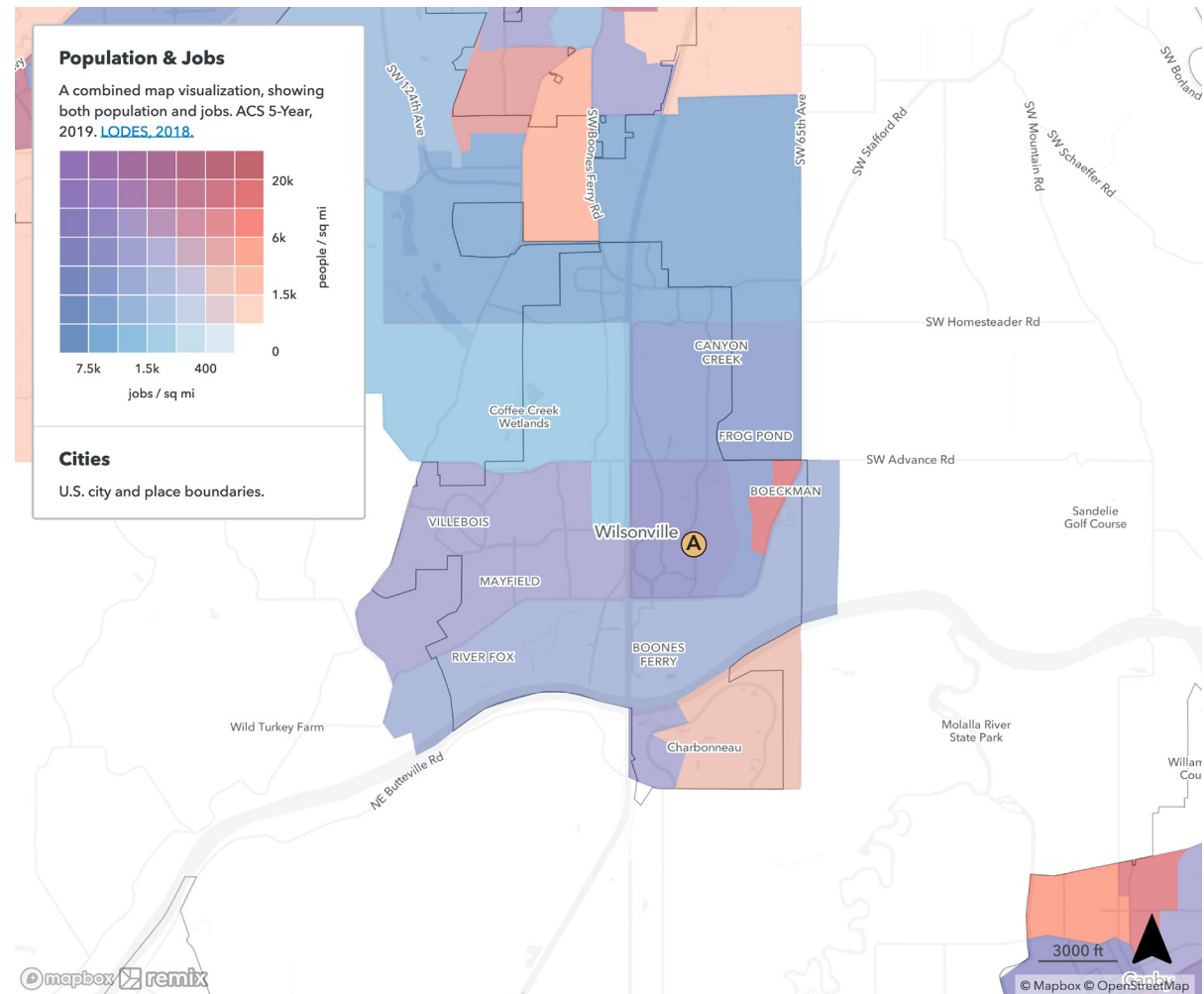


Figure 97: Activity Density

Race and Ethnicity

Figure 98 shows the density of people of color by census block, as reported in the 2020 Census. In Wilsonville, people of color make up almost 20% of residents. Hispanic or Latino residents make up 13%, while the second most numerous group are Asian residents, who make up about 4% of the population.

The distribution of people of color in Wilsonville is generally quite similar to that of the population as a whole. Higher-density areas tend to have a greater number of nonwhite residents, particularly in the apartment areas around the east side of Wilsonville Rd (A), Canyon Creek, and residential neighborhoods on the west side (B). Notably, despite the high-density residential areas of western Charbonneau, density of minority residents is low throughout Charbonneau (C).

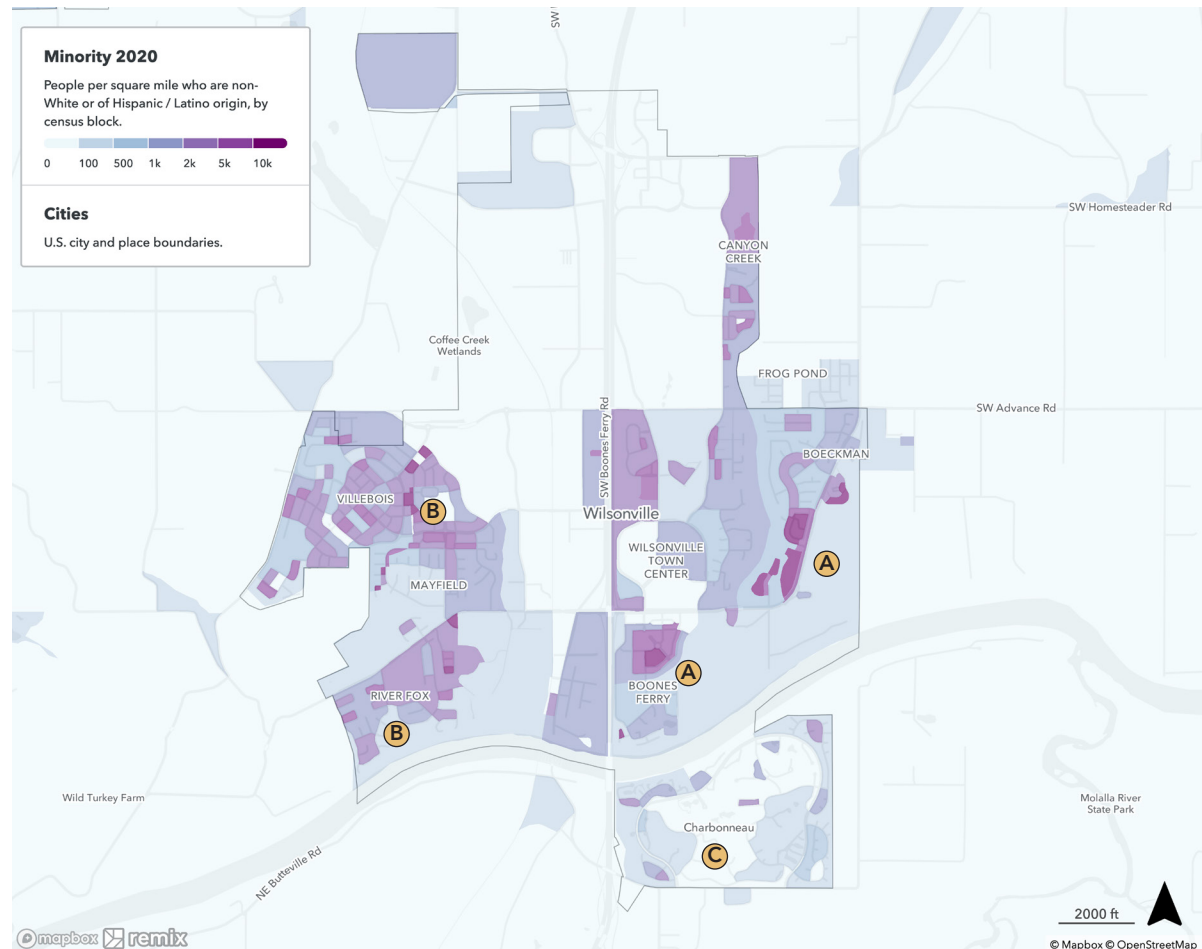


Figure 98: Density of Minority Residents

Residents in Poverty

A common goal for transit service is to provide affordable transportation for lower-income people, who are less likely to own cars. Understanding where lower-income populations are located is also a key civil rights requirement.

Transit can be an attractive travel option for low-income people due to its low price. SMART fixed route service is free, except for Route 1X - Salem. In dense areas with walkable street networks, this can produce high ridership. However, if transit doesn't actually allow people to make the trips they need in a reasonable amount of time, even people with fewer financial resources will have a strong incentive to finding other ways to get where they need to go.

In Wilsonville, the density of people in poverty tracks closely with overall density. The highest concentrations are found in the block group enclosing Town Center Loop and nearby apartments **A**, as well as the dense areas further east along Wilsonville Rd **B**.

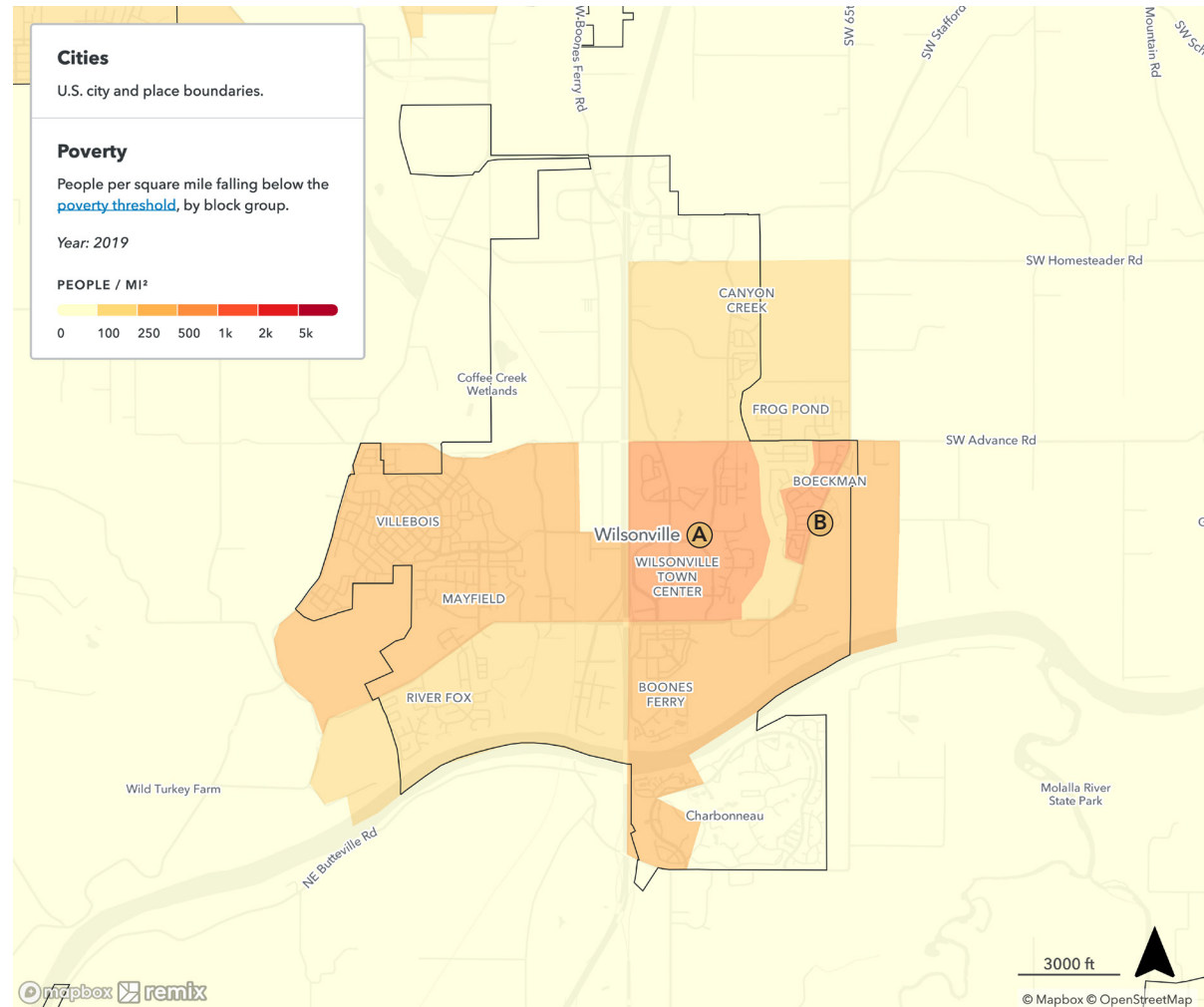


Figure 99: Density of People of in Poverty

Senior Residents

Figure 100 shows the density of senior residents in Wilsonville. Seniors constitute around 15% of the total population in Wilsonville, and some of Wilsonville's highest-density housing is found in apartment developments oriented towards older adults.

While older adults are present in all residential areas, there are some notable concentrations in areas that are home to higher-density senior housing developments, as on the west side of Charbonneau **A**, in the residential areas northwest of Wilsonville Town Center **B**, and on the western edge **C** of Villebois .

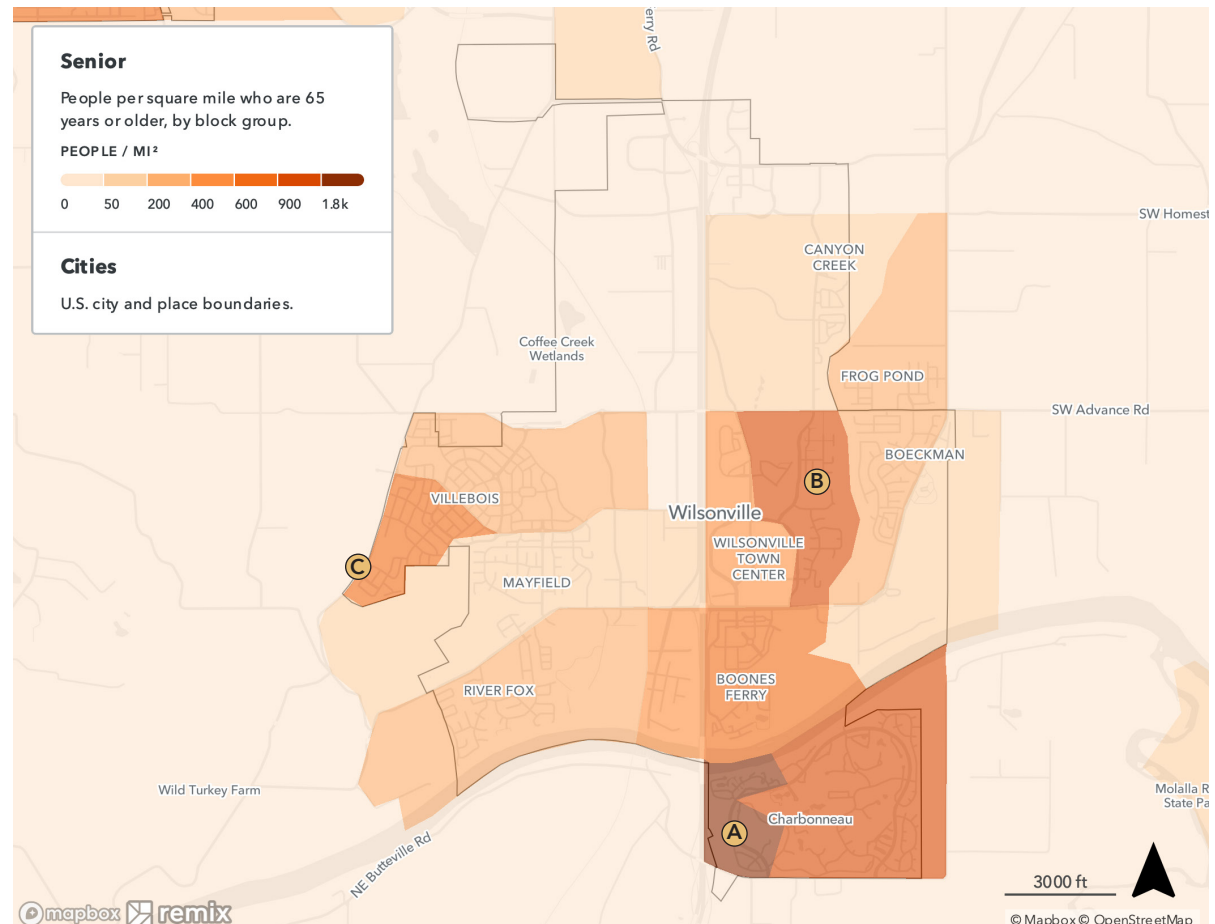


Figure 100: Senior Density

Younger Residents

Just as transit coverage can meet the needs of seniors who cannot or choose not to drive, transit service can also be a useful option for the travel needs of children and teenagers who are too young to drive.

Figure 101 shows the density of residents under the age of 18 in each Census block group in Wilsonville. Children under the age of 18 constitute around 20% of the total population in Wilsonville. The highest densities of younger people are found in the dense housing areas along Canyon Creek **A** and Wilsonville Town Center **B**, as well as in Villebois **C**.

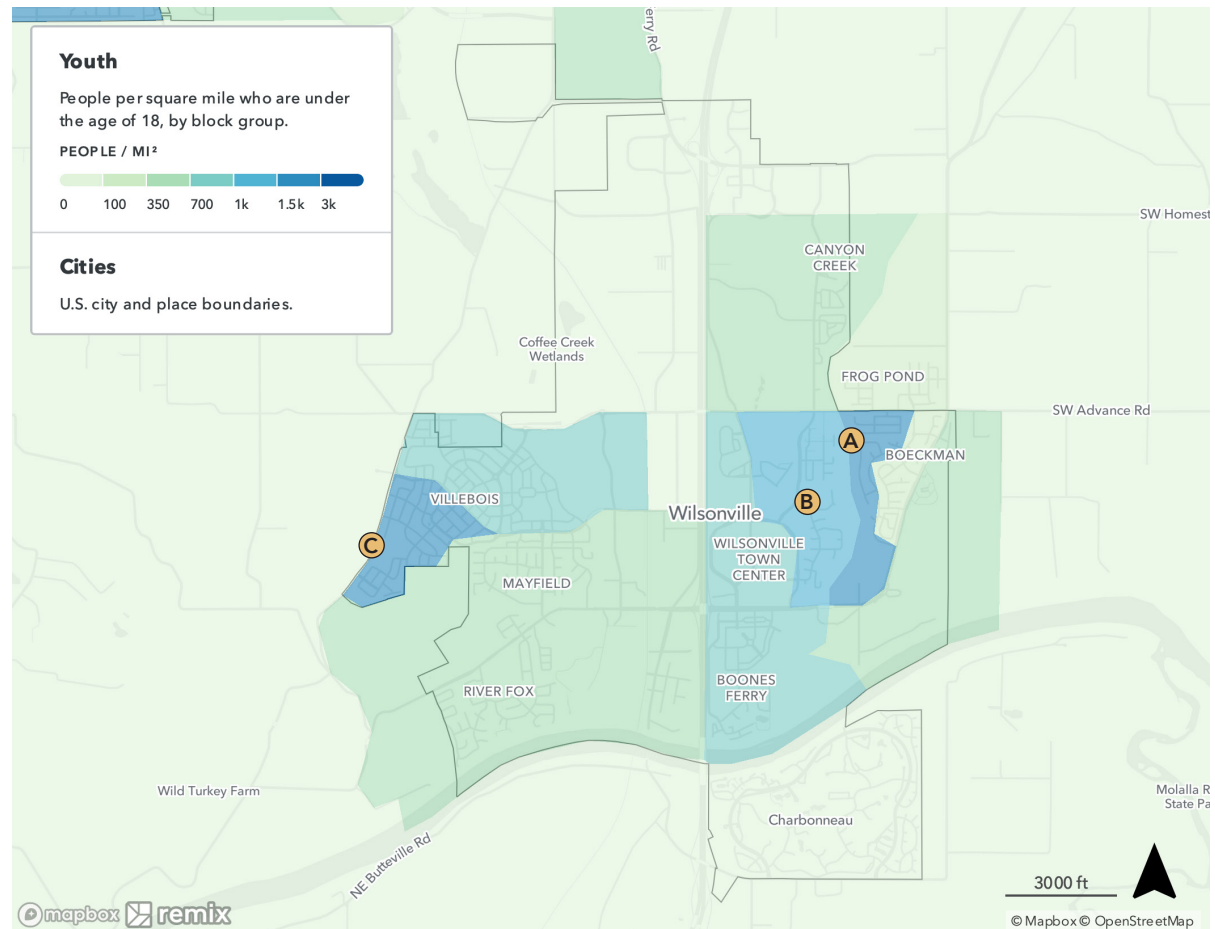


Figure 101: Youth Density

Walkability

Walkability is one of the most important factors determining whether transit is likely to generate higher ridership. If it is not safe or convenient to walk to a stop, few people are likely to choose to do so unless they have few other travel options.

Figure 102 shows an estimate of how walkable different parts of Wilsonville are based on street connectivity.

This measure compares the area reachable “as the crow flies” to the area actually accessible using the existing street network. While this measure is not sensitive to the quality of infrastructure, it does show where walking trips are likely to be shorter or longer.

Wilsonville’s street layout is generally circuitous, with a low degree of connectivity between individual neighborhoods or developments. Connectivity is highest around the commercial areas east and west of I-5 **(A)**, as well as in Villebois **(B)** which was designed with a grid street pattern. Connectivity is lower in most other parts of the city, even in areas of high density along the eastern half of Wilsonville Rd **(C)**.

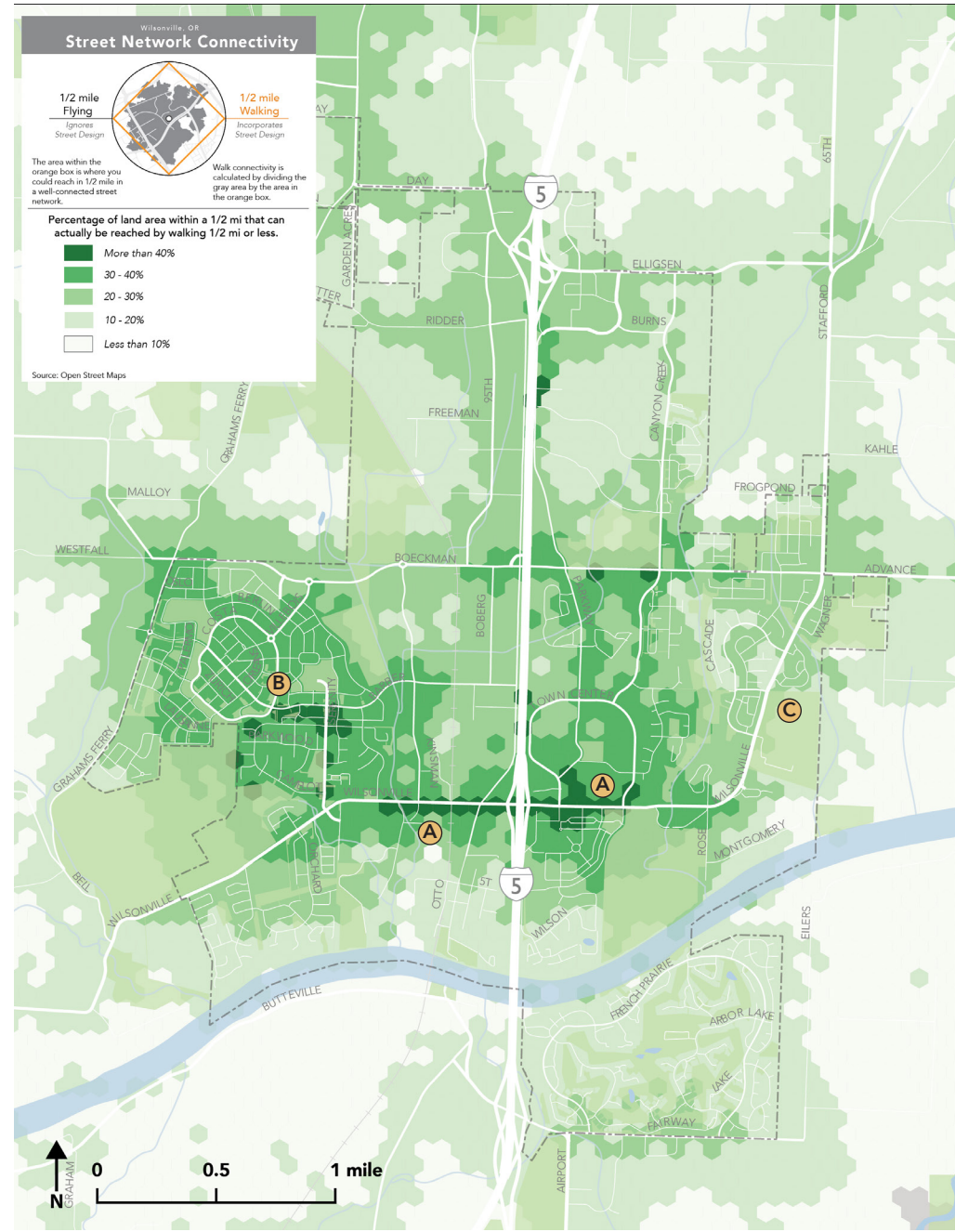


Figure 102: Street Network Connectivity

New Service Areas

There are changes to the urban form of Wilsonville happening right now or coming in the near term that future planning for the transit network must consider.

Wilsonville Town Center & I-5 Pedestrian Bridge

The Wilsonville Town Center Plan was developed in 2019 and created new conceptual land use concepts and recommendations for the future of the Town Center area. The Plan proposed to update the Town Center into a mixed-use, walkable, and transit accessible space that is a central hub of the community. The future Town Center could potentially have an additional 800 residential units over the next 20 years. **Figure 103** shows the proposed pedestrian bridge and planned multimodal network from the Town Center Plan.

I-5 Pedestrian Bridge

The Wilsonville Town Center Plan included a recommendation of a Bike/Pedestrian system in the area, and included a proposed Bike/Pedestrian Bridge that connected the Town Center to the Wilsonville Transit Center. This will provide

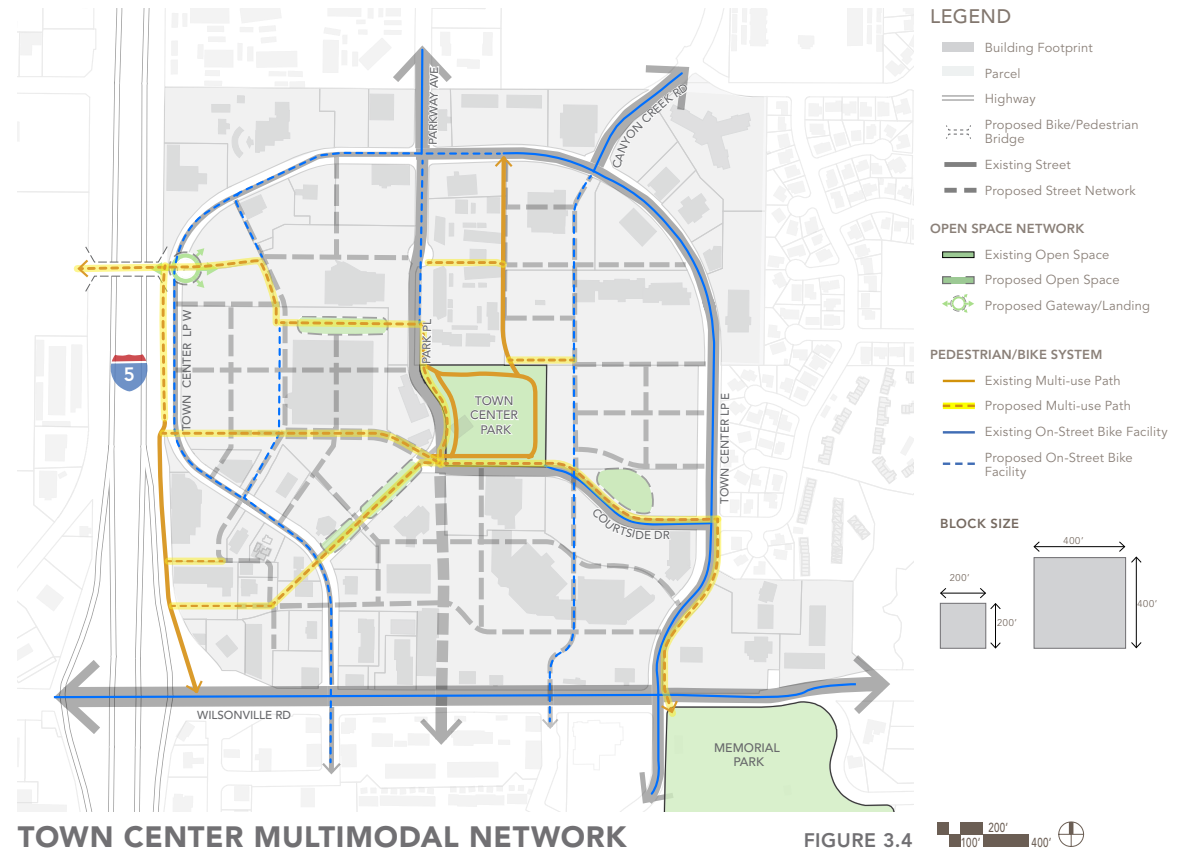


Figure 103: Planned Town Center Multimodal Network

connections to nearby employment areas, multi-family housing, and Wilsonville's Town Center commercial center.

Frog Pond

A new residential area is currently under construction near the intersection of Stafford Rd and Boeckman Rd. The master plan for this area was completed in 2015, and identifies three new neighborhood areas at the edge of the urban growth boundary that will incorporate development at low and moderate densities - single-family homes, and attached townhouses. **Figure 104** reproduces the neighborhood framework map from the 2015 Frog Pond Area Plan.

If fully built-out, the entire Frog Pond development would add nearly 2000 units to Wilsonville's housing stock. However, only portions of the western neighborhood are under construction or built so far, and only these areas are within the UGB at present. If completed as described in the original master plan, the western Frog Pond development would consist of approximately 600 single-family units located northwest of the Stafford/Boeckman intersection.

While not complete, the Frog Pond development has already produced one important change relevant to the transit network: the signalization of the Stafford / Boeckman intersection. Previously an uncontrolled four-way stop, the intersection now has dedicated left turn lanes for all four approaches, as well as improved sidewalks and bike lanes.

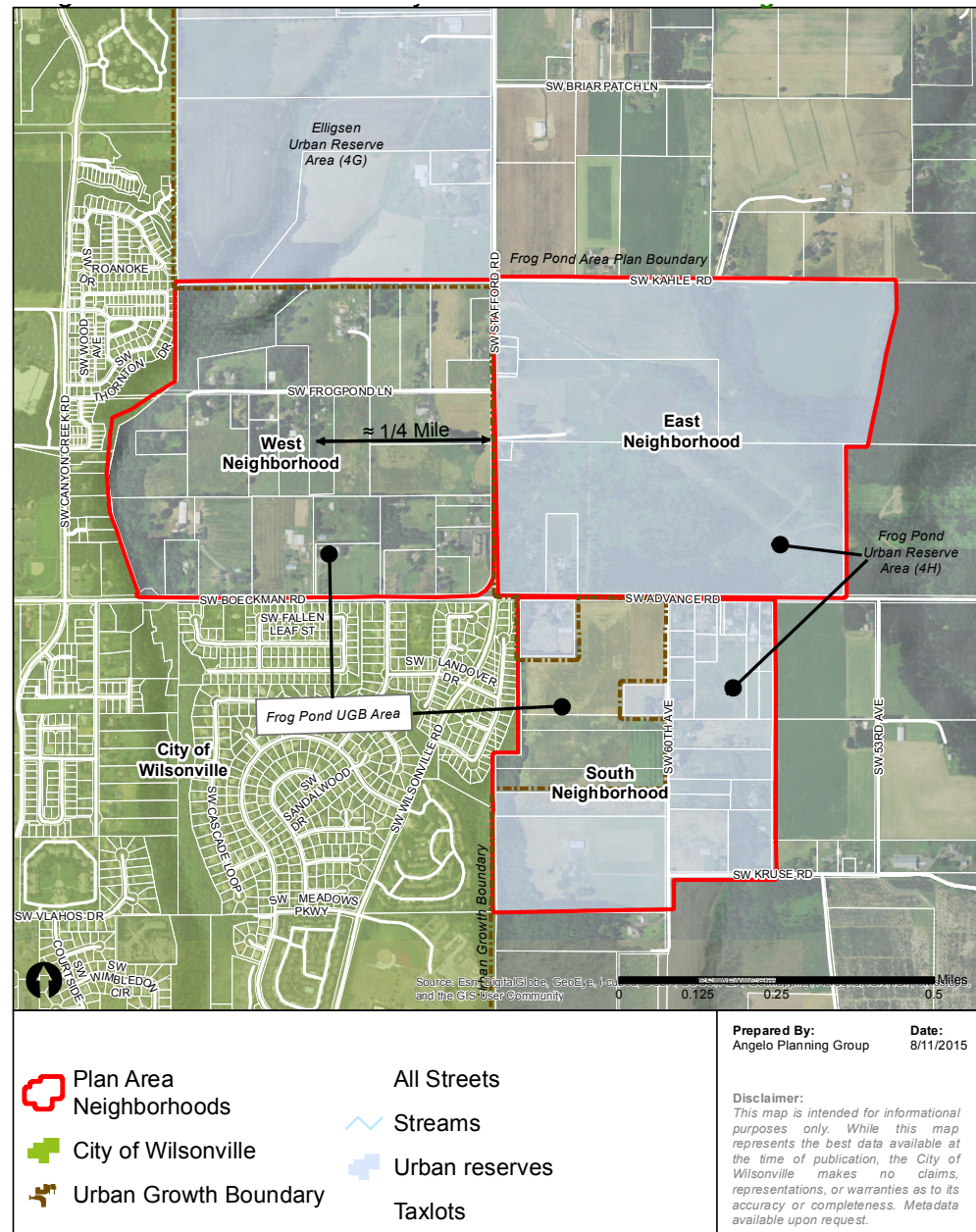


Figure 104: Frog Plan Neighborhood Framework

5. SMART's Regional Markets

SMART is Wilsonville’s transit agency, but its role is not just to move people within the city. SMART also provides connections to neighboring communities like Salem, Tualatin and Canby, facilitating the movement of people back and forth around the southern portion of the Portland region and Mid-Willamette Valley.

A majority of jobs in Wilsonville are held by people arriving from other parts of the region to work, and many of the city’s residents work in jobs located outside of Wilsonville. **Figure 105** shows the number and percent of workers living or employed in Wilsonville who commute to or from somewhere else, based on US Census LEHD data for 2019 (the most recent time period available). In both cases, only a small minority live and work in Wilsonville: about 9% of people employed in Wilsonville live in the city, while about 16% of workers living in Wilsonville work in the city.

These statistics speak to the importance of regional connections for SMART. As SMART seeks to improve its network in the future, one important question is which regional connections should it focus on? Are there connections that exist today that should be the target of more investment, to make them more useful and reliable for travel all

day? Or, are there regional markets that aren’t served at all, and where a new transit connection could make new trips possible?

This chapter provides a description of SMART’s potential regional markets, organized into three broad directional axes:

- East & Northeast, including Oregon City, Milwaukie, the Harmony area, the east side of Portland, Gresham and Sandy.
- West & Northwest, including Tualatin, Tigard, Yamhill County, Beaverton, Hillsboro, and downtown Portland.
- South, including Canby, Salem, Woodburn, Donald, and Molalla.

Today, SMART services extend from Wilsonville in all three directions, but these services are not useful for every type of trip. As

Segment	Count	%
Workers Employed in Wilsonville	18,220	100.00%
<i>Living Outside Wilsonville</i>	16,643	91.30%
<i>Living Inside Wilsonville</i>	1,577	8.70%
Workers Living in Wilsonville	9,722	100.00%
<i>Employed Outside Wilsonville</i>	8,145	83.80%
<i>Employed Inside Wilsonville</i>	1,577	16.20%

Figure 105: Wilsonville Commuting Inflow/Outflow

SMART considers future regional service improvements, it is important to begin with a solid sense of what those markets look like: their key destinations, the volume of people moving through them, and the existing transit connections.

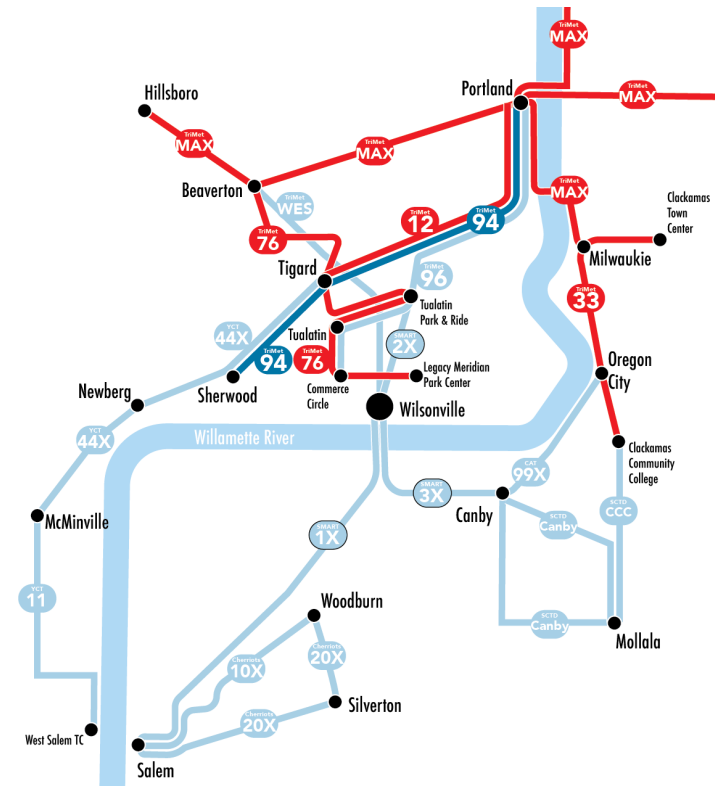


Figure 106: SMART Regional Connections

Wilsonville Trips

Figure 107 uses the same data source to show the 25 communities with the greatest number of commute trips to or from Wilsonville. This table represents the total volume of work-based travel, based on the same US Census information on where workers home and employment locations. The general direction of travel from Wilsonville is noted, with **west/northwest destinations shown in blue**, **south destinations shown in green**, and **east/northeast destinations shown in orange**.

Portland is the largest single connection: over 4,600 people either live in Wilsonville and work at employers in Portland, or the reverse. Of these trips to or from Portland, 1,456 involve a home or work location east of the Willamette River.

Wilsonville local trips are the second most common, followed by a range of Washington County cities - Tualatin, Beaverton and Tigard. These are the connections served by WES during rush hours (but not at other times).

Of trips between Wilsonville and the top 25 connections, over 60% are towards the west / northwest or to Portland. About 11% head south, and about 11% head east / northeast. About 19% of home/work pairs involve a location outside of Wilsonville representing less than 1% of the total number of workers; these included 2019 telecommuters.

City	Direction	Total Trips	Pct of Total
Portland	W/NW, E/NE	4644	15%
Wilsonville	Local	1802	11%
Tualatin	W/NW	1416	4%
Beaverton	W/NW	1399	4%
Tigard	W/NW	1394	4%
Salem	S	1137	4%
Hillsboro	W/NW	1025	3%
Lake Oswego	W/NW	934	3%
Woodburn	S	725	2%
Canby	E/NE	718	2%
Oregon City	E/NE	612	2%
Sherwood	W/NW	575	2%
West Linn	W/NW	517	2%
Newberg	W/NW	495	2%
Gresham	E/NE	444	1%
Aloha	W/NW	406	1%
Vancouver	W/NW	258	1%
Milwaukie	E/NE	256	1%
Keizer	S	246	1%
Happy Valley	E/NE	211	1%
Eugene	S	206	1%
Albany	S	176	1%
McMinnville	W/NW	175	1%
Hubbard	S	161	1%
Oak Grove	E/NE	158	<1%

Figure 107: Commute trips to and from Wilsonville (top 25)

South Metro Regional Trips

While SMART is the City of Wilsonville's transit agency, its full name ("South Metro Area Regional Transit") speaks to a broader challenge in regional mobility. Unlike in TriMet's service area to the north, no single entity is responsible for coordinating and designing regional connections. However, transit works as a network; when SMART establishes routes between Wilsonville and Tualatin and Wilsonville and Canby, it is also creating at least the potential for a service that could be useful for someone traveling from Canby to Tualatin, even if they have no business in Wilsonville at all.

Figure 108 uses LEHD data from 2019 to show the number of workers moving between each of the cities south of the TriMet district and north of Cherriots' service area. Not every connection shown here could potentially involve SMART; for example, Tigard - Tualatin or Tualatin - Sherwood transit trips will always happen via TriMet routes.

Other trips are more relevant to SMART's service area. For example, about 396 people move between Canby and Tigard; on transit. The most logical way to make this trip is through Wilsonville (via Route 3X and WES, or potentially via 2X and TriMet Line 76), although today's network is not optimized to facilitate this movement.

Some of the most numerous connections

South Metro Area Job Flows
Number of workers moving between cities

	Aurora	Barlow	Beavercreek	Butteville	Canby	Dayton	Donald	Dundee	Hubbard	McMinnville	Molalla	Mulino	Newberg	Sherwood	St. Paul	Tigard	Tualatin	Wilsonville	Woodburn
Aurora	7				39		7	1	28	6	12	2	12	9	2	22	21	46	51
Barlow		0			4									4		4	4	10	2
Beavercreek	0	0	67		54		4		4	7	48	19	14	10		80	67	48	18
Butteville	0	1		2	15		4		2	3	5		5	3	1	6	7	15	7
Canby	39	4	54	15	1378		29	12	127	68	260	54	118	131	4	396	455	722	383
Dayton			1	1	3	61	3	10	1	267		2	96	13	5	34	37	17	16
Donald	7	0		4	29		12		18	22	13	2	40	16	4	22	28	45	41
Dundee			1		12	10	2	31	1	335	3		270	48	1	74	92	57	27
Hubbard	28	0	4	2	127		18	1	67	31	39	7	33	21	7	80	103	161	265
McMinnville	6		7	3	68	267	22	335	31	5894	28	3	1132	140	6	358	333	176	195
Molalla	12	1	48	5	260		13		39	28	572	82	51	32	2	152	138	158	162
Mulino	2		19	1	54		2		7	3	82	31	8	10	1	42	22	37	14
Newberg	12	2	14	5	118	96	40	270	33	1132	51	8	2226	537	24	822	887	509	181
Sherwood	9	4	10	3	131	13	16	48	21	140	32	10	537	834	10	1022	1115	575	155
St. Paul				1	4		4		7	6			24	10	9	5	9	6	24
Tigard	22	4	80		396	34	22	74	80	358	152	42	822	1022	5	3587	2911	1364	432
Tualatin	21	4	67		455	37	28	92	103	333	138	22	887	1115	9	2911	2081	1560	736
Wilsonville	46	10	48	15	722	17	45	57	161	176	158	37	509	575	6	1364	1560	1803	718
Woodburn	51	2	18	7	383	16	41	27	265	195	162	14	181	155	24	432	736	718	1866

LEHD 2019

Figure 108: South Metro Regional Jobs Flows

that involve crossing through Wilsonville include Tualatin - Woodburn (736 trips), Tigard - Woodburn (432 trips), Tigard - Canby (396 trips), and Molalla-Tigard (152 trips).

Just because a trip passes through

Wilsonville doesn't mean that SMART could or should serve that destination pair. However, these commuting data do illustrate the potential need and opportunity for future improvements in connections between south metro area cities.

East / Northeast Connections

Many important destinations are located along the 99E corridor to the northeast of Wilsonville, including a variety of services in Oregon City, the Clackamas County seat. **Figure 109** and **Figure 110** show the density of population and jobs in this area.

North of Oregon City, residential and commercial development becomes more intense in inner Portland suburbs like Milwaukie. One of the region's largest retail and industrial job centers is located in the Harmony area near the Clackamas Town Center mall, north of the I-205 / 224 interchange. Service between Wilsonville and Canby and Canby and Oregon City exists today at approximately hourly frequency, and multiple TriMet routes serve Oregon City and points north.

Canby

Today, regional connections between Wilsonville and the 99E corridor begin in the town of Canby. SMART's 3X connects with Canby Area Transit's 99X serving Oregon City and Woodburn. While Canby has few major destinations of its own, over 700 workers either live or work between Wilsonville and Canby.

Oregon City

Oregon City is about 15 miles northeast of Wilsonville. With a population of over 35,000 residents, 15,000 jobs, a major

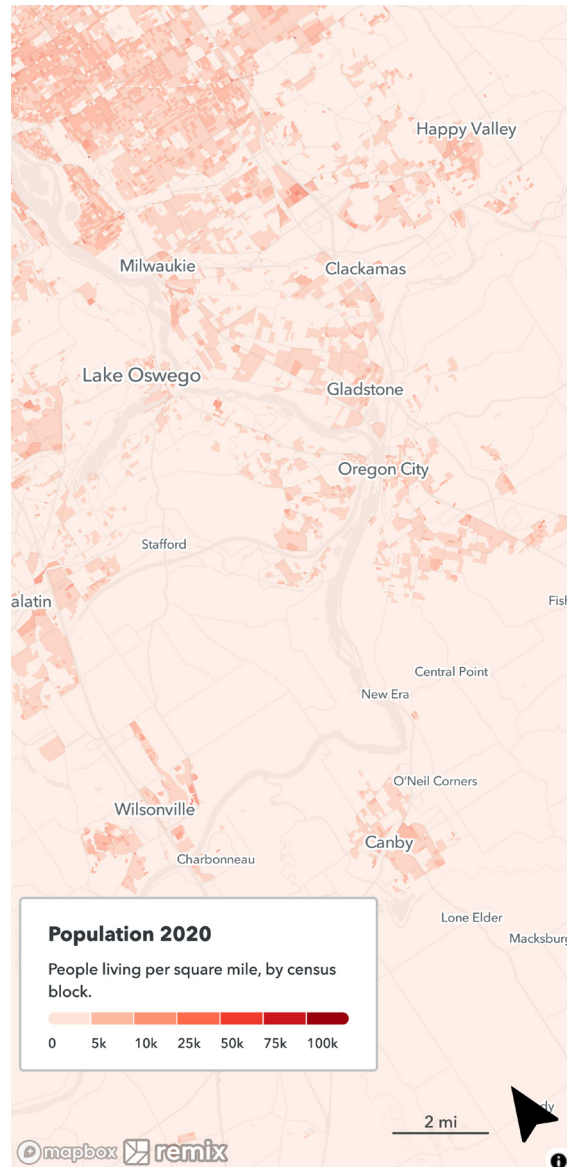


Figure 109: 99E Area Population Density

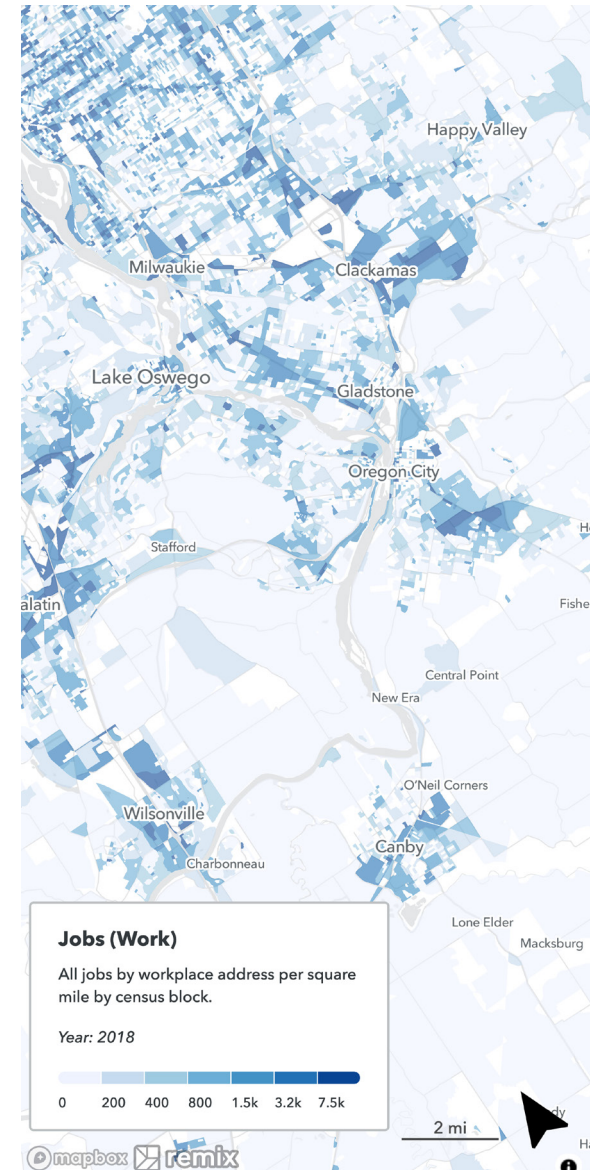


Figure 110: 99E Area Job Density

Clackamas Community College campus, and multiple shopping and recreation areas, Oregon City is a key destination for Wilsonville residents. The Beavercreek Employment area located near Clackamas Community College is a large industrial site that is currently being developed and is planned to create over 1,500 jobs. TriMet and Canby Area Transit (CAT) currently provide service in the city, along with a new county shuttle that provides additional service within the city. Approximately 612 workers commuted between Wilsonville and Oregon City in 2019.

A transit trip to Oregon City involves a straightforward transfer between Route 3X and CAT's 99X in Canby. Depending upon when a rider is traveling, this can take under an hour during rush hours, or about 80 minutes during midday when the 3X and 99X schedules don't align well.

Milwaukie

Milwaukie is located about 19 miles north from Wilsonville. An inner suburb of Portland, Milwaukie is home of the southern terminus of TriMet's Orange Line, and is served by multiple frequent bus routes. There are over 1,500 companies located in the city, and the North Milwaukie Industrial Area is a major jobs center with over 80 businesses and 2,000 employees. About 256 people commuted between Milwaukie and Wilsonville in 2019. Today, Milwaukie is a 3-transfer trip from Wilsonville; the simplest way to reach downtown Milwaukie

City	Direction	Total Trips
Portland	W / NW, E / NE	4644
Wilsonville (home and work)	Local	1802
Canby	E / NE	718
Oregon City	E / NE	612
Gresham	E / NE	444
Milwaukie	E / NE	256
Happy Valley	E / NE	211
Oak Grove	E / NE	158

Figure 111: East / Northeast Commute Trips to/from Wilsonville

uses SMART Route 3X, CAT's 99X, and TriMet's Line 33. Due to the low frequency of 3X and 99X and inconsistently scheduled connection, this trip generally takes over 80 minutes.

Harmony

The Harmony area east of Milwaukie is another major destination. Harmony is home to Clackamas Town Center and a variety of other nearby retail businesses, as well as the Kaiser Sunnyside Medical Center. The Clackamas Industrial Area located east of I-205 is a major employment site with warehousing and distribution centers. The Harmony area has a mix of activities that draws people from all over the region.

Harmony is also an important transit connection point for trips between Clackamas County and Portland. TriMet's Green Line and Line 72-82nd / Killingsworth services

end here.

While Clackamas Town Center is a major transit node, reaching it from Wilsonville is very challenging, involving a three-transfer trip on Route 3X, CAT's 99X, and one of the several TriMet routes that travel between Oregon City and Clackamas. This takes over an hour and twenty minutes, even during the AM rush hour. SMART is currently preparing for a grant-funded pilot project to test express service between Wilsonville, Oregon City and Clackamas Town Center using bus-on-shoulder operations along I-205.

Portland (east of Willamette River)

While Downtown Portland is the traditional focus of the "peak commute", the section of the city east of the Willamette River is also full of places people might need to travel. About 1400 people commute to or from the east side of Portland and

workers and patrons from all over the region.

Gresham

Gresham is located about 33 miles north-east of Wilsonville. Gresham is the region's second largest city, and is home to a wide array of major employers. Gresham is also well-served by TriMet, but completing a trip between Gresham and Wilsonville is very challenging. At rush hour, it may be possible using WES and the Blue Line, with a likely total travel time of over 90 minutes. At midday, itineraries using a combination of 2X and TriMet bus services require well over 2 hours.

Sandy

Sandy is about 34 miles northeast of Wilsonville. Sandy Area Metro (SAM) provides connections to Gresham and Estacada, and the Mt. Hood Express provides a connection from Sandy to Mt. Hood. Sandy has a strong recreational industry because of its proximity to Mt. Hood.

Connecting Routes

Transit connections east and northeast of Wilsonville depend on SMART's Route 3X and Canby Area Transit's 99X. While the trip between Wilsonville and Canby is quick (just over 20 minutes), the travel time of the second leg is highly variable because 3X and 99X are not scheduled

Destination	Peak Travel Time	Midday Travel Time
Canby Transit Center	21 minutes	21 minutes
Oregon City Transit Center	50 minutes (7:30 am), 45 minutes (5:35 pm)	80 minutes
Milwaukie Transit Center	83 minutes	82 minutes
East side Portland (Gateway Transit Center)	82 minutes	137 minutes
Gresham Transit Center	108 minutes	159 minutes
Downtown Sandy	146 minutes	205 minutes

Figure 112: Travel times to selected E/NE destinations from Wilsonville

to facilitate a fast connection during the middle of the day. Because Oregon City is the gateway to connections to all other important places on the east side of the region, this produces a similar expansion of travel times for all eastside destinations during the midday.

West / Northwest Connections

Washington County begins within Wilsonville's boundary, and includes some of Oregon's largest employers and fastest growing cities. Tualatin, Beaverton and Tigard are the three largest origin/destination pairs for Wilsonville workers, and while a longer trip, Hillsboro is also in the top 10. TriMet's WES commuter rail was developed in order to serve the intense demand for north-south travel through Washington County, and while it currently does not carry a substantial portion of the corridor's trips, the needs that it addresses continue to be major topics in transportation planning in the region.

To the west, the Yamhill County cities of Newberg and McMinnville have a smaller share of Wilsonville worker home or employment locations, but there is substantial travel demand along the 99W corridor. YCAT services connect to the TriMet network at Tigard Transit Center.

Tualatin

Tualatin is located 6 miles north of Wilsonville. The city provides a significant number of advanced manufacturing, information technology, and health services jobs. Nyberg Woods is a key retail destination in the city. Over 750 commuters travel from Wilsonville to Tualatin, and over 600 commuters travel from Tualatin to Wilsonville.

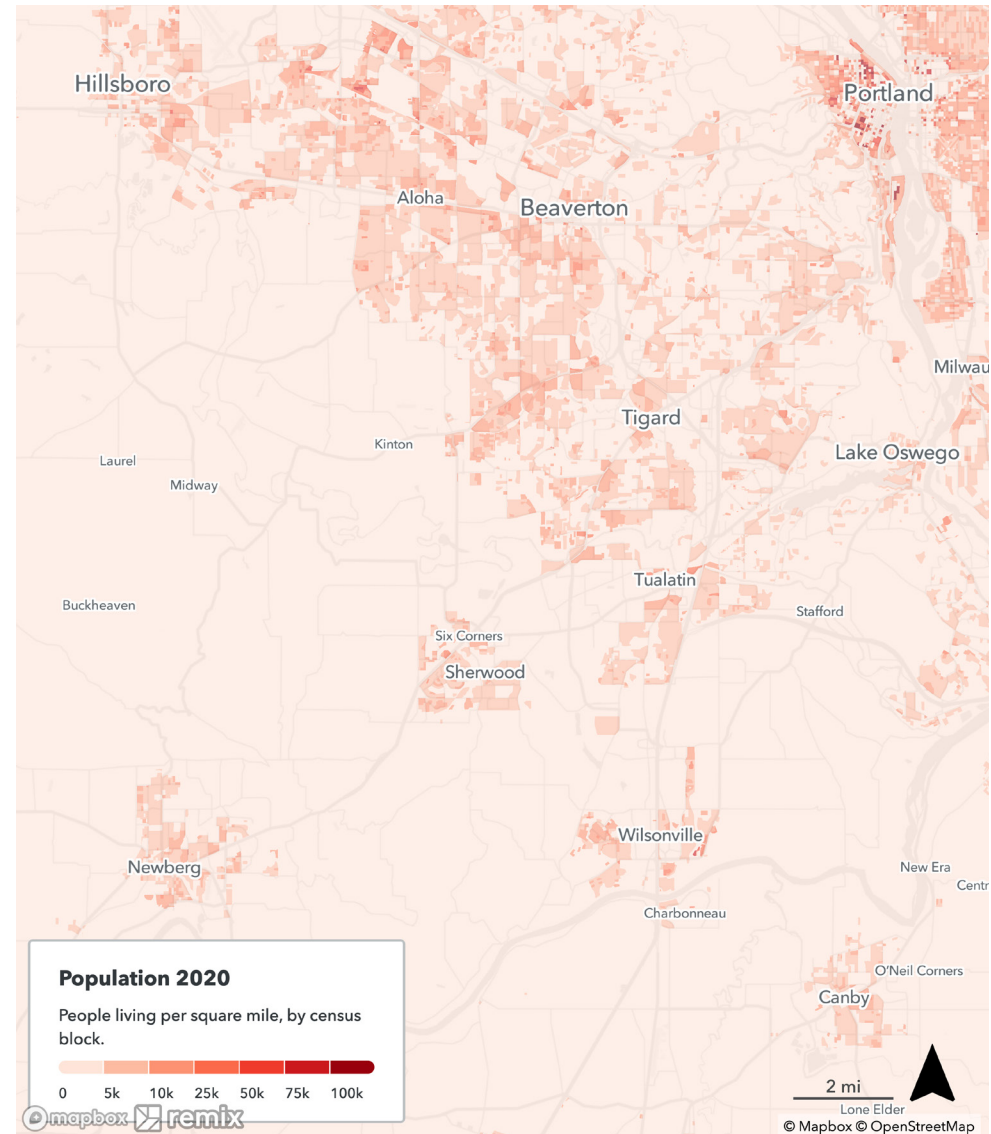


Figure 113: West / Northwest Population Density

SMART's Route 2x goes to Tualatin Park & Ride, and the Medical Shuttle goes directly to the Legacy Meridian Park Medical Center. The WES is also available as a peak service option to reach Tualatin. The Tualatin Shuttle offers connections from WES to various job sites, such as Lam Research, the Tualatin Business Center, and Tualatin Distribution Center. TriMet's Line 36, 37, 38, 76, 96, and 97 connect Tualatin to many regions including Portland, Lake Oswego, Tigard, Beaverton, Wilsonville, and Sherwood.

Tigard

Continuing further north of Tualatin is the city of Tigard, which is located 11 miles north of Wilsonville. Bridgeport Village and Washington Square Mall are major commercial centers. Over 700 commuters travel from Wilsonville to Tigard, and over 650 commuters travel from Tigard to Wilsonville. In addition to having a WES station, TriMet's Line 12, 45, 64, 76, 78, and 94 all serve Tigard Transit Center and provide connections to Beaverton and SW/ Downtown Portland. Yamhill County Transit (YCAT) also provides a connection to McMinnville from Tigard's Transit Center.

Beaverton

Beaverton is about 15 miles north of Wilsonville. The WES provides limited service from Wilsonville to Beaverton Transit Center. From there, travelers can take the Blue or Red MAX line, or several

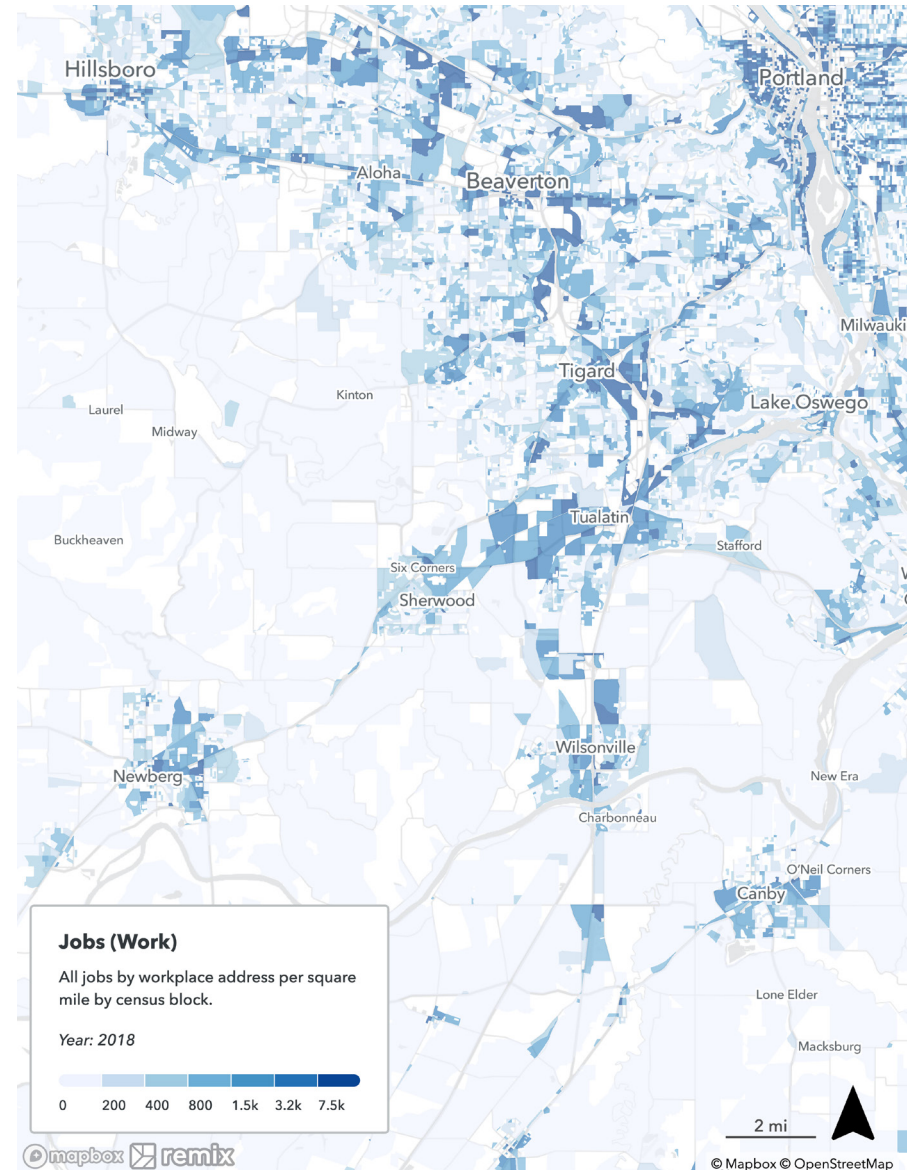


Figure 114: West / Northwest Employment Density

TriMet bus lines to travel throughout Beaverton and to Downtown Portland.

Hillsboro

Hillsboro is a key employment center in the region, with many computer, electronics, and software companies located in the city. Intel is a major employer, with over 20,000 employees. About 500 workers travel from Wilsonville to Hillsboro, and vice versa. Currently, transit service between Wilsonville and Hillsboro is extremely limited and requires multiple transfers. Hillsboro is about 30 miles away from Wilsonville, and it can take about 2 hours to travel between the two cities via public transit.

Yamhill County

Yamhill, McMinnville, Newberg, and other smaller cities are located in Yamhill County, about 30 miles west of Wilsonville. Yamhill County Transit provides service between the cities in the county, and to other cities in the region, including Hillsboro, Salem, and Tigard. There is no direct service from Yamhill County to Wilsonville. For example, to travel from Wilsonville to McMinnville, it takes over 3 hours. Transfers must be made at Tualatin and Tigard, or at Beaverton and Hillsboro. Over 200 commuters travel from Wilsonville to Yamhill County, and over 900 commuters travel from Wilsonville to Yamhill County. Chemeketa Community College, Linfield College, and George Fox University are

Destination	Peak Travel Time	Midday Travel Time
Downtown Portland	55 minutes	106 minutes
Tualatin Park and Ride	36 minutes	36 minutes
Tigard Transit Center	20 minutes	63 minutes
Hillsboro TC	68 minutes	128 minutes
Beaverton TC	29 minutes	93 minutes
Downtown Newberg	66 minutes	142 minutes

Figure 115: Travel times to selected W/NW destinations from Wilsonville

key educational destinations in the county.

Southwest and Downtown Portland

Southwest/Downtown Portland is about 17 miles north of Wilsonville. There are several industries in Portland, including tech, healthcare, and manufacturing. There are also several educational institutions in Southwest/Downtown Portland, including PCC, PSU, and OHSU. As described earlier, connections to Portland from Tualatin, Tigard, and Beaverton. It takes at least two transfers to travel between Wilsonville and Portland. Approximately 1,200 commuters travel from Wilsonville to Southwest/Downtown Portland, and almost 700 commuters from Wilsonville travel to the area.

Connecting Routes

When WES is running, it is the fastest way to travel north into Washington County, and to access connections into Yamhill

County. When WES is not running, transit travel times to nearly all of these places are much longer. This is not just because WES is fast and runs in its own right-of-way; it is also because WES serves Tigard Transit Center, the major connection point for TriMet and YCAT services in southern Washington County. At midday, when only SMART's Route 2X is running, the variety of useful services that stop here (including Line 12 and 94 to Sherwood and Downtown Portland) are much more difficult to reach from Wilsonville, requiring an additional transfer.

Southern Connections

SMART has long collaborated with Cherriots, the transit provider in Salem, to offer a consistent and useful service between Wilsonville and Salem via I-5. However, Route 1X focuses only on the Salem - Wilsonville connection; other important places between the two cities are more challenging to reach on transit, including even major employment and commercial destinations like Woodburn Premium Outlets. Similar to the connection to Oregon City, destinations along the Highway 99E corridor are reachable from Wilsonville via a transfer to CAT's 99X.

South of Woodburn, service is provided along 99E by Cherriots; Cherriots also serves Silverton and Mt. Angel.

Canby

Canby is located about 7 miles south of Wilsonville. SMART's Route 3x provides service to Canby. We included Canby in our discussion of regional connections to the east and northeast, but it is also important to consider in thinking about southern connections. Canby Area Transit's 99X serves all of Highway 99E from Woodburn to Oregon City, which in turn connects with Cherriots regional service (Route 10X) in Woodburn.

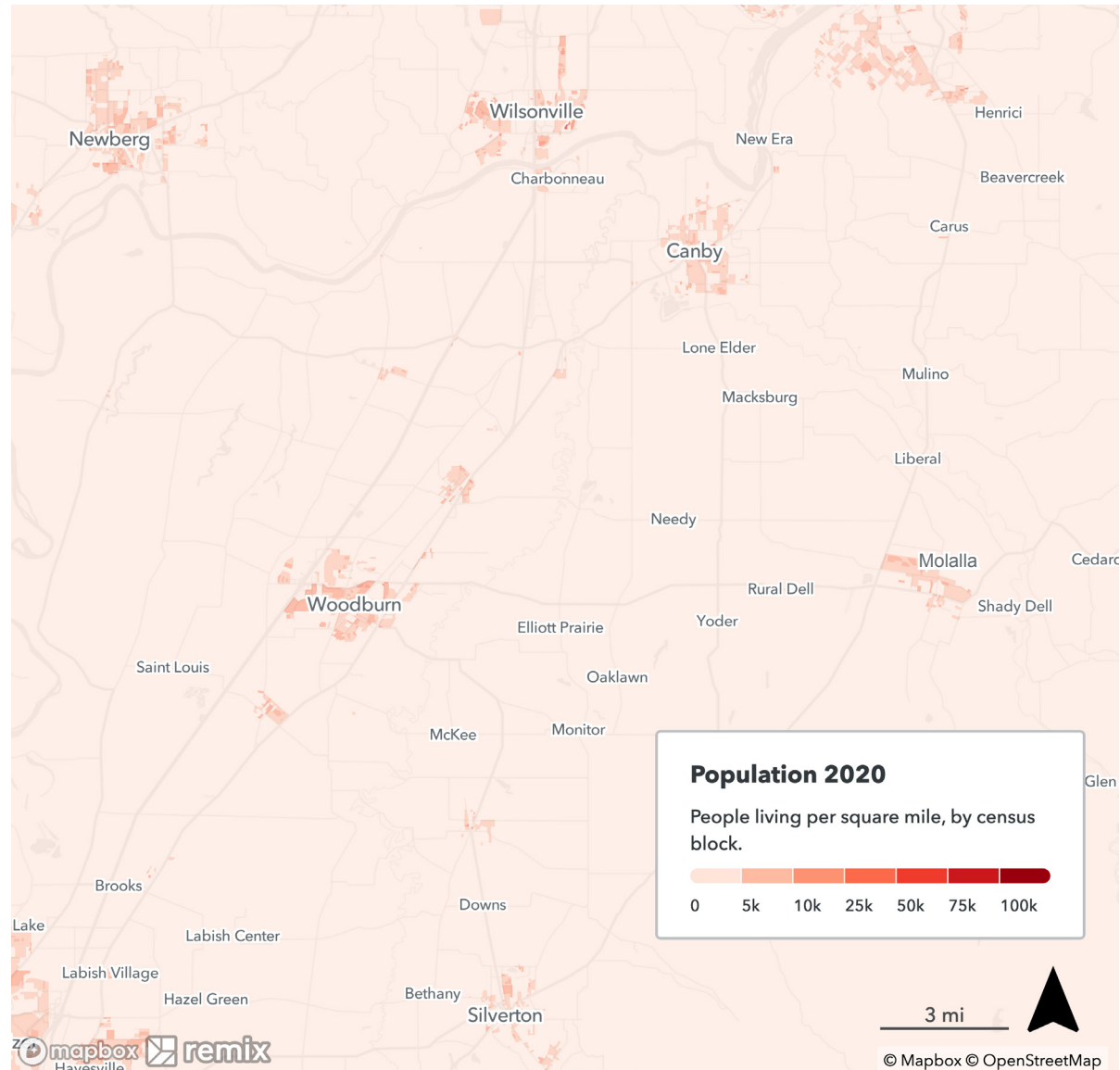


Figure 116: South Employment Density

Woodburn

Wilsonville and Woodburn are almost exactly the same size, and Woodburn is home of to a very large employment retail cluster in its outlet mall. Despite this, Woodburn is poorly connected by transit to neighboring communities, with the only regional services arriving in the east side of the city via 99E.

Canby Area Transit provides a connection to the northern edge of Woodburn with their 99X route. From there, travelers can take Cherriotics' 10X route to Salem, or Woodburn Transit Service's Express bus loop to travel within Woodburn. Woodburn Premium Outlets is a large shopping center that provides many retail service jobs and draws in many travelers from across the region. About 150 commuters travel from Wilsonville to Woodburn, and over 550 commuters travel from Woodburn to Wilsonville.

Molalla

South Clackamas Transportation District (SCTD) also provides a connection from Canby to Molalla each hour, which is about 20 miles southeast of Wilsonville. While Molalla is a small community, about 160 people commute between Molalla and Wilsonville, with more than 80% of those coming to a job in Wilsonville. The SCTD service to Canby is consistent, but because the 3X midday schedule is less regular, travel times between the two cities are highly variable. SCTD also operates direct

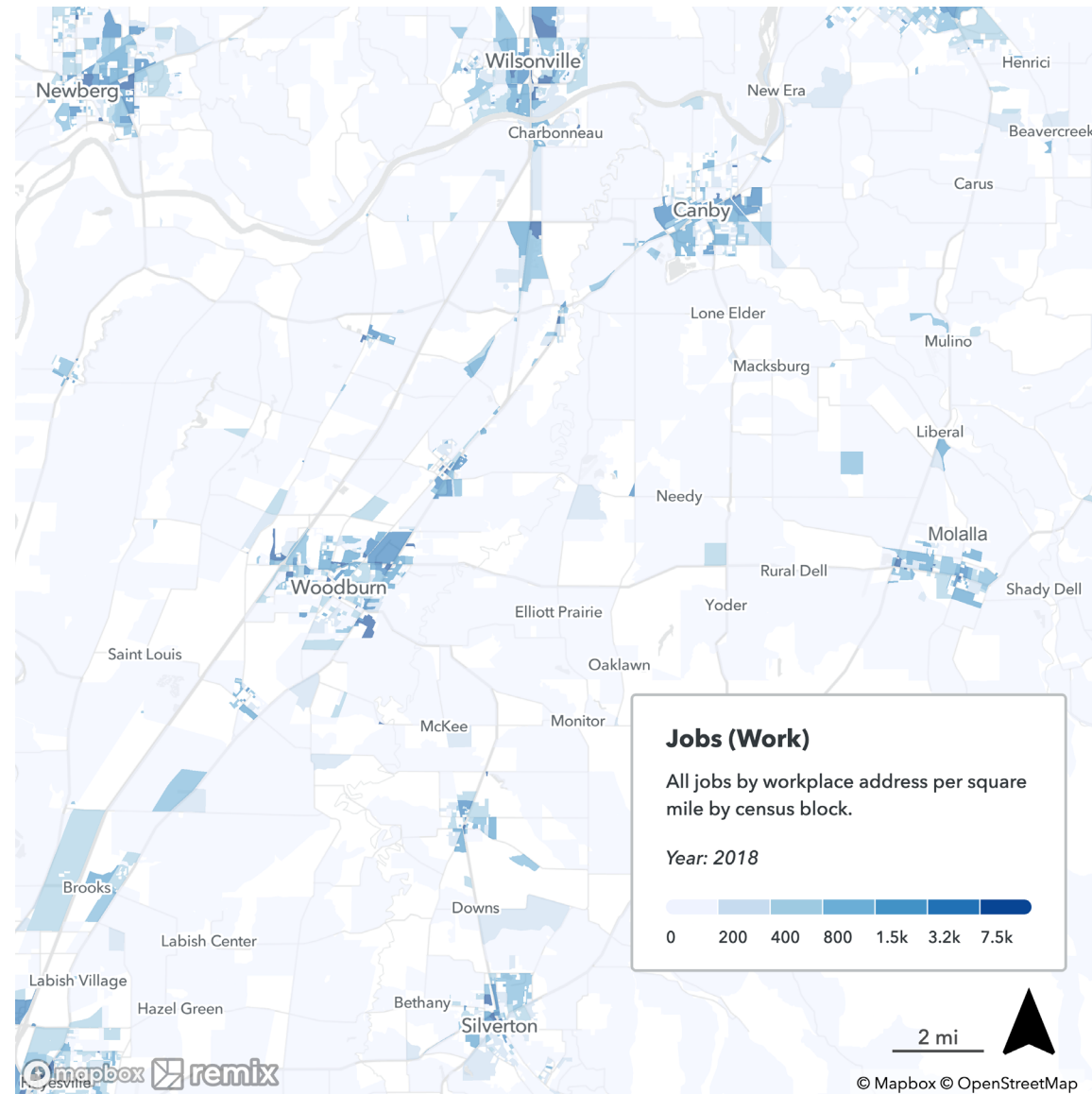


Figure 117: South Employment Density

service between Molalla and Clackamas Community College in Oregon City (also served by TriMet Frequent Service Line 33), so Canby is not a critical connection point for transit trips between Molalla and Oregon City.

Donald

Donald is approximately 7 miles south of Wilsonville. There is not a significant amount of commuters between Donald and Wilsonville, as about 5 commuters travel from Wilsonville to Donald, and 40 commuters travel from Donald to Wilsonville. Currently, no transit service exists between the two cities.

Salem

Salem is about 30 miles south of Wilsonville. A huge number of State of Oregon agencies and services are located in the city, making it an important employment destination for commuters from Eugene to Portland. Chemeketa Community College and Willamette University offer educational opportunities in the city. SMART and Cherriots' 1X provides service from Wilsonville to Downtown Salem.

Connecting Routes

Route 1X is a strong connection between Wilsonville and Salem, and ensures a consistent trip of under an hour between the two cities during both rush hours and the

Destination	Peak Travel Time	Midday Travel Time
Salem	48 minutes	45 minutes
Donald	No transit available	No transit available
Molalla	60 minutes (7:30 am), 100 minutes (4:35 pm)	92 minutes
Woodburn (Woodburn Prem. Outlets)	112 minutes	114 minutes
Woodburn (99E & 214)	56 minutes	86 minutes

Figure 118: Travel times to selected southbound destinations from Wilsonville

City	Direction	Total Trips	Pct of Total
Portland	W/NW, E/NE	4644	15%
Wilsonville	Local	1802	11%
Salem	S	1137	4%
Woodburn	S	725	2%
Keizer	S	246	1%
Hubbard	S	161	1%

Figure 119: Southbound Commute Trips to/from Wilsonville

midday. Connections to the other destinations are more variable.

Molalla and Woodburn are both reachable in about an hour during rush hour, but trips to Woodburn Premium Outlets take nearly two hours once the time to transfer to the local Express Loop is accounted for. Trips to Molalla also take substantially longer at midday because of the poor alignment of the schedules of the 3X and Molalla-Canby services.

Key Takeaways

The three directional travel markets described here are unique, and the service strategies that may work in one are not necessarily those that will work in other. Still, there are a few important observations worth making about the future potential for improving regional connectivity between Wilsonville and nearby communities.

Most of the key connections are already in place, but at low service levels that require long waits. Other than SMART's 1X, all of SMART's regional services run hourly. In Canby, they connect with another hourly service (Route 99X), and Route 99X in turn connects with hourly routes that reach Molalla and Salem. This structure offers a basic lifeline, but ensures that anyone who needs to use these routes is going to spend a long time waiting, lengthening overall travel time.

Some important existing connections are not consistently coordinated throughout the day. For example, SMART's 3X and 99X converge in Canby, making a trip to Oregon City or Woodburn possible. However, the schedules of these routes are not tightly integrated; at some times of day, they line up closely enough to provide a smooth connection in at least one direction; at other times, one route arrives soon after the other departs. The connection to 99E could be made much

more useful by designing a 3X schedule around the convergence with CAT's 99X, but this would likely require ending the practice of timing some of 3X's departures with WES.

When WES is not operating, north-bound service is much less useful.

WES is important not just because it is a high-capacity rail service, but because it connects Wilsonville to Tigard Transit Center, the major node of TriMet's south Washington County network. This connection doesn't exist at all during the midday - Route 2X serves Tualatin instead. Fewer routes meet at Tualatin, so fewer potential trips between Wilsonville and points north are effectively served during the middle of the day.

Woodburn is an important destination, but it is not integrated well with either I-5 or 99E services. SMART and Cherriots' 1X does not serve Woodburn, and CAT's 99X does not directly serve either the historic town center or Woodburn Premium Outlets. This means that trips between most of Woodburn and Wilsonville, Salem or Canby will require an added infrequent transfer, extending overall travel times. Of all of the sample trips evaluated in this chapter, trips between Wilsonville Transit Center and the outlet mall were among the longest.

6. Key Questions for Future Service Planning

The choices about what SMART should do in the future will be made based on input from the public, stakeholders and elected officials about what values, goals and priorities should shape the agency's service improvement efforts.

Based on our evaluation of existing conditions, we identify several key questions for the future.

How much should the SMART network be organized around WES?

WES connects stations in Wilsonville, Tualatin, Tigard and Beaverton. Because of its high operating cost, it only runs during weekday rush hours, every 45 minutes, with no service at midday, evenings or on weekends. As a result, ridership on WES has been very low, with the lowest levels occurring since the pandemic. Its operating cost per ride for TriMet is about 10 times the cost per bus ride and 12 times the cost per MAX ride.

TriMet owns and operates WES. Wilsonville's agreement to contribute operating funds expires in 2026, which makes this TMP update a timely opportunity to reevaluate the role of WES in the city's transit network and development plans, and affirm or change the degree of focus on WES.

Operating a single transit line (whether rail or bus) across both Wilsonville and TriMet's service territories requires a

special agreement. If WES were to be supplemented or replaced with a bus route that would require a new agreement with TriMet.

The existing transit network and schedules are fairly focused on WES. This focus has three general effects.

First, it is hard to talk about improving bus connections to Tigard and Beaverton, especially all-day connections, because WES already provides *something*. Yet an all-day connection is badly needed. Meanwhile, due to WES's high operating costs it is hard to justify running it at a better frequency or all-day.

Second, timed connections between WES and SMART buses are difficult to deliver. SMART's ability to set the right frequencies for local routes is limited by the choice to prioritize connections with WES.

Third, WES ends in a place in Wilsonville that is neither walking distance from the densest area of town (Town Center and Wilsonville Road) nor on the way to and from that dense area. As a result, any local route has to "choose" between taking residents and workers to WES, or taking them to the town center. This "dueling centers" problem means that local service is divided into more unique routes, with each route offering a poorer frequency than would be possible if the WES station were either on the way to the other town center, or walking distance from it.

As a result, there are two questions for this TMP update: Should non-WES connections to Tigard, Beaverton and points west be explored? And, how important are local route connections with WES?

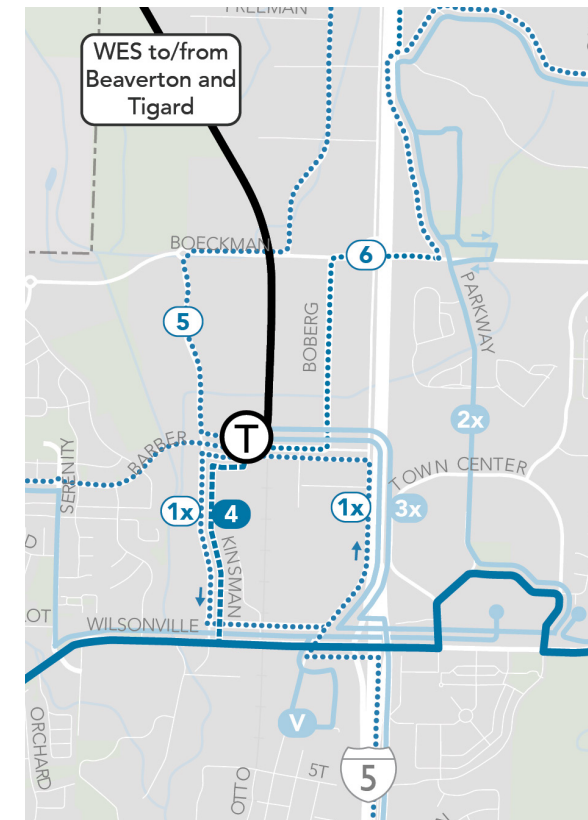


Figure 120: SMART's network has two "centers," separated by I-5.

How should SMART balance services at rush hours vs. at other times?

Because SMART's service is built around WES, many of its routes primarily serve the needs of people commuting during the rush hours. Routes 5 and 6 only operate when WES is running, and regional services like 2X and 3X run extra trips during this period, or have their schedules aligned with WES arrivals. This approach to network design maximizes the usefulness of the network during the rush hour periods when many people need to travel.

This rush hour focus comes at a cost. The areas served by Route 5 and 6 aren't reachable at all during the middle of the day, or on Saturdays. The extra trips Route 2X makes during rush hour are trips it can't make later in the evening, or earlier in the morning, or even conceivably on Sundays.

Since the onset of the pandemic, the commuting patterns of the workers whose schedules were previously most aligned with the traditional rush hour (office and professional workers) have changed dramatically. Most major cities' downtown cores are still challenged by much higher vacancy rates than before the pandemic, and commute-oriented services operated by TriMet and other large transit agencies have lagged in ridership recovery compared to routes oriented toward the all-day demand generated by retail and service workers, and the customers that visit their

SMART Service and Ridership - 2022

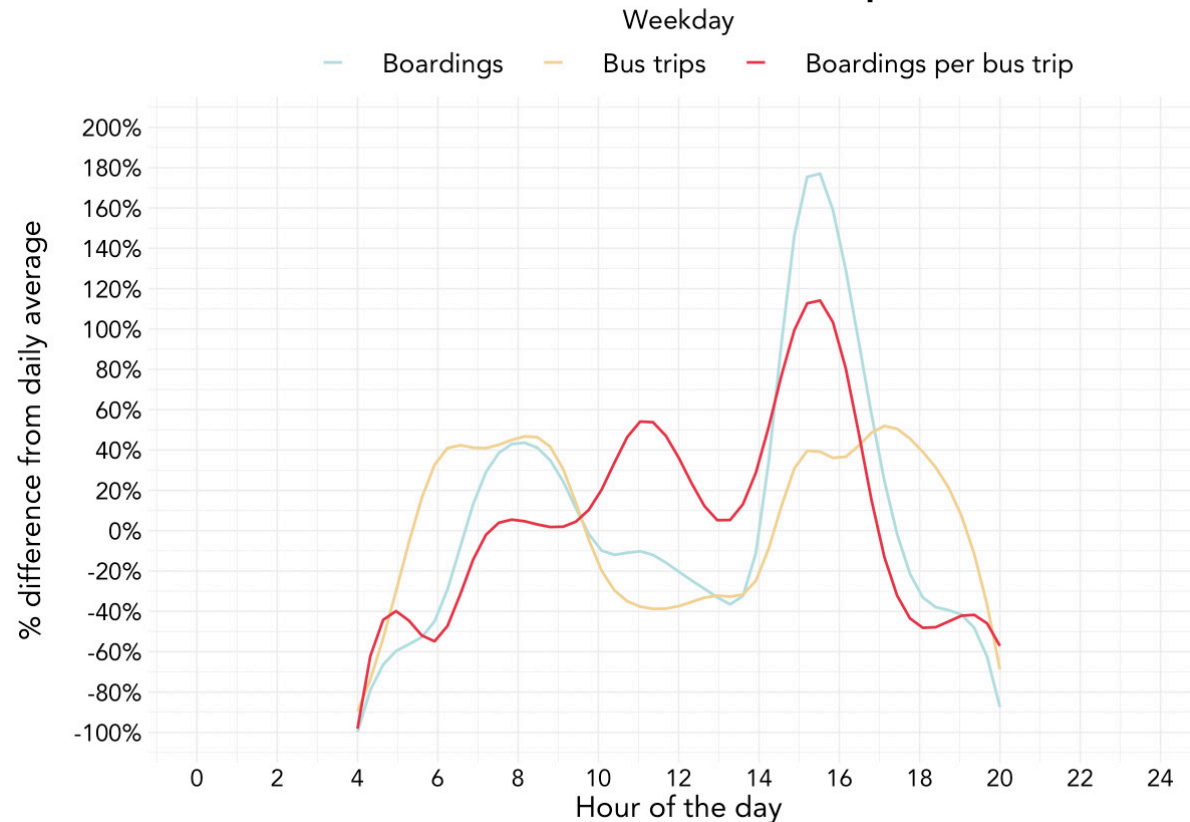


Figure 121: SMART Service and Ridership by Hour

places of employment.

Earlier in this report, we showed the chart shown above, which compares ridership and service level throughout the day. Ridership and service (number of trips) are both higher during the rush hours than during the midday or evening, but importantly, the number of people who board each trip doesn't drop in the midday.

This is evidence that people are finding SMART's service useful throughout the midday, even though there is less service offered.

These observations about the rush hour raise an important question for future service planning: is this focus on the rush hour the right service design, given current performance and changing travel patterns?

Ultimately, this is again a question about what people value - a service that is easier to use during rush hour, or a service that is available over a wider range of hours, perhaps even on weekends?

How should SMART balance improvements to regional or local services?

In the 2017 TMP process, one of the major questions for the public and stakeholders was about whether SMART's network should focus more or less on local or regional services. While some regional services can be funded through grants or interagency partnerships, it is also important to gain greater understanding from the public about whether SMART should focus on making it easier to get around Wilsonville, or making it easier to travel between Wilsonville and neighboring communities.

When we improve regional service, what are the most important destinations to serve?

This document has reviewed a range of data describing some of SMART's potential regional markets, like the table of commute trips between Wilsonville and other destinations shown on this page. There are good reasons to make investments in service improvements oriented north, northeast, and south toward Salem. So one of the most important questions for

City	Direction	Total Trips	Pct of Total
Portland	W/NW, E/NE	4644	15%
Wilsonville	Local	1802	11%
Tualatin	W/NW	1416	4%
Beaverton	W/NW	1399	4%
Tigard	W/NW	1394	4%
Salem	S	1137	4%
Hillsboro	W/NW	1025	3%
Lake Oswego	W/NW	934	3%
Woodburn	S	725	2%
Canby	E/NE	718	2%
Oregon City	E/NE	612	2%
Sherwood	W/NW	575	2%
West Linn	W/NW	517	2%
Newberg	W/NW	495	2%
Gresham	E/NE	444	1%
Aloha	W/NW	406	1%
Vancouver	W/NW	258	1%
Milwaukie	E/NE	256	1%
Keizer	S	246	1%
Happy Valley	E/NE	211	1%
Eugene	S	206	1%
Albany	S	176	1%
McMinnville	W/NW	175	1%
Hubbard	S	161	1%
Oak Grove	E/NE	158	<1%

Figure 122: Commute trips to and from Wilsonville (top 25)

the public to inform SMART's future planning is which of these connections are the highest priority for Wilsonville's residents?

When we improve local service, what are the most important priorities? Ridership or coverage?

SMART's local routes serve all parts of Wilsonville, but their service level is highly variable. One important question for the public is what SMART should focus its local service resources on. For example, should it concentrate more service into making busy corridors like Route 4 more useful, even if this meant that it invests less in peak-only services like Route 5 or 6 that serve fewer riders? This is the substance of the ridership-coverage trade-off described earlier in this document.

However, this question is only particularly relevant if SMART were to change the basic principle of the network away from the current imperative to prioritize connections with WES. If WES remains the main route to Tigard and other places to the northwest, and if connections with WES are essential for local routes, there are not many ways to change the local SMART transit network to increase ridership potential.

Next Steps

This Existing Conditions report is only the first step in this project. It lays out the current conditions of the network and poses questions, but this report cannot determine what SMART should do to improve its network in the future. Those questions can only be answered through engagement with the community that SMART serves.

In late summer and fall 2022, SMART will conduct an engagement process focused on these very questions. Using online and in-person methods, the agency will ask the public to help it determine what it should be focusing on in the coming years as it seeks to improve service.



Figure 123: SMART TMP Update Project Timeline

Appendix B: Public Involvement Summary

Public input guided the major features of this Plan, as summarized above. In the Documents area of the [project website](#) a Public Engagement Summary Report describes public input received in greater detail.

Appendix C: SMART 2022 Fleet Inventory

Year	Make/Model	Fuel type	Capacity	ADA Positions	Also Used for Demand-response
2020	Ford/Eldorado Aerotech	CNG	21 15	2	Yes
2020	Ford/Eldorado Aerotech	CNG	21 15	2	Yes
2019	Ford/Eldorado Aerotech	CNG	21 15	2	Yes
2019	Ford/Eldorado Aerotech	CNG	21 15	2	Yes
2019	Ford/Eldorado Aerotech	CNG	21 15	2	Yes
2016	Gillig LF35	Diesel	31 27	2	
2013	Gillig LF40	Diesel	38 34	2	
2012	Gillig LF40	Diesel	38 34	2	
2014	Gillig LF40 Hybrid	Diesel/Hybrid	37 33	2	
2014	Gillig LF40 Hybrid	Diesel/Hybrid	37 33	2	
2021	Proterra Catalyst	Electric	29 23	2	
2019	Proterra Catalyst	Electric	29 23	2	
2019	Proterra Catalyst	Electric	29 23	2	
2018	Ford/Starcraft Allstar	Gasoline	17 11	2	Yes
2017	Ford/Starcraft Allstar	Gasoline	17 11	2	Yes
2016	Ford/Eldorado Aerotech	Gasoline	18 12	2	Yes

Figure 124: 2022 Fixed-Route Vehicles

Year	Make/Model	Fuel type	Capacity	ADA Positions	Also Used for Demand-response?	Category
2010	Ford/Eldorado Aerotech	Diesel	20 12	2	Yes	Emergency spare/contingency
2007	Blue Bird CSRE	Diesel	41 35	2		Emergency spare/contingency
2005	Ford/Champion Challenger	Diesel	21 15	2	Yes	Emergency spare/contingency
2000	Gillig Phantom	Diesel	29 25	2		Training bus/spare
2005	Eldorado EZ Rider	Diesel	29 23	2		Spare
2012	Ford/Eldorado Aerotech	Gasoline	18 12	2		Marginal spare

Figure 125: Fixed-Route Spares

Year	Make/Model	Fuel type	Capacity	ADA Positions	Also Used for Demand-response?
2015	Ford/Eldorado Aerolite	CNG	9 5	2	
2015	Ford/Eldorado Aerolite	CNG	9 5	2	
2011	Ford/Eldorado Aerotech	CNG	20 12	2	Yes
2011	Ford/Eldorado Aerotech	CNG	20 12	2	Yes

Figure 127: Demand-Response Vehicles

Year	Make/Model	Fuel type	Capacity	ADA Positions	Also Used for Demand-response?	Category
2013	Ford/Eldorado Aerotech	Gasoline	18 12	2	Yes	Marginal spare
2013	Ford/Eldorado Aerotech	Gasoline	18 12	2	Yes	Marginal spare
2013	Ford/Eldorado Aerotech	Gasoline	18 12	2	Yes	Marginal spare
2013	Ford/Eldorado Aerotech	Gasoline	18 12	2	Yes	Marginal spare

Figure 126: Demand-Response Spares

Year	Make/Model	Fuel type	Capacity	ADA Positions	Category
2010	Dodge Caravan	Gasoline	6 4	1	Supervisor vehicle
2010	Ford/Braun	Gasoline	7 3	1	Beyond useful life. Maintained as driver relief/ spare DR
2010	Dodge Caravan	Gasoline	6 4	1	Driver relief/spare DR
2010	Dodge Caravan	Gasoline	6 4	1	Driver relief/spare DR

Figure 128: Non-Revenue Vehicles

Resources for Vehicle and Fuel Comparison

[New York City Transit Hybrid and CNG Transit Buses: Interim Evaluation Results.](#) National Renewable Energy Laboratory (NREL) Technical Report, 2006.

[Comparison of Modern CNG, Diesel and Diesel Hybrid-Electric Transit Buses: Efficiency & Environmental Performance.](#) MJB & A. November, 2005.

[Electric vs. Diesel vs. Natural Gas: Which Bus is Best for the Climate?](#) Jimmy O’Dea. July 19, 2015.

[U.S. DOE. New York City Transit Diesel Hybrid-Electric Buses: Final Results.](#) DOE/ NREL Transit Bus Evaluation Project. July 2002.

[EESI Hybrid Buses Costs and Benefits.](#) March 2007.

[The Transit Bus Niche Market for Alternative Fuels. Module 6: Overview of Biodiesel as a Transit Bus Fuel.](#) Clean Cities Coordinator Toolkit. December 2003.

[Proterra vendor infographics comparing CNG, Diesel, Hybrid, and Proterra mile per gallon and cost per mile.](#)

[Zero-Emission Bus Evaluation Results: King County Metro Battery Electric Buses.](#) FTA Report 0118, February 2018.

[Fuel savings of STM’s hybrid buses less than half what was promised, documents](#)

[show.](#) Madger, J. Montreal Gazette, June 2019.

[Reduced Engine Idle Load \(REIL\) System for Conventional Propulsion Diesel & CNG Buses: Development, Validation & Market Study Program.](#) FTA Research.

[Washington State Transit Buses Contract,](#) Washington State Department of Enterprise Services. 2020-2023

[Oregon Transit Fleet Electrification Guide and Lifecycle Cost Analysis Tool,](#) Oregon Department of Transportation. 2020.

TRANSIT MASTER PLAN FINDINGS REPORT

INTRODUCTION

In support of the adoption of the proposed Wilsonville Transit Master Plan 2023, the following sections present findings of compliance with the Statewide Planning Goals, the Transportation Planning Rule, Metro Regional Transportation Functional Plan and the City of Wilsonville Comprehensive Plan.

This Findings Report provides evidence supporting the City of Wilsonville's adoption of the Transit Master Plan 2023 – Case File LP23-0001 (the proposal). The proposal includes the following:

- a. Amendments to the Wilsonville Comprehensive Plan Text;
- b. Adoption of the 2023 Transit Master Plan as part of the Comprehensive Plan;

The Transit Master Plan is described in the staff report and included in the record as Attachment A.

COMPLIANCE WITH STATEWIDE PLANNING GOALS

ORS 197.175(2) (a) requires that cities and counties amend and revise comprehensive plans in compliance with the goals approved by the Land Conservation and Development Commission. The following findings address the proposal's compliance with the applicable statewide planning goals.

The City finds that the following Statewide Planning Goals are not applicable because the proposal will not impact the existing policy and programs relevant to the referenced goals:

- Goal 3 – Agricultural Lands;
- Goal 4 – Forest Lands;
- Goal 5 – Open Spaces, Scenic and Historic Areas and Natural Resources;
- Goal 7 – Areas Subject to Natural Disasters and Hazards;
- Goal 8 – Recreation Needs;
- Goal 10 – Housing;
- Goal 15 – Willamette River Greenway;
- Goal 16 – Estuarine Resources
- Goal 17 – Coastal Shorelands
- Goal 18 – Beaches and Dunes
- Goal 19 – Ocean Resources

GOAL 1, CITIZEN INVOLVEMENT

To develop a citizen involvement program that insures the opportunity for citizens to be involved in all phases of the planning process.

FINDINGS: The Transit Master Plan (TMP) Public involvement process was planned in two phases: engagement to develop the plan (summer and fall 2022) and engagement in response to the draft master plan (spring 2023).

The first phase began in summer 2022 with tabling at a broad array of community events in Wilsonville to engage members of the public early in the process. SMART staff tabled at eight events and collected feedback using a dot exercise on maps. An accessible web page on the City's Let's Talk Wilsonville website was launched in August 2022 giving community members a one-stop location to learn about the project, see upcoming events, participate in the project survey, and sign up for the project mailing list. The project page was provided and updated in English and Spanish. The first online survey was launched on August 12, 2022 and was available on the Let's Talk Wilsonville website for one month. A total of 210 responses were collected, 185 in English and 25 in Spanish. A brief open-ended survey was also offered to SMART operators to ask them what they are hearing from riders about transit service or if there are any issues or observations, they have that could help the community. Finally, project staff hosted a Stakeholder Workshop on September 20, 2022 to walk participants through the potential trade-offs being considered in the TMP. A total of 18 participants attended the workshop held at the Wilsonville Library from 4:00 pm to 7:00 pm.

The second engagement phase occurred after the master plan document was drafted based on the feedback received in the main public engagement process. A second community survey was published in April 2023 and open for approximately 3 weeks. An invitation to review the draft master plan was sent to the interested parties list, as well as an invitation to agency partners to review. The survey was advertised in City parks and key physical locations, on social media, and as audio messages and visual posters on SMART buses.

The feedback mechanisms in place to assure community members will receive a response from policy-makers are through announcements made on various media outlets. City Council will communicate decisions through verbal, recorded, and online information.

Based on the foregoing, the City Council finds that the proposal satisfies Goal 1 with respect to developing a citizen involvement program that insures the opportunity for citizens to be involved in all phases of the planning process.

GOAL 2, LAND USE PLANNING

To establish a land use planning process and policy framework as a basis for all decisions and actions related to use of land and to assure an adequate factual base for such decisions and actions.

FINDINGS: The development of the Transit Master Plan has followed the City's established land use planning process, and included public meetings, audio and visual information on transit buses, surveys, a project webpage, tabling at community events and opportunities for public comment.

The proposal satisfies Goal 2 because it is supported by an *adequate factual base* and its development

was coordinated with all affected governmental units.

Adequate Factual Base

The City has established a record that includes technical memoranda, studies, and analyses supporting each element of the Transit Master Plan. The key documents that were relied upon and form the adequate factual base for our FINDINGS are listed below:

1. 2023 Transit Master Plan
2. 2023 Transit Master Plan –Appendix A: 2022 Existing Conditions Report
3. 2023 Transit Master Plan –Appendix B: Public Involvement Summary
4. 2023 Transit Master Plan –Appendix C: 2022 SMART Fleet Inventory

Coordination with the Plans of Affected Governmental Units

During the Master Planning processes, the following affected governmental units participated or had the opportunity to participate via notices and project information provided to them:

- Oregon Department of Transportation (ODOT)
- Metro
- TriMet
- Clackamas County
- Washington County
- City of Canby and Canby Area Transit
- City of Sherwood
- City of Tualatin
- Salem Area Mass Transit District (Cherriots)
- Wilsonville Area Chamber of Commerce

Based on the forgoing, the City Council finds that the proposal satisfies Goal 2 with respect to having an adequate factual base and being coordinated with all affected governmental units.

GOAL 6, AIR, WATER, AND LAND RESOURCES QUALITY

To maintain and improve the quality of the air, water and land resources of the state.

FINDINGS: The proposal satisfies Goal 6 because it will maintain and improve the quality of the air, water, and land resources of the state.

The proposal maintains and improves **air quality** by:

- Providing efficient and reliable transit options to commuters and residents to reduce the need to travel in private motor vehicles, greenhouse gas emissions, and consumption of fossil fuel.
- Working with businesses and employers to market travel demand management and commuting

alternatives that encourage workers to reduce single-occupancy vehicle (SOV) trips.

- Improving bicycle and pedestrian connections to transit stops and encouraging bicycle/pedestrian improvements that facilitate transit trips.

The proposal maintains and improves **water quality** by:

- Providing transportation options that reduce vehicle-miles traveled, consumption of fossil fuel, and demand for more roadway capacity.
- Reducing the demand for parking and the amount of land area that will become impervious surfaces.

The proposal maintains and improves **land resources** by:

- Encouraging more compact development and efficient use of land near transit stops.
- Reducing demand for more roadway space and parking, freeing up more land for housing, open space, and employment.

Based on the foregoing, the City finds that the proposal satisfies Goal 6.

GOAL 9, ECONOMIC DEVELOPMENT

To provide adequate opportunities throughout the state for a variety of economic activities vital to the health, welfare, and prosperity of Oregon's citizens.

FINDINGS: The proposal satisfies Goal 9 because increasing transportation options and improving multi-modal access to employment, housing, and other opportunities help support economic development.

As the City continues to grow in commercial and industrial employment, public transit provides workers access to jobs and helps alleviate the pressure to expand roadway capacity. Considering the well-documented trend of younger generation workers' preference for transit, walking, biking and lower car-ownership rate, transit service is a key factor in future economic growth.

Based on the foregoing, the City finds that the proposal satisfies Goal 9.

GOAL 12, TRANSPORTATION

To provide and encourage a safe, convenient and economic transportation system.

FINDINGS: The proposal satisfies Goal 12 because it has been designed to:

- Provide a safe and secure environment for transit riders, community and employees through maintenance, training, design, enforcement and the allocation of resources.
- provide mobility to people of all ages, incomes, and physical abilities with mostly fare-free fixed route and dial-a-ride services

- Offer convenient, inexpensive, and easy way to travel within Wilsonville and other communities in the Portland region.
- Encourage residents and commuters to use transit, walking, and biking and reduce reliance on private motor vehicles.

Based on the forgoing, the City finds that the proposal satisfies Goal 12.

GOAL 13, ENERGY CONSERVATION

To conserve energy.

FINDINGS: The proposal satisfies Goal 13 because it has been designed to:

- Encourage travel by transit, walking, and biking and reduce vehicle-miles travelled
- Enhance connectivity for pedestrians, bicyclists, and transit users.
- Support more compact and energy efficient development

Based on the forgoing findings, the City finds that the proposal satisfies Goal 13.

GOAL 14, URBANIZATION

To provide for an orderly and efficient transition from rural to urban land use, to accommodate urban population and urban employment inside urban growth boundaries; to ensure efficient use of land, and to provide for livable communities.

FINDINGS: The proposal satisfies Goal 14 because it has been designed to:

- Provide connectivity for pedestrians, bicyclists, and transit users in the urban space
- Provide connections to regional destinations without needing to increase capacity on rural roadways
- Lessen the need for expansive automobile parking and support the efficient use of land for livable communities

Based on the forgoing findings, the City finds that the proposal satisfies Goal 13.

COMPLIANCE WITH THE TRANSPORTATION PLANNING RULE (OAR 660-012)

The State's Transportation Planning Rule (TPR) is designed to implement Statewide Planning Goal 12. The TPR promotes the development of safe, convenient, and economic transportation systems that are designed to reduce reliance on the automobile so that the air pollution, traffic, and other livability problems faced by many urban areas can be avoided.

The TPR requires that metropolitan planning organizations (MPOs, including Metro) prepare and adopt regional transportation plans consistent with the State Transportation Plan (STP). Local jurisdictions are

also required to adopt Transportation Systems Plans (TSPs) consistent with the Regional Transportation Plan (RTP) for their jurisdictions. The local TSP establishes a system of transportation facilities and services, such as public transit, adequate to meet identified local transportation needs consistent with the adopted elements of the Oregon Transportation Plan (OTP). The local TSP should also be consistent with the TSPs of both Washington and Clackamas Counties.

660-012-0015 PREPARATION AND COORDINATION OF TRANSPORTATION SYSTEM PLANS

(6) Mass transit, transportation, airport and port districts shall participate in the development of TSPs for those transportation facilities and services they provide. These districts shall prepare and adopt plans for transportation facilities and services they provide. Such plans shall be consistent with and adequate to carry out relevant portions of applicable regional and local TSPs. Cooperative agreements executed under ORS 197.185(2) shall include the requirement that mass transit, transportation, airport and port districts adopt a plan consistent with the requirements of this section.

FINDINGS: The proposal is an update to the current Transit Master Plan adopted in 2017. As the City of Wilsonville's transit service provider, SMART's has prepared a new transit master plan that complies with state, regional and local Transportation System Plan and Comprehensive Plan. This criterion is satisfied.

660-012-0020 ELEMENTS OF TRANSPORTATION SYSTEM PLANS

(1) A TSP shall establish a coordinated network of transportation facilities adequate to serve state, regional and local transportation needs.

(2) The TSP shall include the following elements:

(c) A public transportation plan which:

(A) Describes public transportation services for the transportation disadvantaged and identifies service inadequacies;

(B) Describes intercity bus and passenger rail service and identifies the location of terminals;

(C) For areas within an urban growth boundary which have public transit service, identifies existing and planned transit trunk routes, exclusive transit ways, terminals and major transfer stations, major transit stops, and park-and-ride stations. Designation of stop or station locations may allow for minor adjustments in the location of stops to provide for efficient transit or traffic operation or to provide convenient pedestrian access to adjacent or nearby uses.

FINDINGS: The proposal addresses the needs of the transportation disadvantaged and proposes numerous implementation measures designed to improve access to transit. The Plan also discusses intercity bus service and proposes additional intercity service. Major transit routes and transit center locations are identified in the Plan. This criterion is satisfied.

660-012-0035 EVALUATION AND SELECTION OF TRANSPORTATION SYSTEM ALTERNATIVES

(2) Local governments in MPO areas with a population larger than 1,000,000 shall, and other governments may also, evaluate alternative land use designations, densities, and design standards to meet local and regional transportation needs. Local governments preparing such a strategy shall consider:

(e) The transportation system shall avoid principal reliance on any one mode of transportation and shall reduce principal reliance on the automobile. In MPO areas this shall be accomplished by selecting transportation alternatives which meet the requirements in section (4) of this rule.

(4) In MPO areas, regional and local TSPs shall be designed to achieve the objectives listed in (a)-(c) below for reducing automobile vehicle miles traveled per capita for the MPO area. The VMT target and alternative standards are intended as means of measuring progress of metropolitan areas towards developing and implementing transportation systems and land use plans that reduce reliance on the automobile. It is anticipated that metropolitan areas will accomplish reduced reliance by changing land use patterns and transportation systems so that walking, cycling, and use of transit are highly convenient and so that, on balance, people need to and are likely to drive less than they do today:

(b) In MPO areas of more than 1 million population, 10% reduction within 20 years of adoption of a plan as required by OAR 660-012-0055(1); and (c) Through subsequent planning efforts, an additional 5 percent reduction within 30 years of adoption of a plan as required by OAR 660-012-0055(1).

FINDINGS: The Transportation Planning Rule (TPR) emphasizes the strong relationship between land use and transportation planning as a means to reduce automobile trips. By providing measures to increase transit service and accessibility and promote other transportation alternatives, the Plan provides strong support for the TPR. Land use patterns and jobs-housing balance also play a key role in meeting the TPR goals and are not addressed as part of the Transit Master Plan. This criterion is satisfied.

660-012-0040 TRANSPORTATION FINANCING PROGRAM

(3) The determination of rough cost estimates is intended to provide an estimate of the fiscal requirements to support the land uses in the acknowledged comprehensive plan and allow jurisdictions to assess the adequacy of existing and possible alternative funding mechanisms. In addition to including rough cost estimates for each transportation facility and major improvement, the transportation financing plan shall include a discussion of the facility provider's existing funding mechanisms and the ability of these and possible new mechanisms to fund the development of each transportation facility and major improvement. These funding mechanisms may also be described in terms of general guidelines or local policies.

FINDINGS: The proposal's *Financial Context and Project Costs* chapter provides an overview of existing funding mechanisms as well as current and projected revenues and expenditures. Costs for proposed

service expansions are estimated and future projects that may occur outside the plan period are also addressed. This criterion is satisfied.

COMPLIANCE WITH METRO REGIONAL TRANSPORTATION FUNCTIONAL PLAN

The Regional Transportation Functional Plan (RTFP) contains policies and guidelines to help local jurisdictions implement the policies in the Regional Transportation Plan (RTP) and its modal plans, include those for active transportation, freight movement and high capacity transit.

As established in the RTFP, demonstrating compliance with the RTFP constitutes compliance with the Regional Transportation Plan.

COMPLIANCE WITH METRO REGIONAL TRANSPORTATION FUNCTIONAL PLAN 3.08.010 – 3.08.640

TITLE 1 TRANSPORTATION SYSTEM PLAN DESIGN, SECTION 3.08.120 TRANSIT SYSTEM DESIGN

B. City and county TSPs include a transit plan, and implementing land use regulations, with the following elements to leverage the region's investment in transit and improve access to the transit system:

1. A transit system map consistent with the transit functional classifications shown in Figure 2.15 of the RTP that shows the locations of major transit stops, transit centers, high capacity transit stations, regional bicycle transit facilities, inter-city bus and rail passenger terminals designated in the RTP, transit-priority treatments such as signals, regional bicycle transit facilities, park-and-ride facilities, and bicycle and pedestrian routes, consistent with sections 3.08.130 and 3.08.140, between essential destinations and transit stops.
2. Include Site design standards for new retail, office, multi-family and institutional buildings located near or at major transit stops shown in Figure 2.15 in the RTP:
 - a. Provide reasonably direct pedestrian connections between transit stops and building entrances and between building entrances and streets adjoining transit stops;
 - b. Provide safe, direct and logical pedestrian crossings at all transit stops where practicable.
 - c. At major transit stops, require the following:
 - Locate buildings within 20 feet of the transit stop, a transit street or an intersection street, or a pedestrian plaza at the stop or a street intersections;
 - Transit passenger landing pads accessible to disabled persons to transit agency standards;
 - An easement or dedication for a passenger shelter and an underground utility connection to a major transit stop if requested by the public transit provider;
 - Lighting to transit agency standards at the major transit stop;
 - Intersection and mid-block traffic management improvements as needed and practicable to enable marked crossings at major transit stops.

Providers of public transit service shall consider and document the needs of youth, seniors, people with disabilities and environmental justice populations, including minorities and low-income families, when planning levels of service, transit facilities and hours of operation.

FINDINGS: The Plan’s Fixed Route Services chapter and the Existing Conditions Report incorporate development requirements related to transit facilities. City of Wilsonville Development Code Section 4.177 includes the requirements for transit improvements based on development.

The Plan includes existing and proposed transit system maps to leverage state, regional, and local investment in transit and improve access to the transit system. The needs of youth, seniors, people with disabilities, including minorities and low-income families have been considered when planning for transit level of service, facilities, and operations. This criterion is satisfied.

TITLE 2: DEVELOPMENT AND UPDATE OF TRANSPORTATION SYSTEM PLAN

SECTION 3.08.220 TRANSPORTATION SOLUTIONS

A. Each city and county shall consider the following strategies, in the order listed, to meet the transportation needs determined pursuant to section 3.08.210 and performance targets and standards pursuant to section 3.08.230. The city or county shall explain its choice of one or more of the strategies and why other strategies were not chosen:

2. Transit, bicycle and pedestrian system improvements

SECTION 3.08.230 Performance Targets and Standards:

A. Each city and county shall demonstrate that solutions adopted pursuant to section 3.08.220 will achieve progress toward the targets and standards in Tables 3.08-1, and 3.08-2 and measures in subsection D, or toward alternative targets and standards adopted by the city or county pursuant to subsections B and, C. The city or county shall include the regional targets and standards or its alternatives in its TSP.

FINDINGS: The Transit Master Plan proposes recommended transit improvements and service priorities to meet the transportation needs of the City of Wilsonville in the Fixed Route Services and Demand Response Services chapters. Those chapters also offer specific performance measures, compliant with the RTFP, for various goals such as access to local and regional transit service, access to jobs, service expansion, and improving air quality through transition to alternative fuels. This criterion is satisfied.

COMPLIANCE WITH WILSONVILLE COMPREHENSIVE PLAN AMENDMENT STANDARDS

The Wilsonville Comprehensive Plan establishes how Plan amendments may be initiated and reviewed by the City. The guiding text is in the Introduction section, pages Intro 7-8. The standards for amendments are listed below in bold type, followed by FINDINGS.

PLAN POLICY REVIEW

Standards for approval of Plan Amendments

In order to grant a Plan amendment, the City Council shall, after considering the recommendation of the Development Review Board (quasi-judicial) or Planning Commission (legislative), find that:

- a. **The proposed amendment is in conformance with those portions of the Plan that are not being considered for amendment.**

APPLICABLE POLICIES AND IMPLEMENTATION MEASURES

Citizen Involvement

Policy 1.1.1 The City of Wilsonville shall provide opportunities for a wide range of public involvement in City planning programs and processes.

Policy 1.2.1 The City of Wilsonville shall provide user-friendly information to assist the public in participating in City planning programs and processes.

FINDINGS: In addition to Statewide Planning Goal 1, the Transit Master Plan community involvement is guided by Wilsonville Comprehensive Plan Goal 1.1, “To encourage and provide means for interested parties to be involved in land use planning processes, on individual cases and City-wide programs and policies” and Goal 1.2 which states, “For Wilsonville to have an interested, informed, and involved citizenry”.

For this Transit Master Plan there was a 10 month planning process with continuing citizen involvement. Please see Statewide Planning Goal 1 findings for more detailed public involvement process description.

The Transit Master Plan process implemented Wilsonville Comprehensive Plan policies by

- Providing for community engagement early in the process as well as inviting public comment during and after the development of the draft plan.
- Meetings (hearings, work sessions, etc.) regarding the TMP at Planning Commission and City Council are open to the public in accessible space and hours with public notices of meeting beforehand via press releases, media outlets, e-notifications
- TMP staff presented updates to the Planning Commission, City Council in work sessions
- Extensive outreach to residents, employers, and transit riders.
- Maintaining and relaying information through an updated webpage and an interested parties list.
- Encouraging community engagement at community events and providing opportunities for in-person verbal feedback as well as written comments in electronic media.

Urban Growth Management

Policy 2.1.1. The City of Wilsonville shall support the development of all land within the City, other

than designated open space lands, consistent with the land use designations of the Comprehensive Plan.

Policy 2.2.1. The City of Wilsonville shall plan for the eventual urbanization of land within the local planning area, beginning with land within the Urban Growth Boundary.

FINDINGS: The Transit Master Plan will set policies and identify improvements to provide efficient transportation access supporting urbanization and both existing and future development in the City.

Public Facilities and Services

Policy 3.1.1 The City of Wilsonville shall provide public facilities to enhance the health, safety, educational, and recreational aspects of urban living.

FINDINGS: The Plan proposes to provide high-quality transit service to meet the growing mobility needs of the community. The planned transit services and facilities will greatly enhance the health, safety, and recreational aspects of urban living by transporting residents, visitors, and workers to their destinations.

Transportation

Policy 3.2.1 To provide for safe and efficient vehicular, transit, pedestrian and bicycle access and circulation.

Policy 3.2.2 To provide for a mix of planned transportation facilities and services that are sufficient to ensure economical, sustainable and environmentally sound mobility and accessibility for all residents and employees in the city.

Policy 3.3.1 The City shall provide facilities that allow people to reduce reliance on single occupant automobile use, particularly during peak periods.

Policy 3.3.2 The City shall work to improve accessibility for all citizens to all modes of transportation.

Policy 3.5.1 Develop and maintain a transportation system that balances land use and transportation needs in a manner that enhances the livability and economic vitality of the city.

FINDINGS: The proposal sets new transit service priorities, recommended bus routes, and describes transportation options. These elements, if implemented, will improve the efficiency of transit service and safety of transit users, pedestrians, and bicyclists.

Considering changing travel patterns since the pandemic, the Transit Master Plan offers recommendations and policies to improve accessibility for all riders, support access for riders throughout the day, and encourage the reduction of automobile travel.

Land Use and Development

Policy 4.1.4 The City of Wilsonville shall provide opportunities for a wide range of housing types, sizes, and densities at prices and rent levels to accommodate people who are employed in Wilsonville.

Policy 4.1.6 Require the development of property designated “Residential-Village” on the Comprehensive Plan Map to create livable, sustainable urban areas which provide a strong sense of place through integrated community design, while also making efficient use of land and urban services.

FINDINGS: The Transit Master Plan will continue to guide transit operations and infrastructure, which are critical to foster more density and compact housing. Transit also reduces the demand for parking, which may lower development costs and increase housing supply, making housing more affordable.

Transit is also much less costly than owning and operating private motor vehicles. Therefore, giving residents the option to live near transit may reduce the overall cost of living and increase overall affordability in the city.

The proposal also supports the City’s pedestrian-, bicycle-, and transit-friendly design principles in the Residential Village zone.

OTHER STANDARDS RELATED TO COMPREHENSIVE PLAN COMPLIANCE

b. The granting of the amendment is in the public interest.

FINDINGS: The adoption of the Comprehensive Plan amendments for the Transit Master Plan is in the public interest because the proposal will:

1. Increase service frequency to improve convenience and coordination between routes,
2. Respond to public engagement requesting more weekend transit service,
3. Make better regional connections to neighboring cities,
4. Maintain coverage of neighborhoods in Wilsonville,
5. Facilitate coordination of transportation options (vanpool, walking, biking) with bus transit

c. The public interest is best served by granting the amendment at this time.

FINDINGS: Transit provides mobility to people who do not have access to automobiles, including youth, seniors, people with disabilities, and low-income residents. Improving access to transit not only creates a greater sense of freedom and mobility for seniors, riders with disabilities, and those who cannot drive, but also offers more choices and an alternative to sitting in traffic to those who can drive and own a car.

Transit reduces traffic congestion and air pollution and helps protect natural habitat by reducing the need for fossil fuel and tendency toward urban sprawl. Transit transports more people in fewer vehicles, reducing the demands on the transportation system and making more efficient use of land.

Public attitude surveys done in recent years have shown great support for SMART, even from people who do not ride the bus. This proposal aims to make transit a viable transportation option for more members of the community that will encourage the sense of ownership within the community.

These facts support a conclusion that the public interest is well-served by adoption of the proposed

amendments at this time.

d. The following factors have been adequately addressed in the proposed amendment:

- *The suitability of the various areas for particular land uses and improvements;*
- *The land uses and improvements in the area;*
- *Trends in land improvement;*
- *Density of development;*
- *Property values;*
- *The needs of economic enterprises in the future development of the area;*
- *Transportation access;*
- *Natural resources; and*
- *The public need for healthful, safe and aesthetic surroundings and conditions.*

FINDINGS: The Transit Master Plan includes analysis of existing conditions, opportunities and constraints of Wilsonville’s transit network. While transit does not directly impact existing and future land use suitability and trends, the proposal supports the City’s land use policies by considering the type of transit system and transportation options required to meet Wilsonville’s mobility needs as a growing community. For example, frequent transit services enable housing that is more compact or mixed-use development and reduce the demand for parking that takes up valuable land.

The proposal also supports future economic development with recommendations for a reliable and convenient transit system and commute options that facilitate access to jobs. Future economic growth will depend partly on the constraints and demand on Wilsonville’s transportation system. The Transit Master Plan will promote efficient use of existing road capacity, allowing existing transportation infrastructure to accommodate more employment and economic activity.

The proposal’s recommendations for service changes and better walking, biking, and transit connections also supports Wilsonville’s natural resources and the creation of healthful, safe, and aesthetic conditions.

This criterion is met.

e. Proposed changes or amendments to the Comprehensive Plan do not result in conflicts with applicable Metro requirements.

FINDINGS: Please see FINDINGS regarding compliance with the Regional Transportation Functional Plan.

SMART Transit Master Plan

Draft Plan Engagement Summary

May 2, 2023

Introduction

In Spring 2022, South Metro Area Regional Transit (SMART) formally began updating the 2017 Transit Master Plan (TMP). The TMP is a broad look ahead to the type of transit system and supportive transportation options required to meet Wilsonville's mobility needs.

From the outset, SMART directed a process to involve a diverse and broad spectrum of existing and potential transit users, including historically under-served communities, seniors, people with disabilities and others who live in Wilsonville and travel to population centers for appointments, shopping, or to visit family and friends.

SMART conducted the first round of outreach for the 2023 TMP in Fall 2022. After collecting feedback from over 200 riders, residents, employees and business owners in the area, SMART and their team began drafting proposed routes for transit service in Wilsonville and neighboring regional areas. These routes and recommendations were included in the draft TMP that was released on April 1, 2023.

Outreach Overview

The second round of public engagement began April 4, 2023, with the launch of the Let's Talk Wilsonville website update that included the draft TMP released for public input. The site also included an online survey. The online survey was made available from April 4 to April 21, 2023. A total of 38 responses were collected, 37 in English and 1 in Spanish.

General take-aways

In reviewing the surveys submitted regarding the draft TMP, respondents shared some common themes:

- Nearly 68% of respondents used SMART more than once a week or at least once a week.
- Most respondents still noted frequency of service and better regional connections as their main priorities in the draft TMP.
- There was general agreement that the draft TMP was moving SMART transit in the right direction and that the plan would make it better for them to travel on transit.
- General comments included support for the proposed Route B line, but concern about potential route impacts with the rail crossings in Tualatin and Tigard.
- There were also some comments from respondents surprised that the draft plan did not include improved transit service to Sherwood.

Outreach Methods

For the second round of outreach on the draft TMP, staff used online methods to involve the community.

Project Website Development

An inviting and accessible website page on the Let's Talk Wilsonville website was provided for the SMART TMP update giving community members a one-stop location to learn about the project, see upcoming events, participate in the project survey, and sign up for the project mailing list. The project page was provided and updated in English and Spanish.

Community Survey

A brief follow-up survey posed questions on the direction of the draft plan including:

- Of the changes described in the draft Transit Master Plan, what are your main priorities for transit in Wilsonville?
- Overall, do you feel like the Plan is headed in the right direction?
- Will the proposed service enhancements and projects help you get around Wilsonville, or make connections to other regions, without driving?

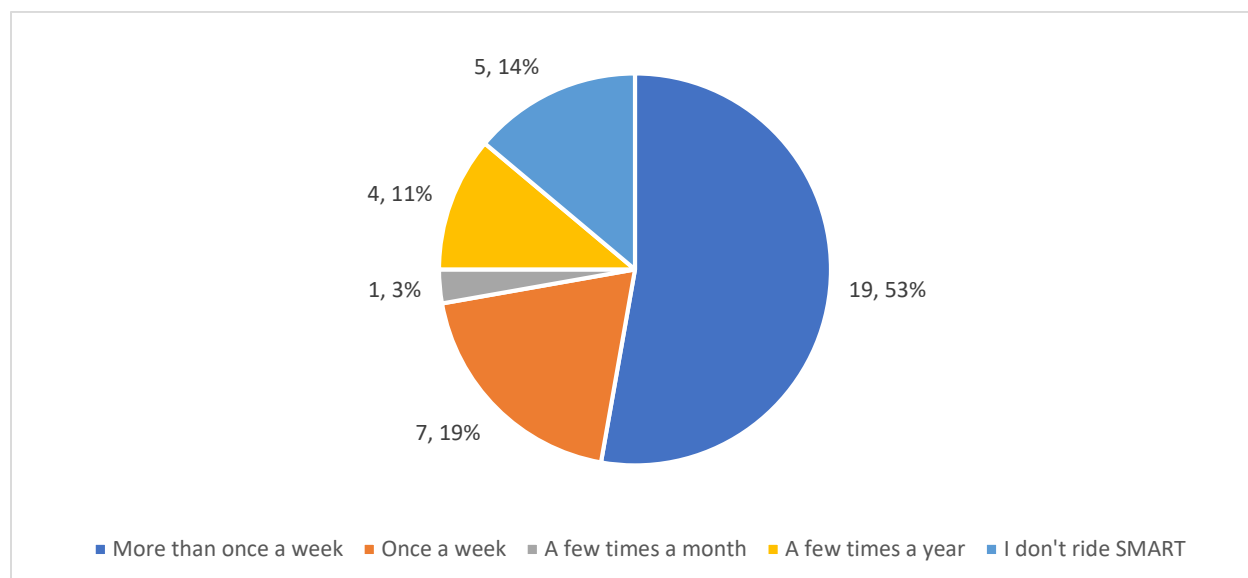
Launched on March 25, 2023, the survey received 38 responses, with one response in Spanish.

Summary of Community Survey

Below is a summary of the questions asked in the draft TMP survey.

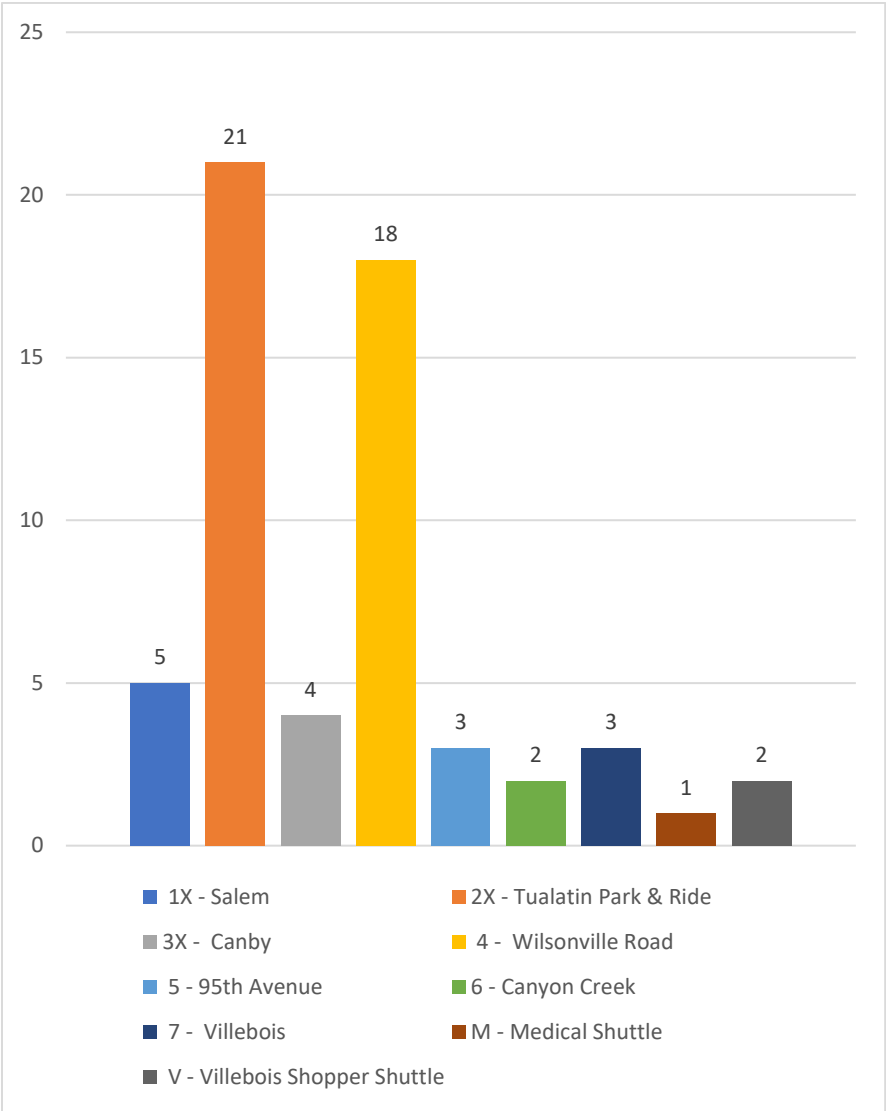
How often do you ride SMART?

Of the 38 respondents, about half said they ride SMART more than once a week.



Which SMART routes do you usually take?

Respondents could choose as many answers as needed. Most respondents said they take the Line 2X - Tualatin Park & Ride and the Line 4 - Wilsonville Road.



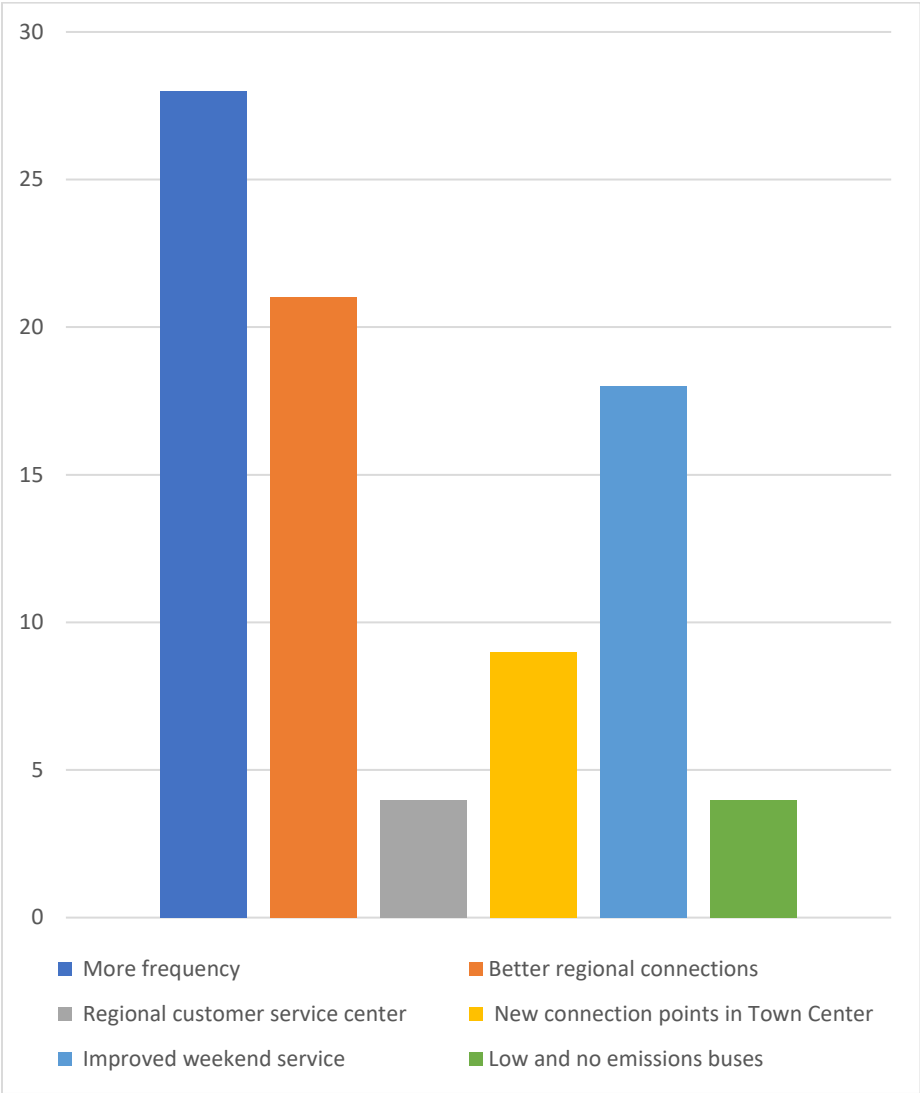
Of the changes described in the draft Transit Master Plan, what are your main priorities for transit in Wilsonville?

Respondents could choose up to three responses. Respondents' top three choices were:

- More frequency,
- Better regional connections; and
- Improved weekend service.

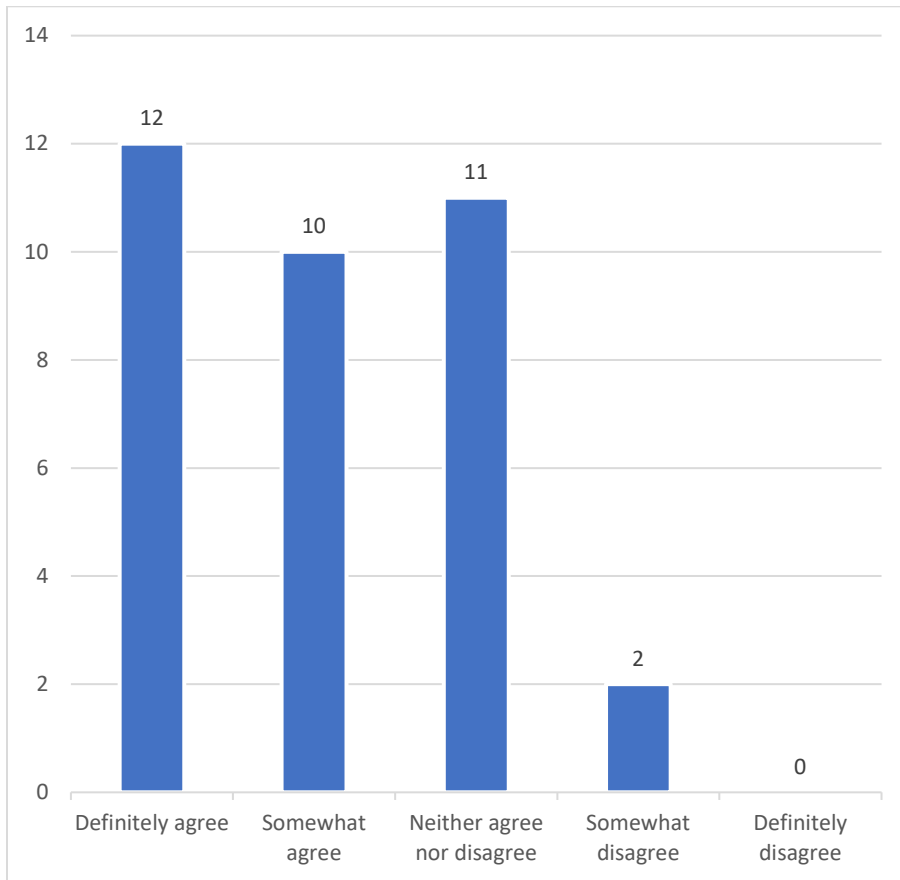
These priorities were similar to what SMART heard in the Fall 2022 outreach conducted at the beginning of the project. In that survey, respondents' priorities were improved weekend service, better regional

connections to other cities and shopping centers, and adding service in new areas that currently have to transit service.



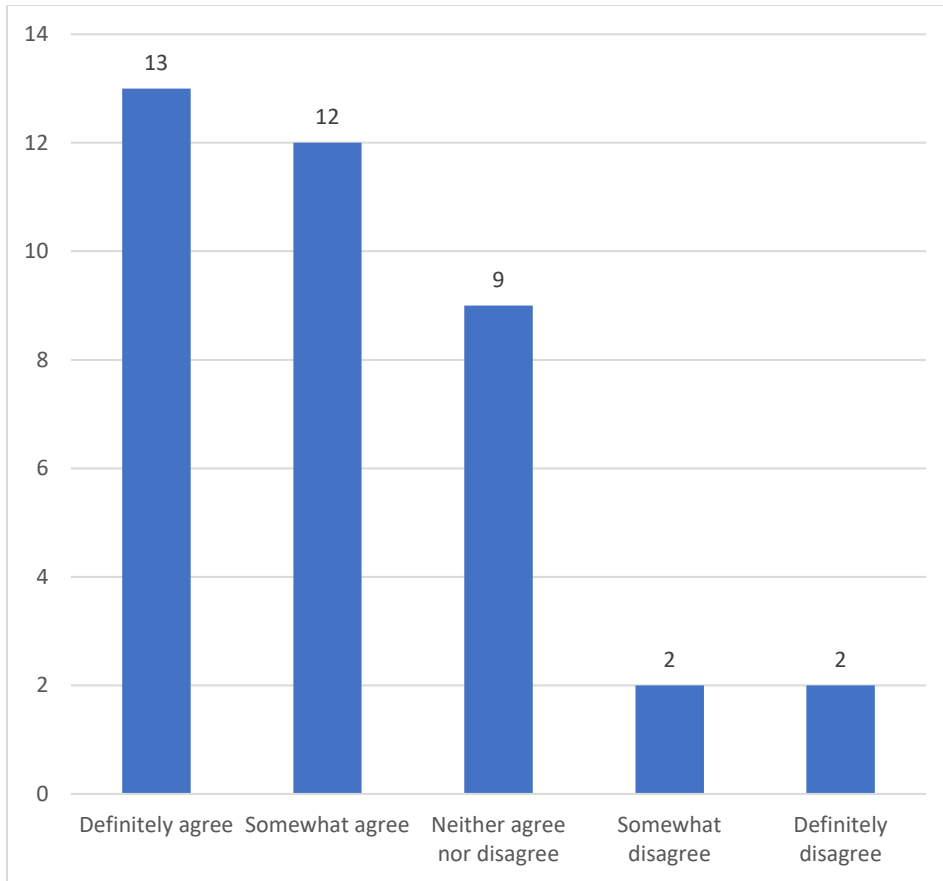
Overall, do you feel like the Plan is headed in the right direction?

Of the 38 respondents, the majority said they 'definitely agree' or 'somewhat agree'.



Will the proposed service enhancements and projects help you get around Wilsonville, or make connections to other regions, without driving?

Of the 38 respondents, the majority said they 'definitely agree' or 'somewhat agree'.



Do you have any other comments on the draft Transit Master Plan?

14 people answered this open-ended question. Respondents' answers are summarized below in order of most mentioned topics:

- Suggestions for additional routes:
 - More connections to TriMet transfers
 - A direct route to Sherwood
- Suggestions to change existing routes:
 - Make adjustments to the #4 or #6 to account for possible rider increases at the New Frog Pond Developments and new primary school off of Boeckman Road.
- Concern for the newly proposed Route B:
 - The route will cross railroad tracks in Tualatin which could greatly affect the schedule.
 - This route may be competing with TriMet #76. Wouldn't it be more efficient to connect at the transfer station instead?
- Better timing synchronization of routes for making transfers
- Better signage and/or technology for trip planning
- Concern that bus drivers weren't included in route planning enough
- Satisfaction with the TMP update process and SMART overall

LP23-0001
Transit Master Plan
Planning Commission Public Hearing Record Index
DRAFT (May 10, 2023)

PLANNING COMMISSION AND CITY COUNCIL MEETINGS

May 10, 2023 - Planning Commission Public Hearing
Resolution LP23-0001 (*included above, adoption pending*)
Staff Report and Attachments (*included above, adoption pending*)
Presentation (*not included at this time*)
Affidavit of Notice of Hearing

April 12, 2023 - Planning Commission Work Session
Staff Report and Attachments
Presentation
Minutes Excerpt

October 12, 2022 - Planning Commission Work Session
Staff Report and Attachments
Presentation (*included in attachments*)
Minutes Excerpt

September 8, 2022 - City Council Work Session
Staff Report and Attachments
Presentation (*included in attachments*)
Action Minutes

August 10, 2022 - Planning Commission Work Session
Staff Report and Attachments
Presentation (*included in attachments*)
Minutes Excerpt

PUBLIC ENGAGEMENT

Project webpages: Let's Talk Wilsonville (English & Spanish), May 2022-present

Surveys: Community Surveys (English & Spanish) (August 12-September 16, 2022 & April 2023),
Operator Survey (2022-2023)

Workshops: Stakeholder Workshop (September 20, 2022)

Events: 8 In-person tabling events (July-August 2022)

Boones ferry Messenger: September 2022 excerpt

Let's Talk Wilsonville newsletter April 13, 2023

LP23-0001
Transit Master Plan
Planning Commission Public Hearing Record Index
DRAFT (May 10, 2023)

Social media posts: Facebook, Aug 15, 2022, Aug 24, 2022, Aug 30, 2022, Aug 31, 2022, Sept 1, 2022, April 5, 2023, April 10, 2023

DEI Committee Meeting, September 13, 2022- invitation to attend stakeholder workshop (no materials)

COMMENTS/ARTICLES

Paul Diller Email: May 2, 2023

Chris Simmons Email: April 20, 2023

Alan Steiger Email: September 13, 2022



PLANNING COMMISSION

WEDNESDAY, MAY 10, 2023

PUBLIC HEARING

2. Transit Master Plan (Lewis) (60 minutes)

AFFIDAVIT OF MAILING AND POSTING NOTICE OF PUBLIC HEARING IN THE CITY OF WILSONVILLE

STATE OF OREGON)
COUNTIES OF CLACKAMAS)
AND WASHINGTON)
CITY OF WILSONVILLE)

I, Mandi Simmons, do hereby certify that I am Administrative Assistant for the City of Wilsonville, Counties of Clackamas and Washington, State of Oregon, that the attached copy of Notice of Public Hearing is a true copy of the originals of the following that I did cause to be mailed/displayed copies of said public hearing in the exact form hereto attached:

- Single-paged notice was mailed on April 19, 2023 to the attached list of affected agencies
- Single-paged notice was emailed on April 19, 2023 to the attached list of interested parties
- Single-paged notice was sent to the Wilsonville Spokesman for publication in the April 27, 2023 newspaper issue
- The content of the notice was posted on April 19, 2023 on the City’s website
- Single-paged notice was posted at physical locations listed below on April 19, 2023
 - City Hall, 29799 SW Town Center Loop, East, Wilsonville OR 97070
 - Wilsonville Community Center, 7965 SW Wilsonville Road, Wilsonville, OR 97070
 - Library, 8200 SW Wilsonville Road, Wilsonville OR 97070

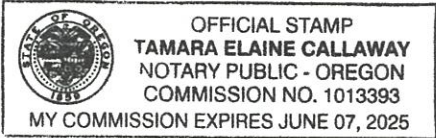
Witness my hand this 27th day of April 2023

Mandi Simmons
Mandi Simmons, Administrative Assistant

Acknowledged before me this 27th day of April 2023, in Clackamas County, Oregon

Jan E. Callaway
Signature of Oregon Notary

Tamara E. Callaway
Printed Notary Name



NOTARY PUBLIC

My Commission Expires 6/7/25

NOTICE OF LEGISLATIVE PUBLIC HEARING BEFORE THE PLANNING COMMISSION AND CITY COUNCIL: TRANSIT MASTER PLAN, CASE FILE LP23-0001

PLANNING COMMISSION

On **Wednesday, May 10, 2023, beginning at 6 pm**, the Planning Commission will hold a public hearing on the **Transit Master Plan**, and will consider whether to recommend adoption of the updates to City Council.

You will not receive another mailed notice unless you: submit a request in writing or by phone, or submit testimony or sign-in at the hearing.

CITY COUNCIL

On **Monday, June 19, 2023 beginning at 7 pm, (subject to change, check city website)** the City Council will hold a public hearing regarding the **Transit Master Plan** after which it may make the final decision.

The hearings will take place at **Wilsonville City Hall**, 29799 SW Town Center Loop East. A complete copy of the project record, including staff report, findings, and recommendations, will be available online and at City Hall for viewing seven (7) days prior to each public hearing.

SUMMARY OF PROPOSAL

The new Transit Master Plan, upon adoption, will replace the current Transit Master Plan, adopted in 2017 and amended in 2018. As a sub-element of the City's Transportation System Plan, the Transit Master Plan is intended to guide future planning and investment in Wilsonville's public transit system - South Metro Area Regional Transit.

For more detail visit: <https://www.letstalkwilsonville.com/smart-transit-master-plan>

or

<https://www.letstalkwilsonville.com/plan-maestro-de-transporte-publico-de-smart>

HOW TO COMMENT: Oral or written testimony may be presented at the public hearings. Written comment on the proposal is also welcome prior to the public hearings. To have your written comments or testimony distributed to the Planning Commission before the meeting, it must be received by 2 pm on May 2, 2023. **Direct written comments to** Mandi Simmons, Administrative Assistant, 29799 SW Town Center Loop East, Wilsonville, Oregon, 97070 or msimmons@ci.wilsonville.or.us

*Note: Assistive Listening Devices (ALD) are available for persons with impaired hearing and can be scheduled for this meeting. **The City will endeavor to provide qualified sign language interpreters and/or bilingual interpreters, without cost, if requested at least 48 hours prior to the meeting.** To obtain such services, please call Mandi Simmons, Administrative Assistant at (503) 682-4960.*

Pat McGough
West Linn/Wilsonville School District 3J
2755 SW Borland Road
Tualatin, OR 97062

Andy Back
Wash. County Long Range Planning
155 N. First Avenue
Hillsboro, OR 97124

Steve Koper
City of Tualatin
18880 SW Martinazzi Avenue
Tualatin, OR 97062

Attn: Development Review
ODOT Region 1
123 NW Flanders Street
Portland, OR 97209

Ben Baldwin
Tri-Met Project Planning Dept
4012 SE 17th Avenue
Portland, OR 97202

Bill Ferber, Region Manager
Oregon Water Resources Department
725 Summer Street, NE
Salem, OR 97301

Dr. Kathy Ludwig
West Linn/Wilsonville School District 3J
22210 SW Stafford Road
Tualatin, OR 97062

Tracy Wilder, Department of Corrections
Facilities Services
3601 State Street
Salem, Oregon 97301

Steve Hursh, Service & Design Supervisor
Portland General Electric
2213 SW 153rd Drive
Beaverton, OR 97006

Land Use Contact, Planning Department
Metro
600 NE Grand Ave
Portland, OR 97232

Nina Carlson
NW Natural Gas
250 SW Taylor St.
Portland, OR 97204

John Olivares, Operations Manager
Republic Services of Clackamas &
Washington Counties
10295 SW Ridder Road
Wilsonville, OR 97070

City Planner
City of Canby
P.O. Box 930
Canby, OR 97013

Diane Taniguchi-Dennis
Clean Water Services
2550 SW Hillsboro Hwy.
Hillsboro, OR 97123

Department of Corrections
2575 Center Street NE
Salem, OR 97310

John Lilly
Department of State Lands
775 Summer Street, NE
Salem, OR 97301

Roseann Johnson, Assistant Director of
Government Affairs
Home Builders Associations
15555 SW Bangy Road, Suite 301
Lake Oswego, OR 97035

Sherwood School Dist Admin Office
23295 SW Main Street
Sherwood, OR 97140

Clackamas County Planning Director
150 Beaver Creek Road
Oregon City, OR 97045

Oregon Dept of Environ Quality
700 NE Multnomah Street, Suite 600
Portland, OR 97232

Tualatin Valley Water District
1850 SW 170th Ave.
Beaverton, OR 97005

Planning Director
City of Sherwood
22560 SW Pine Street
Sherwood, OR 97140

James Clark
BPA, Realty Department
2715 Tepper Lane
Keizer, OR 97013

Tualatin Valley Fire and Rescue
29875 SW Kinsman Road
Wilsonville, OR 97070

Tualatin Valley Fire and Rescue
South Division
8445 SW Elligsen Road
Wilsonville, OR 97070

Transit Master Plan Update 2022-23

Interested Parties List

Name	Email	Affiliation	Phone	Notes
Rick Cook	rickjcook@frontier.com	Stafford Har	503-704-703	Generally interested in
David McKinney	davmck@mac.com			lives in Charbonneau
Patrick Donaldon	PFDForbes@aol.com			lives in charbonneau, interested in serving on any
Shannon Simmons	shannonmsimmons@yahoo.com			Interested when engag
Buu Huynh	bikingb97070@gmail.com			Interested when engag
				Sent email to this list o

Sent public engagement report to these on 10/14/2022:

davidmadams.da@gmail.com	Took TMP survey; indicated wanting updates
mccallum971@comcast.net	Took TMP survey; indicated wanting updates
deanch.3@gmail.com	Took TMP survey; indicated wanting updates
silvaitzel626@gmail.com	Took TMP survey; indicated wanting updates
davidanthonyfrancis@gmail.com	Took TMP survey; indicated wanting updates
patgould04@gmail.com	Took TMP survey; indicated wanting updates
dgoofey@frontier.com	Took TMP survey; indicated wanting updates
seagal100@hotmail.com	Took TMP survey; indicated wanting updates
victoriasgarcia072@gmail.com	Took TMP survey; indicated wanting updates
hollymichelledixon@gmail.com	Took TMP survey; indicated wanting updates
pdforbes@aol.com	Took TMP survey; indicated wanting updates
slaoakley20@gmail.com	Took TMP survey; indicated wanting updates
paul.br.ree@gmail.com	Took TMP survey; indicated wanting updates
Wiencekchristopher@gmail.com	Took TMP survey; indicated wanting updates
ThomasCHann@Hotmail.com	Took TMP survey; indicated wanting updates
30650alex@gmail.com	Took TMP survey; indicated wanting updates
anju710@hotmail.com	Took TMP survey; indicated wanting updates
aracelimodesto12@gmail.com	Took TMP survey; indicated wanting updates
castle1207@gmail.com	Took TMP survey; indicated wanting updates
normapamela1@hotmail.com	Took TMP survey; indicated wanting updates
matt.j.derosa@gmail.com	Took TMP survey; indicated wanting updates
bindurajnuvvula@gmail.com	Took TMP survey; indicated wanting updates
spacebarshift2012@gmail.com	Took TMP survey; indicated wanting updates
claredreger@gmail.com	Took TMP survey; indicated wanting updates
alaniz@nwhousing.org	Took TMP survey; indicated wanting updates
john.mrogenski@teledyneflir.com	Took TMP survey; indicated wanting updates
mz.morales_meli15@yahoo.com	Took TMP survey; indicated wanting updates
alejandroandrade85@gmail.com	Took TMP survey; indicated wanting updates
trishbinder@yahoo.com	Took TMP survey; indicated wanting updates
PatriciaBoudreau3@gmail.com	Took TMP survey; indicated wanting updates
tylersmall62@gmail.com	Took TMP survey; indicated wanting updates
rjl07@hotmail.com	Took TMP survey; indicated wanting updates

sever.bradley@gmail.com	Took TMP survey; indicated wanting updates
willow@duck.com	Took TMP survey; indicated wanting updates
Lyndsey0809@gmail.com	Took TMP survey; indicated wanting updates
lisamckinleysaunders@gmail.com	Took TMP survey; indicated wanting updates
franciscoleonardosolis@gmail.com	Took TMP survey; indicated wanting updates
bubbles3589@gmail.com	Took TMP survey; indicated wanting updates
email@chendara.com	Took TMP survey; indicated wanting updates
eqtrib@hotmail.com	Took TMP survey; indicated wanting updates
rxracerx@yahoo.com	Took TMP survey; indicated wanting updates
brucekr@gmail.com	Took TMP survey; indicated wanting updates
zacharyzavala22@gmail.com	Took TMP survey; indicated wanting updates
pureromancebypatty@gmail.com	Took TMP survey; indicated wanting updates
kevin.delaney@coherent.com	Took TMP survey; indicated wanting updates
janie@janiewood.net	Took TMP survey; indicated wanting updates
xxxhinotorixxx@gmail.com	Took TMP survey; indicated wanting updates
dalehammersly@yahoo.com	Took TMP survey; indicated wanting updates
jenna.hills13@gmail.com	Took TMP survey; indicated wanting updates
maryammonadi@yahoo.com	Took TMP survey; indicated wanting updates
Cielo11125@gmail.com	Took TMP survey; indicated wanting updates
warp5guy@gmail.com	Took TMP survey; indicated wanting updates
khantimetta@gmail.com	Took TMP survey; indicated wanting updates
dishdoctor15@gmail.com	Took TMP survey; indicated wanting updates
elva.moreno@collins.com	Took TMP survey; indicated wanting updates
jlpattonus@yahoo.com	Took TMP survey; indicated wanting updates
alsteiger@comcast.net	Took TMP survey; indicated wanting updates
wendlerbd@hotmail.com	Took TMP survey; indicated wanting updates
dingdong4343@hotmail.com	Took TMP survey; indicated wanting updates
khetala3@yahoo.com	Took TMP survey; indicated wanting updates
desjclark@gmail.com	Took TMP survey; indicated wanting updates
drfaygyapong@gmail.com	Took TMP survey; indicated wanting updates
bootaco00@gmail.com	Took TMP survey; indicated wanting updates
casestevens28@gmail.com	Took TMP survey; indicated wanting updates

Workshop attendees

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rob.wiesenthal@gmail.com
pattytbrc@gmail.com
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theinnerbottomline@gmail.com
bessermt@gmail.com
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jerri.bohard@gmail.com
mironova.maria.dm@gmail.com
hortonm@wlwv.k12.or.us
seagal100@hotmail.com

Other interested parties

Name	Email	Affiliation
Kim Ellis	Kim.Ellis@oregonmetro.gov	Metro Planning
Valerie Egon	Valerie.Egon@odot.state.or.us	ODOT Regional Transit Coordinator (funder)

PamplinMediaGroup

-Ad Proof-

This is the proof of your ad, scheduled to run on the dates indicated below. Please proofread carefully, and if changes are needed, please contact Sarah Penn prior to deadline at or spenn@pamplinmedia.com.

<p>Date: 04/19/23 Account #: 108863 Reference #: CASE FILE LP23-0001 Company Name: WILSONVILLE, CITY OF Contact: Address: 29799 SW TOWN CENTER LOOP E WILSONVILLE</p> <p>Telephone: (503) 570-1510 Fax: (503) 682-1015</p>	<p>Ad ID: 285848 Start: 04/26/23 Stop: 04/27/23</p> <p>Total Cost: \$137.52 Ad Size: 8.042 Column Width: 1 Column Height: 8.042</p> <p>Ad Class: 1202 Phone # Email: spenn@pamplinmedia.com</p>
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Run Dates:

Wilsonville Spokesman 04/27/23

**NOTICE OF LEGISLATIVE PUBLIC HEARING
BEFORE THE
PLANNING COMMISSION AND CITY COUNCIL:
TRANSIT MASTER PLAN, CASE FILE LP23-0001**

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For more detail visit: <https://www.letstalkwilsonville.com/smart-transit-master-plan> or <https://www.letstalkwilsonville.com/plan-maestro-de-transporte-publico-de-smart>

HOW TO COMMENT:

Oral or written testimony may be presented at the public hearings. Written comment on the proposal is also welcome prior to the public hearings. To have your written comments or testimony distributed to the Planning Commission before the meeting, it must be received by 2 pm on May 2, 2023. **Direct written comments to:** Mandi Simmons, Administrative Assistant, 29799 SW Town Center Loop East, Wilsonville, Oregon, 97070 or msimmons@ci.wilsonville.or.us.

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Publish April 27, 2023

WS285848



PLANNING COMMISSION

WEDNESDAY, APRIL 12, 2023

WORK SESSION

2. Transit Master Plan (Lewis) (30 minutes)



PLANNING COMMISSION STAFF REPORT

Meeting Date: April 12, 2023		Subject: Transit Master Plan- Draft Master Plan	
		Staff Member: Kelsey Lewis, Grants & Programs Manager	
		Department: SMART	
Action Required		Advisory Board/Commission Recommendation	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable	
		Comments: N/A	
Staff Recommendation: Review and provide comment on the 2023 draft Transit Master Plan.			
Recommended Language for Motion: N/A			
Project / Issue Relates To:			
<input type="checkbox"/> Council Goals/Priorities:	<input checked="" type="checkbox"/> Adopted Master Plan(s): Transit Master Plan	<input type="checkbox"/> Not Applicable	

ISSUE BEFORE PLANNING COMMISSION:

Staff and consultants will present the draft 2023 Transit Master Plan.

EXECUTIVE SUMMARY:

In Spring 2022, and while navigating the lingering effects of the COVID – 19 pandemic, the City began updating the 2017 Transit Master Plan to address changing conditions and engage with the community to consider transit service enhancements and new projects.

In the summer and fall of 2022, staff and consultants conducted community outreach including providing an updated project webpage on Let’s Talk Wilsonville, tabling at many community events, conducting a survey in English and Spanish, and holding a stakeholder workshop. The main themes we heard in public involvement include:

- Improving weekend service, especially Sundays
- Adding more early morning and late evening service
- Making better regional connections
- Maintaining coverage of Wilsonville neighborhoods

Through the winter of 2022/23 we developed service plans and new project ideas to draft the new Transit Master Plan for review, additional public engagement, and adoption. The core proposals in this master plan include:

- More frequency of service
- Better regional connections
- Improved customer service through a regional customer service center
- New connection points on the east side in or near Town Center
- Improved weekend service
- Bus fleet recommendations regarding low and no emissions buses

This draft Plan outlines specific capital projects and personnel requirements needed to support the new service recommendations. There is also a focus throughout the Plan on identifying how these service changes will be accessible to more members of the Wilsonville community.

EXPECTED RESULTS:

Presentation of the draft Transit Master Plan and feedback from the Planning Commission.

TIMELINE:

This is the third presentation of the Transit Master Plan Update to the Planning Commission. Staff introduced this project in August 2022 and tentatively plans to return for public hearing on May 10, 2023 for the adoption of the plan.

CURRENT YEAR BUDGET IMPACTS:

The development of this Transit Master Plan update is primarily funded by two State grants through the Oregon Department of Transportation. The remainder is funded by transit tax revenue.

COMMUNITY INVOLVEMENT PROCESS:

To ensure that the final document represents the diverse interests of the Wilsonville community, this Transit Master Plan process is intended to have an extensive and inclusive public engagement process. Outreach efforts are tailored to reach people in practical and convenient ways to reflect the perspectives of a wide spectrum of current and potential system users, the business community, and residents.

The draft Plan is now posted and open for public comment. There is a short survey about the draft Plan on Let's Talk Wilsonville to engage the community in this discussion.

POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:

When implemented, the new plan is expected to improve efficiencies, increase travel independence, and to reduce traffic congestion by providing travelers an alternative to travel in single-occupancy vehicles. A successful outreach strategy is a large part of a successful master plan.

ALTERNATIVES:

N/A

ATTACHMENTS:

1. Draft Transit Master Plan for Public Comment

DRAFT TRANSIT MASTER PLAN



Prepared by JARRETT WALKER + ASSOCIATES

2023 UPDATE

Draft for Public Review

Contents

1. Introduction	5	New Transfer Points Inside Wilsonville.....	29
About SMART.....	6	Better Weekend Service.....	31
SMART Vision & Mission.....	6	Saturday Service	31
An Ambitious Plan	6	Sunday Service	31
Recent Changes.....	7	Route Details	33
Priorities from Public Input	8	Route A - Salem	33
Highlights of this Plan	9	Route B - Tigard/Tualatin.....	34
Document Guide	9	Route C - Canby.....	36
2. Public Involvement	10	Route D - Legacy Meridian/ Oregon City/Clackamas.....	37
Overview.....	11	Route E - Woodburn/Keizer.....	38
Survey Respondent Demographics.....	12	Route F - Villebois/Wilsonville Rd/ Frog Pond	39
Survey Results.....	13	Route G - Parkway/95th St./Villebois	40
Stakeholder Workshop	15	Residents’ Proximity to Service	42
How important are rush hours?	16	Fixed Route Operating Increases.....	43
Weekend Service.....	16	Shared Operations with Cherriots	43
Ridership or coverage?	17	Sample Trips	45
Tabling Events.....	18	City Growth Areas	50
Operator survey results	19	4. Demand-Response Services.....	52
Key Takeways.....	19	Background.....	53
3. Fixed-Route Services	20	Minimum Required Paratransit Area	54
Better Frequencies, Close to More People	22	“Express” Routes and Segments.....	55
Better Regional Connections	25	Required Paratransit Days and Times.....	55
Less Reliance on WES for Regional Connectivity.....	27	Recommended Paratransit Service Increases	56
Regional Routes Near Residents and Businesses	28		

Contents

5. Capital Infrastructure, Programs and Operations.....57

- Overview.....58
- Transit Vehicles58
 - Existing Fleet 58
 - Fixed-Route Vehicles 59
 - Demand-Response Vehicles 59
- General Fleet Recommendations59**
 - Bus Procurement 60
 - Compressed Natural Gas (CNG)..... 61
 - Battery Electric Buses (BEB)..... 61
 - Hydrogen Fuel Cell..... 61
- Fleet to Support 2028 Service.....62
- Vehicle Type Considerations62
- Vehicle Fuel Type Recommendations62
 - Battery Electric or Compressed Natural Gas Vehicles..... 63
 - Compressed Natural Gas Vehicles 64
 - Current Vehicle Prices..... 64
 - Vehicle Delivery Delays..... 65
- Charging Infrastructure65
- Administrative Investments.....65
 - Longer Spans of Service 65
 - Operations Personnel 66
 - Administrative Personnel & Facility 66
 - Maintenance Personnel 66

- Regional Customer Service Center67
- Maintenance Yard68
- Technology and Public Information68
 - Real Time Bus Tracking 69
- Small Terminal Facility in Town Center69**
 - Site Guidelines 70
 - Two Centers..... 71
 - Where in the Town Center? 71
 - Off-Street Facility Near Park Place & Courtside Drive 72
 - On-Street Facility on Wilsonville Road..... 73
 - Modular Building 74
 - Future Town Center Redevelopment..... 75
- Transportation Options, Marketing & Information76**
 - Vanpool 76
 - Safe Routes to School (SRTS)..... 76
 - Travel Training..... 76
 - Transit Service Marketing 76
- Safety and Enforcement76**
- 6. Financial Context and Project Costs.....78**
 - Federal Funding (Discretionary Grant Programs) 79
 - Local Wilsonville Funding 83
 - Transit Fund Forecast 2023-2028..... 83
 - Statewide Funding..... 83
- Service and Capital Projects.....85**
 - Table 1: Service Increases 86

Contents

Table 2: Assumed Costs per Service Revenue Hour 88

Table 3: Costs for New Overhead Personnel 89

Table 4: Capital Projects and Investments 90

Appendix 91

Resources for Vehicle and Fuel Comparison 92

2022 Existing Conditions Report 93

Public Involvement Summary 93

1. Introduction

This document is the first draft of an updated Transit Master Plan (TMP) for the City of Wilsonville. It lays out a set of improvements to the City's public transit system that respond to changes in demand brought on by the COVID-19 pandemic; City goals for mobility, economic opportunity and the environment; and priorities expressed by the public during outreach conducted in 2022.

About SMART

South Metro Area Regional Transit (SMART) is the City of Wilsonville's public transportation system. SMART is a department of the City that provides fixed-route and demand responsive transit service, both within Wilsonville and making connections to neighboring communities.

In addition to fixed-route and demand-response service, the SMART Options Program provides businesses, residents and visitors of Wilsonville with the resources to participate in various transportation options such as vanpooling, carpooling, bicycling, walking, and telework. This program promotes a robust set of travel options to give people more choices in how they travel while reducing the number of single-occupancy vehicles on the road.

SMART Vision & Mission

SMART's mission is to provide convenient, safe, and reliable transportation services in

a fiscally responsible manner to meet the needs of Wilsonville residents, employees, and visitors of all ages, ethnicities, and income levels.

SMART is dedicated to providing mobility for those who do not have access to a personal car, and to creating an attractive transportation option for those who do.

An Ambitious Plan

Public transit providers around the U.S. are in a period of great change. The lingering impacts of the COVID-19 pandemic have dramatically reshaped ridership, travel patterns, and expectations from the public about what transit service should do. Yet SMART's mission to provide an attractive mobility option and meet the needs of the community remain important guidance even as conditions change. This Transit Master Plan (TMP) update provides a roadmap for the development of SMART's network between 2023 and 2028, expressing the priorities of Wilsonville residents and workers for better connections within town and to other nearby cities.

This is a growth plan. This document describes an aspirational network for 2028 that would result in a bigger, more extensive fixed-route network, doubling-down on SMART's role as a regional mobility provider for the south metro area and the north Willamette valley. SMART is the largest transit provider in this part of the region, and located in a fairly central place

relative to other smaller providers. As such, SMART has a unique opportunity to knit together south metro area communities and serve trips among them that are not well-served by either TriMet's network to the north or the statewide POINT and Amtrak networks. This is a role no transit provider currently occupies.

Increases in state funding for transit are a major opportunity, and sure to make some of the service expansion described in this Plan possible. A major limitation is currently imposed by the difficulty in purchasing new transit buses, and the difficulty in hiring additional bus drivers. SMART is actively working around and through these two shortages.

Recent Changes

The past three years have presented major challenges for all transit agencies. Ridership declined at virtually all U.S. transit agencies, and many were forced to make service cuts as a result of either budget cuts or a shortage of drivers.

SMART was able to weather this period with more of its service intact than many other transit agencies.

Figure 1 shows how the amount of service and ridership on SMART services changed from January 2020 to December 2022. While ridership on SMART fell in March 2020, it has been steadily recovering since that time.

The fixed-route service level (at bottom) was held steady from early 2020 through December 2022, though in early 2023 some temporary service cuts were made due to the driver shortage. Because demand-response service is deployed in response to trip requests, the demand-response service level has tracked closely with demand-response ridership, which also fell early in the pandemic and has slowly recovered in the years since.

SMART has not made major changes to services in the past three years. It did limit the use of the demand-response services by non-ADA passengers for certain types of trips, and suspended the medical shuttle between Wilsonville and Legacy Meridian Medical Center.

SMART Ridership and Service 2019-2022
Demand-Response and Fixed-Route Service

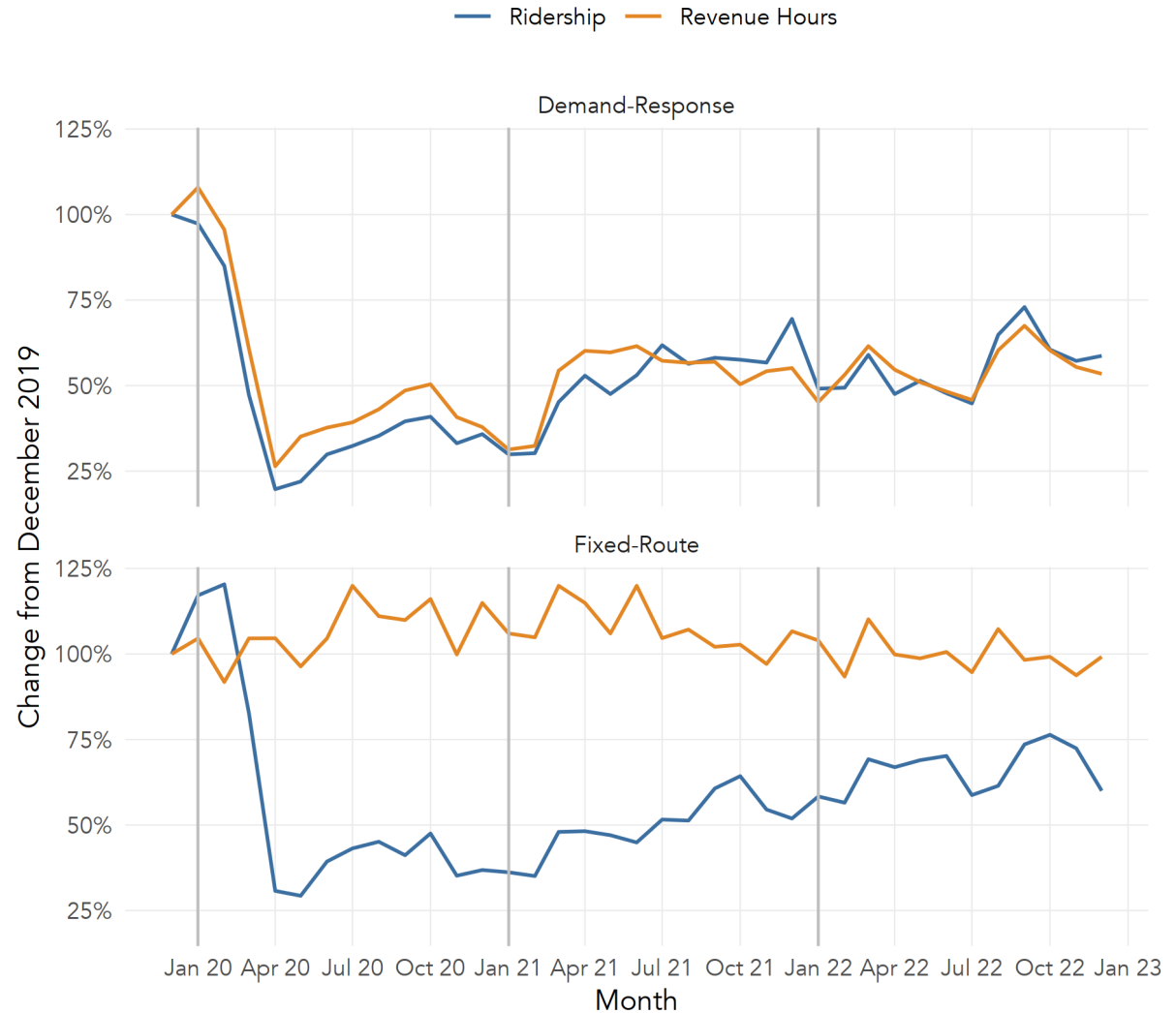


Figure 1: SMART ridership and service levels on fixed-route and demand-response services, 2020 - 2022.

Priorities from Public Input

The outreach process for this Plan shaped the recommended service and infrastructure improvements. Chapter 2 describes the public involvement process. Some of the priorities that emerged from public input are:

- **Improve weekend service, especially Sundays.** Both the survey and stakeholder input suggested that SMART should prioritize adding Sunday service, as well as making Saturday service available on more routes. The 2028 Network proposed in this Plan update would do both of these things.
- **Add more early morning and late evening service.**
- **Make better regional connections.** The top response in the community survey for where SMART should focus on improving its services was to bolster connections to neighboring cities. The 2028 Network would improve existing routes to Salem, Canby and Tualatin; and establish new connections to Tigard, West Linn, Oregon City, Clackamas Town Center and Woodburn.
- **Maintaining coverage of city neighborhoods.** Many people who provided input to this Plan expressed that maintaining all existing coverage inside the

City of Wilsonville was a high priority. The 2028 Network slightly increases service coverage within 1/2 mile by adding service along Canyon Creek and in Villebois, getting transit close to more residents and jobs.

Highlights of this Plan

The core of this Plan is a recommendation to improve SMART's fixed-route network by adding routes to new places and by adding service at new times. Related recommendations are also made for improvements to demand-response service, staffing, infrastructure and amenities.

There are several "big moves" in the 2028 Network that would work together to make the network more useful for a variety of trips:

- **More frequency.** Today, the only route that runs every 30 minutes all weekday long is Route 4 on Wilsonville Rd. The 2028 Network would add an additional all-day 30-minute route connecting the west side Transit Center, east side Town Center, Canyon Creek Road, Tualatin and Tigard.
- **Better regional connections.** In addition to the existing connections to Salem and Canby, the 2028 Network would have the all-day connection to Tigard described above, plus service every 60 minutes to West Linn, Oregon City and Clackamas Town Center all day long, with better frequencies during rush hours. Additional service would be added to Woodburn, Salem and Keizer as well.
- **Improved customer service.** A regional customer service center,

related electronic information and additional personnel will help people living and working in Wilsonville take advantage of improved routes connecting to neighboring cities.

- **New connection points.** Instead of all services connecting only at the existing Transit Center near the WES station, some routes would also connect at Wilsonville Town Center east of I-5. This would protect some routes and riders from delays associated with congestion around I-5, make Wilsonville Road service more direct, and support redevelopment of the Town Center area.
- **Improved weekend service.** With the 2028 Network, SMART fixed-route and demand-response services would run on Sundays for the first time, and more routes would operate on Saturdays.
- **Low- and no-emissions buses.** As the SMART fleet grows to support added service, low- and no-emissions buses will be added while the flexibility and resilience of the fleet is maintained.

Growing the SMART transit system to the degree foreseen by this Plan update will trigger increases in staffing, maintenance facilities, fleet and other infrastructure, which are described in this Plan.

Document Guide

The rest of this document is organized into six chapters.

- Chapter 2 provides a summary of public involvement in this Plan and how public input informed the Plan.
- Chapter 3 describes the 2028 Network and outcomes that relate to City goals.
- Chapter 4 describes the role of demand-response in the Plan. Changes to the fixed-route network will trigger additional needs for demand-response service.
- Chapter 5 describes the supporting physical infrastructure and fleet investments that would be needed to meet the goals of the Plan. It also covers some of the operational changes that would accompany the 2028 Network, and the non-transit programs SMART administers.
- Chapter 6 summarizes SMART's current financial forecast and describes the federal, state and local funding sources available for enhancing services and investing in infrastructure.

2. Public Involvement

Overview

SMART and the consulting team led an inclusive process to engage a diverse group of existing and potential transit users. This included historically underserved communities, seniors, people with disabilities and others who live in Wilsonville, people who travel for work, appointments, shopping, or to visit family and friends.

Outreach activities in 2022 included:

- Consistent, reliable, accessible information with an identified SMART contact person.
- Sharing information on the Let's Talk Wilsonville website.
- A Public Involvement Plan.
- Representative stakeholders individually invited to participate in a variety of ways.
- Special efforts to reach people in senior facilities, apartment complexes, schools, lower income residents & workers, and people who speak predominantly Spanish.
- Emails to an Interested Parties List to keep people informed about project updates.
- Updates to the Planning Commission and City Council.



Figure 2: Wilsonville community members attend an interactive stakeholder workshop in September 2022.

SMART conducted the following community engagement processes:

- **Project website development.** An inviting and accessible page on the Let's Talk Wilsonville website was provided for the SMART Plan update. It gave community members a way to learn about the project, see upcoming events, participate in the survey, and sign up for the Interested Parties List. The project page was published and updated in English and Spanish.
- **Community Survey.** An online survey was launched on August 12, 2022 and was available on the Let's Talk Wilsonville website for one month. A total of 210 responses were collected, 185 in English and 25 in Spanish.
- **Stakeholder Workshop.** Project staff hosted a workshop on September 20, 2022 to walk participants through the service planning decisions being considered in the Plan update. Staff invited around 150 participants by email or phone calls. A total of 18 people joined

the workshop held at the Wilsonville Library.

- **Tabling Events.** During the Summer of 2022 SMART staff attended eight community events to invite participation in the Plan update. They collected feedback using a dot exercise on maps which asked people where they thought SMART service should go at the regional and local levels. The dot map activity from a total of 32 participants resulting in 99 dots on maps.
- **Operator Survey.** A survey was offered to SMART operators to ask them what they had been hearing from riders about transit service and what ideas they had that could help the community. A total of 7 operators shared thoughts through the survey.

Survey Respondent Demographics

The survey was the vehicle through which the majority of participants shared input into the Plan.

In total, 210 people took the survey. The table in this page provides a summary of their demographics. While respondents were not required to complete a set of demographic questions, most did.

Most of the respondents (85%) live or work in Wilsonville, while 21% neither live nor work in Wilsonville but visit the city for

other reasons.

The largest response groups by age were people born between 1980 - 1999 (23-42 years old) and 1960 - 1979 (43 - 62), who made up 35% and 32% respectively.

91% of respondents provided their gender. 49% responded "female", 39% responded "male", 2% responded "non-binary" and 1% responded "transgender".

The survey also asked respondents to share their household income. About 76% of respondents answered this question. 21% of respondents reported an income at least 200% of the federal poverty level (\$26,500 for a four-person household).

Not shown in the table at right are responses related to transit use. About 30% of respondents had been regular transit riders over the last year (August 2021 - August 2022). A total of 26% of respondents said they were occasional riders.

Figure 3: Plan survey respondent characteristics

All responses	210	100%
By Connection to Wilsonville		
Resident	113	54%
Worker	66	31%
Business owner	7	3%
Visitor	45	21%
By Age (what decade were you born?)		
Before 1960	39	19%
1960-1979	67	32%
1980-1999	74	35%
2000 and After	16	8%
By Gender		
Female	103	49%
Male	81	39%
Transgender	2	1%
Non-binary	4	2%
By Race/Ethnicity		
People of Color	86	41%
White	117	56%
By Primary Language at home		
English	153	73%
Spanish	27	13%
Other	9	4%
By Income		
Less than \$25,000	44	21%
\$25,000 - \$49,999	35	17%
\$50,000 - \$99,999	32	16%
\$100,000 - \$149,999	20	10%
\$150,000 or more	25	12%

Survey Results

The survey asked respondents to share their views on a variety of future priorities for the development of SMART’s network. These questions addressed topics about where and when service should be available. The survey was administered through the City of Wilsonville’s “Let’s Talk Wilsonville” online platform.

What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network?

This first asked respondents to share how they thought SMART should improve in terms of the days and hours that service is available. Respondents were able to select

from options for more service at midday, during rush hours, later in the evening, or on weekends. Respondents could also select an option for more frequency.

Figure 4 shows the breakdown of responses to this question. The top three priorities for new service added to the SMART transit network among community survey respondents were “More Saturday or Sunday service”, “Longer hours of service each day – earlier morning and later evening”, and “Better frequencies”.

What do you think are the highest priorities for the PLACES where new service could be added to the SMART transit network?

This question was designed to discover whether respondents want SMART to invest in even more service inside Wilsonville, or in improving connections to other communities.

Figure 5 shows the responses to this question. A majority of respondents asked for more regional service for long trips to other cities, as opposed to short local trips within Wilsonville. The regional connections identified in open-ended comments were: Canby, Tualatin, Downtown Portland, Woodburn, Sherwood, Tigard, and Oregon City.

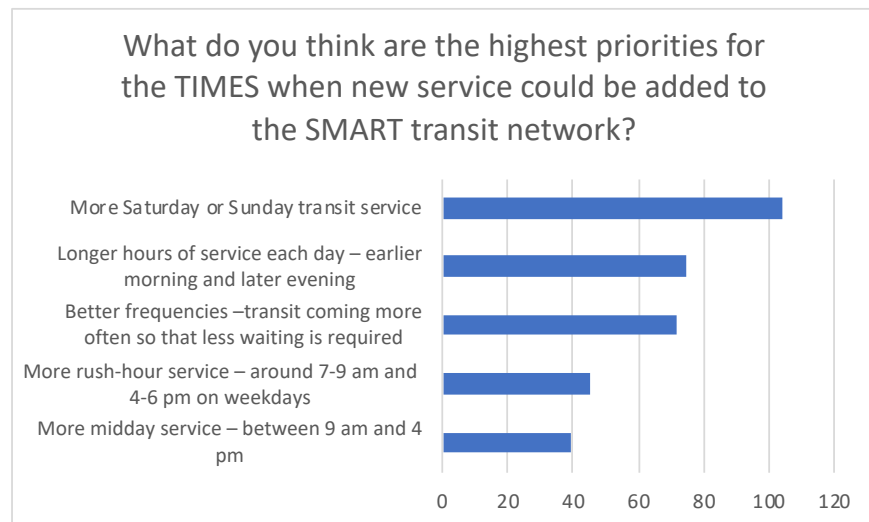


Figure 4: Plan Community Survey - Question 1

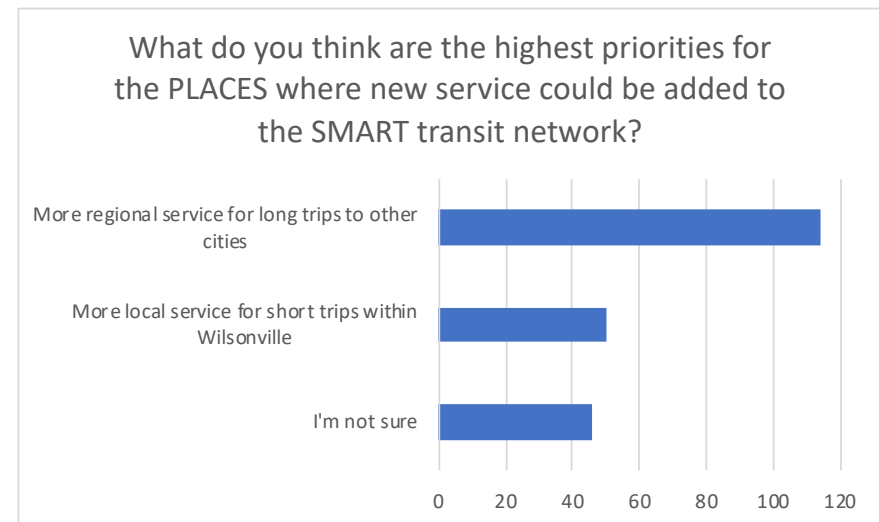


Figure 5: Plan Community Survey - Question 2

In general, INSIDE Wilsonville, what should SMART prioritize when adding new transit service over the next five years?

The third question asked respondents to share whether they think SMART should prioritize getting service close to more of the city, or invest more in the busy places within the city where people are already using transit.

Figure 6 shows the responses to question 3. The largest group of people (88 respondents) said it was more important for SMART to add service in new areas than to add more frequent service to areas already served. Sixty-nine respondents said SMART should add service to places where many people are using transit. Both goals were important to this group, but adding new coverage was slightly more important.

What places inside Wilsonville do you think are most important for SMART to serve?

The last survey question asked respondents to share their priorities for which types of places in Wilsonville SMART should focus on. Figure 7 shows the responses to question 4. The top four responses, each garnering over 100 responses, were “transit connections to other cities”, “shopping centers”, “places with many jobs”, and “places with many residents”.

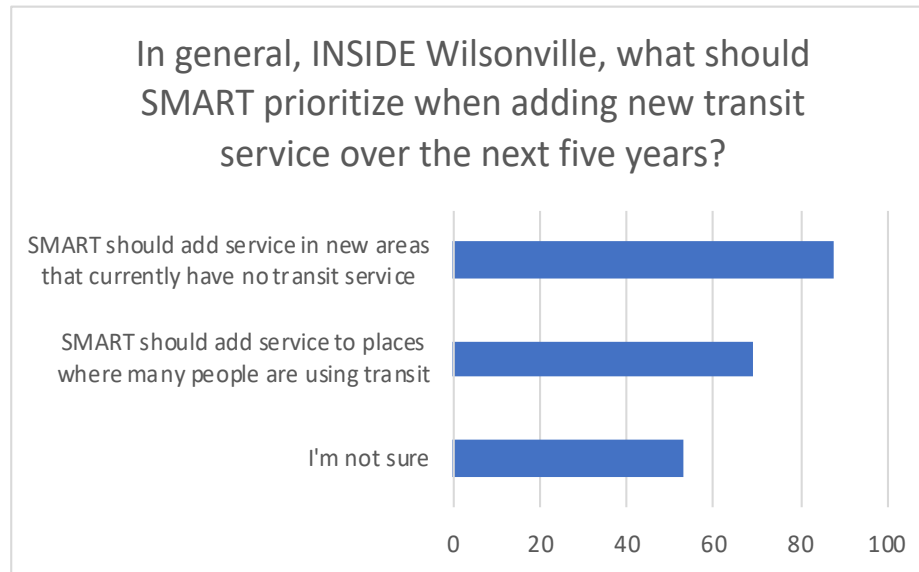


Figure 6: Plan Community Survey - Question 3

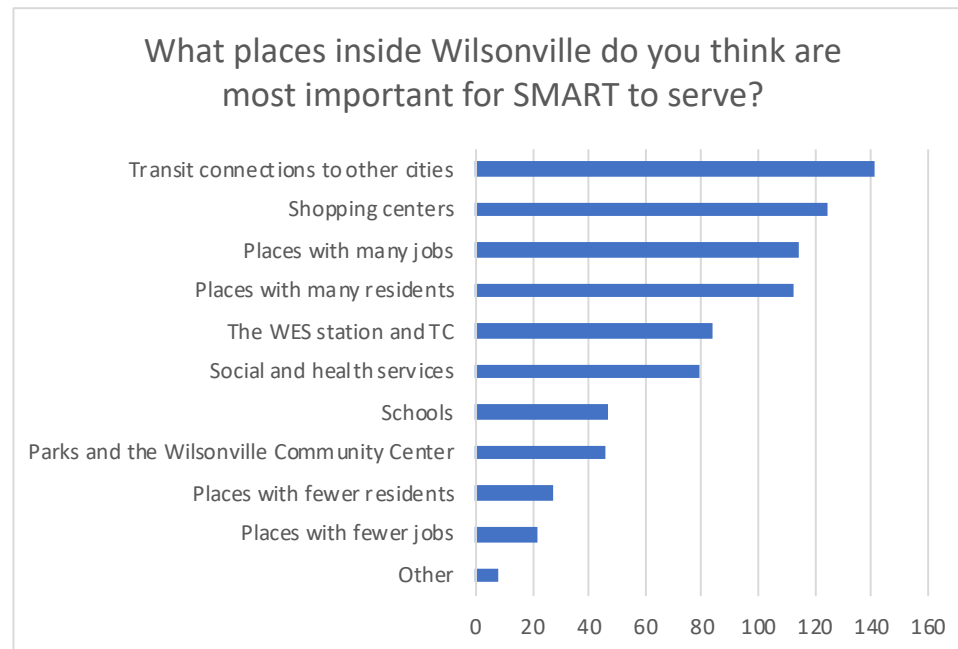


Figure 7: Plan Community Survey - Question 4

Stakeholder Workshop

In September 2022, SMART held a workshop focused on key questions about how future transit should be planned, both within Wilsonville and around our part of the region. The workshop was held in-person from 4:00 p.m. to 7:00 p.m. at the Wilsonville Library. Staff and consultants reached out to 150 stakeholders by email or phone to recruit them to this workshop. A total of 18 people attended.

The workshop included:

- A fun, interactive transit planning game introducing trade-offs and service considerations in and around Wilsonville
- Live polling about key questions
- A presentation about existing Wilsonville transit services and how they're performing.
- Questions and discussion.

The images on this page show some results of the first activity, an game where stakeholders worked in groups to design their own transit networks for Wilsonville. SMART staff and consultants assisted participants, and engaged in conversations about what types of trips and services participants hope to see in future SMART improvements.

After the planning game, the group discussed future priorities for SMART using a set of anonymous polling questions.

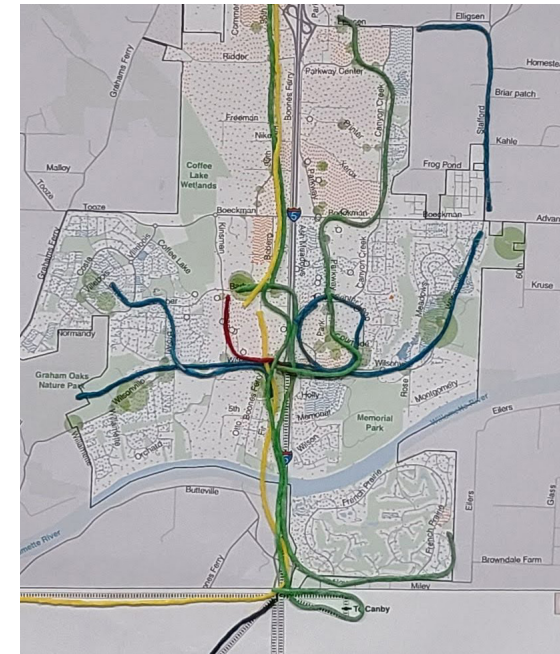
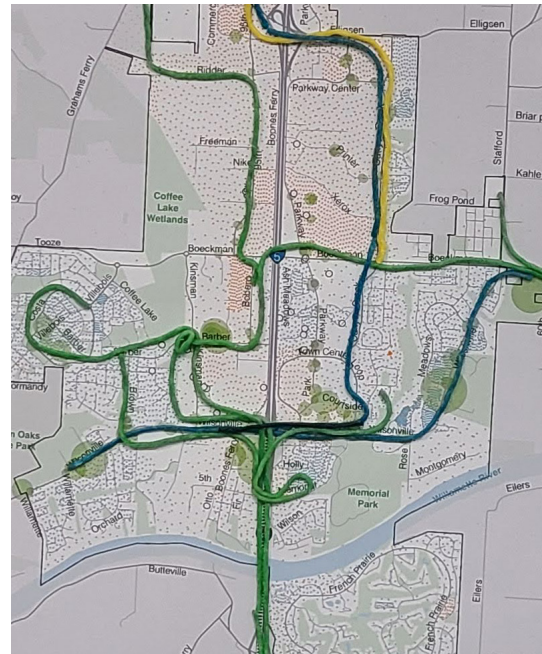


Figure 8: A close-up of two networks designed by participants in the stakeholder workshop. Different colors stand for different frequencies of service. This exercise gave participants a way to discuss and show their desired improvements to SMART service.

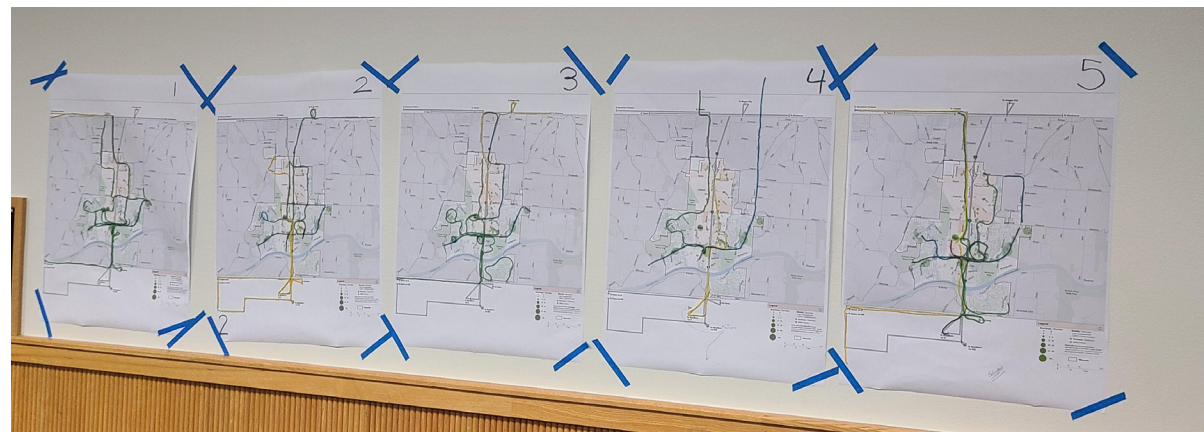


Figure 9: At the end of the exercise, stakeholders were able to compare and contrast the transit networks each group designed for Wilsonville.

Participants were able to respond to questions displayed on a screen using their phones (via text message or a web app).

The images on this page show the results of each of the polling questions asked to the stakeholders.

How important are rush hours?

Today, SMART’s network is very oriented towards rush hour trips, in three senses:

- Routes are designed to focus on the station for the WES train, but WES only operates during weekday rush hours.
- Some routes only operate during rush hours.
- Other routes offer better frequencies at rush hours than at midday.

A majority of stakeholders at the workshop said that rush hours should not be the main priority, but that a little extra service made sense during those periods.

Weekend Service

The next two questions were about weekend service. The first was about the importance of weekends. Stakeholders split evenly on whether weekend service should be improved only with new funding, or whether some service should be taken from weekdays to improve weekends. Nobody said “weekends aren’t very important”.

Figure 10: Stakeholder workshop - Question 1

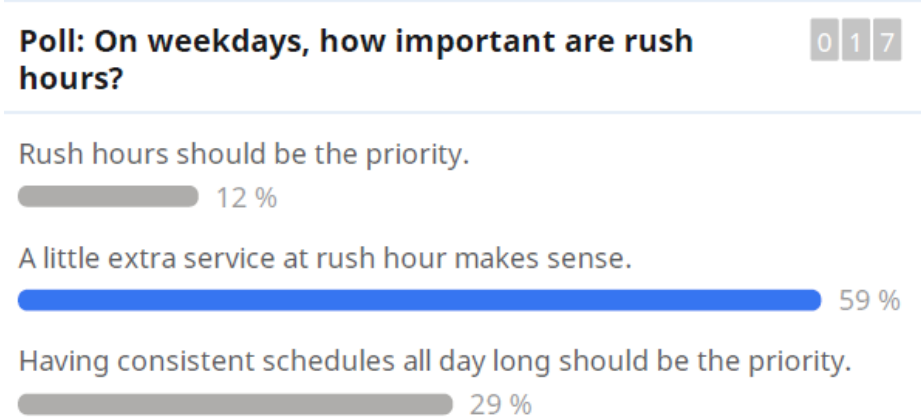


Figure 11: Stakeholder workshop - Question 2

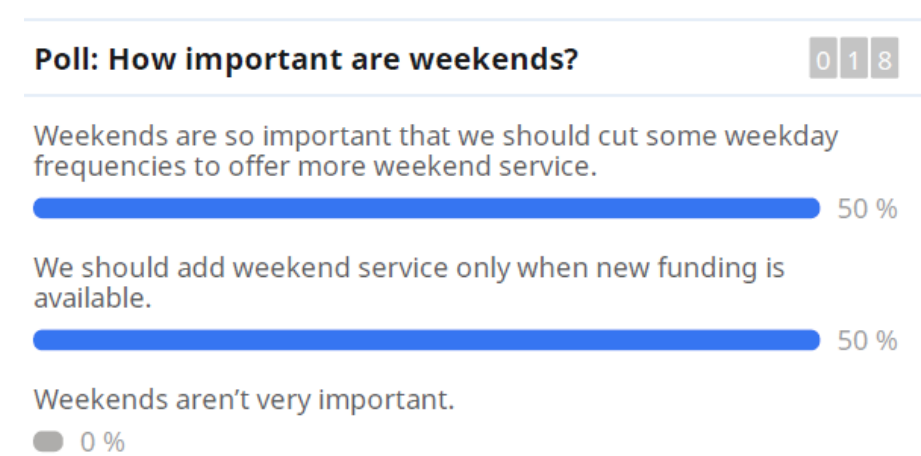
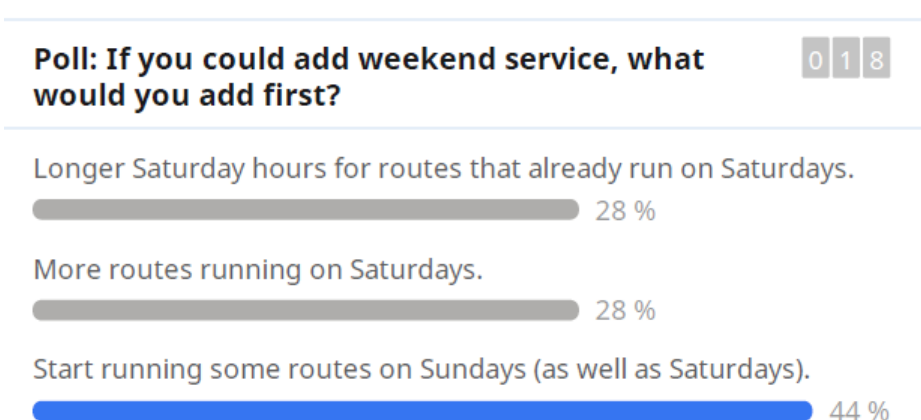


Figure 12: Stakeholder workshop - Question 3



The next question asked more specifically about when on the weekend should be the priority for new service. All three options garnered at least 1/4 of responses, but the top option with 44% was to start running some routes on Sunday (even before adding more service to Saturdays). Currently no SMART service operates on Sunday and adding Sunday fixed-route service would trigger numerous requirements and costs, which were discussed by the group.

Ridership or coverage?

The final polling question asked stakeholders to weigh the competing goals of attracting high ridership or providing wide (but minimal) service coverage.

Many people want service to run more often, and for more hours of the day and week. High frequency, all-week service is a proven way of increasing ridership, but it requires focusing buses into fewer routes on fewer streets. At the same time, many people want transit service to be available to as many people as possible, on all of the main streets in a city. This requires spreading service out into more routes, which means poorer frequencies and shorter hours of service. With a fixed budget, a transit agency cannot do both things at once: focus service to make it more frequent, and spread it out to cover more places.

A majority of stakeholders said that SMART should balance these goals about

Figure 13: Stakeholder workshop - Question 4

Poll: How should SMART balance the goals of high ridership and wide coverage?

017

The top priority is to run routes that many people use.

18 %

Use about half of SMART's budget on busy routes, and the other half covering areas that area important even if few people ride.

76 %

Spread service evenly across the entire city, so that every street has a little bit of service on it.

6 %

I'm not sure.

0 %

evenly. Currently, SMART provides extensive coverage within Wilsonville; there are only a few areas that are more than a short walk from service.

Only 6% of the stakeholders said that coverage should be prioritized more, while about 18% said that the top priority should be on running service that are used by many people.

The existing service standard for coverage, cited in SMART's 2020 Title VI policy, is that 85% of the city's residents should be within 1/3 mile walk of a bus stop.

For both the existing 2022 and proposed 2028 SMART networks, only 54% of residents are within a 1/3 mile walk of a bus stop at midday on weekdays, and 59%

during rush hours.

As a coverage standard, "85% within a 1/3 mile walk" is a very hard to meet, especially for a low-density city. With many residents living down cul de sacs or against barriers like the Willamette River and the I-5 freeway, for transit to be within 1/3 mile of so many people, buses would have to go down small neighborhood streets and cul de sacs. Adding this coverage – even if it were desired by those neighborhoods – would require either new funding, or cutting service on high-ridership routes like Wilsonville Road or Salem.

Tabling Events

SMART staff tabled at eight community events in summer 2022. At these events, people were able to place dots on a pair of maps to indicate which connections they thought SMART should focus on. There was one map focused on Wilsonville for local destinations, and a second map showing a range of regional destinations.

The top regional destinations in this activity were Sherwood, Tualatin, and Canby. The top three local destinations for SMART to serve were Argyle Square Shopping Center, Villebois, and the Town Center Loop area, Memorial Park area, & Old Town Square.

The events where this input was gathered were:

- Wilsonville Farmers Market on Thursday July 14th.
- Rotary Concert in the Park event Thursday July 21st.
- Wilsonville Farmers Market on Thursday August 4th.
- WLWV Family Empowerment Open House on August 17th, 2022.
- Bridging Cultures events on July 30th, 2022 and Saturday August 27th, 2022.
- City of Wilsonville’s Community Block Party on August 25th, 2022.

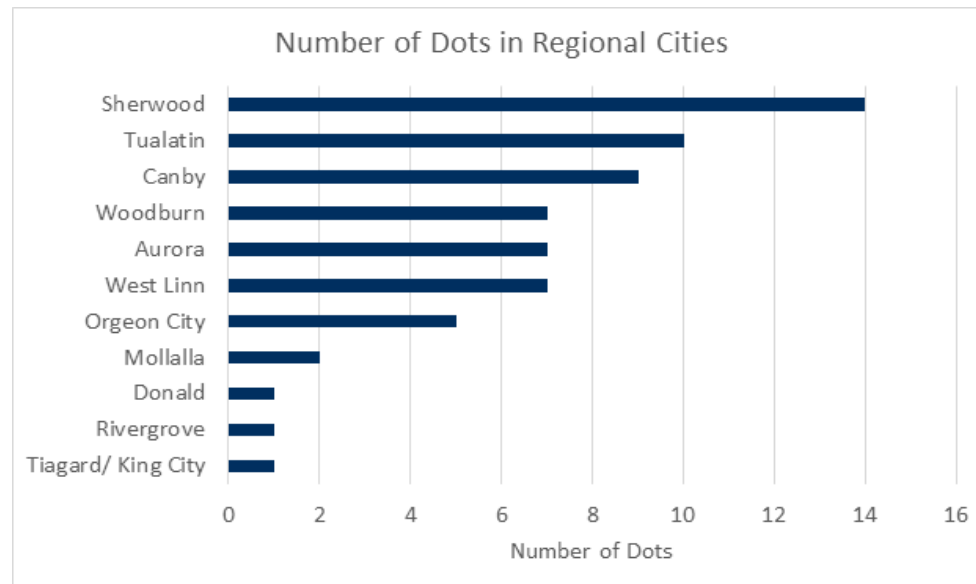


Figure 14: Results of Tabling Dot Exercise - Regional Destinations

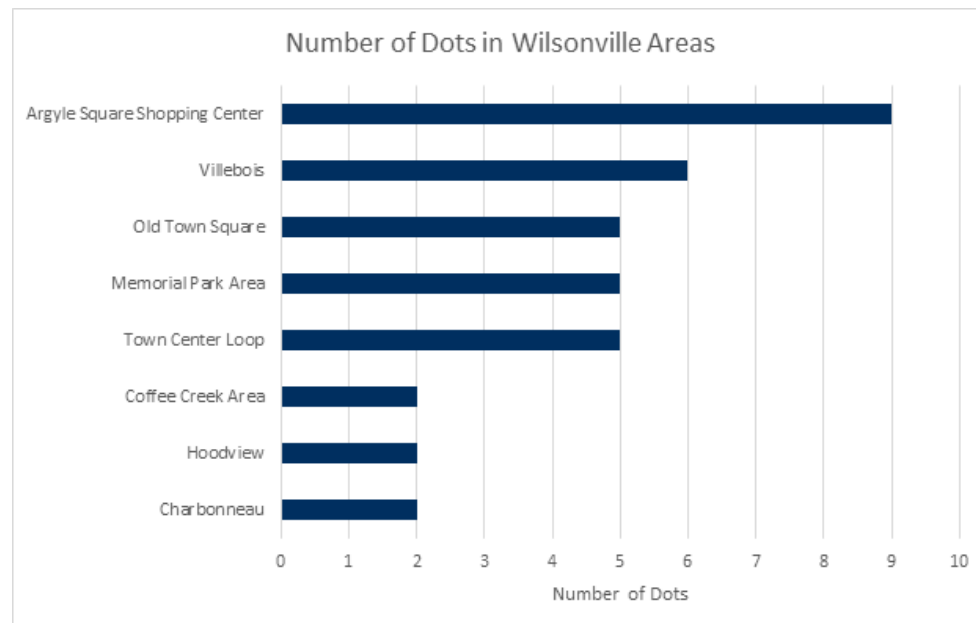


Figure 15: Results of Tabling Dot Exercise - Local Destinations

- Heart of the City's Gear Up 4 School on August 13th, 2022, from 9 a.m. to 12 p.m.

The dot map activity ended with a total of 32 participants and 99 total dots.

Operator survey results

Seven SMART bus drivers completed a short survey asking similar questions about which destinations the agency should prioritize for future service improvements. Drivers were asked to respond based on what they have heard from riders. They reported having heard from riders that SMART should serve Woodburn, Barbur Transit Center, Clackamas, Oregon City, East Portland and Canby.

Key Takeways

The Plan outreach process shaped the future network improvements that have been included in the plan. The 2028 Network described in this document is oriented towards these major priorities.

- **Adding weekend service, especially Sundays.** Both the community survey and stakeholder input suggested that SMART should prioritize adding Sunday service, as well as making Saturday service available on more routes. The 2028 Network would do both of these things.
- **Adding early morning and late evening service.** This was the second highest priority, and is reflected in the 2028 Network as earlier starts and later ends to service on existing routes, and long hours of service on proposed new routes.
- **Better regional connections.** The top response in the community survey for **where** SMART should focus on improving its services was to bolster connections to neighboring communities. The 2028 Network enhances services to Salem and Tualatin, establishes new routes to Tigard, Oregon City and Clackamas Town Center, and retains the existing connection to Canby.
 - o Sherwood, the most-often requested location from the map-dot exercise, would be reachable via multiple TriMet routes from Tigard, as would Beaverton, downtown Portland and SW Portland.
- **Maintaining coverage.** Survey-respondents and stakeholders expressed that maintaining coverage within Wilsonville was important. The 2028 Network keeps the same number of residents within 1/2 mile of service, while improving slightly the number of lower-income and minority residents near service. The 2028 Network also provides shorter walks to service for residents along Canyon Creek Road and in Villebois.

3. Fixed-Route Services

This plan lays out a network of future SMART services oriented around the top priorities from public input:

- Additional regional connections.
- Higher frequency for regional and local routes.
- Weekend service, and longer hours of service.

The network described here is intended to make transit more useful to more people, for a greater variety of trips. It would give people more choice in when to travel within Wilsonville and between Wilsonville and neighboring cities.

Figure 16 maps how the proposed SMART network could look in 2028. On this map, the color of each route represents how frequently it would run:

- **Dark blue lines** (Routes B and F) would run every 30 minutes all weekday.
- **Light blue lines** (Routes A, C and D) would run every hour all weekday.
- The dashed line (Route G) would only run during rush hour.
- The **yellow line** (Route E) would offer trips every two hours, all day on weekdays.

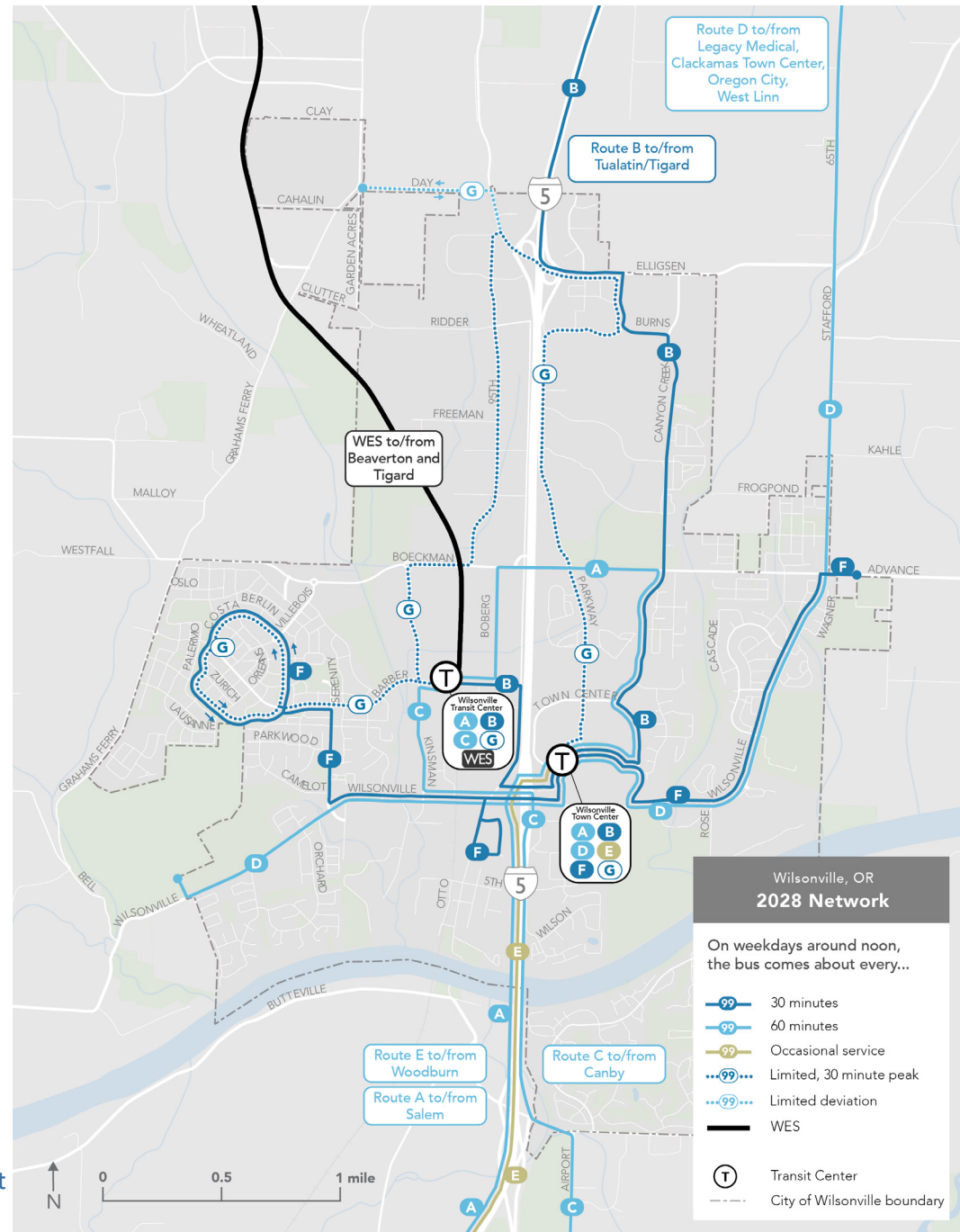


Figure 16: 2028 Transit Network - Wilsonville

There are several “big moves” in the 2028 Network that together make it more useful to more people, for more trips:

- **Shorter waits.** Today, the only route that runs every 30 minutes is Route 4 on Wilsonville Rd. The 2028 network would add a new 30 minute service (Route B) that would serve the Wilsonville Transit Center, Wilsonville Town Center, Canyon Creek Rd, and then continue north to Tualatin and Tigard via I-5.
- **Better regional connections.** In addition to the existing connections to Salem and Canby, the 2028 network would have service every 30 minutes to Tualatin and Tigard, and every 60 minutes to West Linn, Oregon City and Clackamas Town Center. Many of these places offer transfers to other transit routes going further. For example:
 - o Sherwood, Beaverton and Portland can be reached through Tigard;
 - o Milwaukie can be reached through Oregon City; and
 - o East Portland can be reached through Clackamas Town Center.
- **New connection points.** Instead of all services connecting only at the west side Transit Center / WES station, some routes would connect at the Town Center east of I-5.
- **Improved weekend service.** With the

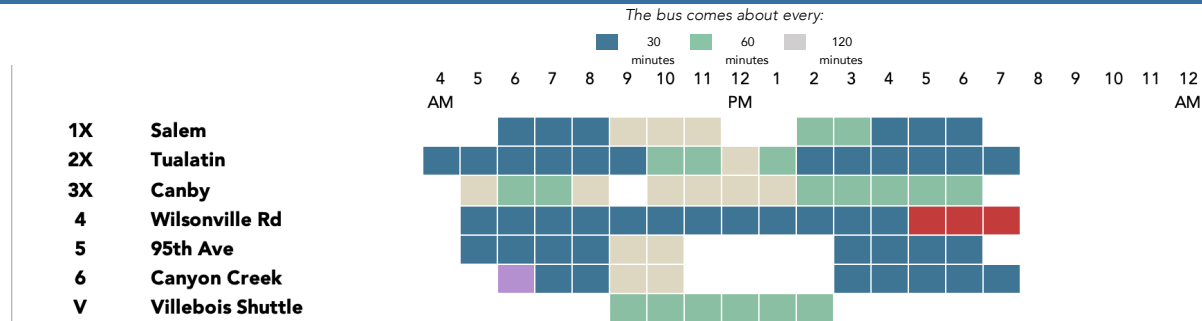


Figure 17: Weekday Frequency by Hour by Route - 2022 SMART Network

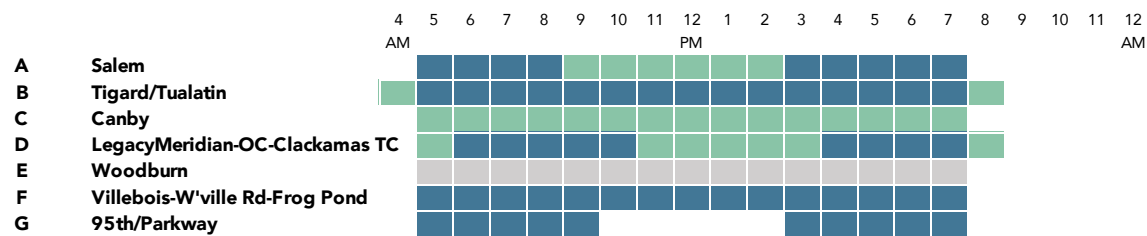


Figure 18: Weekday Frequency by Hour by Route - 2028 Network

2028 network, SMART service would run on Sundays for the first time, and more routes would operate on Saturdays.

This network plan is not achievable with SMART’s current resources, and especially not until constraints on the number of bus drivers and the number of transit buses are relieved. It is a ambitious plan, with the maps and tables here showing the end state of a five-year process of network improvement.

Better Frequencies, Close to More People

With today’s SMART network, the only route that runs every 30 minutes all day long is Route 4, the line serving Wilsonville Road. Most other routes run only every hour, but many have gaps in their schedule during the middle of the day that makes actual waiting times even longer.

Thirty-minute frequency throughout the whole day means that people traveling along Wilsonville Rd have more opportunities to make trips by transit, which makes it more likely that a transit trip will be an option that works for their daily schedule. It is therefore no surprise that Route 4 on

Wilsonville Road is SMART's most productive route.

Figure 17 shows the frequency on weekdays for SMART's 2022 routes, while **Figure 18** shows weekday frequencies for the 2028 Network.

In the 2028 Network, there would be two all-day 30-minute routes for local trips within Wilsonville.

- Route F would be an east-west service, running mostly on Wilsonville Road. Route F would connect Villebois, Fred Meyer, the Town Center and Frog Pond.
- Route B would be a north-south service. It would connect the west side Transit Center / WES station, the Town Center, Canyon Creek Road and Argyle Square. It would then continue north to Tualatin and Tigard.

Most other routes would offer consistent hourly frequencies all weekdays long, with extra rush-hour frequency on Routes A (Salem) and D (Legacy Medical-Oregon City-Clackamas).

Two routes would be nearly identical to existing routes:

- Route C, similar to the existing 3X (Canby), would offer a consistent hourly frequency all day, Monday-Saturday.
- Route A, similar to the existing 1X (Salem) would also offer a consistent

all-day hourly frequency Monday-Sunday, with extra frequency during weekday rush hours.

The increases in frequency on local and regional routes represented in the 2028 Network would address two important limitations of the existing network.

- First, more routes would run through the entire midday, making them useful for a wider range of trips than rush-hour commutes, especially the commutes of people working service, retail, hospitality or industrial jobs, and the commutes of people going to school or college.
- Second, the better frequencies would make many trips faster by reducing the waiting time required to use service.

SMART provides real-time arrival information about its routes, but frequency still has a big effect on how much time it takes to use transit, especially for local trips.

For example, a person wishing to travel from Villebois to an appointment at Wilsonville Town Center today would use the Villebois Shuttle, which runs every hour during weekday middays. Since they have to be on time for their appointment, they have to take the last bus that will get there early enough to be on time – which will often be painfully early. An hourly bus sometimes makes people arrive 50 minutes early to their destination. If a route offers just one opportunity to travel per hour,

then someone will wait an average of half an hour to use it – if not at the bus stop, then at their destination because they were forced to arrive too early.

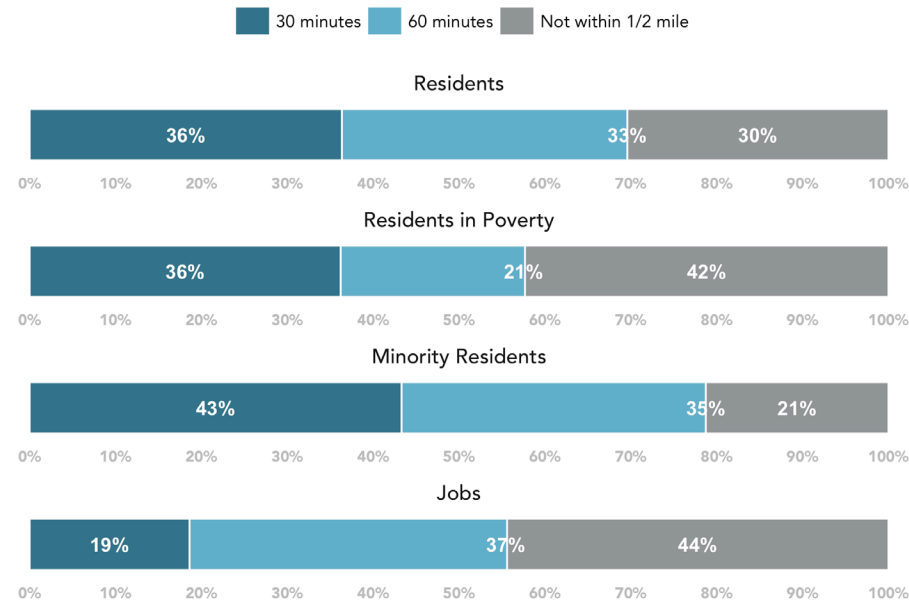
In this example, in the 2028 Network, Route F would serve Villebois every 30 minutes. The average wait to use it would be just 15 minutes, with two opportunities to depart per hour. Saving people an average of 15 minutes waiting per one-way trip makes a big difference in busy people's days. By focusing on frequency with this Plan, SMART can reduce people's travel times and make its network much more useful to more people.

Note that the frequencies recommended in this Plan, as shown in the graphic on the previous page, are approximate. There is a value to providing a consistent frequency (for example, a bus that comes at 8:10, 8:40, 9:10, 9:40 and so on) as opposed to an ever-changing schedule (such as 8:10, 8:35, 9:05, 9:45, and so on). The frequencies that recur in memorable patterns are 15-, 20-, 30- and 60-minutes, and they are called "clockface."

However, in scheduling bus routes, there are also valuable reasons to deviate slightly from a "clockface" frequency. For example, a slight change to timing may allow for a connection to another bus route or train line. Changes to timing are also sometimes necessary to provide drivers with meal breaks, or adapt the schedule to afternoon congestion.

SMART 2022 - Weekday at noon

What percentage of the SMART service area is near transit that comes every



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

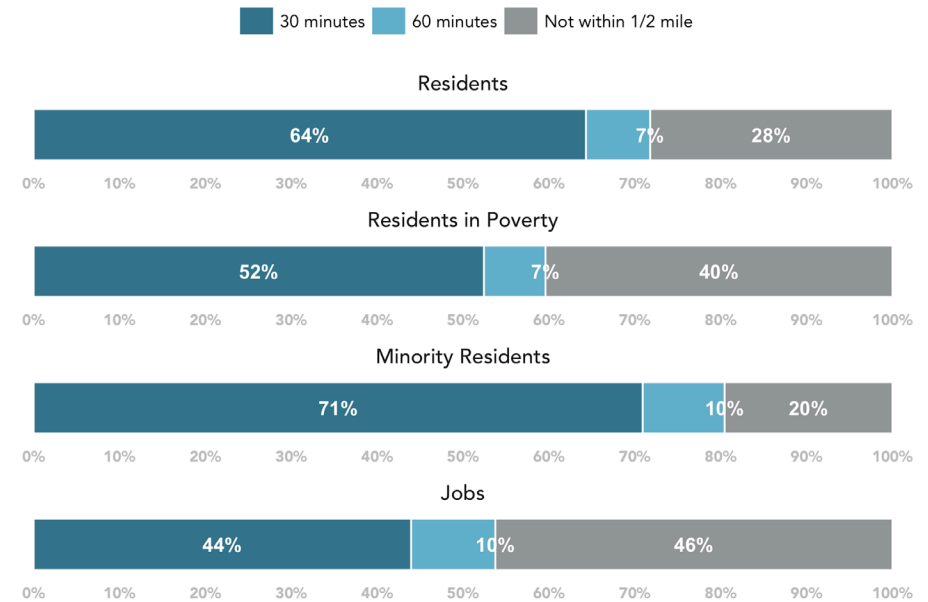
Figure 19: Proximity to Transit Service - SMART 2022 Network

The 2028 Network would put more residents near routes running all day, from early morning to late evening. It would especially put more Wilsonville residents near more frequent service.

Today, only about 36% of Wilsonville residents are within a 1/2-mile walk of Route 4, the only 30 minute service, while about 33% are near a 60-minute service.

SMART 2028 - Weekday at noon

What percentage of the SMART service area is near transit that comes every



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 20: Proximity to Transit Service - SMART 2028 Network

With 30-minute service extended to Brown Road, Villebois and Canyon Creek Road, the 2028 Network would put more people near a route coming more often. About 64% of residents would be near a 30-minute route.

Better Regional Connections

One of the priorities expressed by the public in 2022 was improving connections between Wilsonville and other communities. The 2028 Network includes three new routes designed that will make it easier to travel to or from other cities:

- Route B, a new service running every 30 minutes among Wilsonville, Tualatin and Tigard.
- Route D, a new service running every 60 minutes among Wilsonville, Legacy Meridian Medical Center (Tualatin), West Linn, Oregon City and Clackamas Town Center.
- Route E, a new service running every two hours among Wilsonville, Woodburn and Keizer.

These new routes would supplement SMART's existing regional connections to Salem (Route A) and Canby (Route C). The routes to Salem and Canby would both be improved with additional trips for a more consistent frequency throughout the day.

These routes are also designed around the principle that there need not be a categorical separation between "local" and "regional" or "express" routes. Rather, regional routes should enter Wilsonville along paths that get the service close to many residents, jobs and businesses. This

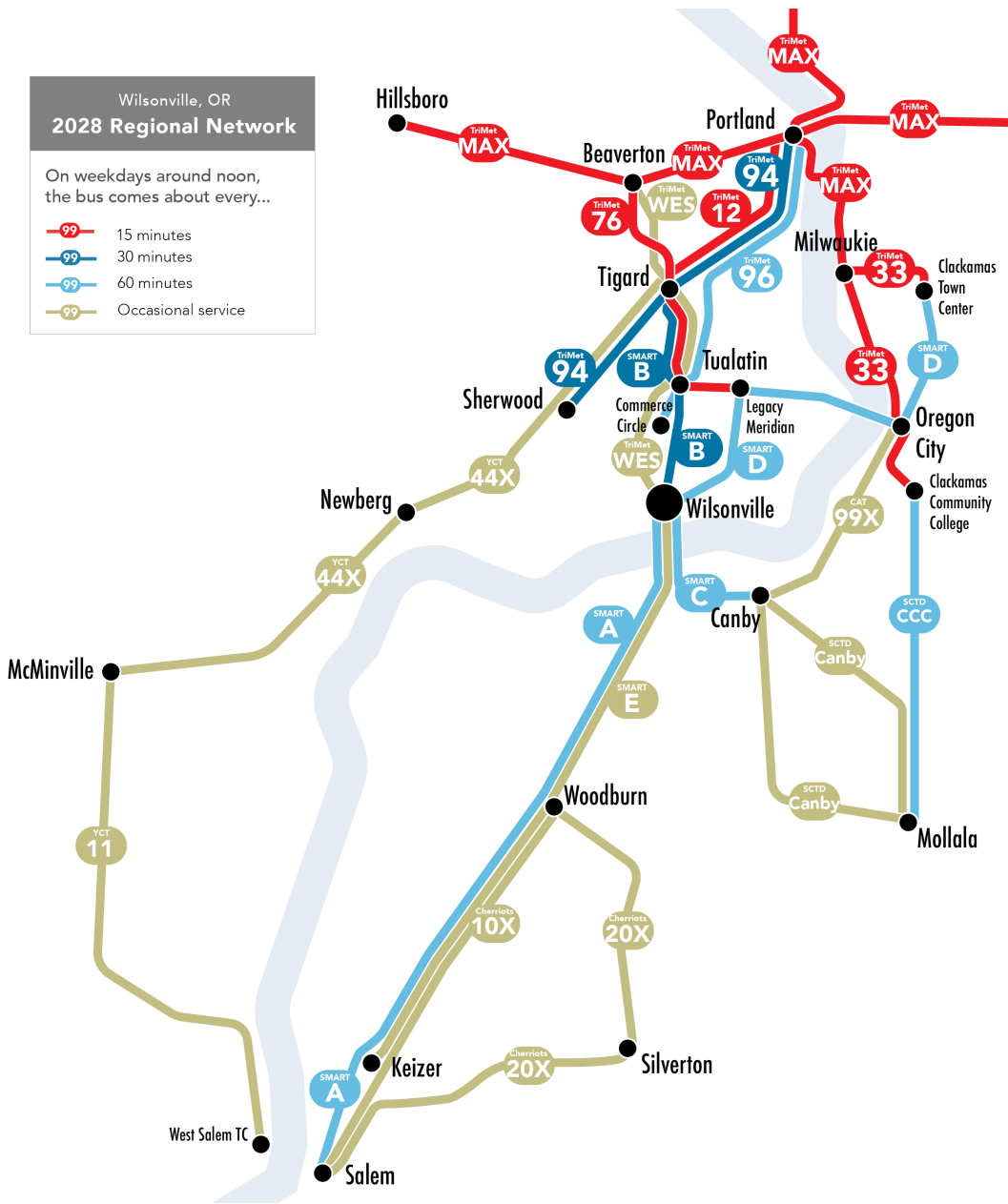


Figure 21: Regional Transit Network Operated by All Transit Agencies, with 2028 Recommended SMART Routes

is reflected in the existing SMART network, on which Route 2X provides both regional service (to Tualatin) and local service (in Wilsonville west of I-5). However Route 2X is the only existing route to combine regional and local service in this way. In the recommended 2028 network, Routes A, B and D would offer at least 1 mile of local stops in addition to regional connections. This will enable more people to use SMART to reach neighboring cities without having to make a transfer in Wilsonville, making SMART more useful for several different types of trips.

First, transit connections for the most common commute patterns would be improved. **Figure 22** charts the south metro area cities by the number of workers traveling between them each day (based on 2018 LEHD data). The largest south metro commuting partners with Wilsonville are Tualatin, Tigard, Woodburn, Canby and Oregon City.

The **yellow highlights** on the table in **Figure 22** show the cities that would be directly connected to Wilsonville by routes in the 2028 network, making it easier or residents and workers to travel between Wilsonville and these other cities during more of the day and week.

Commuting trips only tell part of the story, because people travel for many other reasons. Prior to the pandemic, national research suggested that only 1 in 5 trips by Americans was a trip to work.

In Tualatin, Route B would serve Bridgeport Village and Nyberg Woods. By ending in Tigard, Route B would also connect to many TriMet and Yamhill County bus routes, making it easier to continue trips to Beaverton, Hillsboro, Sherwood, Newberg, or into Portland.

In fact, the trip to Portland would be very similar to the trip available years ago,

via the Barbur Transit Center: Wilsonville residents would ride a SMART bus north and transfer to TriMet's Line 12. By making that connection in Tigard instead of at Barbur TC, SMART can offer many other connections to more lines and places compared to what's available at Barbur TC.

South Metro Area Job Flows
Number of workers with paired home-work location by city

	Aurora	Barlow	Beavercreek	Butteville	Canby	Dayton	Donald	Dundee	Hubbard	Keizer	McMinnville	Molalla	Mulino	Newberg	Oregon City	Sherwood	St. Paul	Tigard	Tualatin	Wilsonville	Woodburn
Aurora	7				39		7	1	28	11	6	12	2	12	10	9	2	22	21	46	51
Barlow		0			4										1	4		4	4	10	2
Beavercreek			67		54		4		4	13	7	48	19	14	314	10		80	67	48	18
Butteville		1		2	15		4		2	6	3	5		5	4	3	1	6	7	15	7
Canby	39	4	54	15	1378		29	12	127	94	68	260	54	118	595	131	4	396	455	722	383
Dayton			1	1	3	61	2	10	1	4	267		1	96	11	13	5	34	37	17	16
Donald	7	0		4	29		12		18	18	22	13	2	40	21	16	4	22	28	45	41
Dundee			1		12	10	2	31	1	10	335	3		270	9	48	2	74	92	57	27
Hubbard	28	0	4	2	127		18	1	67	43	31	39	7	33	40	21	7	80	103	161	265
Keizer	11		13	6	94	4	18	10	43	1450	243	40	4	118	92	47	19	266	221	247	466
McMinnville	6		7	3	68	267	22	335	31	243	5894	28	3	1132	117	140	6	358	333	176	195
Molalla	12	1	48	5	260		13		39	40	28	572	82	51	304	32	2	152	138	158	162
Mulino	2		19	1	54		2		7	4	3	82	31	8	105	10	1	42	22	37	14
Newberg	12	3	14	5	118	96	40	270	33	118	1132	51	8	2226	156	537	24	822	887	509	181
Oregon City	10	1	314	4	595	11	21	9	40	92	117	304	105	156	2411	184	4	963	780	619	167
Sherwood	9	4	10	3	131	13	16	48	21	47	140	32	10	537	184	834	10	1022	1115	575	155
St. Paul				1	4		4		7	19	6			24	4	10	9	5	9	6	24
Tigard	22	4	80		396	34	22	74	80	266	358	152	42	822	963	1022	5	3587	2911	1364	432
Tualatin	21	4	67		455	37	28	92	103	221	333	138	22	887	780	1115	9	2911	2081	1560	736
Wilsonville	46	10	48	15	722	17	45	57	161	247	176	158	37	509	619	575	6	1364	1560	803	718
Woodburn	51	2	18	7	383	16	41	27	265	466	195	162	14	181	167	155	24	432	736	718	1866

Figure 22: South Metro Area cities by number of workers commuting

Route D would connect to Clackamas Town Center, a major employment and social destination, and also a hub for transit connections to many parts of Portland, Gresham and even (in the future) Sandy.

Rather than proceeding “express” all the way to Clackamas, Route D would stop at other busy places, in order to be useful for large numbers of people and justify the high frequency offered on the route. It would stop at Legacy Meridian Medical Center, West Linn and Oregon City.

Oregon City is important not only because it’s dense with residents and jobs, but also because as the county seat of Clackamas County, it is the location of important public and medical services. It is also where connections are available to the main Clackamas Community College (CCC) campus. From the envisioned Route D stop in downtown Oregon City, both CCC and the Providence Willamette Falls Medical Center would be reachable with a transfer to TriMet lines.

Less Reliance on WES for Regional Connectivity

One regional connection that would be de-prioritized in the 2028 Network is the timed connection between SMART bus routes and WES. All of the recommended routes in the 2028 Network have been presented here with “clockface” frequencies, which are frequencies that people can easily remember because they repeat their

pattern from one hour to the next. For example, a 30-minute route would pass someone’s bus stop at 7:07 a.m., 7:37 a.m., 8:07 a.m., and so on.

Clockface frequencies are easy for people to learn and remember. However, they trade-off against other scheduling details that can be valuable, such as scheduling buses to arrive at the right time for connections with other buses (for example in Canby or Salem) or with trains. In the past, when WES ridership was higher, there was an obvious value to making bus schedules time buses to meet WES trains.

However, WES trains are scheduled to come every 45 minutes. If local routes are scheduled to meet WES trains, then they must operate every 15-, 45- or 90- minutes (multiples of 45). But 15- or 90-minute frequencies are often wrong for local Wilsonville routes (unaffordably high or inadequately low), while a 45-minute frequency is not clockface and makes the schedule throughout the day hard to remember.

In addition, ridership on WES has been extremely low for many years, even predating the pandemic.

For these reasons, the frequencies and routes in the 2028 Network have been set to depend less on WES and operate more as a complete regional and local network. WES is one element of the regional network, but not the only and not the overriding priority.

Some route details that result from this decreased emphasis on WES are:

- Route frequencies of 30- or 60- minutes, rather than every 45 minutes.
- The terminating of a few routes (D, E and F) in the proposed east side Town Center facility rather than at the west side Transit Center / WES station.
- No deviation off of Wilsonville Road north to the WES station by the regional Route D or local Route F, making them more linear routes for people not traveling to or from WES.

Regional Routes Near Residents and Businesses

In public input, regional services were given high priority for SMART's future network. Today, only a minority of residents live near one of SMART's services that can take them beyond the Wilsonville city boundary. **Figure 23** shows that about 40% of residents live within a 1/2-mile walk of a regional route.

With the 2028 Network, not only would the range of destinations available via SMART regional services increase, but so would

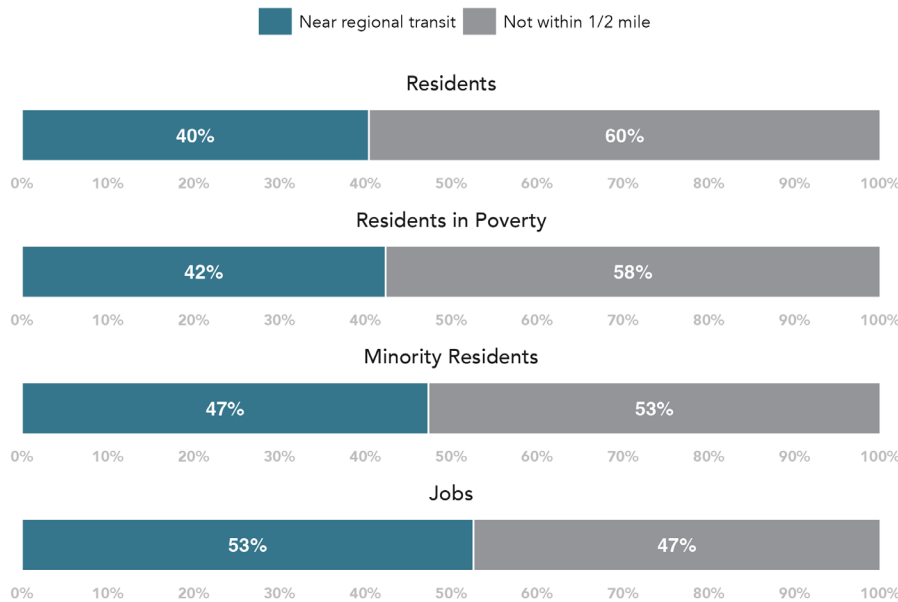
the number of residents living near those routes. As **Figure 24** shows, the percent of Wilsonville residents living near a regional route would increase to 53%. This is mainly a result of the new Routes B and D.

Route D would replace SMART's temporarily suspended Medical Shuttle with a regular hourly route from Wilsonville to Clackamas Town Center. Within the City, it would run on Stafford Rd and Wilsonville Rd, and would terminate at Graham Oaks Park. That means that a large portion of the River Fox and Mayfield neighborhoods at the west end of Wilsonville Rd would

now be within walking distance of a route to Legacy Meridian, West Linn, Oregon City and Clackamas.

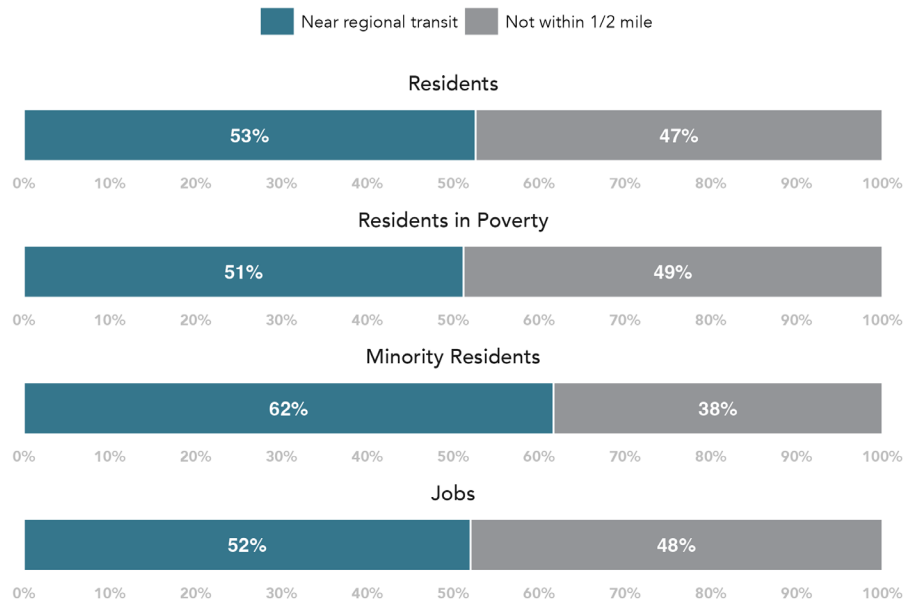
Route B would replace the existing 2X, but it would also serve a longer segment of Canyon Creek Rd. Canyon Creek Road has some dense apartment neighborhoods along it, as well as low-density employment campuses. South of Boeckman Road Canyon Creek Road is separated from Wilsonville Road by the creek, making walks for some residents to existing service rather long.

Proximity to Regional Transit
2022 - Weekday at noon



ote: Proximity to a regional route is measured as being located within 1/2 mile of a bus stop along Routes 1x, 2x, 3x, 80x, and M.

Proximity to Regional Transit
2028 - Weekday at noon



ote: Proximity to a regional route is measured as being located within 1/2 mile of a bus stop along Routes A, B, C, D, and E.

Figure 23: Proximity to Transit Service - SMART 2022 Network

Figure 24: Proximity to Transit Service - SMART 2028 Network

Adding service on Canyon Creek Road, and all-day regional service, would put many more residents and jobs in Wilsonville one bus away from Tualatin and Tigard.

New Transfer Points Inside Wilsonville

In the existing SMART network, most routes come together at the Wilsonville Transit Center on the west side, adjacent to the TriMet WES station. WES connects to Tualatin and Tigard, but since its inception it has only operated during rush hours, and its high cost of operation and low ridership has made it difficult for TriMet to justify longer hours of service. Mixed use development is being added near the Transit Center, but the area surrounding it is foreseen to be fairly low-density industrial and open space for years to come, land uses that don't generate much transportation demand.

On the other hand, Wilsonville Town Center east of I-5 has a combination of retail and service businesses, a community college campus, public services and offices, and nearby apartments. The City of Wilsonville has an ambitious plan to redevelop portions of this area in the future. In this Plan, the Town Center is foreseen as an important node with fairly high demand for transit. Establishing a small transit center there would also help SMART avoid some congestion around I-5, and make some bus

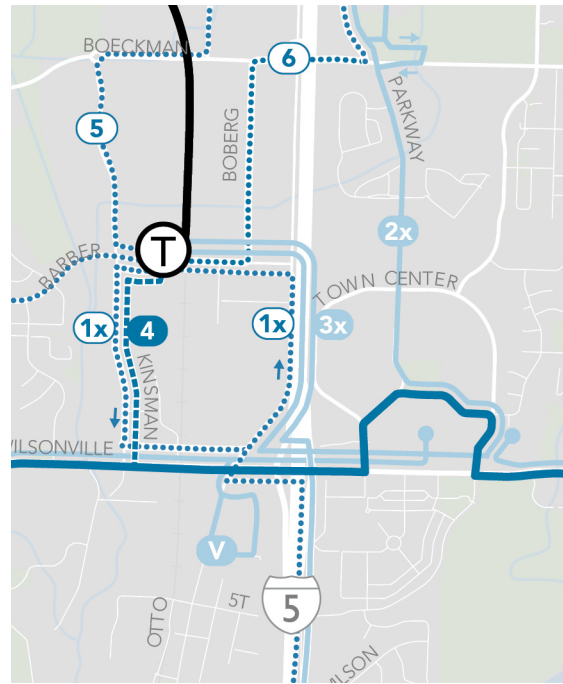


Figure 25: SMART Existing Network - Central Wilsonville

routes more linear and direct by relieving them of the need to deviate north to the west side Transit Center.

Figure 25 and Figure 26 compare the existing and 2028 networks in the central area of Wilsonville. In the existing network, every route goes to the Wilsonville Transit Center. In the 2028 network, this will work a little differently. Of the two connection points:

- Routes A, B, and G will serve both the west side Transit Center and the east side Town Center. Route B will connect the two centers every 30 minutes.

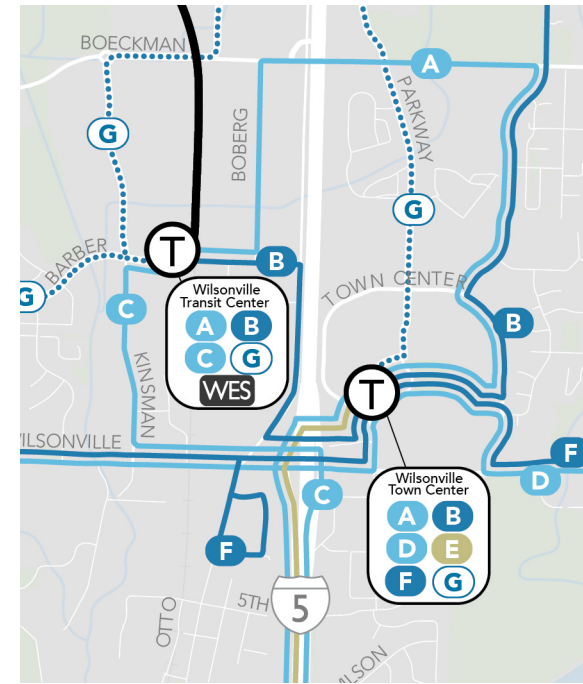


Figure 26: SMART 2028 Network - Central Wilsonville

- Routes D, E and F will only serve the east side Town Center.
- Route C will only serve the west side Transit Center.

Both locations are important as places where riders can transfer between routes, and as places where layover can take place. However, these centers are not the only places where transfers can be made – transfers between most routes will still be possible elsewhere in the city.

Transfer from route...

	A	B	C	D	E	F	G
A		Both	W. TC	E. TC	E. TC	E. TC	Both
B	Both		Both	E. TC	E. TC	E. TC	Both
C	W. TC	Both		OS		OS	W. TC
D	E. TC	E. TC	OS		E. TC	E. TC	E. TC
E	E. TC	E. TC		E. TC		E. TC	E. TC
F	E. TC	E. TC	OS	E. TC	E. TC		E. TC
G	Both	Both	W. TC	E. TC	E. TC	E. TC	

Road. **Figure 28** shows an example of a potential transfer using Routes C and D.

Because some routes would pass through the east side Town Center before terminating at the west side Transit Center, more transfers would be possible at the east side location than the west side location. However, depending on scheduling, the timing of transfers might mean that some

passengers prefer to use one transit center or the other, when they have the option to use either.

The only routes that wouldn't connect easily with one another would be Route C (Canby) and Route E (Woodburn/Keizer). However, the towns of Woodburn and Canby are already connected to one another by CAT's Route 99 service on Highway 99E, so there is unlikely to be much demand for this transfer in Wilsonville.

Figure 27: Locations for potential transfers among routes in the 2028 Network

Figure 27 shows where transfers between pairs of routes could take place.

- "W. TC" means a rider could transfer at the west side Transit Center (also known as Wilsonville Transit Center or the WES station).
- "E. TC" means a rider could transfer at the new east side Town Center facility, which will be on or near Park Place.
- "Both" means that a transfer would be possible in either place.
- The transfers marked "OS" would take place on-street away from either facility.

Connections between Routes C and D, and between Routes C and F, would happen along Wilsonville Road, at stops at either Boones Ferry Road or Kinsman

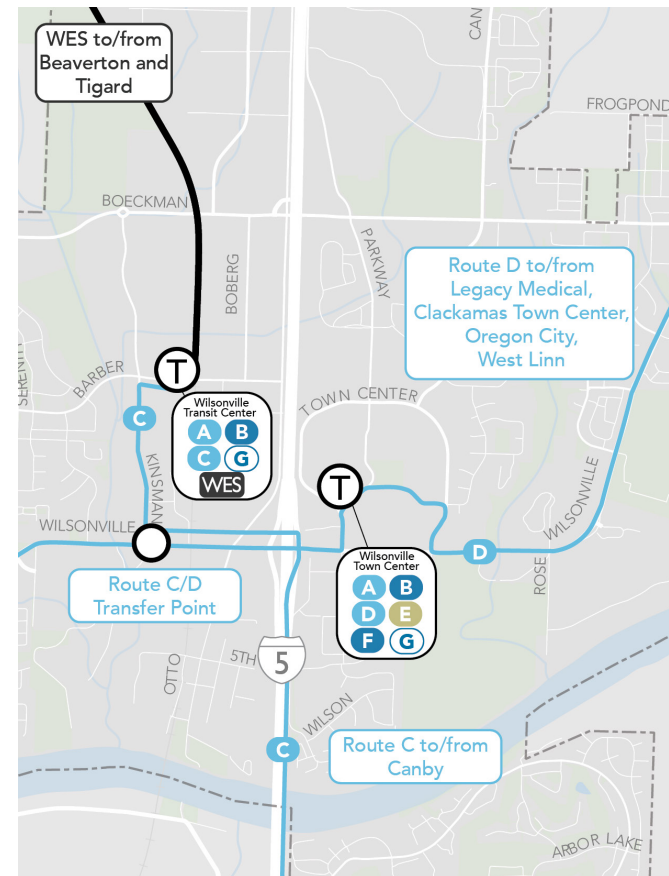


Figure 28: Example of a transfer between Routes C and D along Wilsonville Road in the 2028 Network.

Better Weekend Service

Saturday Service

Figure 29 and Figure 30 compare the frequency of each route on Saturdays between the 2022 and proposed 2028 networks.

As of 2022, only three routes were running on Saturdays:

- Route 4 on Wilsonville Road, every 30 minutes with some longer waits at midday.
- Route 2X between Wilsonville and Tualatin, every 30 minutes with some longer waits at midday.
- The Villebois Shuttle, which made just three trips per Saturday.

Demand-response service (“Dial-a-ride”) is currently offered on Saturdays over the same hours as fixed-routes.

Limited weekend service severely limits the usefulness of transit for most people. A person who works on weekends can’t chose transit if it is barely there or not there at all on Saturdays.

With the 2028 network, the amount of service available on Saturdays would increase dramatically. All of the regional routes would run on Saturdays, making it possible to travel among Wilsonville

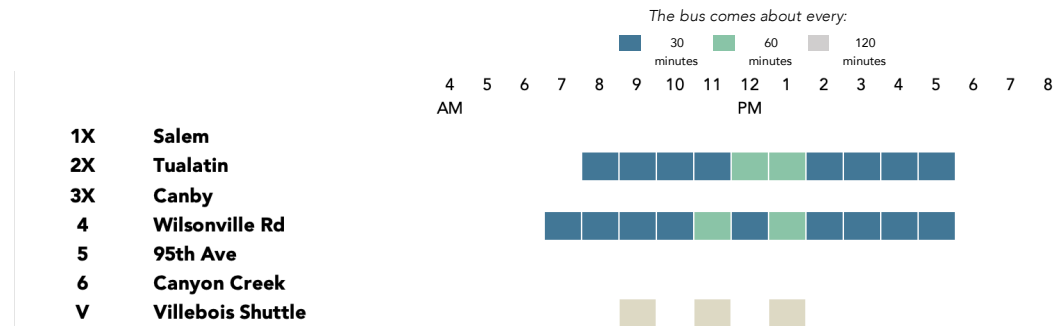


Figure 29: Saturday Frequency by Hour by Route - Existing SMART Network

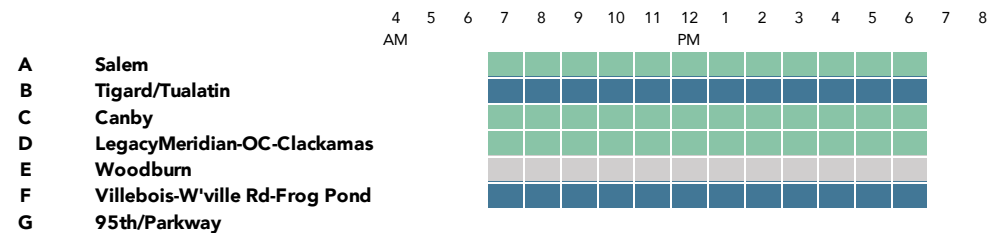


Figure 30: Saturday Frequency by Hour by Route - 2028 Network

and Salem, Tualatin, Tigard, Canby and Woodburn 6 days of the week. Except for Route E to Woodburn, all of these routes would run at least every hour, with the Tigard/Tualatin and Wilsonville Rd routes running every 30 minutes.

The only parts of Wilsonville that would not have Saturday service with the 2028 network are those served by Route G at rush hour only; these are also mainly employment and industrial areas, and service designed for them is particularly adapted for a 9-5 commute.

Sunday Service

Today, no SMART routes run on Sundays. That means that transit is not an option for

people in Wilsonville who need to travel on Sundays, and once someone purchases a car to solve their Sunday transportation problem they are likely to use it for the rest of their week.

The 2028 Network establishes a basic level of SMART service on Sundays. This service level would actually exceed what is currently provided on Saturdays by the existing network. The Sunday network would be:

- Route F - Wilsonville Rd would run every 60 minutes.
- Route A - Salem would run every 60 minutes.
- Route B - Tigard / Tualatin would run

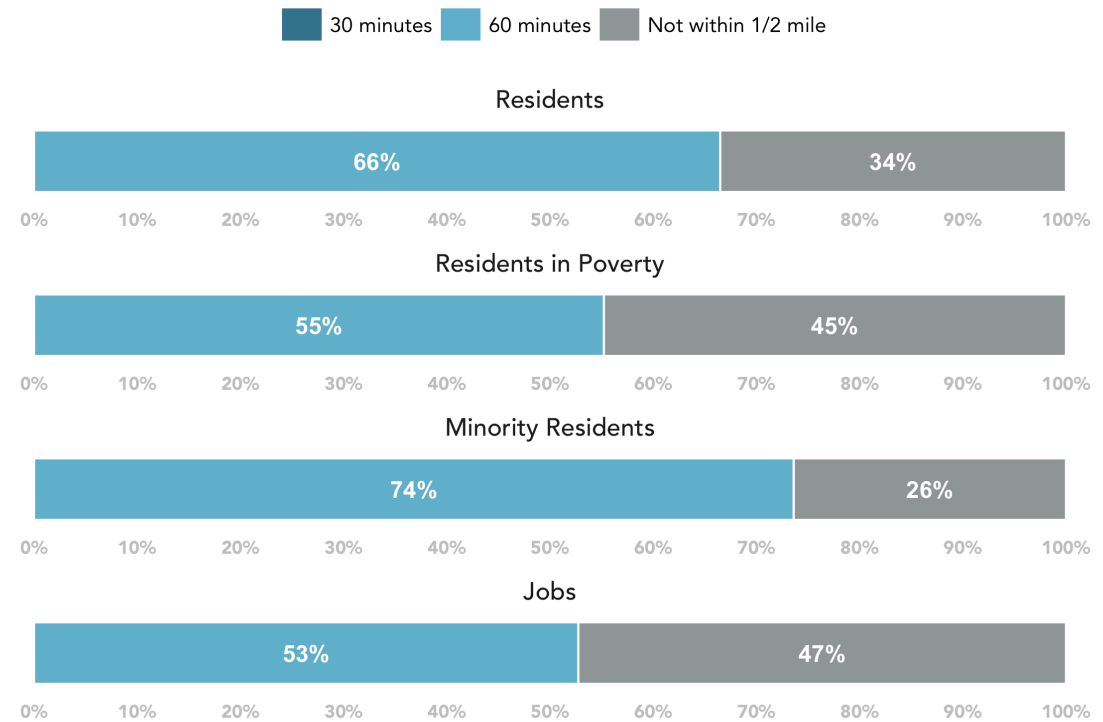
every 60 minutes.

With this structure, the most productive local and regional services (based on recent and historical ridership) would be available every day of the week. That means that a person who wants to travel from a home along the east end of Wilsonville Rd to Fred Meyer could do that by transit every day. Similarly, a person who lives along Canyon Creek Rd and works at Bridgeport Village could easily make that trip by transit every day with Route B. A resident of Tigard who wants to work at a Wilsonville business could accept a weekend shift.

Figure 31 shows how many residents in Wilsonville would be near transit with the 2028 Network’s Sunday service. A majority (66%) of all residents would be within a 1/2 -mile walk of a route running all seven days of the week.

SMART 2028 - Sunday at noon

What percentage of the SMART service area is near transit that comes every



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Figure 31: Wilsonville residents and jobs near SMART service on Sundays in the 2028 Network

Route Details

This section describes each route in the 2028 Network in detail.

Route A - Salem

Route A is the 2028 Network’s new version of SMART’s existing Route 1X between Wilsonville and Salem. This is a very important connection and would be maintained similar to today’s route, but with added trips during the midday.

The main change with Route A is in how the route would circulate through Wilsonville. Today, coming from Salem, Route 1X gets off I-5 at the Wilsonville Rd exit and makes a one-way loop of Boones Ferry Rd and Kinsman to reach the Wilsonville Transit Center. This is an industrial area, which means that almost no Wilsonville residents actually live near the 1X. Most people wishing to use it will need to reach the west side Transit Center first, which adds to their journey time.

In the 2028 Network, the new Route A would instead travel east from the I-5 through Wilsonville Town Center, and then continue along Canyon Creek, Boeckman and Boberg to end at the west side TC. This routing would bring the bus to Salem within a 10 minute walk of about 4,600 residents. Today’s Route 1X service to Salem is walking distance from only about 400 Wilsonville residents.

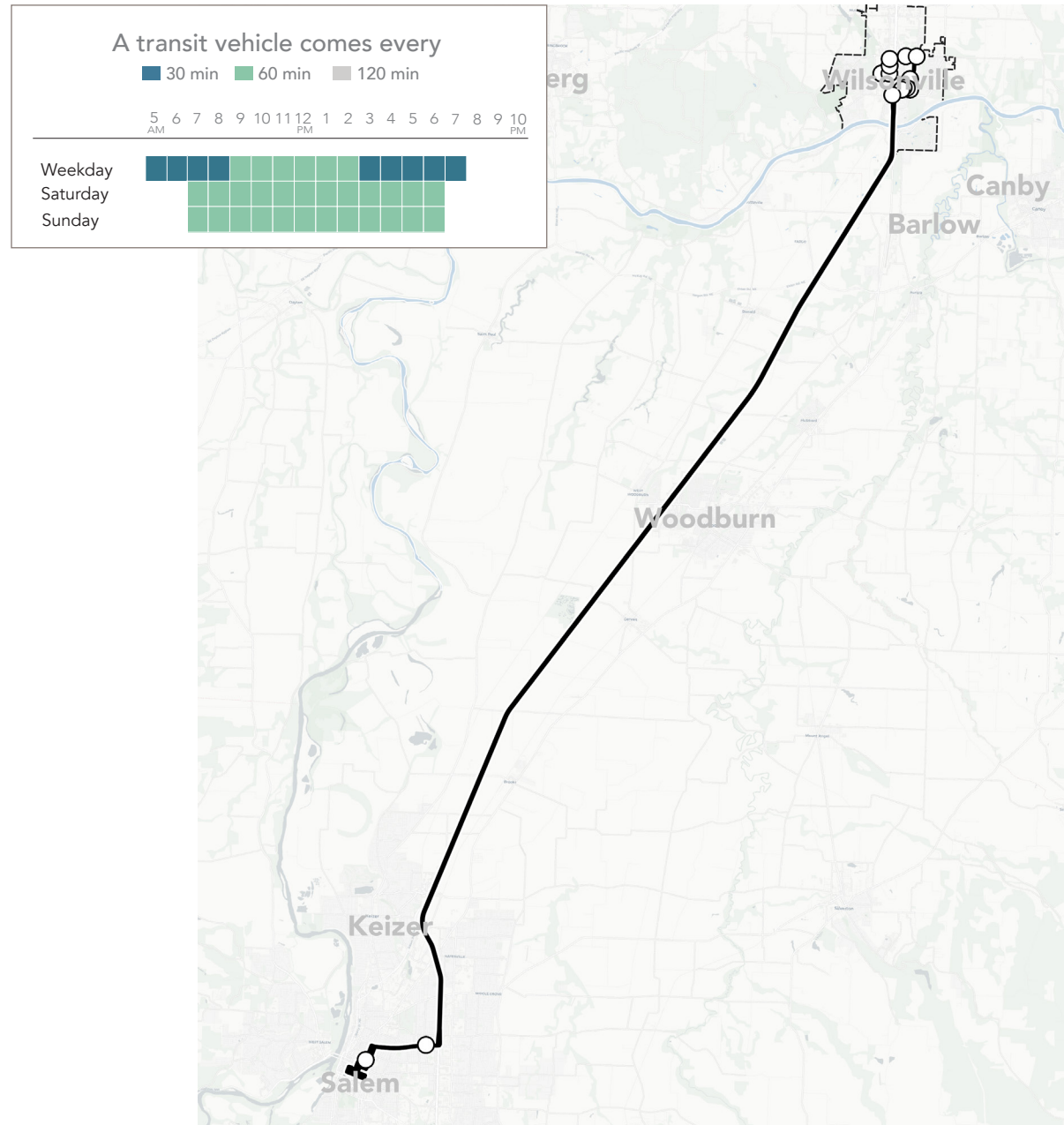


Figure 32: 2028 Network - Route A

Route B - Tigard/Tualatin

Route B replaces SMART’s current 2X service to Tualatin, with a route that continues north to Tigard.

Running every 30 minutes, Route B effectively plugs SMART into one of the most important connection points in the metro area’s west side network, the Tigard Transit Center. Today, Tigard can be reached using WES during weekday rush hours only, or with an additional transfer between SMART’s 2X and TriMet routes in Tualatin.

Tigard is served by routes running every 15 minutes that continue to Downtown Portland and Beaverton, as well as other routes to most parts of the west side of the metro area and Yamhill County. **By bringing people to (or from) Tigard, SMART can connect Wilsonville to numerous places that are also connected to Tigard - such as Beaverton, Washington Square Mall, Sherwood, Tualatin and Portland.**

The existing SMART Route 2X ends at the Tualatin Park & Ride near Bridgeport Village, missing an important activity center near the Nyberg Road I-5 exit. There are two major grocery stores, retailers and apartments located in this development area, known as Nyberg Rivers. Route B would get off I-5 at Nyberg (rather than at the Lower Boones Ferry Rd exit as 2X does today), and then use Nyberg, Martinazzi, Boones Ferry and Lower Boones Ferry to reach Bridgeport

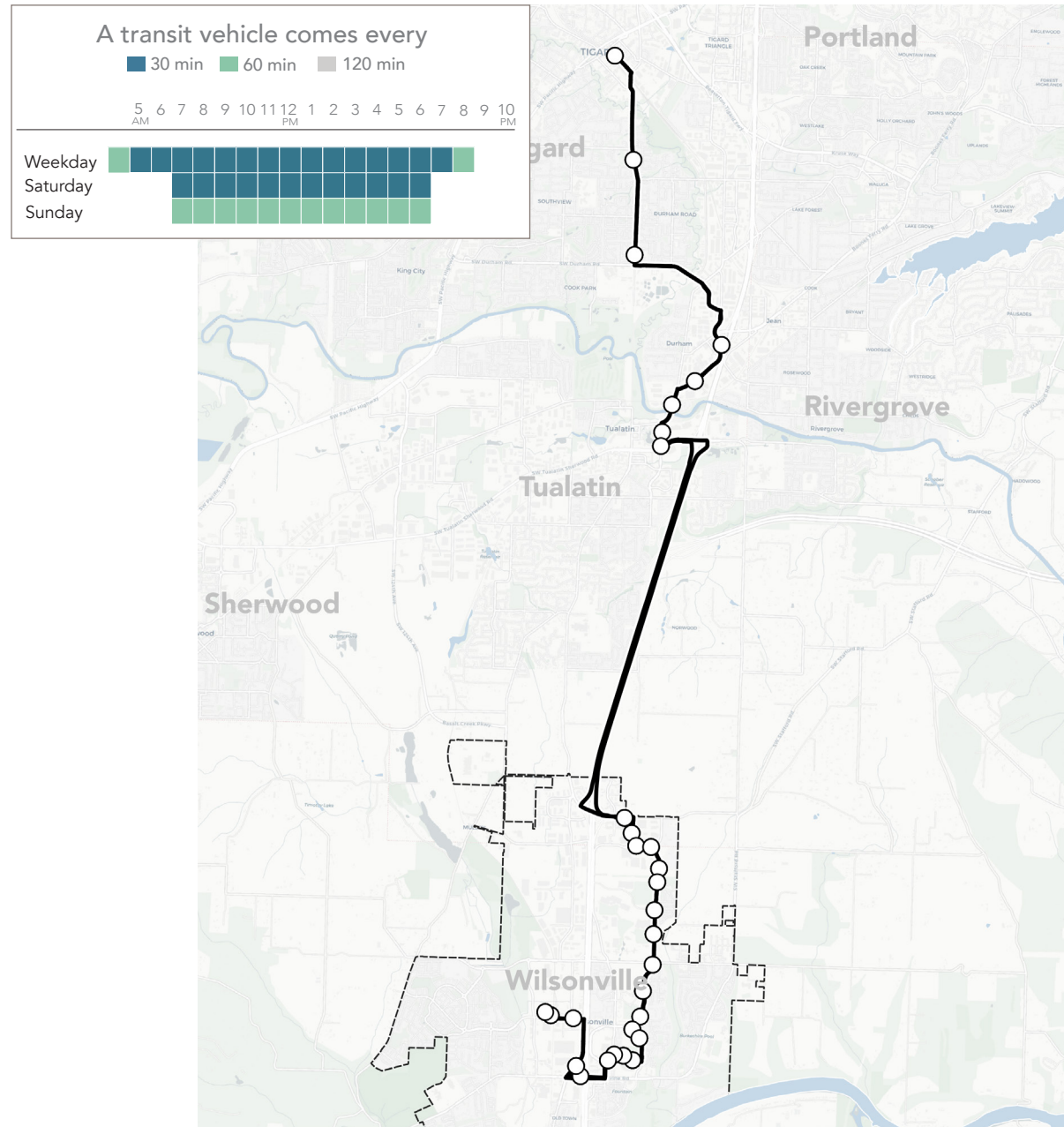


Figure 33: 2028 Network - Route B

Village.

Instead of ending at Tualatin Park & Ride, Route B would then continue north to Tigard via 72nd, Durham Rd and Hall Blvd. It would not make all local (TriMet) stops along the way, instead making widely-spaced stops in order to avoid competing with TriMet services for any trips that are not leaving the TriMet service area. Since this is TriMet's service territory, the details of this arrangement will need to be worked out with TriMet.

Route C - Canby

The 2028 Network’s Route C is the new version of the existing Route 3X between Wilsonville and Canby. This route would change very little from the existing design. The only change to routing compared to the existing 3X is that Route C would use Airport Rd rather than Highway 551 between Charbonneau and the Aurora State Airport.

The most meaningful improvement to Route C compared to the existing 3X is that it would operate more frequently throughout the day. Route C would run every 60 minutes all day long; today’s 3X runs about this often during the morning and afternoon, but with long gaps in the middle of the day that make waiting times longer and connections to CAT’s 99X service difficult. Hourly service would also be offered on Saturdays.

Connections would be available in downtown Canby to CAT’s 99X route going south and north on Highway 99E, to Salem in the south and Oregon City in the north.

Route 3X buses are affected by unpredictable delays and regular congestion on I-5 across the Willamette River. ODOT and Wilsonville have studied improvements to the I-5 bridge, and rulemaking for bus use on shoulders is underway. In the future, SMART could consider using the Canby Ferry or applying to use the shoulders of I-5 in order to improve reliability and shorten transit travel times on this route.

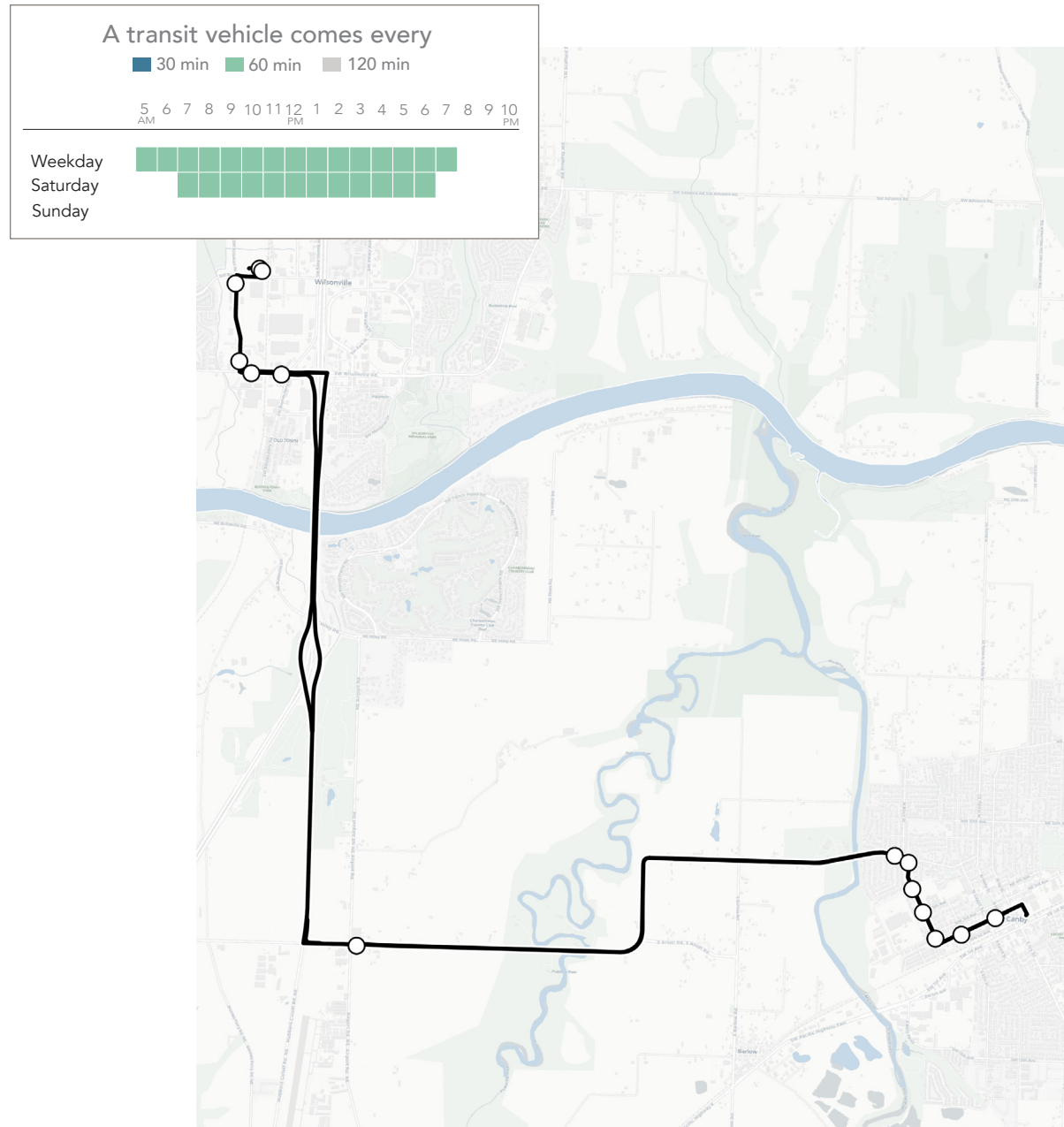


Figure 34: 2028 Network - Route C

Route D - Legacy Meridian/ Oregon City/Clackamas

Route D is an important new regional connection for SMART that fills an gap in connectivity in the south metro area. Today, trips across the Willamette River are not possible without either going through Downtown Portland or Canby. Traveling through Downtown Portland involves copious out-of-direction miles, and while traveling through Canby is more direct the route frequencies mean a fairly long wait is required to transfer in Canby.

Route D would establish a new service from Wilsonville to Clackamas Town Center (TC) using I-205, stopping along the way in West Linn and Oregon City. It would operate at least once per hour, all day long, weekdays and Saturdays, with some additional frequency during rush hours. It would take advantage of SMART's ability to run buses on the shoulders of I-205 to get around congestion.

Connections to TriMet services would be available at Legacy Meridian, Oregon City Transit Center, and Clackamas TC. Connections to shuttles operated by RideConnection would be available at Legacy Meridian as well. Sandy Area Metro plans to serve Clackamas TC in the future.

Route D would enter Wilsonville via Stafford Rd in the east, and use Wilsonville Rd to reach its western terminus at Graham Oaks. (Example trips involving Route D are shown starting on page 45.)

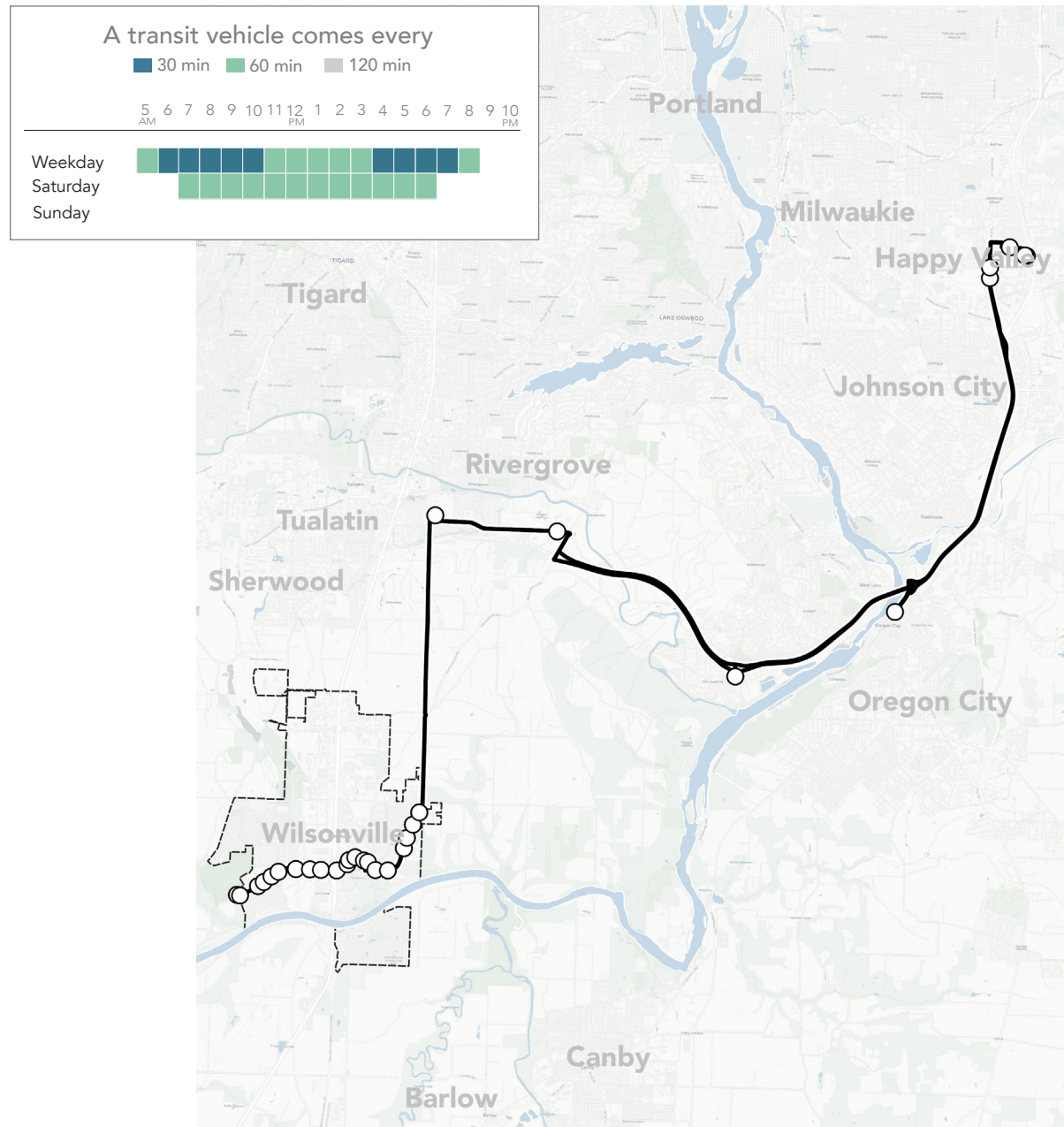


Figure 35: 2028 Network - Route D

Route E - Woodburn/Keizer

As of 2018, Woodburn was comparable to Canby in terms of the number of people commuting between Woodburn and Wilsonville (per the table on page 24). And yet, as of 2023 reaching Woodburn by transit is quite difficult. While it is possible via a connection to CAT's 99E route, this route deposits riders on the east edge of the city, and misses both the downtown core and the outlet mall to the west of I-5.

The 2028 Network would establish a connection between Wilsonville and the eastern side of Woodburn with Route E. Route E would run from Wilsonville to Keizer (benefiting from any potential bus priority treatments on I-5, like Route C).

It would stop at the Memorial Transit Center in Woodburn just east of I-5. Connections to Woodburn's local bus route are available at the transit center, to help riders continue on to the developments west of I-5 (some are a 15-20 minute walk away, and some are farther) or to downtown Woodburn and other parts of the city to east of the transit center.

Route E would be operated as a shared service with Cherriot's Route 80x. However, at the frequency shown above (every two hours) the route would cycle efficiently with one bus, which means that SMART could operate it independently, or could skip some trips when the Cherriots vehicle is scheduled to make the trip.

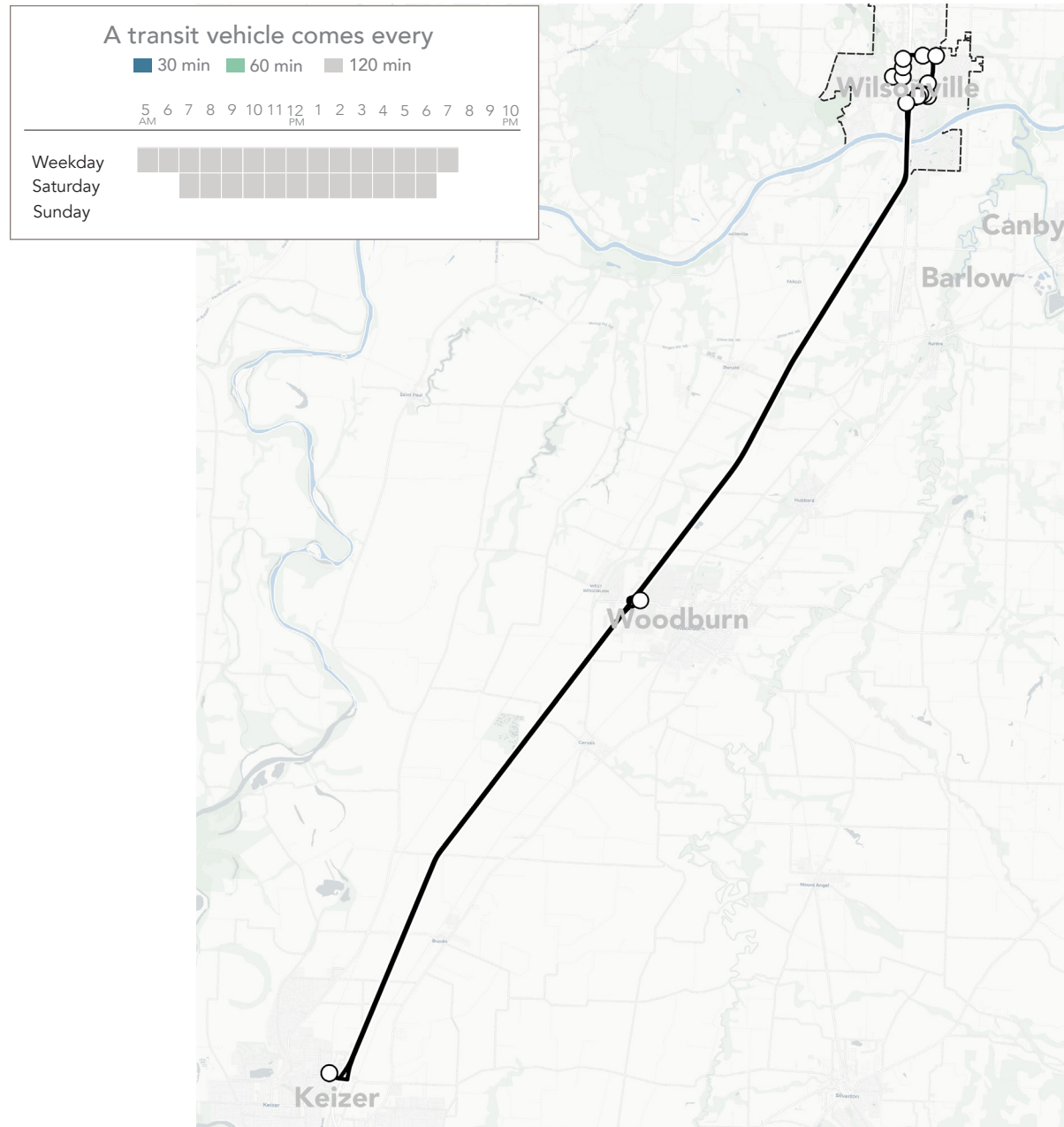


Figure 36: 2028 Network - Route E

Route F - Villebois/Wilsonville Rd/ Frog Pond

Route F has some similarities to the existing Route 4 and the existing Villebois Shuttle, also known as Route V.

Like Route 4, Route F would serve a long section of Wilsonville Road, which is SMART's busiest corridor due to its concentration of shopping, commercial buildings, apartment housing and multiple schools.

Route F would connect Villebois, Brown Road, the Fred Meyer, the eastern Town Center, and new residential development in Frog Pond. It would be more direct than the existing Route 4 due to the elimination of the deviation north to the west side Transit Center / WES station. (Most of the areas connected to the WES station by the existing Route 4 would, in the 2028 network, be connected by other routes, allowing Routes D and F to be more linear.) Route F would be longer, and much more frequent, than the existing Villebois Shuttle which offers quite minimal frequencies in the existing network.

Meanwhile, residents on Wilsonville Road west of Brown Road who are *not* on this new Route F would instead be on the new regional Route D, enjoying a more linear route along Wilsonville Road and a one-seat-ride to Legacy Meridian Medical Center, West Linn, Oregon City and Clackamas TC.

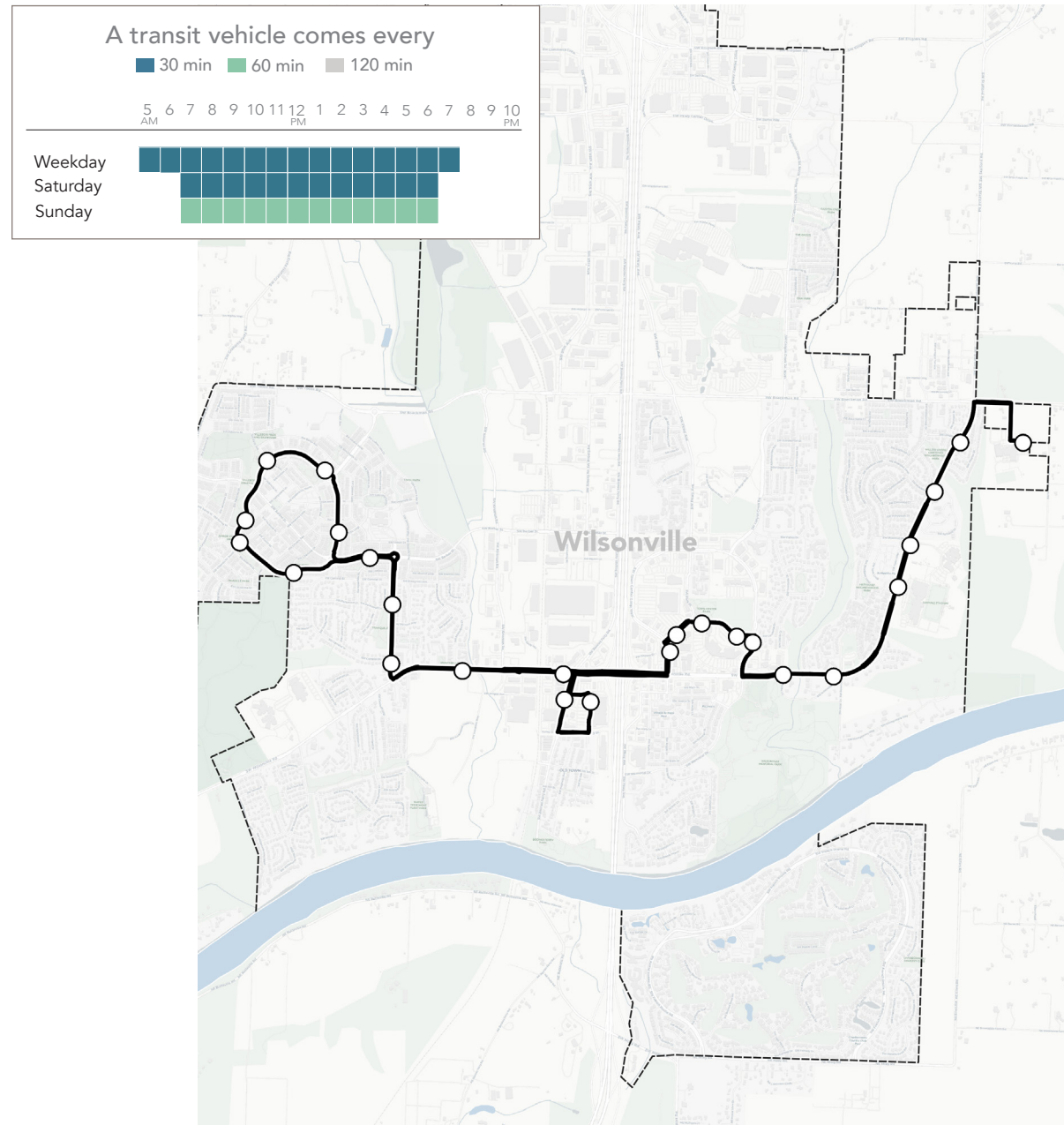


Figure 37: 2028 Network - Route F

Route G - Parkway/95th St./ Villebois

Route G is designed to serve employment areas east and west of I-5 in the northern portions of Wilsonville and connect them to the west side Transit Center / WES station and the east side Town Center.

Today, the areas Route G would serve are on Routes 5 and 6, both of which run only during rush hours (while WES is operating). Route G would maintain a similar schedule, operating only during the morning and afternoon rush hours on weekdays, but with a consistent 30-minute frequency.

Route G differs from SMART’s existing 6 and 5 in that it is designed to serve a wider variety of trip purposes, and make it easier to access jobs in the industrial areas of Wilsonville from more places. Unlike the existing routes, Route G’s east end is at the Town Center, where it would connect to many other regional routes besides WES, and be within walking distance to nearby residents.

In the west, Route G would end in Villebois, and act as the rush-hour service connecting Villebois to WES. However, because Villebois is fairly close to the WES station (about 1.1 miles from the center), and the biking and walking conditions are very good, an alternative plan could be to instead send this “tail” of Route G down Brown Road to the western end of Wilsonville Road instead, where residents are 1/2 mile farther and a more difficult

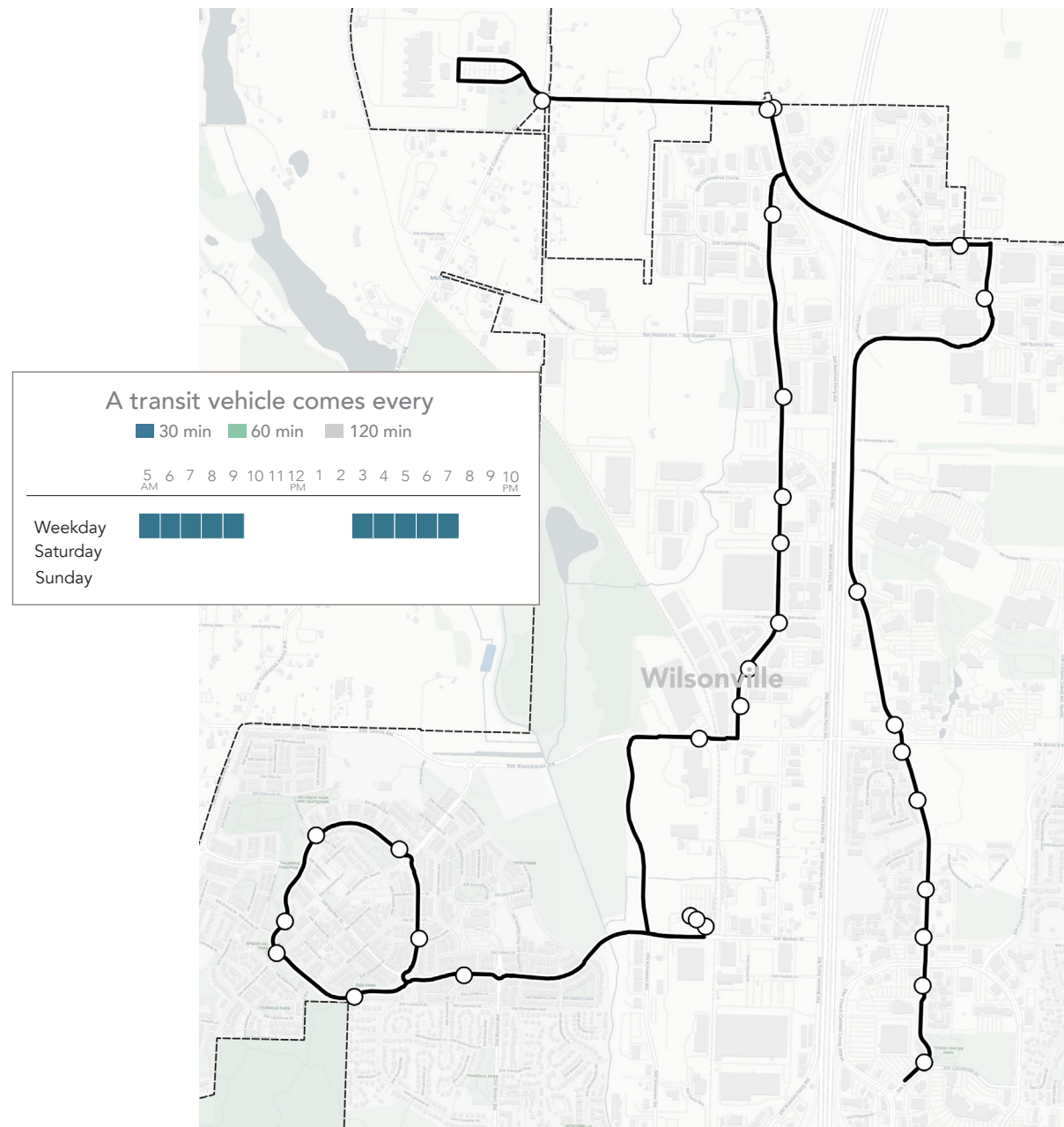


Figure 38: 2028 Network - Route G

bike ride away from the WES station.

To the north, Route G would serve Commerce Circle in both directions. Existing Route 5 serves Commerce Circle only southbound, so people coming from the south have to ride around the loop of Ridder, Grahams Ferry and Day in order to reach their Commerce Circle destination. This would improve the legibility of the service and save people some travel time.

Route G would stop at the Coffee Creek Correctional Facility when requested in advance, and consistently on the first trips of the morning when inmates are released and need transit to return home. By making that stop request-only for most of the day, SMART would avoid hauling passengers a long distance out of their way to pick up or drop off no one, while still providing an essential connection when it is needed.

Residents' Proximity to Service

The number of residents within 1/2 mile of transit would increase slightly with the 2028 Network. Where would coverage change?

The map on the left in **Figure 39** shows the existing SMART service extent in Wilsonville. Each dot represents 5 people. Blue dots are within a 1/2-mile walk of transit (transit that is operating at noon on weekdays), red dots are outside of that distance. The 1/2-mile walking buffer from each SMART stop is shown as a blue line.

In the existing network, a few places with lots of residents stand out as lacking access to transit. The most notable gap in the central area of Wilsonville is the cluster of dots along Canyon Creek Road south of Boeckman.

The entirety of Charbonneau, as well as some areas immediately north of the Willamette River, are also far from transit, but they are much less transit-oriented in their design than Canyon Creek Road, and much more costly for SMART to reach with transit service. There are no viable transit routes through the neighborhoods near Memorial Park or along the Willamette River (where a bus would have to wiggle down small streets and then turn around in cul de sacs), and these were not areas that public input suggested as high priorities

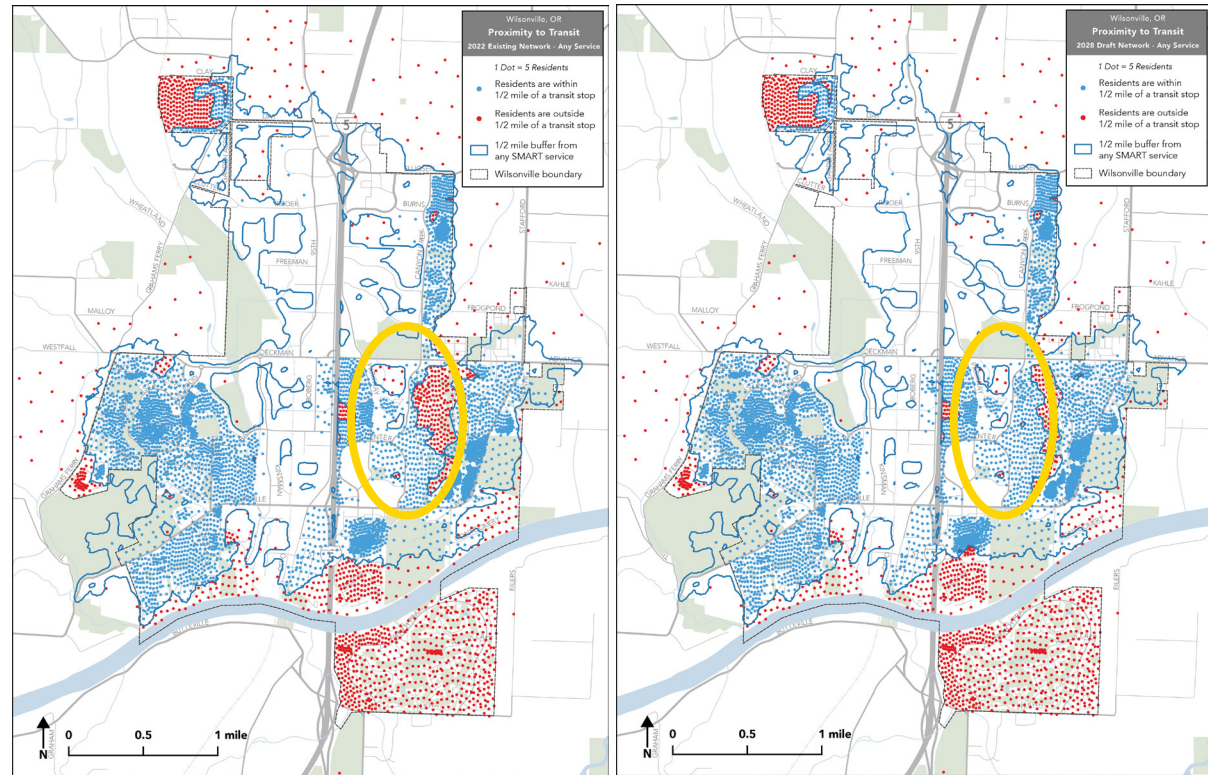


Figure 39: Residents within 1/2 mile walk of a bus stop in the 2022 network (at left) and in the 2028 Network (at right).

for network expansion. The 2028 Network does not reach any more people near the river.

Canyon Creek Road is on the way to other destinations, and can be served by SMART buses on their way north to Argyle Square without requiring them to deviate or discourage through-riding passengers. In the 2028 Network, it is served by Route B that continues on beyond Argyle Square to Tualatin and Tigard.

The area circled in yellow on these maps would be newly covered by Route B.¹

¹ In fact, the remaining red dots west of Canyon Creek Road are an artifact of the way the U.S. Census draws the Census blocks to in the Boeckman Creek area. Those red dots represent residents who actually live within 1/2 mile of Canyon Creek Road, not in the creek, and they would therefore be covered thanks to the new Route B.

Fixed Route Operating Increases

Using the frequencies, spans, lengths and assumed speeds of each of the proposed routes, we can estimate the number of vehicles and drivers required in-service, and the number of hours of each, required for each route. We can also estimate the miles of distance vehicles will have to travel to deliver each route. These are the basic components of operating cost: Revenue Hours in service, Revenue Miles in service, and Peak Vehicles required to deliver the service at its peak frequency.

(A “revenue hour” is one hour of a bus and driver on the road, providing service to passengers. A “revenue mile” is a mile driven on a route, in service. “Peak vehicles” are the greatest number of vehicles required at any one time to deliver service during the week, which is normally during rush hours. Revenue hours, revenue miles and peak vehicles define most of an agency’s costs to provide fixed-route transit.)

Figure 40 on the next page reports these cost elements along with the proposed frequency of each 2028 route.

These cost elements are used to generate dollar estimates of operating cost starting on page 85.

The 2028 Network represents a substantial expansion in service above the existing SMART network, befitting its role as the

endpoint of an ambitious 5-year improvement program. The 2028 Network would require about 252 revenue hours of service each weekday, approximately 71% more than SMART’s current weekday service.

However, the more substantial ongoing expenditure would come from the expansion of weekend service. The 2028 network would improve Saturday service on most routes, more than tripling Saturday service. It would also turn on three routes on Sunday for the first time.

As a result, the total annual cost of fixed-route service in the 2028 Network is about 75,000 revenue hours, an 89% increase compared to the existing service level. This does not account for the cost of adding demand-response service and other personnel on weekends as well. The nature of those costs are described in chapter 5, and estimated costs are presented starting on page 85.

Shared Operations with Cherriots

Today SMART and Cherriots (the transit provider for Salem, Keizer, and Marion and Polk Counties) share the cost of providing Route 1X. The cost share is simple: each agency runs some of the daily trips using its own vehicles.

In calculating the costs of future services on Route A, which would replace Route 1X, and on Route E, a new connection among Wilsonville, Woodburn and Keizer, we have assumed that this arrangement

would continue on weekdays. The Revenue Hours, Revenue Miles and Peak Vehicles given in the table on the next page only include one-half of those cost elements on weekdays.

However, we have not assumed that this cost sharing would apply on weekends (when Route 1X does not run today). All of the costs that arise from Saturday and Sunday service, for Routes A and E, have been included in the table on the next page.

Route E (Wilsonville-Woodburn-Keizer) would require only one bus to operate at the recommended frequency (120 mins). In practice, this means that the two agencies could not split costs by alternating trips with their own buses. A different method of cost sharing could be developed for this route alone, or perhaps for both of the routes (A and E) that the two agencies would be scheduling, marketing and operating together.

		Frequency		Two way length (miles)	Round-trip cycle time with layover		Layover time (including excess time)		Weekday Revenue Hours	Saturday Revenue Hours	Sunday & Holiday Revenue Hours	Revenue Hours per year	Revenue Miles per year	Peak vehicles required
		a.m. peak	mid-day		a.m. peak	mid-day	a.m. peak	mid-day						
A	Salem ¹	30	60	68	120	120	20	40	24 ¹	24 ¹	24 ¹	7,428	231,345	2
B	Tigard-Tualatin	30	30	25	120	120	29	28	64	36	24	19,556	233,823	4
C	Canby	60	60	17	60	60	22	22	15	12		4,446	77,271	1
D	Legacy Meridian-OC-Clackamas TC	30	60	50	210	240	30	57	91	36		24,006	334,109	7
E	Woodburn-Keizer ¹	120	120	56	120	120	29	34	8 ¹	12 ¹		2,223	56,687	1
F	Villebois-Frog Pond	30	30	11	60	60	13	12	30	24	12	9,588	99,236	2
G	95th/Parkway	30		14	60		19		20			5,080	70,409	2
Total - all proposed 2028 fixed routes									252	144	60	75,000	1,481,000	19
Total - 2021 ² fixed routes									147	44	0	39,600 ²	557,000 ³	15
Ratio of 2028 to 2021 Fixed Route service									171%	327%		189%	266%	

1 For Routes A and E we assume that weekday service would be split equally between SMART and Cherriots (with RH divided equally), but that Saturday and Sunday service would be provided entirely by SMART.

2 2021 annual Revenue Hours is an annualized number calculated based on the typical weekly schedule of service in 2021. This is a slightly lower number than the Revenue Hours that were actually delivered in calendar year 2021.

3 2021 annual Revenue Miles is taken from the National Transit Database.

Figure 40: Recommended 2028 fixed route operating parameters and estimated Revenue Hours, Revenue Miles and Peak Vehicles.

Sample Trips

On this and the following pages, example trips are described as they would be made using the best combination of transit services in 2022 compared to in the proposed 2028 Network.

In most cases, the 2028 Network results in shorter travel times. This is generally due to the shorter waits required to use routes (or, put another way, the more times that people can choose to start their trip). In some cases it is also due to a more linear and direct route which saves people in-vehicle riding time.

When SMART implements elements of the 2028 Network, comparisons like these can help communicate the value of service changes. Service changes are normally disruptive to at least a small number of existing riders, even when they are beneficial to a large number of potential future riders. Demonstrating travel time savings for trips that many people make can help overcome the bias against change and inertia that tend to discourage or prevent service changes.

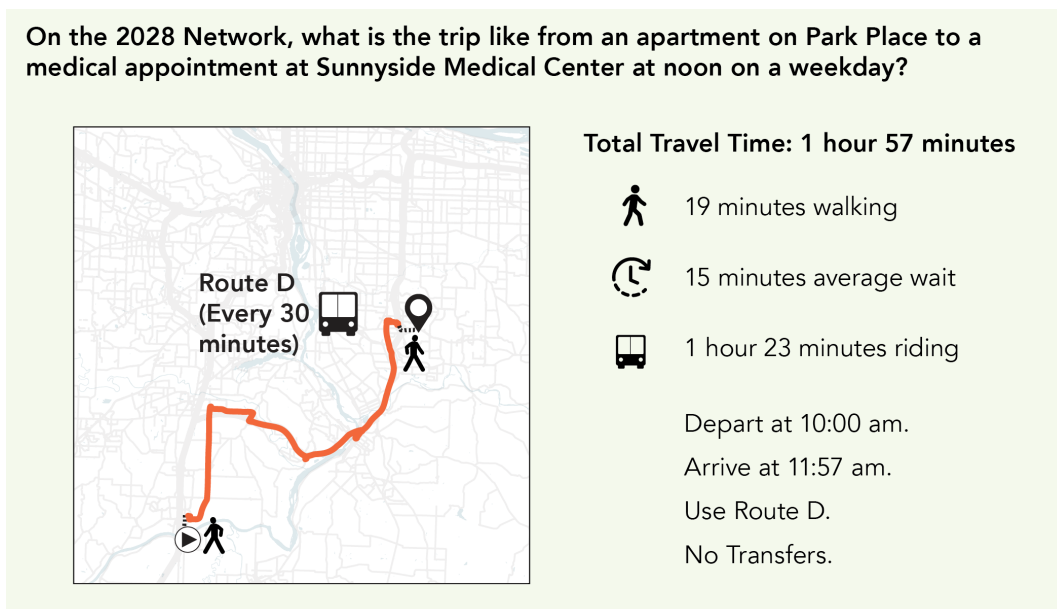
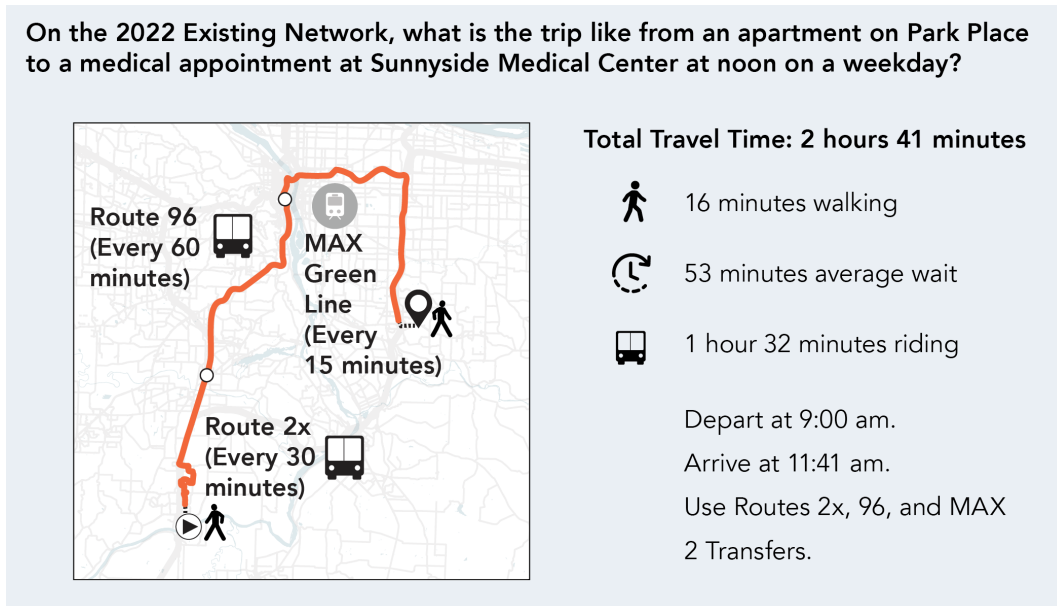






Figure 41: Comparing a trip between Wilsonville and Sunnyside Medical Center, on the 2022 network (at top) and the 2028 Network (at bottom).

On the 2022 Existing Network, what is the trip like from an apartment near the Wilsonville Community Center to Fred Meyer on a Saturday afternoon?

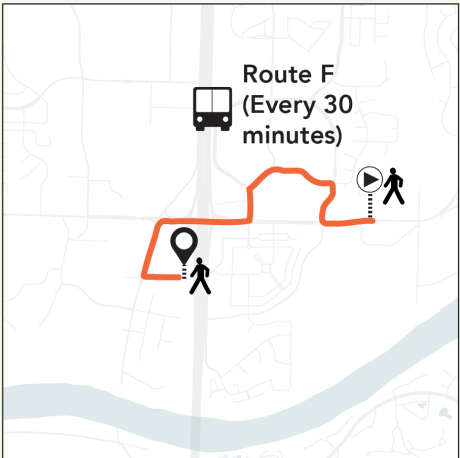


Total Travel Time: 42 minutes




-  5 minutes walking
-  30 minutes average wait
-  7 minutes riding

Depart at 12:34 pm.
Arrive at 1:16 pm.
Use Route 4.
No Transfers.

On the 2028 Network, what is the trip like from an apartment near the Wilsonville Community Center to Fred Meyer on a Saturday afternoon?



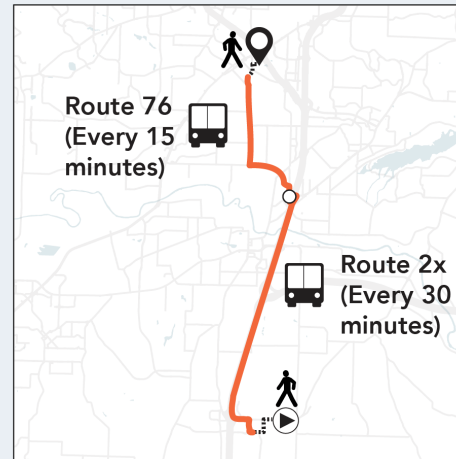
Total Travel Time: 27 minutes

-  5 minutes walking
-  15 minutes average wait
-  7 minutes riding

Depart at 12:30 pm.
Arrive at 12:57 pm.
Use Route F.
No Transfers.

Figure 42: Comparing a trip between an east side residence and Fred Meyer on the 2022 network (at top) and the 2028 Network (at bottom).

On the 2022 Existing Network, what is the trip like from an industrial job on Burns Way to an apartment in Tigard on a weekday evening?



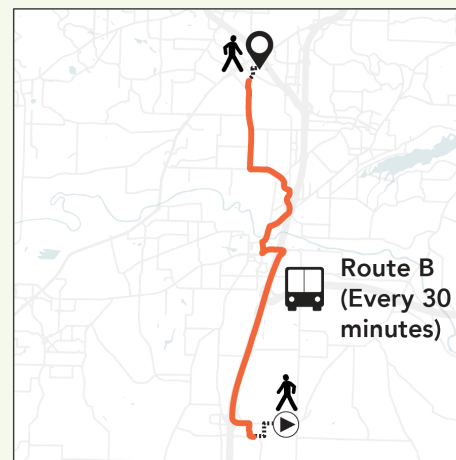
Total Travel Time: 58 minutes

- 8 minutes walking
- 23 minutes average wait
- 27 minutes riding

Depart at 4:45 pm.
Arrive at 5:43 pm.
Use Route 2x and Route 76.*
1 Transfer.

* This trip is also possible using WES, but on average it would take 26 more minutes to complete, compared to this trip.

On the 2028 Network, what is the trip like from an industrial job on Burns Way to an apartment in Tigard on a weekday evening?




Total Travel Time: 55 minutes

- 8 minutes walking
- 15 minutes average wait
- 32 minutes riding




Depart at 4:45 pm.
Arrive at 5:40 pm.
Use Route B.
No Transfers.

Figure 43: Comparing a trip between a Wilsonville job and a Tigard residence, on the 2022 network (at top) and the 2028 Network (at bottom).

On the 2022 Existing Network, what is the trip like from an apartment on Wilsonville Road to Wilsonville High School on a weekday morning?




Total Travel Time: 41 minutes




-  3 minutes walking
-  15 minutes average wait
-  23 minutes riding

Depart at 7:40 am.
Arrive at 8:21 pm.
Use Route 4.
No Transfers.

On the 2028 Network, what is the trip like from an apartment on Wilsonville Road to Wilsonville High School on a weekday morning?



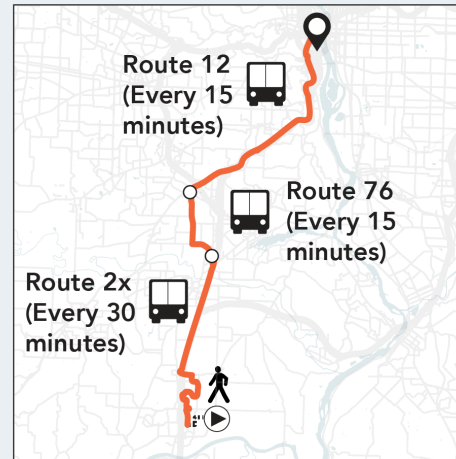
Total Travel Time: 28 minutes

-  3 minutes walking
-  15 minutes average wait
-  10 minutes riding

Depart at 8:00 am.
Arrive at 8:28 am.
Use Route D.
No Transfers.

Figure 44: Comparing a trip between a west side residence and Wilsonville High School, on the 2022 network (at top) and the 2028 Network (at bottom).

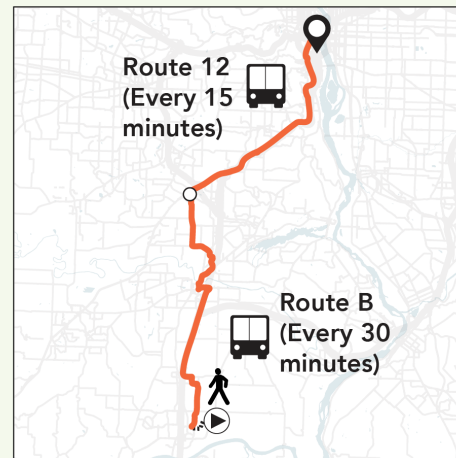
On the 2022 Existing Network, what is the trip like from an apartment near Canyon Creek to downtown Portland on a Saturday afternoon?



Total Travel Time: 1 hour 53 minutes

- 12 minutes walking
 - 30 minutes average wait
 - 1 hour 11 minutes riding
- Depart at 12:18 pm.
Arrive at 2:11 pm.
Use Routes 2x, 76, and 12.
2 Transfers.

On the 2028 Network, what is the trip like from an apartment near Canyon Creek to downtown Portland on a Saturday afternoon?



Total Travel Time: 1 hour 42 minutes

- 7 minutes walking
 - 23 minutes average wait
 - 1 hour 12 minutes riding
- Depart at 12:00 pm.
Arrive at 1:42 pm.
Use Routes B and 12.
1 Transfer.

Figure 45: Comparing a Saturday trip from Wilsonville to downtown Portland on the 2022 network (at top) and the 2028 Network (at bottom).

City Growth Areas

The map at right highlights the areas where the City of Wilsonville will eventually expand and grow at urban densities.

The 2028 Network was drawn with an awareness of the growth that will happen in the next five years, which is located in Frog Pond.

Routes F and D can be lengthened northwards along Stafford Road to new stops adjacent to Frog Pond developments. They could also branch away from one another, with one turning east to end at Meridian Creek Middle School while the other continues north on Stafford Road. Sidewalks must be added to both sides of Stafford Road to allow residents of new developments to walk out to and along Stafford Road to reach a bus stop.

Once Basalt Creek, in the northwest of the city, is developed, a reasonable transit route could run on either Grahams Ferry or Boones Ferry Roads. Detail of the street network in the area is shown on the next page.

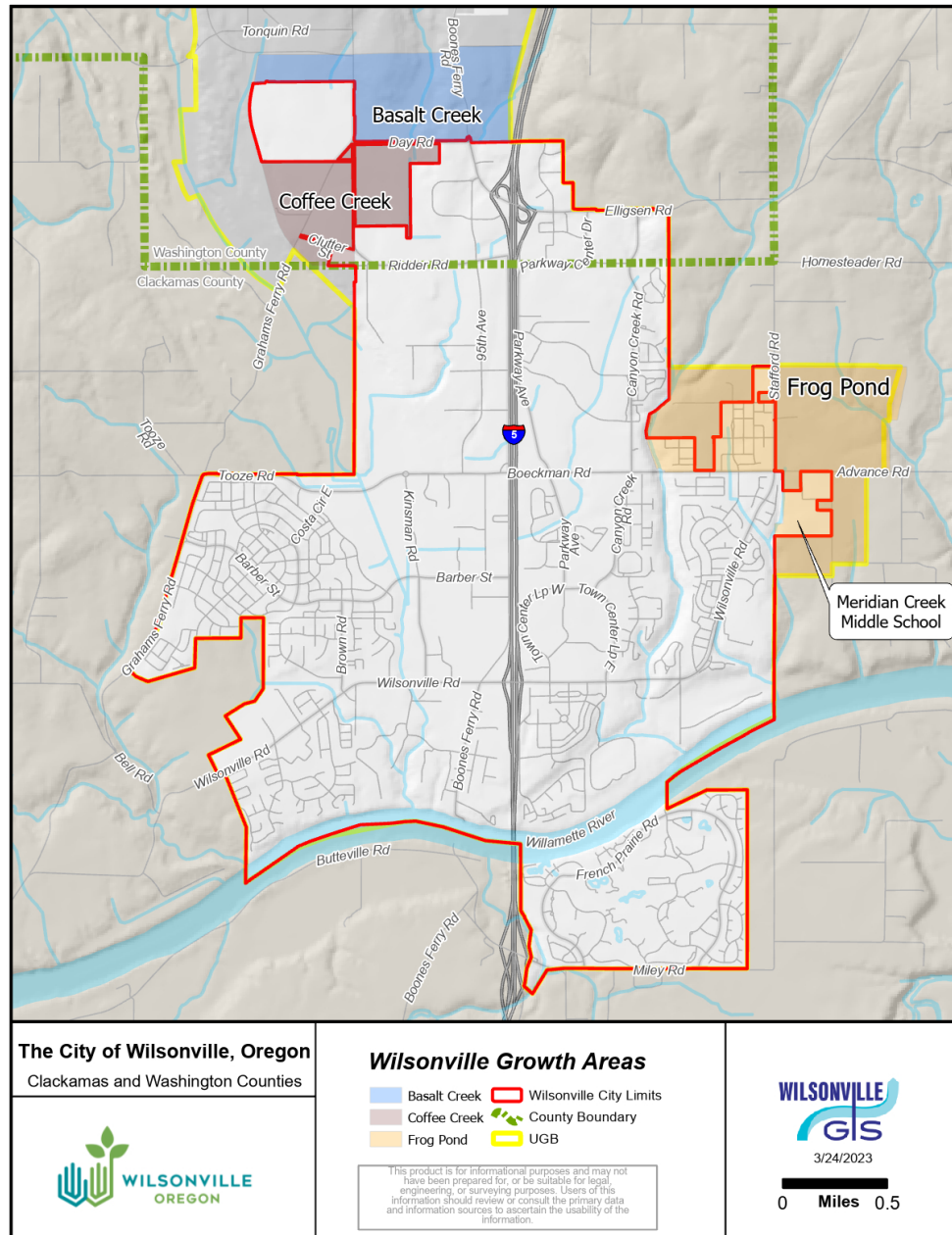


Figure 46: The next anticipated growth areas in the City of Wilsonville are Frog Pond, Coffee Creek and Basalt Creek.

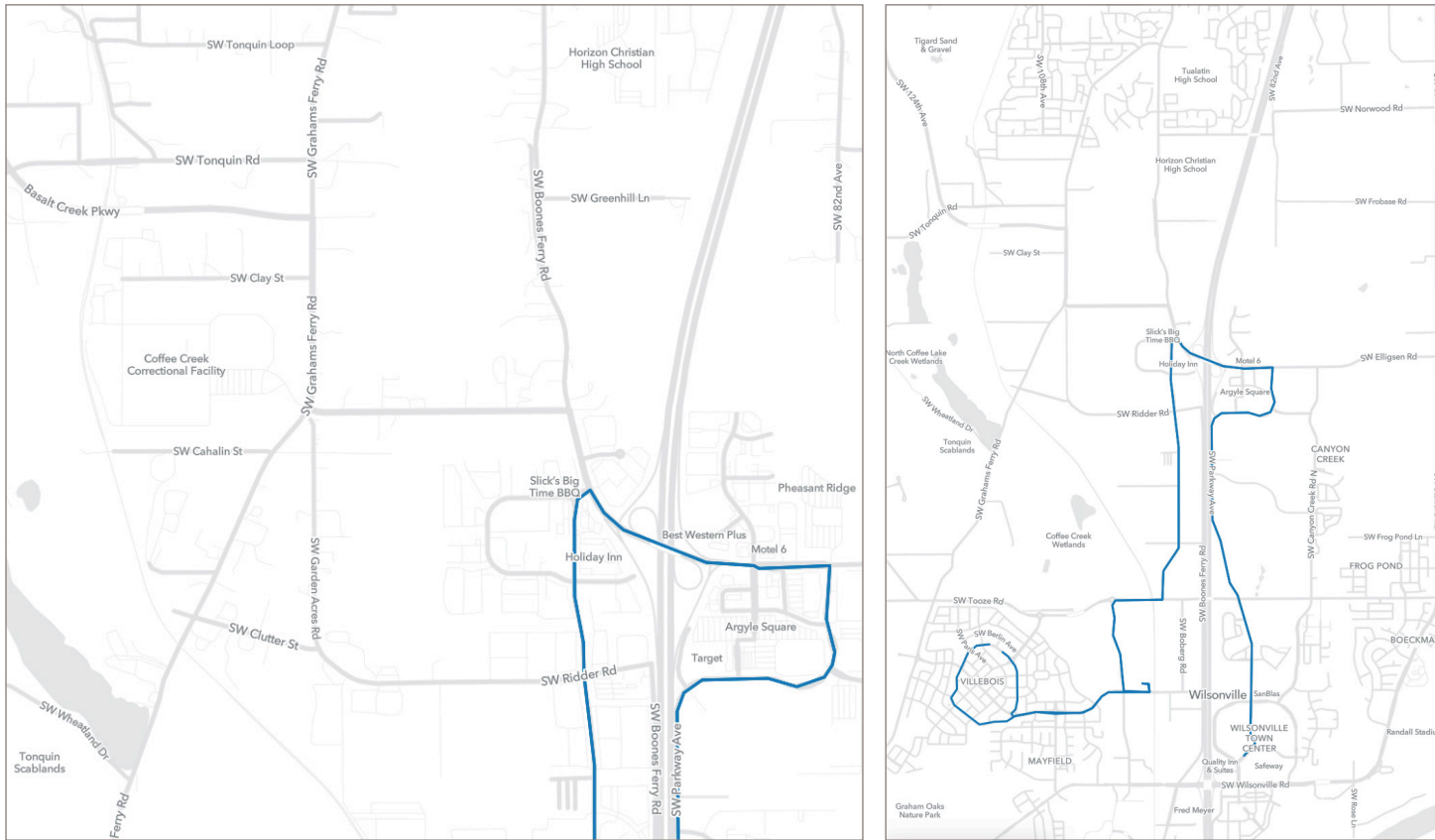


Figure 47: The City is expected to grow into the Basalt Creek area, along Grahams Ferry and Boones Ferry Roads, as shown in the street map at left. It will be important to concentrate transit-appropriate development along one, but not both, of these roads, as the Route G loop (shown in blue) could not be stretched any further north without making trips between the east and west sides of the city terribly circuitous.

Existing streets in the Basalt Creek area are shown above. The two main roads heading north from the existing developed area of Wilsonville into the new development areas are Grahams Ferry and Boones Ferry Roads.

We recommend that the City identify **one** of these roads as the priority for transit, and organize denser development around it, rather than expect that transit service can be provided on both roads in the near future. If development is planned with an

expectation of service on **both** roads, then the provided frequencies will be one-half as good as they could be if all of the transit-oriented and transit-needing developments were organized along one of the roads. It will also be essential to provide good pedestrian connections between the two roads, so that transit on one road is reachable from the other road.

Also, the simplest way to serve Basalt Creek – and to get service on both roads – would be to stretch northwards the loop

made by Route G. However, the further north that loop is stretched, the less useful Route G is for connecting people and destinations on the east and west sides of I-5, since most passengers would be taken very far out of direction. A different service design would need to be developed. One possibility is that Route G could be broken into two routes, one that stays on the west side of the city and continues north into Basalt Creek, and the other that connects the east side to a terminus at or near Commerce Circle.

4. Demand-Response Services

Dial-a-Ride (DAR) is a door-to-door demand-response transportation service for passengers within the City of Wilsonville. People who are eligible based on the Americans with Disabilities Act (ADA) are given priority scheduling, but Wilsonville residents and workers of all ages are also welcome to utilize the Dial-a-Ride program. This Plan update does not recommend any substantial changes to the existing structure or delivery of SMART’s demand-response programs.

Background

SMART is required by the Americans with Disabilities Act (ADA) of 1990 to provide a paratransit service to persons who are unable to use fixed-route transit, as a complement to local (non-express) fixed-routes, in the places and at the times when local fixed-routes are operating.

SMART offers this complementary paratransit through its Dial-a-Ride program, which includes 4 separate service categories:

- ADA Complementary Paratransit.
- General Public. Provides in-town transportation for anyone under 60.
- Seniors. Provides in-town transportation for people ages 60 and older.
- Out-of-Town. Provides trips to destinations outside of the City of Wilsonville for ADA enrolled residents or people

	ADA	Senior	General Public	Out-of-Town
Eligibility	Limited to persons with disabilities, as determined by SMART’s Eligibility Committee.	Anyone age 60+.	Anyone.	Anyone enrolled in ADA, or anyone age 60+.
Cost	No fare.	No fare.	No fare.	\$3.00 per one-way trip.
Hours of Operation	All hours during which SMART fixed-route network operates.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.	M-F, 8:00 am - 5:00pm.
Trip purpose restrictions	None.	None.	None.	Medical appointments only.
Scheduling Principle	Priority.	Space-available basis.	Space-available basis.	Space-available basis.
% of SMART Demand-Response Ridership	54%	29%	<1%	16%

Figure 48: SMART Demand-Response Program Categories

age 60 or older, with a higher required fare payment and allowing a reservation be made further in advance.

Figure 48 summarizes the key attributes of each program category.

Minimum Required Paratransit Area

SMART is required by law to provide paratransit service within 3/4-mile of all local fixed-route lines (not stops), during times when fixed-route service is operating. Any time an agency makes major changes to routes, it is changing the area in which it must offer paratransit.

Figure 49 compares the required minimum paratransit service for the 2022 network and the proposed 2028 Network. The area that is 3/4 mile from local bus routes in both networks is shown in dark green; the light blue area would be added to the paratransit service area with the 2028 Network, while the light green area would drop out of the paratransit service area.

The blue area that would be newly included in the minimum required paratransit area is around the intersection of SW 14th and Tonkin Roads.

The green area that would no longer be within the paratransit service envelope covers the area outside of Wilsonville City limits, along Coffee Creek from Wheatland Drive and continuing about 1/3-mile south. This is mainly a natural area with only a few residents. In the review of April 2022 demand-response trips included in this Plan's Existing Conditions analysis, no demand-response trips began or ended

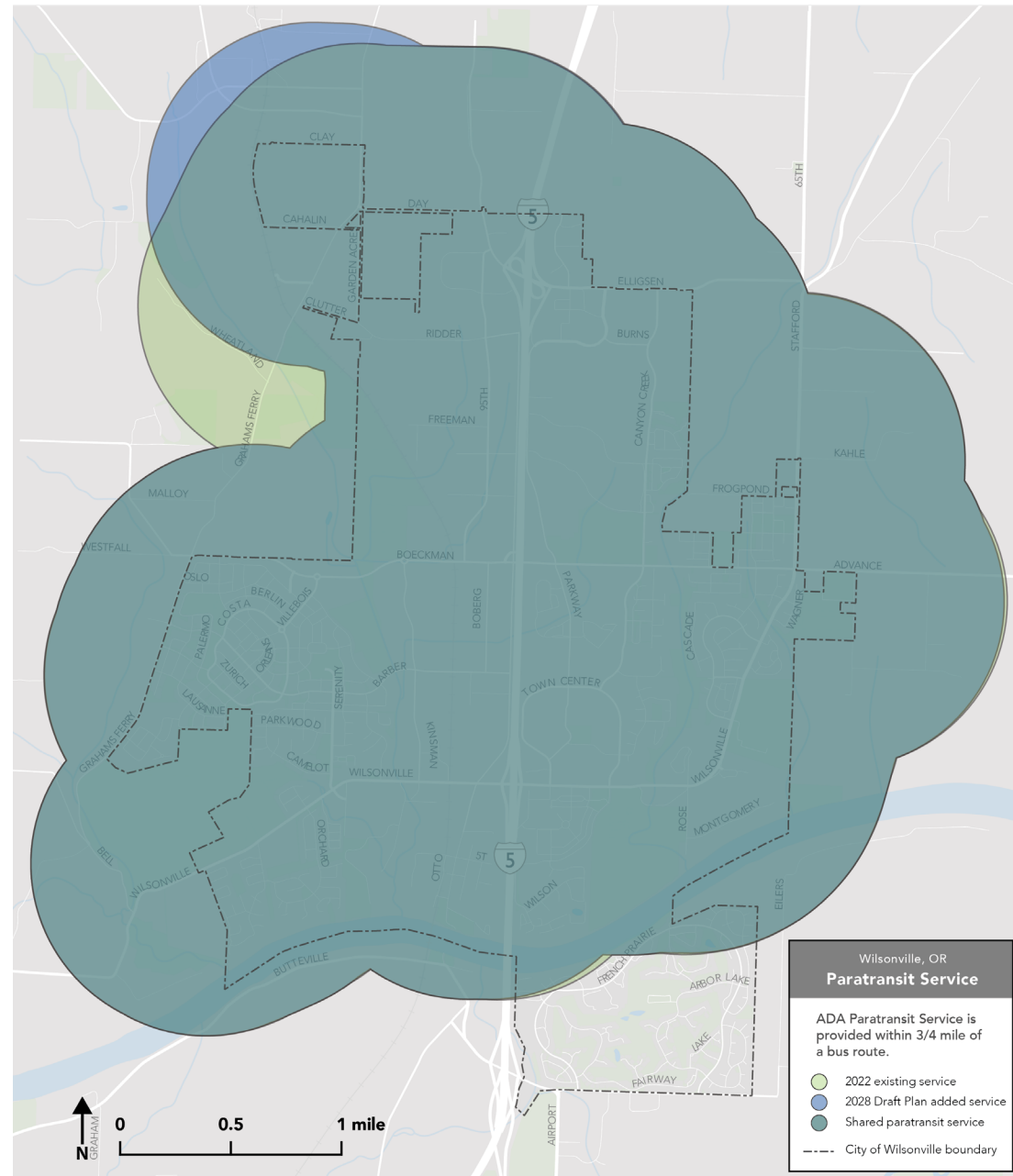


Figure 49: Required ADA Paratransit Areas for the 2022 and 2028 Networks

within this light green area.

“Express” Routes and Segments

Express routes, which generally have long distances between stops and travel long distances, do not trigger a paratransit requirement. This is also true of express segments of routes that may also have a local segment.

Because the 2028 Network is explicitly designed to integrate local and regional service, many routes have local segments and express segments. For example, Route D would be a local route along Wilsonville Road but would run express along Stafford Road from the City boundary (at Frog Pond) to Legacy Meridian Medical Center). SMART would not be required to provide paratransit service to residents within 3/4 mile of this segment of Stafford Road. As another example, the existing Route 2X has a local segment within Wilsonville and an express segment between Wilsonville and Tualatin.

SMART has an established practice for helping ADA paratransit passengers transfer to TriMet’s paratransit service if they are traveling between the two service areas. Regardless of the “express” or “local” nature of the routes connecting the SMART and TriMet service areas, which may change over time, SMART intends to continue facilitating paratransit transfers between them.

Required Paratransit Days and Times

Because ADA paratransit must be offered on the days and at the times when local fixed-routes are operating, the schedules of fixed-routes govern the minimum size and operating cost of the ADA paratransit program.

The actual size and shape of the paratransit service area can grow and shrink throughout a day or week, as the obligation to complement a fixed-route with paratransit begins when that fixed-route begins service, and ends when that fixed-route ends service.

For the purposes of the map shown on the previous page, the paratransit service area was defined using the maximum network in service in 2028, which would be the network offered at rush hours. The minimum paratransit area at nights or on weekends could be smaller, when fewer local fixed-routes would be operating.

A transit provider can define the paratransit service area with this degree of precision by time of day and day of week. Because paratransit has a very high operating cost per ride, there is a reasonable motivation for adhering strictly to the minimum required service area. However, most agencies find that it is both too frustrating for their ADA passengers and too complex for their staff to administer a

dynamically-changing paratransit service area throughout each day. More often, agencies define a small set paratransit areas, such as one for weekdays, one for Saturdays and one for Sundays. The span (hours) of paratransit in those areas must match the span of time from the earliest to the latest local fixed-route bus service.

The required span of paratransit service would change greatly within Wilsonville with the implementation of the 2028 Network, compared to the minimum requirement in 2022:

- On weekdays, the span of paratransit service would be required to increase by one hour at night (until 9 p.m).
- On Saturdays, the span would be required to increase by one hour at night (until 7 p.m.).
 - The minimum required paratransit area would also increase slightly.
- On Sundays, no paratransit is required or offered today. In the 2028 Network, the span would be 12 hours.
 - The minimum required area would be similar to what is required today on Saturdays, chiefly the places within 3/4 mile of Wilsonville Road and Canyon Creek Road.

Adding fixed-route and demand-response services on Sundays would require “turning on” the entire SMART operation for an additional day per week.

Recommended Paratransit Service Increases

The service increases described on the previous page are the minimum required by law in order to match paratransit availability to local fixed route availability.

In addition, we recommend that SMART be prepared to fund more paratransit capacity during times when paratransit is offered today, as growth in Wilsonville's population, and particularly its senior population, are likely to increase demand for the service.

Improved frequencies on SMART intercity fixed routes may also increase demand for paratransit as the intercity routes become more appealing and useful to customers with disabilities. Some of these customers may be able to use the intercity routes but unable to use a local route due to their disability and they will be entitled use paratransit for their local connection.

The cost estimates for service increases presented on [page X] include an assumed increase in SMART's paratransit (Dial-a-Ride) capacity at these times:

- A DAR vehicle and driver available two hours earlier and three hours later than DAR is currently offered on weekdays.
- One additional DAR vehicle and driver

in service during the 12 hours DAR is offered today, on weekdays.

- A DAR vehicle and driver available one hour earlier and one hour later than DAR is currently offered on Saturdays.
- One to two additional DAR vehicles and drivers in service during the times DAR is offered today, on Saturdays.
- One to two DAR vehicles and drivers available for 12 hours on Sundays (when no DAR or fixed route service is offered today).

These additions would sum to 117 additional hours when DAR vehicles and drivers are in service per week, over what is provided today. The actual labor hours for DAR drivers may be higher, depending on how efficiently work schedules can be created around the DAR and fixed route transit schedule.

These increases in paratransit service come with costs not only for direct operation of the vehicles and for employing drivers to provide service for those 117 hours a week, but also for dispatchers who communicate with customers and drivers; staff who supervise the service; and staff who maintain the vehicles.

5. Capital Infrastructure, Programs and Operations

Overview

This chapter provides an outline of key capital investments necessary to deliver the Transit Master Plan. There are three types of major investments that would be required:

- Transit Vehicles
- Maintenance
- Town Center Terminal Facility

In addition to these capital investments, there are ongoing operational needs – especially increases in personnel – that

would be required to implement and support the larger system described in this Plan. These operating and personnel needs are also summarized in this chapter.

The end of this chapter describes some of the existing SMART programs that will continue in the future, which support the City’s transportation-related goals and complement the transit services described in this Plan.

Transit Vehicles

Existing Fleet

As of 2022 (before temporary service reductions due to an operator shortage) there were 18 peak vehicles in revenue service, for fixed route and demand response services combined. **Figure 50** shows that the morning rush-hour pullout (18) is larger than the afternoon rush-hour (15). In the midday, 12-13 vehicles are in service. More than a quarter of the vehicles in service each day (five of 18) are required only for one or the other rush hour periods.

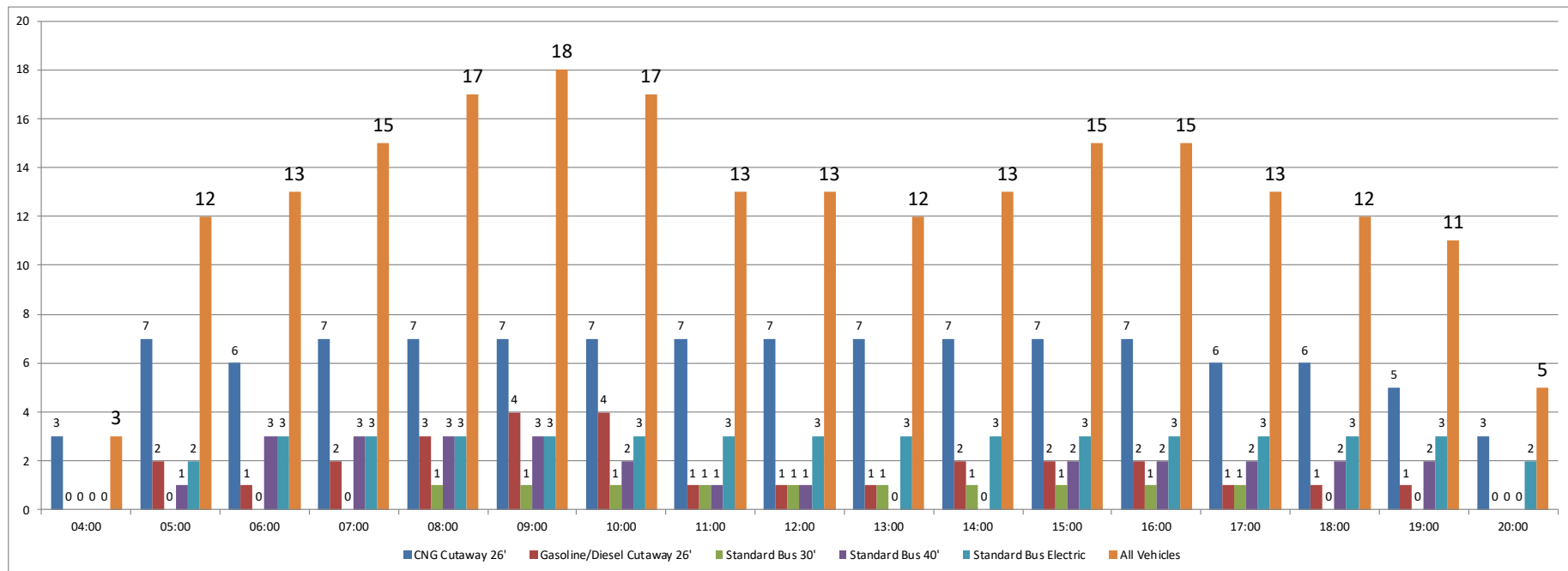


Figure 50: 2022 vehicle requirement by hour on weekdays. Orange bars represent all vehicle types, for both fixed route and Dial-a-Ride.

SMART uses five fuel types for revenue service: CNG, diesel, diesel/hybrid, gasoline, and electric. Most of the vehicles in service at most times of day are 26 foot long compressed natural gas (CNG) buses. They carry 21 seated passengers when the wheelchair positions are not in use, or 15 when both are deployed. Larger 30- and 40-foot buses are a mix of diesel, diesel hybrid, and electric.

Fixed-Route Vehicles

Growing the transit fleet is currently constrained by delayed delivery times for vehicles and parts from manufacturers. As a demonstration, at time of writing SMART is still waiting on delivery of three vehicles ordered before the pandemic.

Due to uncertainty in the transit vehicle supply chain over recent years, SMART has kept more spare vehicles than are required by regulation. However, even with those extra spare vehicles, growth in transit service would be constrained by fleet size (as well as a driver shortage).

The variety of bus types in the SMART fleet, and the fact that SMART has chosen to avoid relying on a single technology or fuel type, has allowed for flexibility while the supply chain is unreliable. For example, when a part needed to be replaced on an electric bus charging station in 2022, the charging station was out of service for 75 days. But transit service was not disrupted because SMART was able to deploy spare vehicles that did not require charging.

At time of writing, ridership has been and continues to be low since the Covid-19 pandemic. Crowding is not currently a recurring problem on any route, and so SMART has had the flexibility to assign buses with various seating capacity and fuel types to any route or type of service. Length of route or length of block (the amount of time a bus is out on the road, between visits to the garage) can inform the type of fuel or propulsion used by the vehicles – for example, if a bus can only run so many miles before needing a charge or a refueling, it may not be possible to use it on longer routes. This may be a limitation around which SMART needs to work in the future, especially with the longer routes included in the 2028 Network, but SMART has been able to manage this limitation without difficulty so far.

Prior to the Covid-19 pandemic, Routes 2X, 4, and 1X had the highest ridership and were therefore the most likely to become crowded and require or benefit from larger vehicles. Route 2X is currently using cut-aways, and Route 4 is using larger buses at rush hours and smaller vehicles outside of rush hours. Ridership on the 1X has not rebounded, for a variety of reasons: since the route was introduced, State workers in Salem offices have a hybrid-remote work schedule, car ownership and fuel costs are low, and parking cost and supply remain ample in Salem. Route 1X has therefore been operable with a 35-foot bus.

Thus with neither a requirement to put

larger buses on any routes due to crowding, nor a requirement to avoid putting certain buses on longer routes, SMART has had maximum flexibility in vehicle assignments in recent years. This could change between now and 2028 if ridership increases, and if SMART introduces longer (or slower) routes with more time between charging/fueling buses.

Demand-Response Vehicles

SMART's demand-response service uses four dedicated vehicles today and another four as spares. Eight additional vehicles used for regular fixed-route service are also used at times for demand-response. Ultimately, SMART staff intend to separate vehicle assignments to the fixed-route and demand-response modes for more transparency and easier reporting.

General Fleet Recommendations

The recommendations of this Plan, if implemented in full by 2028, would increase the peak vehicles in-service for both fixed routes and demand response to 23 (from 18 in 2022). In addition to the growth in the size of the fleet to accomplish the service increases shown in this Plan, SMART would need to add at least one spare vehicle, and continue to replace aging vehicles in the existing fleet.

Today, SMART operates compressed

natural gas (CNG), battery-electric buses (BEB), diesel-electric hybrid, gasoline, and diesel buses. SMART's goal is for its fleet to be free of diesel- or gasoline-powered vehicles by 2028. The diesel, gas and hybrid vehicles in the fleet will be used until the ends of their lives but they will not be replaced with the same types of vehicles.

The emergence of major economic, environmental, social, and other disruptive events outside of SMART's control will likely continue to create challenges to maintaining capital assets in the years to come. Although using multiple fuels (CNG, diesel, gasoline, electric) creates redundancy and flexibility for the agency, variety in a fleet typically also increases operational complexity. For example, if a route experiences crowding and only a subset of buses in the fleet are large enough to handle it, that subset of buses almost needs its own spare ratio to ensure that the route can reliably be assigned a large-enough bus. This has not been the case recently because there have not been pressures from either high ridership (crowding) or from route length (due to electrical charging), but as those constraints appear in the future the fleet variety may become a hindrance more than a help.

It may be worth exploring what has worked best over the past decade, consider what routes are likely to be changed or added in the next decade, and then narrow

down the variety of the SMART fleet to the fewest different types of vehicles that could reliably operate most of SMART's fixed-routes. This simplification of the fleet could be implemented slowly, as vehicles are replaced at the end of their useful lives. For example, if the decision is made to plan on delivering fixed-route services all with 30- to 35-foot buses in the future, SMART could continue reduce its spare parts inventory, minimize the amount of training for staff to stay current, and reduce its spare ratio over time. Unfortunately, an additional limitation on this decision is what types of vehicles can be purchased, as manufacturing is highly limited and wait times for new vehicles extremely long.

Bus Procurement

As SMART has diversified its fleet over the past decade, it has gained experience working through the trade-offs of purchasing, operating and maintaining different types of vehicles. Technology continues to advance in vehicles of all fuel and propulsion types. Many transit agencies around the country are transitioning to cleaner fuel types to reduce emissions, and as part of that transition there are costs beyond vehicle price that must be clearly understood. Considering start up investments, maintenance, and how the operating environment might affect the stated lifespan of a vehicle are key to understanding the true cost.

SMART should focus on its own goals in order to prioritize the most important features of a bus. Environmental impact, fuel efficiency, operating and staffing resources needed, driver and customer comfort, space needs, and capital infrastructure needs are all important considerations.

Because bus propulsion technology has changed so rapidly in the past 20 years, many of the currently-available data about fuel efficiency, emissions reductions, and costs (operating, maintenance, capital, total) are conflicting. Published studies from the U.S. Department of Energy and transit agencies around the country over the past 15 years show a wide range of outcomes across a variety of metrics and vehicle fuel types. Some information about lifecycle costs and maintenance challenges is still evolving, as new vehicle technologies remain on the roads for enough years to be well-understood by transit agencies. SMART already has years of experience purchasing and maintaining alternative-fueled vehicles. The Wilsonville fleet manager, as well as fleet managers at peer agencies in Oregon, will be key people to rely on for knowledge about how emerging and improving technologies have worked in the recent past.

SMART aims to replace diesel, diesel hybrid, electric and CNG vehicles over the next five years. Here is some guidance to consider during future vehicle purchases.

Compressed Natural Gas (CNG)

CNG-powered buses can reduce emissions by up to 90 percent compared to diesel-powered buses. CNG buses may also provide lower operational costs per mile compared to diesel buses and fuel costs can be much lower. CNG requires significant initial investments in fueling infrastructure and upgrades to maintenance facilities, such as natural gas detectors and ventilation systems, but SMART already has what it needs and can accommodate growth in this equipment in its maintenance yard.

SMART has experience maintaining diesel-hybrid buses, which will not be replaced as they come to the ends of their useful lives. CNG vehicles have been found to have higher or lower maintenance costs than diesel-hybrids, depending on the study.

Range between refueling: Around 220 miles

Battery Electric Buses (BEB)

Electric buses operate solely on electric power from a lithium-ion battery pack. Charging can occur either at route termini or on-route. Currently, all SMART charging occurs at the maintenance yard. Electric buses can be zero-emissions (depending on the source of the electricity) and their fueling costs depend on electricity costs. Both carbon emissions and costs from electricity have been lower in the Pacific

Northwest than in other parts of the U.S. due to our abundant hydro power.

Despite recent improvements in battery capacity, electric buses have shorter ranges than diesel or gasoline vehicles. And despite improvements in charging speeds, electric buses generally still require more time to reach a full charge than diesel vehicles require to refuel. Vehicle ranges and vehicle charging/refueling time can affect the design and efficiency of routes, or constrain which vehicles can operate which routes. Deployment of electric buses therefore requires careful consideration of charging needs, route lengths and speeds, and operating conditions including weather. Air conditioning and heating can reduce an electric bus' battery span by as much as 30%.

SMART will soon have four charging stations at the maintenance yard. Technology continues to evolve with electric buses and charging capabilities, but many agencies have found that the limited range between charges has caused an increase in the number of buses and operators needed to provide the same level of service, compared to the number of vehicles previously required with other fuel types. Though we can imagine a role for electric buses in the SMART fleet, growing this type of fuel system at SMART will require a realistic look at the implied operating and capital cost increases over the life of the vehicle.

Electric cutaway vehicles are less tested

than full-sized electric transit buses. Though smaller vehicles have now been Altoona tested and FTA approved, there is far less peer experience and fewer long-term takeaways that SMART can use to make educated decisions for bus purchases. In addition, some important features such as easy and fast wheelchair boarding may be compromised in electric cutaway buses. In the coming years, it will be best to keep any electric bus purchases to more standard 35- and 40-foot buses that have more vendor support and that require SMART to stock fewer unique parts and supplies for maintenance.

Range between charges: 70 – 300 miles between depot charges

Hydrogen Fuel Cell

Hydrogen fuel cell electric buses (FCEBs) are hybrid vehicles powered by hydrogen fuel cells and an electric battery, providing flexibility to be deployed on longer routes. FCEBs can be zero-emission (depending on the energy source for the creation of the hydrogen fuel) and have a better fuel economy compared to conventional buses. However, fueling costs are high for hydrogen and it is not yet readily available as a vehicle fuel. Transitioning to FCEBs would therefore require investments in new fueling infrastructure and updates to SMART's maintenance yard.

SMART does not currently have any FCEBs and they are not currently recommended for SMART, based on the size of the

agency, the amount and type of service operated, and considering the other types of vehicles available in the fleet.

Range between refueling: Typically between 200 and 325 miles

Fleet to Support 2028 Service

As noted above, the number of vehicles required at peak times in-service would increase by 5 with implementation of this Plan. As SMART continues following its existing fleet replacement plan, these additional acquisitions will need to be accounted for.

The question arises what types of vehicles to add to maintain some flexibility in the fleet (with regards to route assignment); resilience in case of disruptions to fuels, supplies or parts; and to meet SMART's goal of phasing-out all gas and diesel vehicles by 2028. Major delays in the manufacture of vehicles also need to be taken into account.

Vehicle Type Considerations

This Plan calls for services in 2028 that would require an increase of 5 peak in-service buses, going from the 18 buses that were required to operate maximum fixed route and DAR service in 2021, to 23 buses

required in 2028. During the peak in fixed route operations (6-9 a.m. and 4-8 p.m.) 19 vehicles would be needed to operate fixed routes. During the peak in DAR operations (11 a.m. to 3 p.m.) 7 vehicles would be needed to operate DAR.

Some vehicles could perform both functions, if they are suitable for both. However:

- A vehicle that provides DAR may be too small to handle the passenger load on a fixed route (especially if it passes a school).
- A vehicle that is large enough to support a fixed route's passenger loads may be too small to drive down and turn around on every residential street in the city, in order to provide the door-to-door service required for some DAR customers with disabilities.

Every size and type of vehicle are not available with every fuel type, and not with the same quality of design, comfort for passengers, reliability and availability for purchase.

Given the types of services the SMART fleet would need to operate in 2028 according to this Plan, we recommend that buses purchased primarily to operate fixed routes be battery-electric (BEBs), and that buses purchased primarily to operate Dial-a-Ride service or very low-ridership fixed routes be CNG.

Vehicle Fuel Type Recommendations

For fixed routes, we recommend that SMART purchase the largest vehicles that will be needed to accommodate potential passenger loads and wheelchair boardings per trip.

Understanding that today ridership is very low, it is possible and likely that it will increase by 2028.

The investments recommended on inter-city routes will increase their usefulness and therefore are likely to increase their ridership.

Fixed routes that pass by middle and high schools can experience high passenger loads twice a day, and if a too-small vehicle is assigned to the route it can cause passengers to be left behind at stops, or force SMART to deploy a second bus and driver during that period.

For long fixed routes, especially those traveling on I-5 and I-205, it is valuable for comfort and safety that all passengers have seats.

Wheelchair boardings are faster and more comfortable on some bus designs than on others. In general, larger and low-floor vehicles offer a better wheelchair loading and unloading experience than smaller and high-floor vehicles. However, the quality and reliability of designs for smaller

vehicles may improve in this regard in future years.

For all of these reasons, SMART should err on the side of procuring larger rather than smaller fixed route vehicles.

Battery Electric or Compressed Natural Gas Vehicles

Large fixed route vehicles, 35- or 40 feet long, are available with Battery Electric (BEB) or Compressed Natural Gas (CNG) propulsion. (SMART's 35' and 40' buses are currently a mix of BEB, diesel and diesel-hybrid.) BEBs are appealing given their potential for lower carbon impacts, depending on the source of the electricity that powers them (which in the Pacific Northwest consists partly of hydropower and is therefore relatively low in carbon emissions).

However, BEBs increase operational complexity. The increase in peak vehicle requirement for implementing the 2028 recommended services was calculated based on needed layover time for driver breaks and reliability, but no additional layover time for battery charging or for deadheading buses to a site where the battery can be charged. The current rule-of-thumb among transportation planners and schedulers working on fleet electrification is that a purely BEB fleet would need to be 20-50% larger than a fleet using diesel, gas or CNG, because of the added cycle time and deadhead (time spent

driving to and from the maintenance yard, without passengers) required for charging.

The 2028 fixed routes as described in this Plan include some schedule inefficiencies, meaning extra time that the vehicle is not on the road, in excess of the time needed for the driver's break and as padding to protect reliability. There are multiple ways this extra time can be used in scheduling:

- It can allow for the route to arrive a little earlier or later in order to make a timed connection with another route.
- It can be used for driver meal breaks or driver shift changes.
- It can be eliminated by interlining multiple routes which have extra time, so as to require one fewer buses over the set of interlined routes.
- It can be used to charge BEBs.

With an increase in BEBs in the SMART fleet, more of this extra time will be needed for charging. Overall, with a large enough increase in BEBs within the fleet, SMART should expect a related increase in its peak fleet requirement.

For routes on which BEBs would replace standard diesel or diesel-hybrid buses, an iterative planning-scheduling step should be taken before detailed scheduling is performed and a final vehicle requirement is calculated. In that process schedulers would identify inefficiencies caused by the need to charge vehicles between trips.

Planners would identify available charging locations and charging locations that are not available but that would decrease deadhead time to charge. Fast on-route charging might be considered as an alternative, representing an increased capital expense but a decreased operating

Depending on the location and availability of chargers, the lengths of routes, and the speeds of routes, this planning-scheduling exercise might result in a higher vehicle requirement than we have estimated in this Plan. It could also contribute to longer-range planning to invest in on-route charging, rather than at the SMART maintenance yard, for example at the recommended Town Center terminal facility where some routes are recommended to terminate.

Additional factors can affect the time and distance that BEBs can be driven between charges. One of the biggest factors is hills, which are not a major issue in the Wilsonville or north valley topography. Weather, heating and air conditioning use, the age of the battery, and operating conditions could all affect the peak fleet requirement if the proportion of BEBs are increased in the fleet.

We also recommend that SMART not eliminate the possibility purchasing large CNG vehicles for its fixed routes. While CNG vehicles have a higher carbon impact than BEBs, they are simpler to operate and do not increase the overall required fleet size as BEBs do. There are also

unanswered questions about the durability and environmental sustainability of the batteries that power BEBs, which may be better understood in the coming years as widespread global use of electric vehicles puts pressure on battery manufacturing and disposal. The lifecycle durability and environmental impacts of CNG buses, on the other hand, are well-understood as they have been in use for thirty years.

Compressed Natural Gas Vehicles

Local DAR vehicles can be smaller than most fixed route vehicles. This is because only a few passengers' trips can be delivered by one vehicle in an hour while still being reasonably direct for the passengers. Thus DAR vehicles rarely need to fit more than a few passengers.

40' and 35' BEBs have a longer track-record and a more robust market in the United States compared to 30' and smaller BEBs, which are new to the market. Purchasing smaller BEB vehicles for its DAR service would put SMART in the position of being a "guinea pig" for a relatively new and complex product.

Smaller CNG transit vehicles are available with better designs and a longer track record than small BEB vehicles. Therefore while we recommend BEBs for larger fixed route vehicles, we do not recommend them for the small vehicles that can be used (or are in some cases required) for DAR.

SMART has been using CNG propulsion as well as diesel and gasoline propulsion for smaller DAR vehicles (mostly 26' "cut-aways," which are high-floor buses built on a truck chassis). We recommend that SMART continue to use CNG for smaller vehicles rather than BEB. These new, small CNG vehicles are likely to be used mostly on DAR but could also be used on low-ridership fixed routes or on certain fixed routes at times of day when ridership (and wheelchair boardings) are reliably low.

By 2028, the market for smaller BEBs may be more established, and the appropriateness of then-available small BEB transit vehicles, either on lower-ridership fixed routes or DAR, can be reevaluated.

Current Vehicle Prices

The most recent vehicle cost estimates available in the Pacific Northwest are from the State of Washington price agreement which applied through March 2023. The table in **Figure 51** gives average prices for each size and fuel category, plus 10% for contract and delivery related costs.

These prices are only valid through the end of March 2023, and prices are likely to increase in the next State price agreement. (The State of Oregon offers similar guidance on prices, but it dates to 2020.) Actual purchase prices will depend on contract terms, timing of the purchase and the specifications of the vehicle.

For smaller buses (such as 26' long),

appropriate to SMART's DAR service and low-ridership fixed routes, the State of Oregon has negotiated a base price range \$107,990 to \$181,129 depending on the fuel type. The lowest-cost options in this size are diesel, and so SMART should expect to pay higher prices for CNG.

The state of Oregon offers a [Transit Vehicle Lifecycle Cost Analysis Tool](#), developed by the Oregon Department of Energy, the Department of Environmental Quality, and Zero Emission Vehicle Interagency Working Group, to help agencies predict the total life cost of a vehicle by fuel type and operating conditions. The tool is focused on 35- and 40-foot buses. SMART could use this tool to tailor inputs such as fully burdened labor costs, inflation rate, fuel costs, annual vehicle miles traveled per bus, infrastructure, and operations and maintenance inputs. However, SMART already has experience purchasing, operating and maintaining both BEB and CNG vehicles, and may find its own local

Length	CNG	BEB
30'	\$467,047	\$524,305
35'	\$547,904	\$680,397
40'	\$614,277	\$878,567

Average prices for heavy- and medium-duty buses in each length category, plus 10% for delivery and other small charges, taken from the Washington State vehicle price agreement, which is valid through March 2023.

Figure 51: Sample prices for CNG and BEB vehicles.

data and experience to be as good a basis for future planning as any statewide tool.

Vehicle Delivery Delays

Price is but one barrier to procuring new buses. Wait times are, at time of writing, a bigger barrier. Some types and sizes of buses are in very short supply due to the shuttering of some manufacturers, consolidation of others, and supply chain disruptions. Transit agencies are waiting years to take delivery of ordered vehicles.

This is one of the reasons that SMART has kept some of its older vehicles in operation longer, and kept a diverse fleet in terms of fuel and body types. With so much uncertainty about how long it will take to procure replacement vehicles, it is important that SMART keep in its fleet vehicles that can operate its longest routes reliably and efficiently, and that can handle its peak passenger loads comfortably. This may result in some older, diesel, or diesel-hybrid vehicles being kept in the fleet for longer than they otherwise would given SMART's goal of having a 100% alternative-fueled fleet by 2028.

Given that SMART is likely to maintain some diesel and diesel-hybrid vehicles in its fleet for additional years, it may be worth considering using renewable diesel to fuel those vehicles.

Charging Infrastructure

SMART needs one electrical charger per BEB vehicle, as all BEB vehicles are currently charged overnight. SMART also needs a spare charger, as the chargers occasionally go out of service or require maintenance.

SMART currently has three chargers installed in its maintenance yard and will install a fourth in 2023 at the cost of approximately \$80,000. This will meet the minimum requirement for charging the three BEBs currently in SMART's fleet.

The cost of installing chargers depends greatly on the state of the electrical system to which the charger is connected. If a new transformer is required then the cost for electrical upgrades can be many times the cost of the charger itself. For the 2023 installation, the electrical system is already up to standards. Future installations in the maintenance yard may require additional electrical work and therefore cost more than \$80,000.

In the future SMART can consider the addition of one or more fast chargers. Fast chargers are used on routes so that BEB buses running long routes do not necessarily have to return to the maintenance yard to be charged during the day. The recommended Town Center terminal facility is a place where a fast charger could be

installed to support electric operations of Routes D, E and F, which are not designed to serve the west side Transit Center adjacent to the maintenance yard.

Fast chargers themselves currently cost between \$65,000 and \$150,000, depending on the number of vehicles to be charged. However the electrical upgrades necessary to install any charger at a new facility would be considerable, likely far more than the cost of the fast charger itself. Fast chargers can also be installed at depots to allow for a higher ratio of buses-to-chargers and this may be worth considering in the design of SMART's expanded maintenance yard.

Administrative Investments

The improvements in the 2028 Network will require a set of accompanying changes to SMART's operation, maintenance and administration.

Longer Spans of Service

The increase in service proposed in this Plan would obviously trigger a need for more fixed-route and Dial-a-Ride bus drivers. This relates to the increase in the amount of fixed route and Dial-a-Ride service offered on all days, but it also specifically relates to early morning and later evening service:

- While the first and last fixed route bus in service would not be earlier or later than today, there would be many more buses on the road earlier.
- The Dial-a-Ride service day would be longer by 2 hours in the morning and 3 hours in the evening on weekdays (and one hour in the morning and one in the evening on Saturdays). This would be required because the fixed route service provided at that times would be “local” rather than “express” and would therefore require paratransit.
- The early morning and later evening service increases would trigger a need for additional supervisor hours at those times, on weekdays as well as Saturdays.
- A Dial-a-Ride dispatcher would be required for 4 additional hours of the day on weekdays, 13 additional hours on Saturdays.
- At least one supervisor and one dispatcher would be required on Sundays as well.

With the increases in span of service, the increases in quantity of service (and therefore drivers and vehicles on the road), and the additional of Sundays, the recommended 2028 service would trigger the need for:

- As many as 123 new supervisor hours per week.

- As many as 44 new Dial-a-Ride dispatcher hours per week.
- A full-time (40 hours per week) customer service staff person.
- A full-time (40 hour per week) maintenance staff person. (In fact, any increase in service at all, let alone an increase to the level of the 2028 recommendation, will trigger the need for an additional maintenance staff person.)

Operations Personnel

Adding more fixed route and Dial-a-Ride service on weekdays would not only require more drivers, it would increase the daytime work load for operations staff such as supervisors and dispatchers.

It would also lengthen the operating work day, adding hours to shifts in the mornings and evenings, as the fixed route and Dial-a-Ride spans of service would get longer.

A major increase in staffing would be required on weekends, when both fixed route and Dial-a-Ride increases would trigger additional weekend shifts for staff and a larger team of staff in total.

In addition, the work of administering, managing and communicating about SMART service will increase as the size and usefulness of the system increases.

Administrative Personnel & Facility

With a nearly two-fold increase in fixed route service (as shown in the table on page 44), and with further increases in DAR service, SMART will need to grow its administrative team.

Administrative personnel support passengers, service and operations by providing planning, marketing, financial management, staff management, procurement, and more.

With growth of the administrative team, more space will be needed for their work, both office spaces and flexible space such as training rooms. The SMART administrative facility is currently at capacity so an expansion would be needed in order to provide space for this growth.

Maintenance Personnel

The planned increase in service hours, service miles and peak vehicles will require additional maintenance staff and supporting equipment, supplies and infrastructure.

The staff who maintain SMART vehicles work on all City of Wilsonville vehicles. There are four mechanics who work Monday through Friday in five 8-hour shifts.

These maintenance staff are at capacity today. Hiring and retaining mechanics has been a challenge, similar to the nationwide and local challenge of hiring and retaining transit operators. SMART currently has an

open position listed for a maintenance service worker. If filled, that will help provide currently-needed maintenance capacity.

The service increases described in this Plan would modestly increase the size of the fleet, which on its own would trigger a need for more maintenance staff, and may also trigger increases in required equipment, storage space, supplies and other infrastructure that supports maintenance. However, the service increases described in this Plan would greatly increase mileage and hours per vehicle, which would trigger more frequent preventative and reactionary maintenance per vehicle and would also increase needed maintenance capacity.

Additional maintenance staff would be needed to support the larger fleet and the greater wear-and-tear on the fleet. Those positions would be:

- Maintenance Hostler
- Equipment Mechanic
- Shop Foreperson

These positions cannot be added smoothly, one hour at a time, as service increases are implemented. The need for an additional full- or part-time position may be triggered by a small increase in service.

Regional Customer Service Center

SMART is currently in the planning stages of developing a regional customer service center that will handle customer service requests across multiple south metro transit providers. When the regional customer service center opens at the earliest in 2025, SMART will need to add more staff to operate the customer service center. The service increases recommended for 2028 would also trigger a need for additional customer service staff. The addition will relieve SMART's current dispatchers to focus solely on dial-a-ride scheduling and not general customer service as well.

An associated project, a trip planning tool at rideclackamas.org, will be connected to the regional customer service center and maintained by the same agency partners. It will provide one-stop-shop for information about service, fares, rules and trip planning for all of the small Clackamas County transit providers.

Maintenance Yard

SMART’s fleet and administrative facility was built in 2012 to match the funding available at the time. It is near the Wilsonville Transit Center.

Planning is underway to improve the circulation for fueling, vehicle storage, and system growth in general. There is enough land to expand bus storage by about 40%, which is sufficient to accommodate the service increases and fixed-route peak fleet increase proposed by this Plan.

In the yard, there are currently three chargers for the electric buses. A fourth charger will be installed in FY 2023.

In addition, the administrative building will need to be evaluated for space and potential expansion as personnel and service expands.

Preliminary design and cost estimates for the maintenance yard expansion are currently in development and expected to be complete in 2023.

Technology and Public Information

SMART staff are satisfied with most of the software used on-board transit vehicles, as well as software for operations and planning. SMART uses the vendor GMV for automatic vehicle locators (AVL), automatic

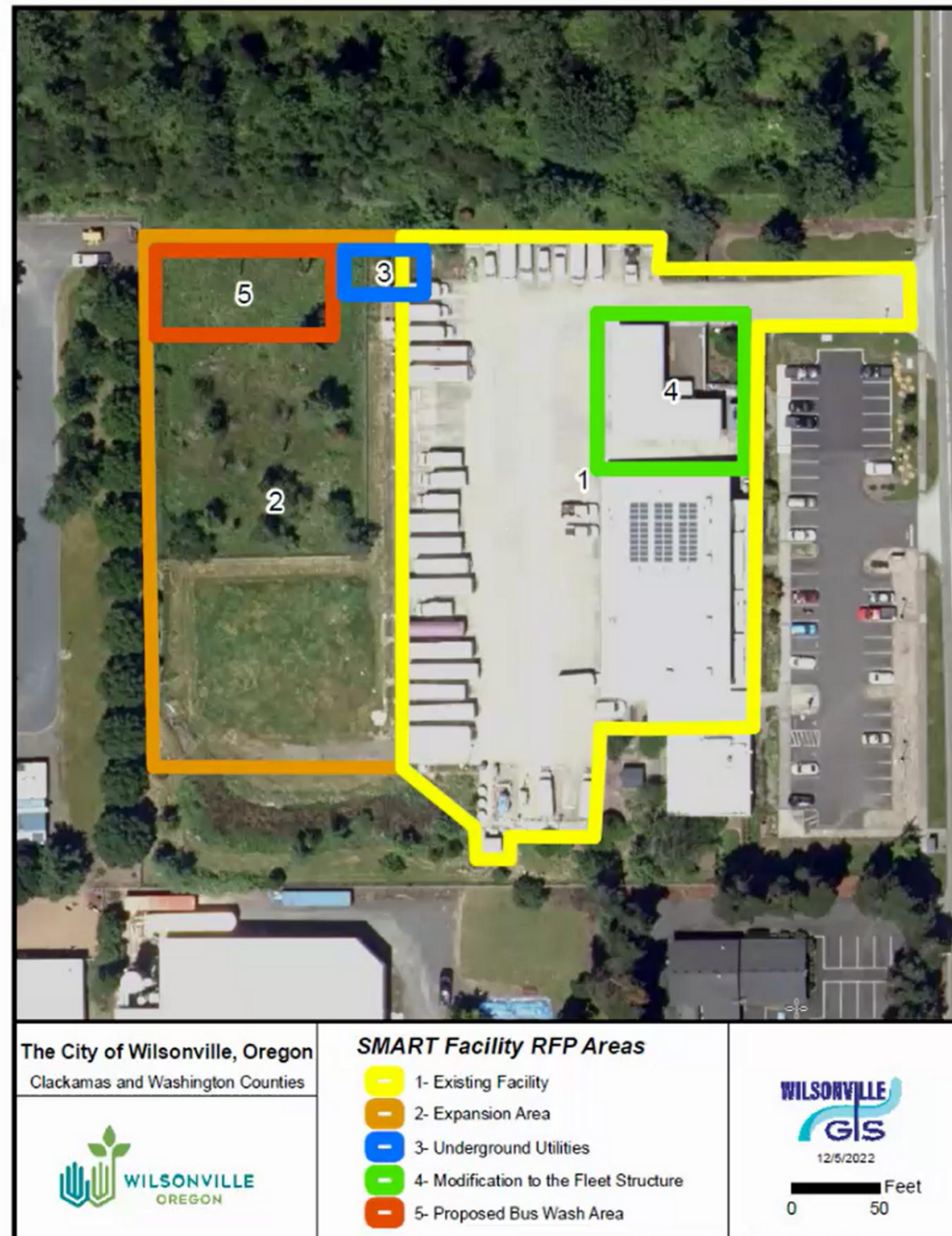


Figure 52: SMART Maintenance Yard Future Site Plan

passenger counters (APC) and mobile data terminals (MDT) on buses. GMV also provides real-time bus arrival information and can be used for booking subscription riders, paratransit dispatching, and driver logs. Staff use Optibus for fixed-route scheduling and mapping.

SMART is ordering digital displays to provide next bus information at the busiest bus stops. SMART also plans to replace its on-board surveillance system.

Real Time Bus Tracking

SMART currently has a bus tracking app, mySMARTbus, which is available to download for free from the Apple Store or Google Play. Real time bus information is also accessible on the [mySMARTbus](#) website.

Most smartphone users rely on navigation apps to provide them with information when they travel or move to a new city, such as Google Maps, Apple Maps, Transit App or Moovit. In the future, we recommend that SMART focus on providing reliable open data on its services via GTFS and GTFS-realtime feeds, so that people do not need to discover and download an additional app to find transit information.

Small Terminal Facility in Town Center

The 2028 network in this Plan includes two routes (E and G) that would have one terminus in the Town Center east of I-5 (Route E’s other end would be in Keizer, and Route G’s other end would be in Villebois). Routes A, B, D and F would pass through the Town Center. This area is shown in the excerpted map of the 2028 network in **Figure 53**.

The area marked on the map in **Figure 53** with a “T”, representing the place where Routes E and G would end and other routes would pass through, is approximately at the intersection of Park Place and Courtside Drive. It is a 1.5 mile walk from the existing Transit Center / WES station on the west side of I-5.

Plans for a pedestrian and bicycle bridge over I-5 would shorten the walk from the Town Center to the west side Transit Center to a little less than one mile. SMART also plans to offer a small autonomous shuttle vehicle over the pedestrian bridge to help those who have difficulty walking connect between the Town Center and the west side transit center. However, engineering and construction of the pedestrian bridge are unfunded and it may not be built for years to come.

Normally a transit agency would not want two transit centers so close to one another.

However, the severely divided nature of Wilsonville – with I-5 acting as a barrier between the two sides of the city – makes it an unusual case in which transit centers that allow routes to terminate, and passengers to transfer, on either side of the barrier could make the transit network simpler and more reliable.

The purpose of this small east side facility would be to:

- Eliminate the obligatory passage of all buses under I-5 on Wilsonville Road, regardless of whether that movement is useful to passengers, simply because they need to reach the Wilsonville Transit Center. Wilsonville Road at I-5 is extremely congested and causes delay.
- Make the Wilsonville Road route (currently called Route 4, or proposed

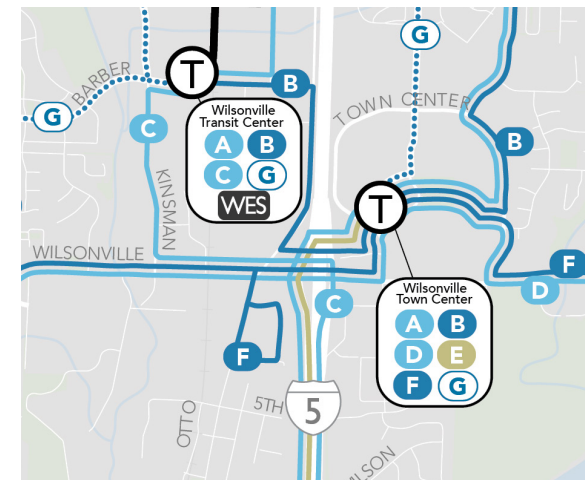


Figure 53: Central Wilsonville excerpt of the 2028 Network Map

Routes D and F in this Plan) more direct by replacing the time-consuming deviation to the west side Transit Center with a smaller deviation onto Park Place. Wilsonville Road travelers bound for places in north Wilsonville, Tualatin or Tigard could transfer to Routes G or B at the Town Center.

- Provide shelters and seating where passengers can transfer from a local bus trip to a regional bus trip.
- Create a terminus for certain routes where bus drivers could take breaks, and passengers could make transfers.

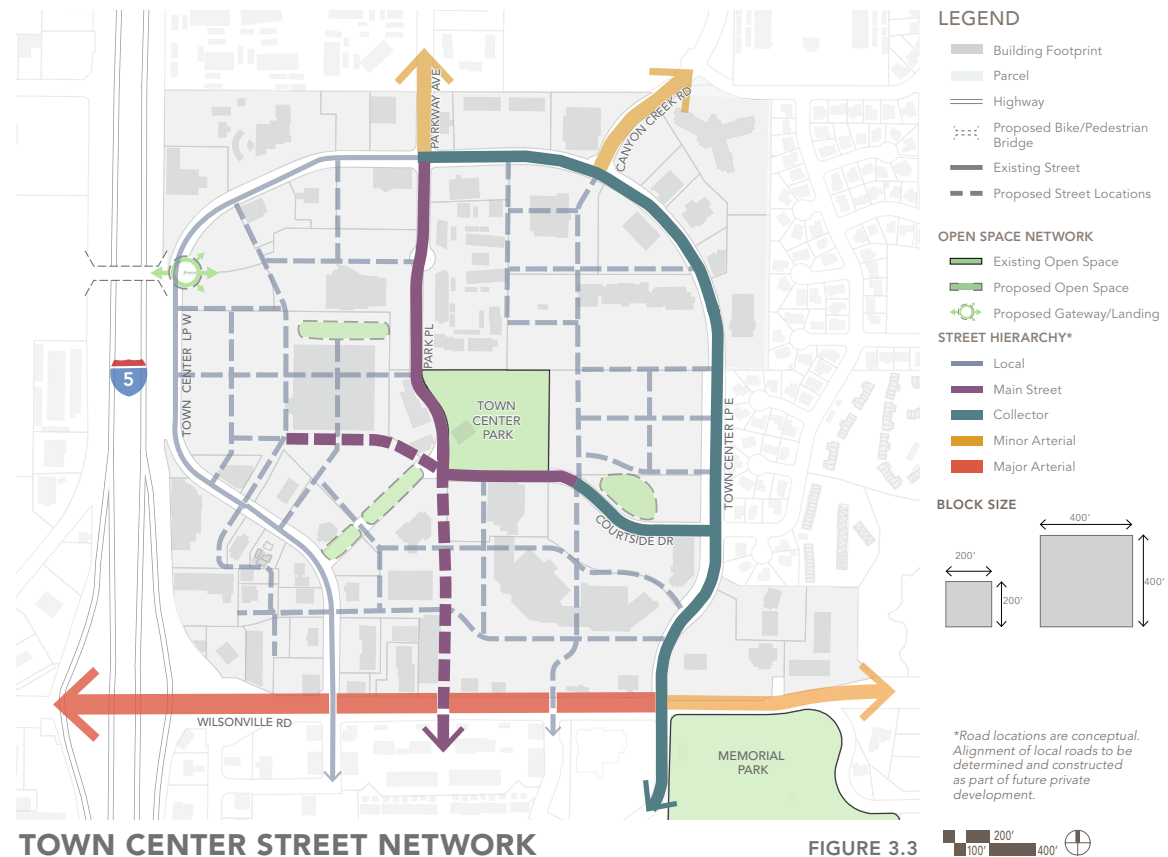
Site Guidelines

While the precise site can be determined in a later process, the appropriate site should be:

- On or very close to Wilsonville Road, to minimize out-of-direction travel for passengers using the Wilsonville Road bus route.
 - The ideal, unconstrained location would in fact be on Wilsonville Road itself, between Memorial Drive and Town Center Loop W. This would allow all bus routes to be as linear as possible while still connecting. However, it seems unlikely that the City of Wilsonville would be able to dedicate the necessary amount of road width to laying-over buses, sidewalk

width for passenger shelters, and adjacent land for the operator facility. The second-best location, in terms of route directness, is along Park Place or Courtside Drive, where more land is currently used as surface parking and where curb lines are planned to change anyway.

- In the middle of the Town Center, to minimize walking distances to people and destinations in every direction.
- Not directly adjacent to I-5 (such as on Town Center Loop W), for two reasons:
 - To maximize the number of destinations within walking distance (the freeway acting as both a barrier



24 \ CITY OF WILSONVILLE TOWN CENTER PLAN

Figure 54: Planned Street Network from the City of Wilsonville’s Town Center Plan 2021

and an empty area in a bus stop's walkshed) and

- o To avoid duplicating service provided to the west side of I-5. (Once a pedestrian bridge is added over the freeway, the west side of the Town Center will be walking distance from SW Boones Ferry Road).

- If there are two places in a city that an ordinary person would describe as "transit centers" then neither should be given the name "Wilsonville Transit Center" as it fails to differentiate them.

For now, in planning work, we suggest distinguishing the two facilities by referring to their respective locations, on the west and east sides of the city.

Where in the Town Center?

The best location for this site would be either on Wilsonville Road, just south of the Town Center, or along the street currently known as Park Place. (The hypothetical site has been marked along Park Place on maps of the 2028 network.) The site would be small, just large enough for a few routes to terminate and for a modular break room.

If the site is off-street, the needed infrastructure and bus movements could be accommodated in a site as small as 10'x32'. If the site is on-street, then linear space in the right-of-way would be used to lay-over (park) buses, while a smaller space outside of the right-of-way would be needed for the modular break room only.

Consideration for how operators would access the locked facility, and whether and how any operator reliefs (with one operator replacing another on the same route/vehicle) would happen there, should also be a part of the planning and costing process.

Many changes to the Town Center are contemplated by the City's Town Center Plan, last updated in 2021 (the planned street network is shown in **Figure 54**). The implementation of that plan should take into account the need for a small bus route terminus in the Center, and the guidelines given above for choosing its precise location.

Two Centers

The names of the existing (west side) and new (east side) transit centers should be carefully considered.

- "Wilsonville Transit Center" and "Wilsonville Town Center" are easy to misread at a glance, and have the same abbreviation.
- "SMART Central Station," is the old name for what is now called the Transit Center, but it is not very "Central."
- The "Station" refers to WES, but the future of WES is uncertain, so a long-lasting name should not depend on it.

Off-Street Facility Near Park Place & Courtside Drive

If the site is off street, along Park Place or Courtside Drive (shown on the next page in **Figure 55**) then the bus stops on those two streets could mostly remain in place.

The off-street site would need to be configured so that two buses could occupy it at the same time, and pass one another if necessary. The layover spaces for the two buses would be close to the operator break room. The buses would need to be able to turn around on the site, and exit in either direction (since Route G

heads north, and Route E heads south). A drawing of an example bus turn-around and layover area is shown in **Figure 56**, drawn for a site that is approximately 350 feet long (including the driveway at the top of the drawing) by 140 feet wide.

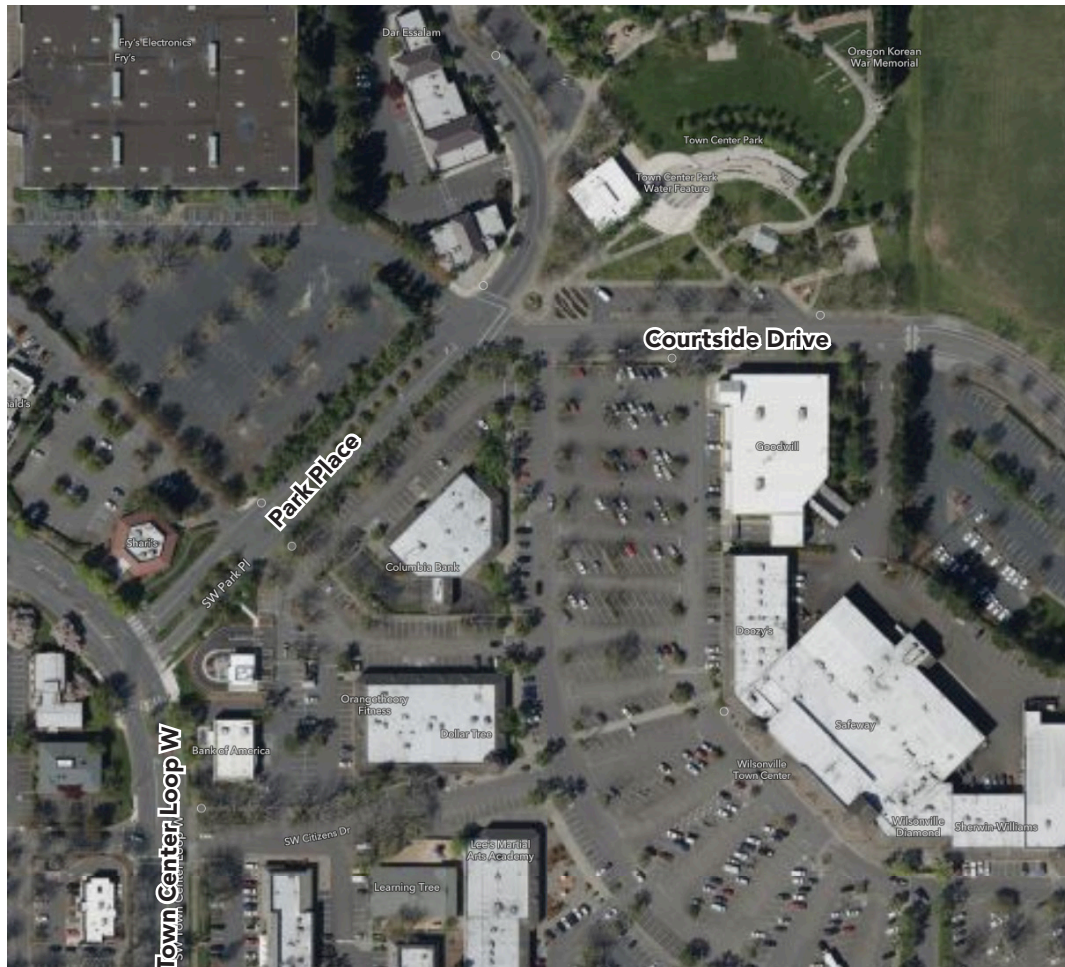


Figure 55: Potential Area for an East Side Terminal Facility in the Town Center

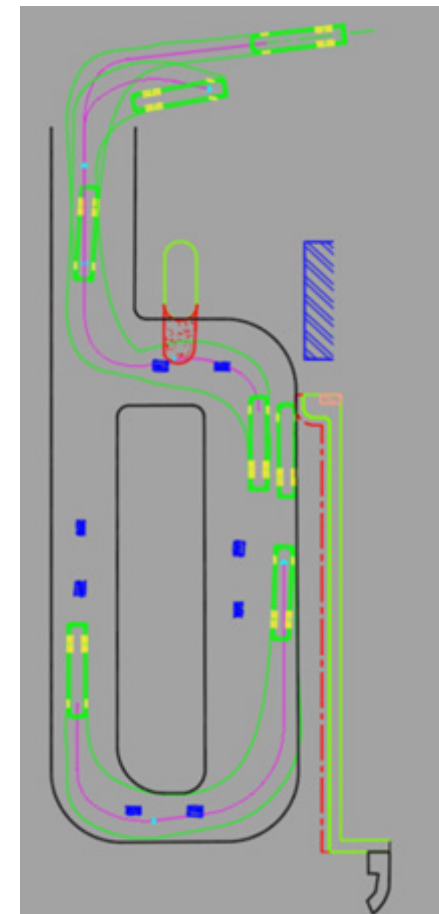


Figure 56: Bus circulation allowing for turn-around and layover in an example off-street terminal site.

For an off-street site in this area, the existing on-street bus stops could be maintained as the places where passengers would board and alight from buses, rather than in the terminal facility itself.

- Route A, B, D and F buses would run through and make stops on Park Place/Courtside Drive, and would not enter the facility at all.
- Route E buses would make stops on Park Place before turning into the facility to terminate and turn around.
- Route G buses could serve new stops on Park Place, close to the intersection with Courtside Drive, before pulling into the facility to terminate and turn around.

While the existing stop locations could be retained, the stops would need be improved based on SMART's usual standards for providing amenities at bus stops. We expect that shelters, benches and trash cans would be justified by ridership within a few years of introducing the 2028 network routes.

Ideally, the bus stops on these streets would also be closer to one another, to facilitate easy transfers. However, the current configuration of the area makes this difficult to change:

- The current design of the Park Place/Courtside Drive intersection seems to preclude placing bus stops close to the intersection on Courtside Drive, for

both directions.

- The wide driveway at that same intersection, into the Goodwill parking lot, eliminates a possible location for an eastbound stop.
- The angled parking at Town Center Park eliminates the possibility of stops on Courtside Drive that are closer to Park Place.

In consultation with City planners, SMART should evaluate the best potential sites for this terminal facility, and how bus stops served by buses in both directions (whether on Courtside Drive and Park Place, or other streets) could be moved close together to facilitate easy and intuitive transfers by passengers.

On-Street Facility on Wilsonville Road

If the goal is to make transit as useful as possible to the maximum number of people, then the ideal location for this terminal facility is not off of Park Place or Courtside Drive, but rather on Wilsonville Road itself (shown below in **Figure 57**) between Town Center Loop W and Memorial Drive.

This would make it possible for bus routes to be more linear and faster, especially routes that would *not* terminate in the Town Center.

Routes could stay on Wilsonville Road, rather than deviating to the north to serve Courtside Drive and Park Place. This would save passengers time, and also make the routes more efficient to operate for



Figure 57: Potential Area for an East Side Terminal Facility in the Town Center

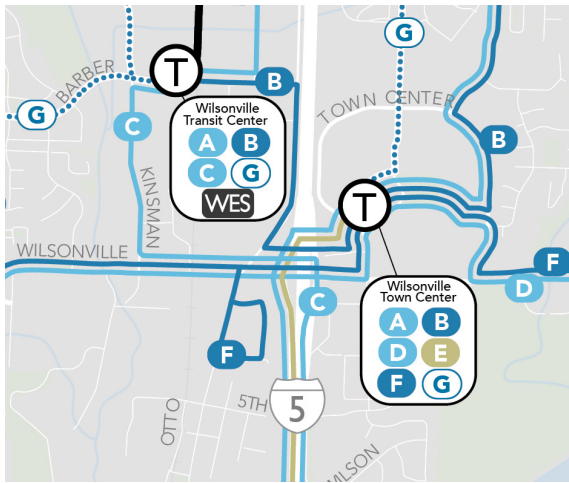


Figure 58: Central Wilsonville Excerpt of the 2028 Network Map

SMART, which in the long run supports higher frequencies.

Buses would still use the local streets of the town center in order to turn around, but the bus stops for terminating routes would be on Wilsonville Road.

In this case, spaces on both sides of Wilsonville Road would be needed for buses to layover (park) while drivers took a break. Improved bus stops for passengers would be needed on the sidewalks near these layover spaces. And, crucially, a nearby break room would be needed for bus operators so that they would have a short walk to and from their break. The break room may need to be on private property, or on City property, but regardless it would not fit in the right-of-way of Wilsonville Road itself.



Figure 59: Example of a Modular Break Room, 10' x 36'

Modular Building

Most of the costs of a terminal facility are likely to arise from changes to the streetscape or traffic controls, rather than from the facility itself. SMART will need to work with City planners and engineers to identify and evaluate possible locations, and estimate costs for both the terminus infrastructure and any needed street or engineering changes.

The facility would not necessarily require substantial construction and could be physically small, but it should be built with basic comforts that allow SMART to use it

for driver meal breaks rather than returning to the Wilsonville Transit Center break room. To that end, it should include:

- A restroom. If vehicles are scheduled with overlapping layover at the Town Center, then two small restrooms may be important for operator comfort and health.
- A small break space, with seating, a table, and access to potable water, electricity and a way to warm food.
- Electricity for air conditioning and heating and plumbing for the

bathroom and potable water for drinking would be needed.

- Wifi connectivity.
- Cleaning, first aid, and bathroom supplies.

Recognizing that the utility hookups have a one-time cost, the building itself could be a modular one to minimize construction costs. An example of the type of modular building that could be used as an operator break site is shown in **Figure 59**.

Modular buildings come in many configurations that can be plumbed with septic underneath. Electricity will require a tie in, and the best precise location for the facility may be influenced by where on the property is the closest junction, pedestal, or transformer box. Inside the modular building, a pre-fab wall for a separate quiet area or field supervisor office could be included.

Approximate costs for this facility would be \$124,000. This includes the modular building, minor sidewalk improvements, moving and reinstallation of bus stops, a new bus shelter, minor asphalt striping, and other miscellaneous labors. This would include electrical and water hook-up but not sewer hook up. Additional costs would occur for operation and maintenance of the building.

The actual cost to create this facility will obviously vary greatly depending on where exactly the facility is located, whether

there are property leasing or acquisition costs, how suitable the streetscape is for bus stops and passenger transfers, and whether any traffic engineering changes are needed to allow for new bus movements at intersections.

Using a lower-cost modular building for this facility, rather than building a permanent structure, would be especially prudent if the best terminal site that can be developed by 2028 is not the same as the best site in the long-term Town Center Plan. Rather than wait to offer the service improvements described in this Plan until the Town Center Plan is built out, which could take decades, SMART could move forward with an interim, lower-cost but still comfortable facility.

Future Town Center Redevelopment

Much larger changes to this site example will need to be discussed once the Town Center Plan is implemented at the very least because “Park Place” will become a directly north-south street (shown in dashed purple on the map at right, which is repeated from an earlier page for easy reference).

The example location we have identified on the current, diagonal “Park Place” is planned to become a parkway for walking and cycling only (shown in green on this map).

Many European cities have incorporated

buses into such car-free parkways. The possibility of continuing to run bus service on the diagonal, old “Park Place” should not be dismissed out of hand.

However, the north-south “Park Place” would also be a suitable alignment for the proposed 2028 bus routes, especially if priority is given to buses turning on and off of Wilsonville Road. The new north-south “Park Place” would also be an appropriate site for passenger transfers and the terminal facility.

Finally, as mentioned above, if all of these improvements (layover spaces for buses, shelters and benches for passengers, and an operator break room) could be placed on Wilsonville Road and adjacent property, between Memorial Drive and Town Center Loop W, that would be ideal to support the 2028 Network and maximize potential ridership and access to transit. That idea may be worth considering in the context of the Town Center Plan as well, depending on the scale of change City staff expect will result from this Plan.

The recommendation for a small Town Center terminal facility, and more generally for improved transit service to and through the Town Center, is supportive of the Town Center Plan overall. The two Plans will need to be further harmonized and implemented together.

Transportation Options, Marketing & Information

SMART does more than just operate fixed-route and demand-response transit services. This section describes some of the other programs SMART administers that would continue through the period of this Plan.

SMART supports the statewide “Get There Challenge,” which incentivizes non-single-occupancy-vehicle use. People who use other modes, such as vanpooling, carpooling, cycling or transit, can qualify for rewards, during two weeks in October.

Vanpool

Vanpool options are available to commuters who begin or end their trips in Wilsonville.

SMART offers up to a \$500 per van/per month subsidy to help start more vanpools coming into and out of Wilsonville. Vanpools with at least five passengers in the group can lease a vehicle from Commute with Enterprise, with no long term commitment required.

Safe Routes to School (SRTS)

SMART delivers SRTS programming. SRTS is a nation-wide program that encourages and educates children and parents on the

benefits and safety knowledge of walking and rolling (skateboard, bike, scooter, carpool, and school or SMART bus) to and from school. SMART hosts Walk+Roll to School Day events and challenges to promote active transportation.

The SRTS program improves transportation for students, parents, and staff and also reduces the number of driving trips to and from schools to improve air quality and congestion. SMART is working to ensure safe, healthy, and equitable outcomes for all participants including historically marginalized group

Travel Training

SMART has partnered with Ride Connection’s RideWise Travel Training Program to provide information and training to support independent public transit use at no cost. The program is aimed at training older adults and people with disabilities to inform them about their transit options, and help participants feel comfortable with using SMART.

The RideWise Program offers personal, one-on-one travel training and group transit trips to help participants learn about fares, trip planning, accessibility, and how to use trip planning apps.

RideConnection also provides specialized shuttle services. One such shuttle serving Clackamas County near West Linn could connect with the proposed Route D at one of multiple places along the route, for

example Legacy Meridian Medical Center or downtown West Linn.

Transit Service Marketing

Marketing and public information are key elements in maintaining and increasing ridership. SMART can provide service that effectively meets passengers’ needs, but if people don’t know it’s there, they won’t use it. As Wilsonville continues to grow, there are also many new residents and employees who may not have previously heard about SMART. There is great opportunity to leverage outreach efforts through coordination with other providers and existing resources. The actions that need to be taken in order to get the information to the intended audience are often very inexpensive and represent a good value in terms of increased ridership.

SMART services are marketed through various efforts, including through printed informational materials, social media, attending community events, and providing information on the SMART website.

Safety and Enforcement

While SMART’s services and facilities are generally safe and without patterns of concerning incidents or behaviors, SMART should continue to pursue trainings, best practices, policies and procedures to maintain a high level of safety on buses, around

bus stops and at SMART facilities.

Special attention should be paid to providing a safe environment for women and young people. A [study](#) completed in 2019 for Metro, in Los Angeles, made the case that “women tend to bear outsized burdens and risks in the course of their daily travel. Being cognizant of how women travel can help ensure SMART provides a welcoming environment at all hours of operation. For example, women tend to take more trips than men, which means there is a greater chance of exposure to travel incidents. They are also more likely to be traveling with children. Service design that helps minimize time, cost, and physical burdens of travel will improve the travel experience for all, not just women and children.

Signage at major transit stops should instruct people in how to make transfers to other transit vehicles or how to walk to major destinations. Such signage reduces the vulnerability of occasional or first-time travelers, and improves their comfort and confidence in their trip. The real-time arrival boards that SMART is planning to install at major bus stops can also help with this.

Additional signage at major transit facilities should instruct people how to call for help, and should be visible, current, and translated into Spanish, at a minimum.

The routes proposed in the 2028 Network extend far into other agencies’ service

areas, and far beyond the immediate reach of Wilsonville Police and other City staff who could help respond to emergencies or provide aid to passengers and operators. SMART, TriMet, Canby Area Transit, Woodburn Transit and Cherriots should have recent agreements in place at shared stop locations indicating the protocol for a safety incident or threat.

SMART has been fortunate not to have experienced an increase in challenging interactions since the pandemic, as have many other urban transit agencies. The 2028 Network is expected to be more useful to a greater number of people, and would naturally therefore bring SMART staff in contact with safety and social challenges that have been uncommon on more specialized, lower-ridership routes in the past. Additional training and support for SMART staff would be appropriate as part of implementing the 2028 Network.

We recommend that SMART review studies published by the Federal Transit Administration and other transit agencies to continue staying informed on current safety strategies. SMART and TriMet staff should routinely discuss and collaborate on safety approaches, especially in the “border” areas where the two agencies’ routes overlap and where they share facilities.

Additional resources for SMART staff are the [Transit Cooperative Research Program Synthesis 121: Transit Agency Practices in Interacting with People Who Are](#)

[Homeless](#), and ongoing training and discussions organizing by the American Public Transit Association (APTA) and Oregon Transit Association.

Human trafficking is a crime in which someone is coerced or forced to work, and this criminal activity is known to be concentrated along the I-5 corridor in Oregon, Washington and California.

SMART signed onto the USDOT’s Initiative against Human Trafficking in 2021 and conducted all-staff training in 2022. Ongoing training and awareness campaigns should be supported. SMART could develop materials for riders on how to identify and report potential risks, and promote an awareness campaign during National Human Trafficking Prevention Month in January.

Other Oregon transit agencies also located along I-5 (such as TriMet, Cherriots, Lane Transit District and Rogue Valley Transit District) may have information to share as well.

6. Financial Context and Project Costs

There are a number of funding sources available for the various types of improvements recommended in this plan. Since many people throughout Oregon enjoy the amenities of the greater Wilsonville region, the City has taken a financial approach that spreads the costs of public transit among property owners, businesses, overnight and day visitors, transportation systems users, and local, state, and federal governments.

The five major available funding categories are federal funding (formula and discretionary grant programs), state funding, regional/local funding, and private funding sources/partnerships. The most relevant and promising sources to fund improvements proposed in this Plan Update for 2023-2028 are described below.

Capital rolling stock, such as vehicles and equipment replacement, can be purchased with a match of up to 85% of the cost by Federal and state sources.

Federal, State, Private/Partnership and Local sources of transit funding are described in turn by the tables on the following pages.

Federal Funding (Discretionary Grant Programs)

The Infrastructure, Investment, and Jobs Act (IIJA), also known as the Bipartisan Infrastructure Law (BIL), was signed in November of 2021 and is the current federal transportation funding bill. The law replaced Fixing America's Surface Transportation Act (FAST) and will add an additional \$550 billion to transportation, broadband, and utility investments across the United States. This funding will be distributed from FY 2022 through FY 2026 via a competitive grant application process. Several of the most relevant funding sources are described in the following sections.

Funding Source	Amount	Match Required	Eligible Projects	Notes
5339(b) Federal Transit Administration Discretionary Buses and Bus Facilities Infrastructure Investment Program	Varies based on year. No current update for 2023.	15% for vehicles; 10% for bus-related equipment and facilities.	<ul style="list-style-type: none"> Capital projects to replace, rehabilitate, purchase, or lease buses, vans, and related equipment. Capital projects to rehabilitate, purchase, construct, or lease bus-related facilities. 	Recipients of 5307 funding may apply directly to the Federal Transit Administration.
5339(c) Federal Transit Administration Discretionary Low or No Emission Program	Varies based on year. No current update for 2023.	15% for vehicles; 10% for bus-related equipment and facilities.	<ul style="list-style-type: none"> Purchasing or leasing low- or no-emission buses. Acquiring low- or no-emission buses with a leased power source. Constructing or leasing facilities and related equipment (including intelligent technology and software) for low- or no-emission buses. Constructing new public transportation facilities to accommodate low- or no-emission buses. Rehabilitating or improving existing public transportation facilities to accommodate low- or no-emission buses. 	Recipients of 5307 funding may apply directly to the Federal Transit Administration.
Rebuilding American Infrastructure with Sustainability and Equity (RAISE)	Minimum award is \$5 million in urban areas. No more than \$345 million per state.	20% excluding local areas.	<ul style="list-style-type: none"> Highway, bridge, or other road projects eligible under title 23, United States Code. Public transportation projects eligible under chapter 53 of title 49, United States Code. Passenger and freight rail transportation projects. Planning, preparation, or design of eligible transportation capital projects. 	Funding is obtained via an application to USDOT.
Safe Streets and Roads for All (SS4A)	FY 2023 Notice of Funding Opportunity to open in spring 2023.	20%.	<ul style="list-style-type: none"> Creating action plan to prevent roadway fatalities and serious injuries. Funding and implementing specific projects previously identified in the action plan. 	Funding is obtained via an application to USDOT.

Figure 60: Federal Discretionary Grant Funding Programs

Funding Source	Amount	Match Required	Eligible Projects	Notes	
STBG Discretionary Bus Replacement Program	Funding varies based on solicitation year. No current update for 2025 – 2027 solicitation.	10.27% for STBG.	<ul style="list-style-type: none"> • Vehicle replacements that were purchased through ODOT Public Transportation Division and have ODOT on the title as first security interest holder. 	ODOT receives funds from the FHWA's STBG program, then allocates those funds to agencies via a competitive application process. The funds are transferred into FTA Sections 5310, 5311, or 5307.	
Statewide Transportation Improvement Fund Discretionary	Varies based on Oregon payroll tax revenue. Revenues stream from 5% of Statewide Transportation Improvement Fund.	20% of project's total costs. Eligible for 10% match if project meets certain characteristics.	<ul style="list-style-type: none"> • Vehicle purchase. • Equipment purchase. • Facility purchase. • Signs/shelters purchase. • Planning. 	<ul style="list-style-type: none"> • Project administration. • Operating. • Preventive maintenance. • Mobility management. 	Funding is obtained via an application to a Qualified Entity (TriMet), then to ODOT.
Statewide Transit Network Program	Varies based on Oregon payroll tax revenue. Revenues stream from 4% of Statewide Transportation Improvement Fund and FTA 5311(f).	20% of project's total costs. Eligible for 10% match if project meets certain characteristics. If receiving 5311(f) funds, must provide 50% match for operations projects and 20% match for capital projects and project administration.	<ul style="list-style-type: none"> • Vehicle purchase. • Equipment purchase. • Facility purchase. • Signs/shelters purchase. • Planning. • Project administration. • Operating. • Preventive maintenance. • Mobility management. 		Funding is obtained via an application to ODOT.

Figure 61: State Discretionary Grant Funding Programs (continued on next page)

Funding Source	Amount	Match Required	Eligible Projects	Notes
Transportation and Growth Management (TGM) Program	Varies based on formula that considers number of cities and the population within a region. Common award amounts are \$100,000 to \$250,000.	12%.	<ul style="list-style-type: none"> Planning work leading to local policy decisions. Projects should result in the development of an adoption-ready plan or land use regulation or amendments to an existing plan or land use regulation. 	Funding is obtained via an application to ODOT / Oregon Department of Land Conservation and Development (DLCD).

Partners	Eligible Projects	Notes
Developers / Transportation System Development Charges	<ul style="list-style-type: none"> Infrastructure within or related to new developments which improves transit usefulness and accessibility. 	<p>Opportunity to incorporate desired transit facilities into new developments to improve transit amenities on existing or planned routes.</p> <p>For example, sidewalks and bus pads on Stafford Road would allow SMART to place bus stops to serve residents of new Frog Pond developments.</p>
Local school district	<ul style="list-style-type: none"> Safe Routes to School (SRTS) plans. 	Opportunity to meld transit with SRTS planning and collaborate with the West Linn-Wilsonville school district to expand transit access to students, for example by deviating proposed Route D to serve a new district high school at times that suit the school schedule.

Figure 62: Potential Partnerships or Other Sources of Support

Local Wilsonville Funding

The City of Wilsonville funds transit service chiefly through a local payroll tax and self-employment tax, also called the “transit tax.” It is applied at a rate determined by the City Council and the rate has been set at 0.5% of wages.

The amount of money available is directly linked to the total wages earned each year. According to the Wilsonville 2022-23 Adopted Budget, the wage base growth has grown an average of 4.3% each year since FY 2008-09. The budget for future years has payroll tax receipts set to increase at 2%, a conservative assumption.

Transit Fund Forecast 2023-2028

The table on the following page summarizes the Wilsonville Transit Fund recent Actuals and Forecasts. It shows Revenues (“Resources”) and Requirements (“Expenditures” and “Transfers to other funds”) for the Transit Fund over the past three and coming five fiscal years, through FY 2026-27. This forecast was prepared in the first half of 2022 and is part of the adopted FY 2022-23 budget.

The Transit Fund in Wilsonville is made up of three main revenue sources: the local payroll tax, intergovernmental revenue (which includes grants from Federal and State sources described on previous pages), and charges for services. The local payroll tax and the intergovernmental revenue together represented 99% of the

Funding Source	Amount	Eligible Projects	Notes
Transit payroll and self-employment tax	\$0.005 rate on gross payroll earnings.	<ul style="list-style-type: none"> Transit capital projects. Transit operations. 	Funds are raised through payroll taxes paid by businesses in the City.

Figure 63: Wilsonville’s Local Payroll Tax

total funding, approximately 55%, and 44%, respectively.

Statewide Funding

Intergovernmental revenue includes state and federal grants and contracts, especially the Statewide Transportation Improvement Fund (STIF). Enacted by the State Legislature as HB2017 “Keep Oregon Moving,” STIF provides a dedicated source of funding to expand public transportation through a 0.1% statewide payroll tax on employees. The Oregon Department of Transportation disperses STIF funds through formula and competitive grants. Thanks to this funding source, the SMART Transit Fund is keeping up with expenditures and offers potential to expand service in coming years.

In FY 2022-23, SMART forecasted \$1,428,000 from formula funds and an award of \$300,000 in competitive STIF funds. SMART has forecasted \$300,000 annual revenue from competitive grants each year beginning in FY 2023-24, which is lower than actual competitive grant receipts from STIF from 2020-2022. Forecast grants from Federal and other

sources start at \$750,000 in 2022-2023 and grow gradually in future years, but are forecast to be considerably lower than actual received grant amounts in prior years.

TABLE 5 - Transit Fund Forecast

	Actual 2018-19	Actual 2019-20	Budget 2020-21	Proposed 2021-22	Forecast 2022-23	Forecast 2023-24	Forecast 2024-25	Forecast 2025-26	Forecast 2026-27
Beginning fund balance	3,592,929	4,595,626	5,084,730	7,505,702	\$ 7,536,271	\$ 7,263,781	\$ 6,973,383	\$ 6,707,951	\$ 6,422,500
RESOURCES									
Revenues:									
Transit tax	\$ 5,026,869	\$ 4,902,080	\$ 5,050,000	\$ 5,000,000	\$ 5,100,000	\$ 5,202,000	\$ 5,306,040	\$ 5,412,161	\$ 5,520,404
Intergovernmental:									
STIF Formula	-	-	1,800,000	1,400,000	1,428,000	1,456,560	1,485,690	1,515,400	1,545,710
STIF (competitive)	-	-	1,300,000	530,000	300,000	300,000	300,000	300,000	300,000
Grants (#5307, TDM, Ot)	3,381,180	3,463,450	2,196,588	2,034,104	750,000	757,500	765,075	772,726	780,453
Intergovernmental Total	3,381,180	3,463,450	5,296,588	3,964,104	2,478,000	2,514,060	2,550,765	2,588,126	2,626,163
Charges for services	206,399	140,935	170,000	-	-	-	-	-	-
Investment income	106,952	134,123	31,100	75,000	37,681	36,319	34,867	33,540	32,113
Miscellaneous	47,061	177,415	21,000	21,000	15,000	15,000	15,000	15,000	15,000
Revenue Total	\$ 8,768,461	\$ 8,818,003	\$ 10,568,688	\$ 9,060,104	\$ 7,630,681	\$ 7,767,379	\$ 7,906,672	\$ 8,048,826	\$ 8,193,680
REQUIREMENTS									
Expenditures:									
Personnel services	\$ 3,384,655	\$ 3,736,261	\$ 4,106,110	\$ 4,251,900	\$ 4,336,938	\$ 4,467,046	\$ 4,556,387	\$ 4,693,079	\$ 4,786,940
Materials & services	1,732,360	2,416,826	2,268,268	2,118,188	2,120,306	2,122,426	2,124,549	2,126,673	2,128,800
Capital outlay	2,071,020	69,667	2,629,941	1,990,000	787,500	793,125	798,806	804,544	810,340
Expenditures Subtotal	7,188,035	6,222,754	9,004,319	8,360,088	7,244,744	7,382,598	7,479,742	7,624,296	7,726,080
Transfers to other funds:									
General Fund	543,250	567,310	594,370	585,240	599,871	614,868	630,239	645,995	662,145
Building Capital Fund	34,479	58,608	214,493	84,207	58,556	60,312	62,122	63,985	64,625
Transfers Subtotal	577,729	625,918	808,863	669,447	658,427	675,180	692,361	709,980	726,770
Expenditures Total	\$ 7,765,764	\$ 6,848,672	\$ 9,813,182	\$ 9,029,535	\$ 7,903,171	\$ 8,057,777	\$ 8,172,104	\$ 8,334,277	\$ 8,452,850
<i>NET (Revenues less Expenditures)</i>	<i>1,002,697</i>	<i>1,969,331</i>	<i>755,506</i>	<i>30,569</i>	<i>(272,490)</i>	<i>(290,399)</i>	<i>(265,432)</i>	<i>(285,451)</i>	<i>(259,171)</i>
Ending fund balance	\$ 4,595,626	\$ 6,564,957	\$ 5,840,236	\$ 7,536,271	\$ 7,263,781	\$ 6,973,383	\$ 6,707,951	\$ 6,422,500	\$ 6,163,329
Financial Policy Minimum	1,023,403	1,230,617	1,274,876	1,274,100	1,291,500	1,317,900	1,336,200	1,364,000	1,383,200

Figure 64: City of Wilsonville Transit Fund Actuals and Forecasts, FY 2018-19 through FY 2026-27

Service and Capital Projects

This section provides cost estimates for investments that could be made towards implementation of the 2028 recommendation.

This cost estimates are approximate. Actual cost estimates will be developed at the time, based on resolved details related to scheduling of transit services, vehicles and staff, and then-current costs for labor, materials and/or construction.

“Table 1: Service Increases” on page 86 describes potential marginal increases to service frequency, span or capacity as SMART works to implement the full 2028 service vision. This table covers both fixed route (FR) improvements and Dial-a-Ride (Demand Response, DR) improvements. Some DR improvements would be required to complement fixed route improvements, per the American’s with Disabilities Act.

The costs in Table 1 are estimated based on the hours that buses and drivers would be in service, Revenue Hours (RH). Actual labor hours will be longer, and the number of full-time drivers hired to provide this service would not be so simple as the total RH divided by 40 hours per week. Operating costs are calculated based on estimated Revenue Hours of service and the average operating costs for 2022,

which differ for fixed route and demand response. Costs per RH will change over future years.

Table 1 indicates when one or more additional vehicles may be needed, and when overhead positions may need to be added due to a change or increase in service.

“Table 2: Assumed Costs per Service Revenue Hour” on page 88 shows the average costs per Revenue Hour of service which were used to estimate operating costs in Table 1.

“Table 3: Costs for New Overhead Personnel” on page 89 shows the fully-loaded annual 2023 salaries of full-time overhead personnel. These personnel cannot be added incrementally as service is increased incrementally. Service increases may trigger the need for one or more additional personnel, at part- or full-time.

“Table 4: Capital Projects and Investments” on page 90 provides rough estimated 2023 costs for the major capital projects recommended by this Plan.

Table 1: Service Increases	Estimated Change in Fixed Route Operating Costs					Likely Additions of Operations Personnel Hours?				
	2021 RH ¹	2028 RH	Approx. Increase in RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?	Customer Service?
Additions to service frequencies (fixed route) or capacity (DAR) to 2028 recommended levels:										
Upgrade 1X to recommended A ³	8200	8800	600	\$64,000	\$111,000					
Upgrade 2X to recommended B	8600	19600	11000	\$1,175,000	\$2,030,000	X	H, M, F	X		X
Upgrade 3X to recommended C	3000	4400	1400	\$150,000	\$258,000		H			X
Upgrade 4 and M to recommended D	12500	25000	12500	\$1,335,000	\$2,306,000	X	H,M,F	X		X
Launch E ³		2500	2500	\$267,000	\$461,000	X	H			X
Upgrade V to recommended F	1800	9600	7800	\$833,000	\$1,439,000	X	H,M,F	X		X
Change 5, 6 & 7 to recommended G	5500	5100	-400	\$(43,000)	\$(74,000)					
Add DR capacity and span on weekdays			4320	\$542,000	\$1,056,000	X	H,M,F	X	X	X
Add DR capacity and span on Saturdays			3300	\$414,000	\$806,000	X	H,M,F	X	X	X

1 RH stands for Revenue Hour. One Revenue Hour represents one hour of a driver and vehicle on the road providing service (or, in the case of Dial-a-Ride, available to respond to requests for service).

2 For information about sources of operating cost estimates, see the table following.

3 For Routes A and E we assume that weekday service would be split equally between SMART and Cherriots (with RH divided equally), but that Saturday and Sunday service would be provided entirely by SMART.

Table 1: Service Increases		Estimated Change in Fixed Route Operating Costs				Likely Additions of Operations Personnel Hours?				
		2021 RH ¹	2028 RH	Approx. Increase in RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?
Lengthening of spans to 2028 recommended levels:										
Weekdays										
Earlier morning spans by one hour, for FR and DR ⁴			1800	\$248,000	\$436,000		H	X	X	X
Earlier morning spans by two hours, for FR and DR			2800	\$417,000	\$734,000		H,M,F	X	X	X
Later evening spans by one hour, for FR and DR			1800	\$248,000	\$436,000		H	X	X	X
Later evening spans by two hours, for FR and DR			3800	\$525,000	\$921,000		H,M,F	X	X	X
Later evening spans by three hours, for FR and DR			4100	\$611,000	\$1,076,000		H,M,F	X	X	X
Saturdays										
Upgrade Saturday FR service level to recommended	2300	7600	5300	\$566,000	\$978,000		H,M,F	X		X
Upgrade Saturday DR service level to recommended			690	\$87,000	\$169,000		H,M,F	X	X	X

⁴ FR = Fixed Route. DR = Demand Response = SMART Dial-a-Ride

Table 1: Service Increases		Estimated Change in Fixed Route Operating Costs				Likely Additions of Operations Personnel Hours?				
2021 RH ¹	2028 RH	Approx. Increase in RH	Direct Operating Cost Estimate ²	Fully-Loaded Operating Cost Estimate	Additional vehicles likely required?	Maintenance? (H=Hostler, M=Mechanic, F=Foreman)	Supervisor?	Dispatcher?	Customer Service?	
Sundays										
Launch Sunday & Holiday FR service as recommended		3500	3500	\$374,000	\$646,000		H,M,F	X		
Launch Sunday & Holiday DR service as recommended			1100	\$138,000	\$269,000		H,M,F	X	X	
							The additions of operations personnel marked above, plus the additions of drivers, would trigger a need for administrative staff and administrative space.			

Table 2: Assumed Costs per Service Revenue Hour	Direct Operating Cost Per Vehicle Revenue Hour	Fully-Loaded Operating Cost Per Vehicle Revenue Hour
Fixed Route (FR)	\$106.81	\$184.51
Demand Response (DR, DAR)	\$125.51	\$244.32

Estimated operating costs in Table 1 are calculated based on the estimated number of Revenue Hours required to provide the service, and SMART's estimated operating cost per Revenue Hour which is taken from SMART's submission of 2022 service data to the National Transit Database. "Direct costs" are only those that relate to the driving and operation of vehicles. "Fully-loaded" costs include vehicle maintenance, facility maintenance and administration.

Table 3: Costs for New Overhead Personnel	Annual Fully-Loaded Salary for a Full-Time Position
Transit Supervisor	\$152,000
Transit Dispatcher	\$112,000
Transit Customer Service	\$95,000
Maintenance Worker/Hostler	\$84,000
Maintenance Equipment Mechanic	\$99,000
Maintenance Shop Foreperson	\$134,000
<p>While the “fully loaded” operating costs in the previous two tables do include the per-hour average cost of supervision, dispatching, customer service and maintenance, those functions cannot in fact be added incrementally. The per-hour average cost of these overhead functions over a year of operations is not the same as the marginal cost of adding these functions each time an hour of service is added. Personnel costs are somewhat “lumpy” and a small increase in service can trigger the need for a new position. The 2023 annual, fully-loaded salaries for new full time positions that may be triggered by service increases as the 2028 network is implemented are therefore given in this table.</p>	

Table 4: Capital Projects and Investments	Approximate 2023 Capital Cost (if known)	Notes
Each additional BEB vehicle (40')	~\$879,000	A 40' heavy-duty Battery Electric Bus (BEB) would be appropriate for SMART's high-ridership routes and any routes that pass by a middle or high school and are subjected to crowding. The State of Oregon provided \$838,000 as an estimated cost for a 40' BEB vehicle in 2020. A more recent estimate is available from the State of Washington negotiated price agreement, which is the price given at left for a 40' BEB vehicle plus 10% for miscellaneous contract and delivery-related costs.
Each addition CNG vehicle (30' - 40')	\$467,000 – \$614,000	CNG vehicles would be appropriate for SMART's high-ridership, long distance routes, as well as for in-town routes, lower ridership routes and Dial-a-Ride. For Dial-a-Ride, CNG vehicles of 26' or less would be needed, but they are not available for reference as part of the Oregon or Washington State negotiated vehicle price agreements. Larger 30' and 40' CNG vehicles are covered by these price agreements. The range of average costs for CNG vehicles under the Washington State price agreement, as of March 2023, is given at left.
Each additional electrical charger	\$80,000	Additional chargers will be needed for each BEB vehicle added to the fleet to deliver the planned 2028 services, plus a spare charger.
Maintenance yard expansion	TBD	Preliminary design and a cost estimate for the yard expansion are underway.
Administrative building	TBD	Growth in service levels, span, and operations and maintenance staff would trigger a need for additional administrative staff. The current administrative facility would need to be expanded to add offices, training rooms, and other shared areas.
Town Center terminal facility (off-street)	\$124,000	The capital costs of starting service to a new Town Center facility would include the purchase price of the break room and rest room (a modular building), a bus shelter and bench, small sidewalk modifications, minor changes to street striping and signage, and electrical/water hook-up of the modular building.
Town Center bus stop improvements	\$120,000	Bus stop, amenity and sidewalk investments to improve bus stops around the new Town Center terminal facility, in particular to make transfers between routes there easier and more accessible.
Stafford Road sidewalks	TBD	Sidewalks will make it possible for SMART to install bus stops on Stafford Road adjacent to new Frog Pond developments. Sidewalks could be constructed by developers or funded for city construction through System Development Charges (SDCs).
Autonomous shuttle and pilot service	TBD	When the pedestrian bridge over I-5, foreseen as part of the Town Center Plan, is funded and constructed, SMART is interested in piloting a small autonomous shuttle over the bridge. This shuttle could be used to connect the existing west side Transit Center and the recommended east side facility, especially for those passengers who have difficulty walking.

Appendix

Resources for Vehicle and Fuel Comparison

[New York City Transit Hybrid and CNG Transit Buses: Interim Evaluation Results.](#) National Renewable Energy Laboratory (NREL) Technical Report, 2006.

[Comparison of Modern CNG, Diesel and Diesel Hybrid-Electric Transit Buses: Efficiency & Environmental Performance.](#) MJB & A. November, 2005.

[Electric vs. Diesel vs. Natural Gas: Which Bus is Best for the Climate?](#) Jimmy O'Dea. July 19, 2015.

[U.S. DOE. New York City Transit Diesel Hybrid-Electric Buses: Final Results.](#) DOE/NREL Transit Bus Evaluation Project. July 2002.

[EESI Hybrid Buses Costs and Benefits.](#) March 2007.

[The Transit Bus Niche Market for Alternative Fuels. Module 6: Overview of Biodiesel as a Transit Bus Fuel.](#) Clean Cities Coordinator Toolkit. December 2003.

[Proterra vendor infographics comparing CNG, Diesel, Hybrid, and Proterra mile per gallon and cost per mile.](#)

[Zero-Emission Bus Evaluation Results: King County Metro Battery Electric Buses.](#) FTA Report 0118, February 2018.

[Fuel savings of STM's hybrid buses less](#)

[than half what was promised, documents show.](#) Madger, J. Montreal Gazette, June 2019.

[Reduced Engine Idle Load \(REIL\) System for Conventional Propulsion Diesel & CNG Buses: Development, Validation & Market Study Program.](#) FTA Research.

[Washington State Transit Buses Contract,](#) Washington State Department of Enterprise Services. 2020-2023

[Oregon Transit Fleet Electrification Guide and Lifecycle Cost Analysis Tool,](#) Oregon Department of Transportation. 2020.

2022 Existing Conditions Report

Prior to the drafting of this Plan, an Existing Conditions Report documented the transit system and its performance as of 2022. It is available in the Documents area of the [project website](#).

Public Involvement Summary

Public input guided the major features of this Plan, as summarized above. In the Documents area of the [project website](#) a Public Engagement Summary Report describes public input received in greater detail.

SMART Transit Master Plan Update

Planning Commission April 12, 2023

Kelsey Lewis
SMART Grants and Programs Manager

Michelle Poyourow
Jarrett Walker + Associates

Brenda Martin
Envirolssues

Our Agenda Today

- Our Team
- Project Progress and Timeline
- Top Priorities from Public Engagement
- Highlights of the Draft Transit Master Plan
- Questions and Next Steps

Our Team

Michelle Poyourow, *Project Manager*
Álvaro Caviedes, *Lead Analyst & DPM*
Evan Landman, *Planner*
Shreya Jain, *Analyst*



Brenda Martin, *Engagement Lead*
Sarah Omlor, *Engagement Task support*



*Support operations,
capital, fleet
planning*



Project Timeline



Public Engagement Outreach Methods

- Project Website
- Community Survey
- Operator Survey
- In-person tabling
- Stakeholder workshop



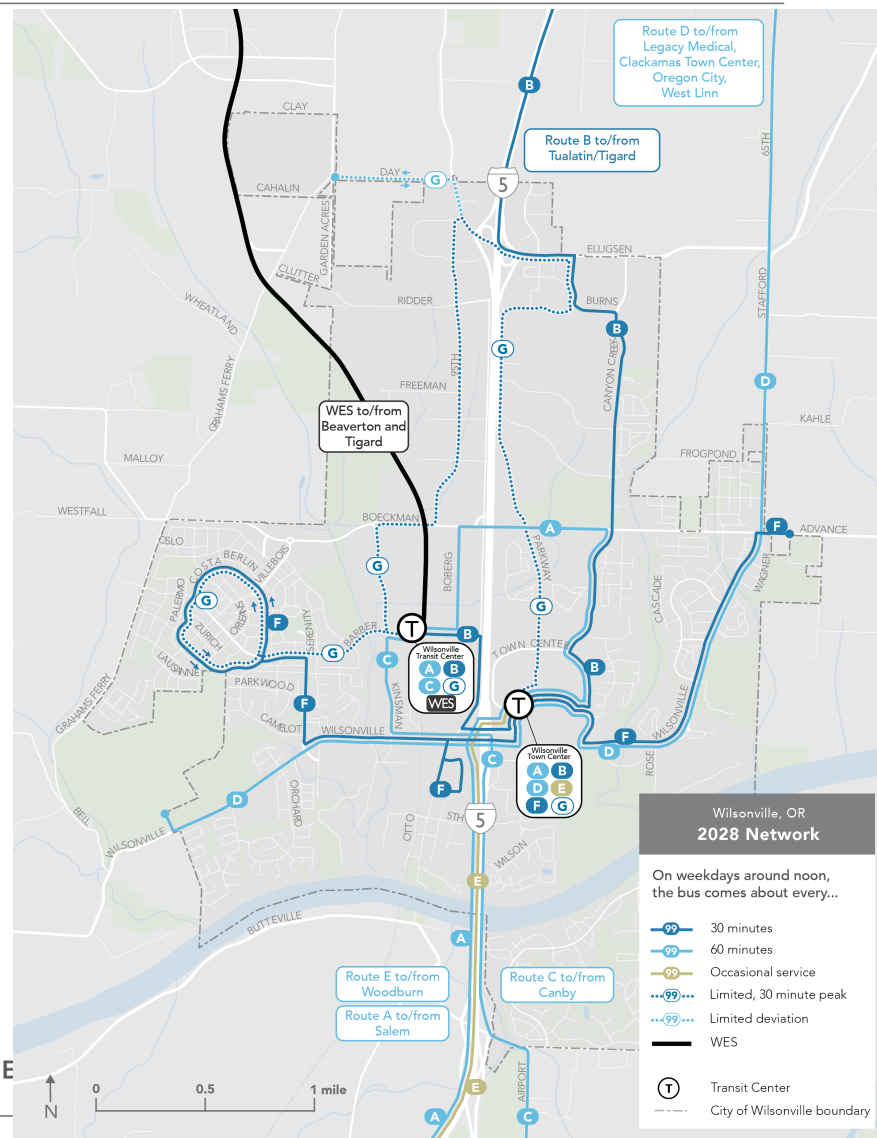
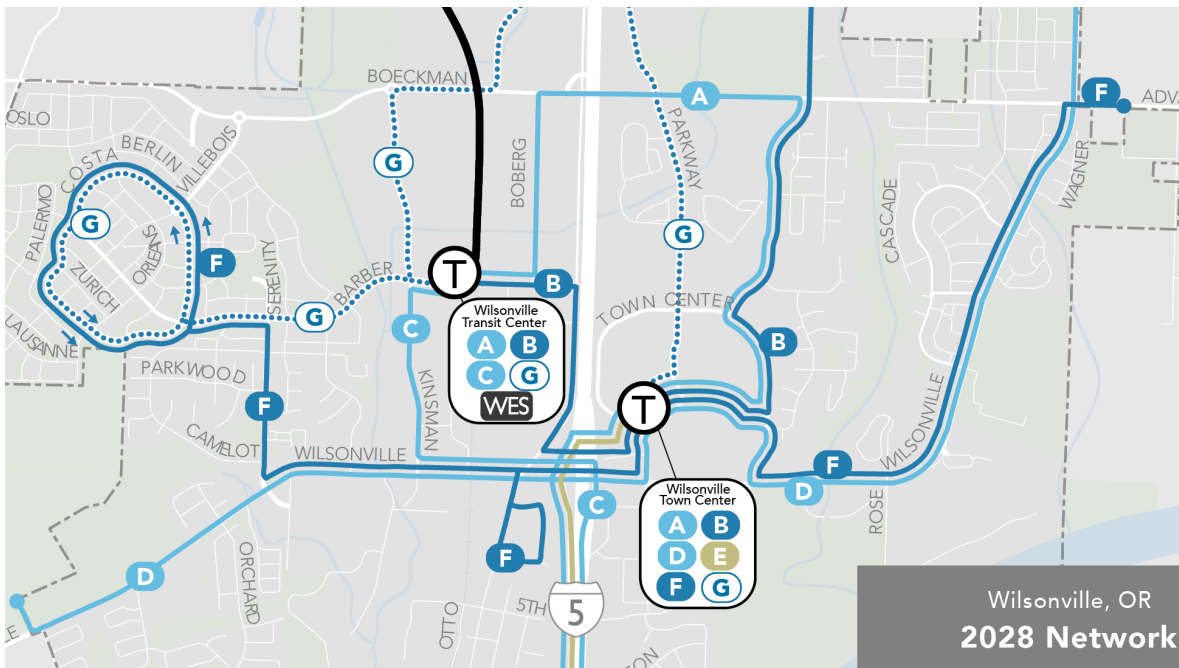
Top Priorities from Public Engagement

- Adding weekend service, especially Sundays.
- Adding early morning and late evening service.
- Better regional connections.
- Maintaining coverage.

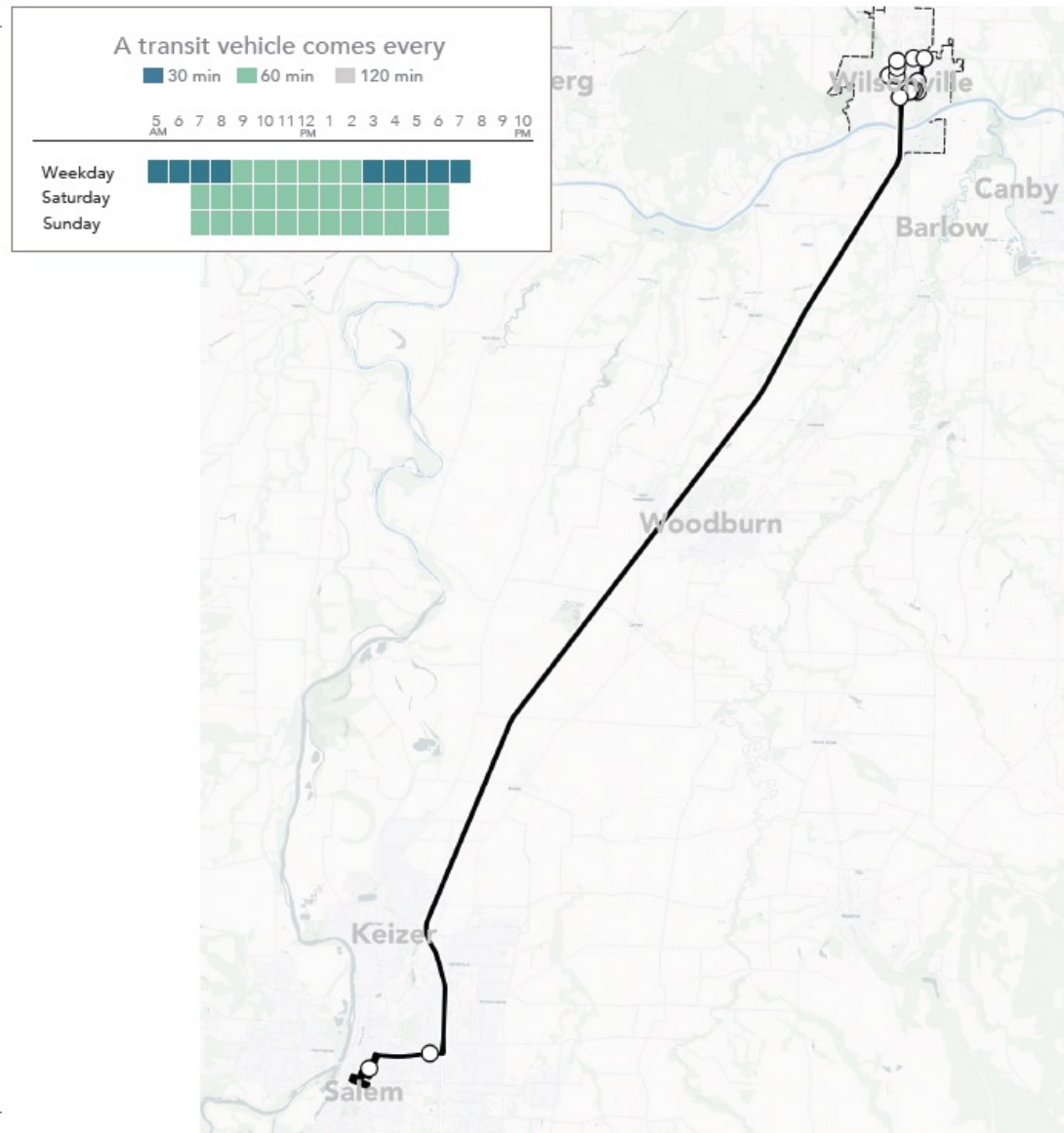
Draft Transit Master Plan Highlights

- More frequency.
- Better regional connections.
- New connection points.
- Regional customer service center.
- Improved weekend service.
- Additional dial-a-ride capacity and hours.
- Low- and no-emissions buses.

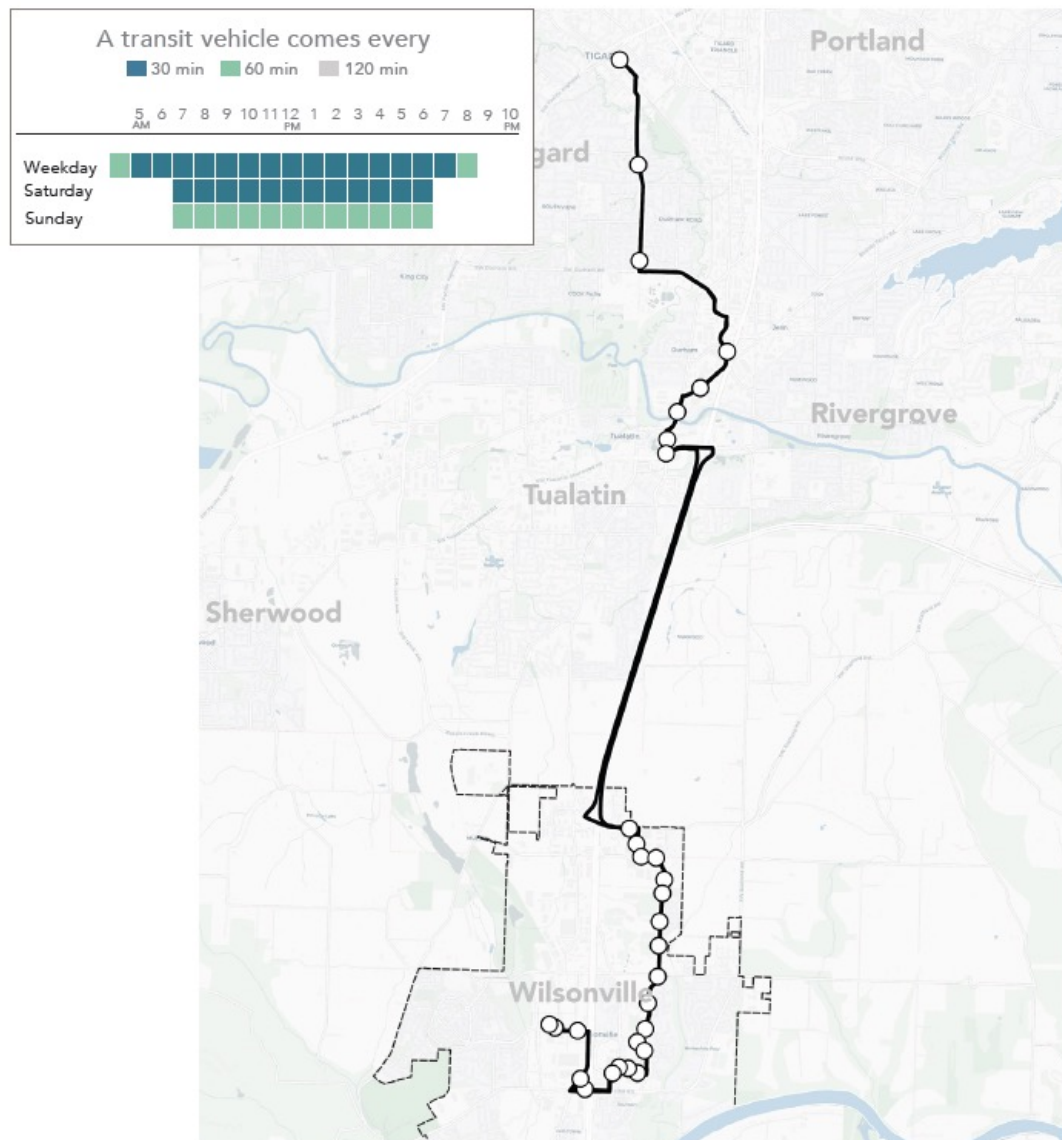
Proposed 2028 Network



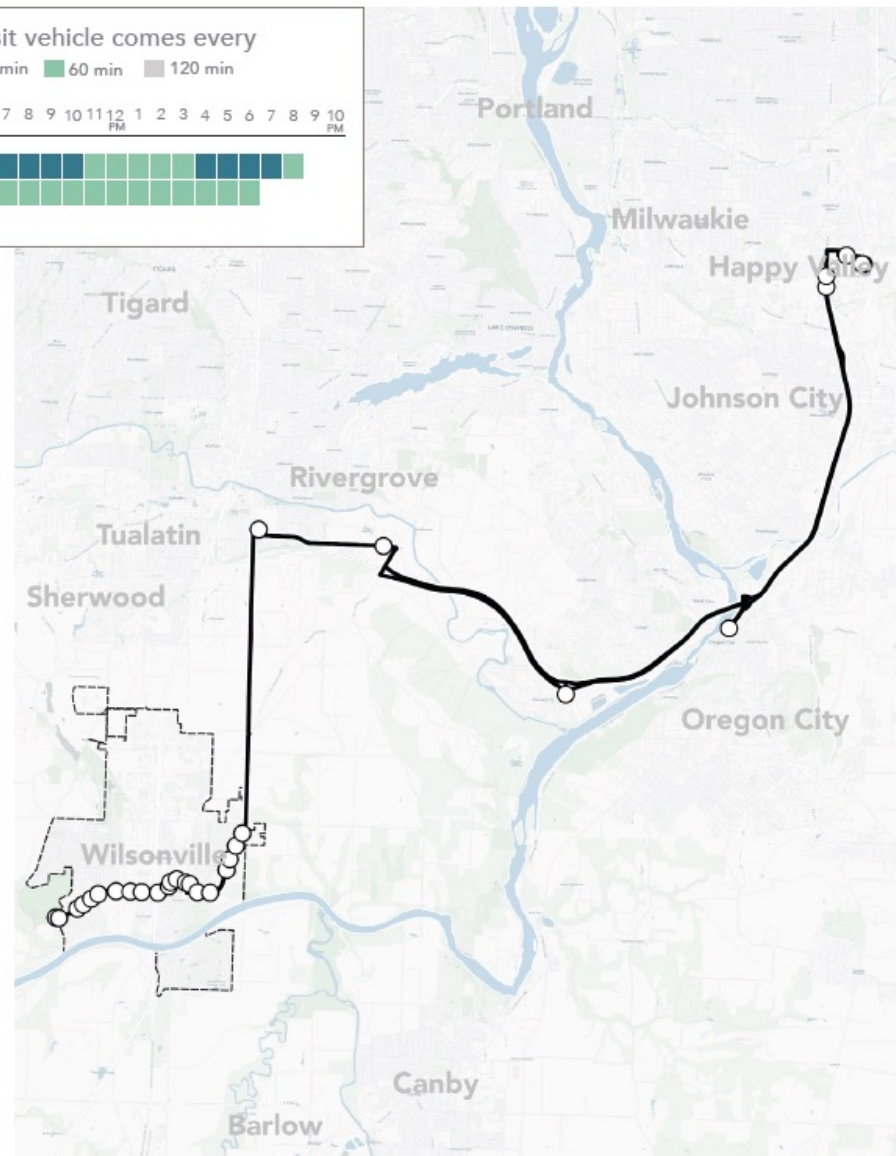
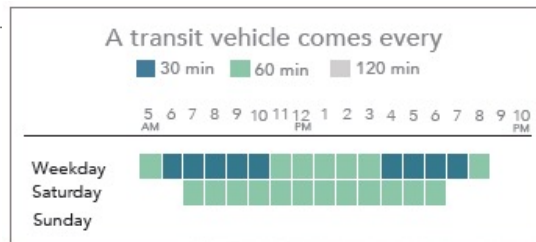
Proposed Route A – Wilsonville & Salem



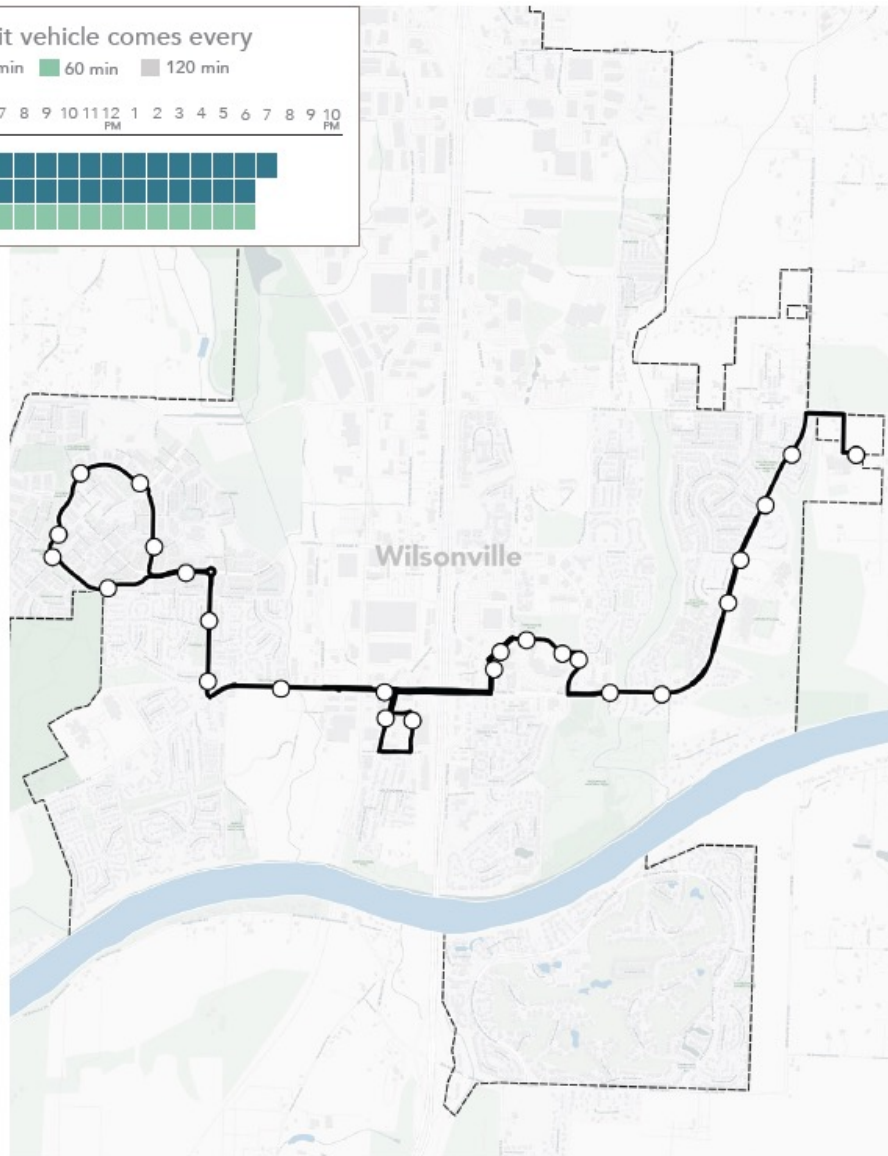
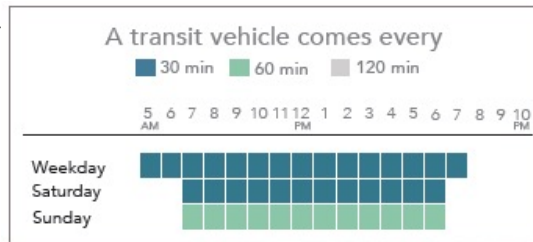
Proposed Route B – Wilsonville, Tualatin & Tigard



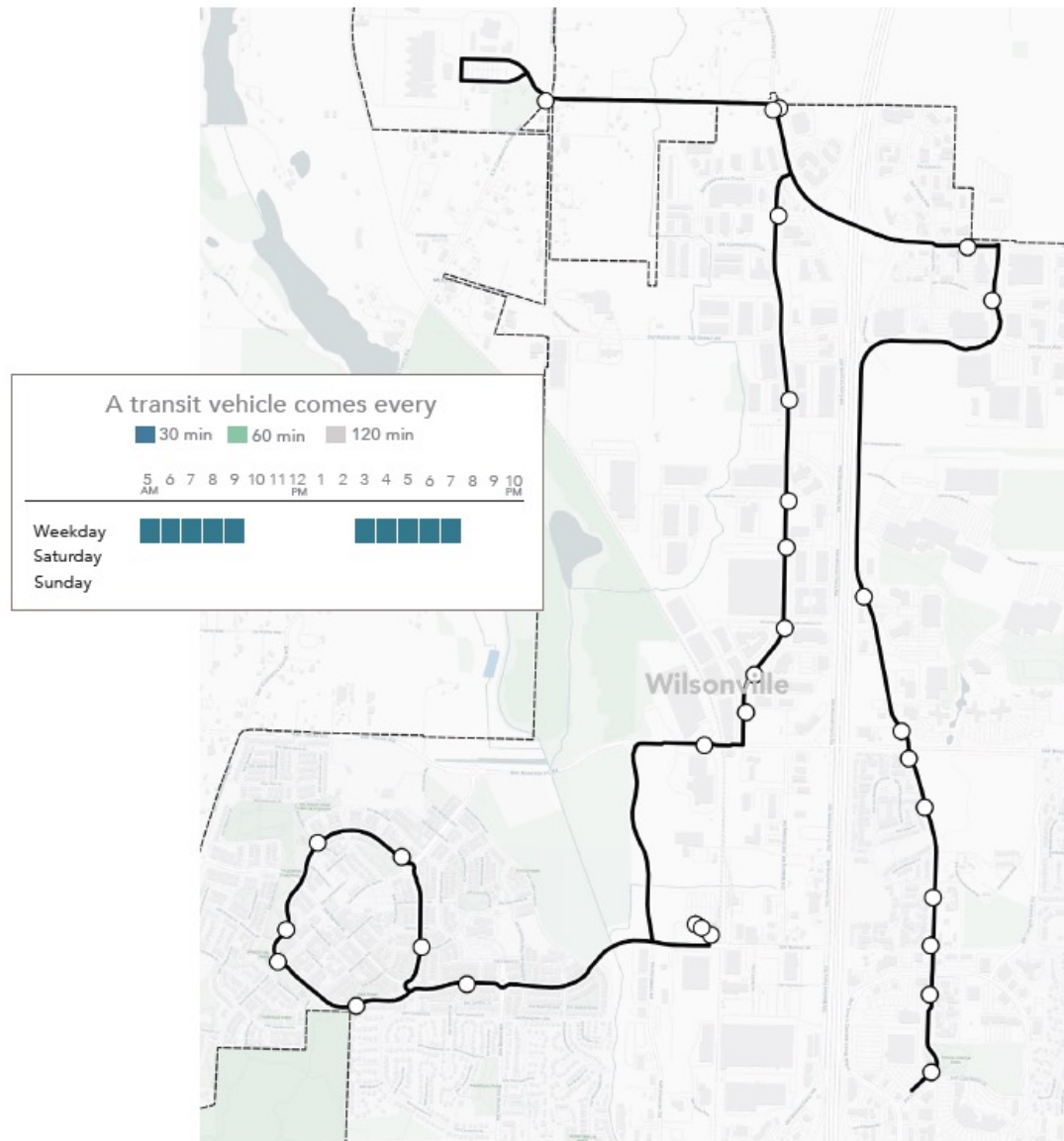
Proposed Route D – Wilsonville, Legacy Meridian Medical, West Linn, Oregon City, Clackamas TC



Proposed Route F – Villebois, Fred Meyer, Town Center, Frog Pond



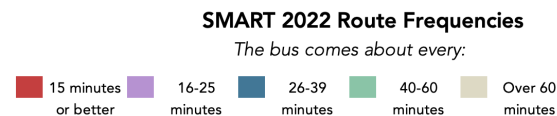
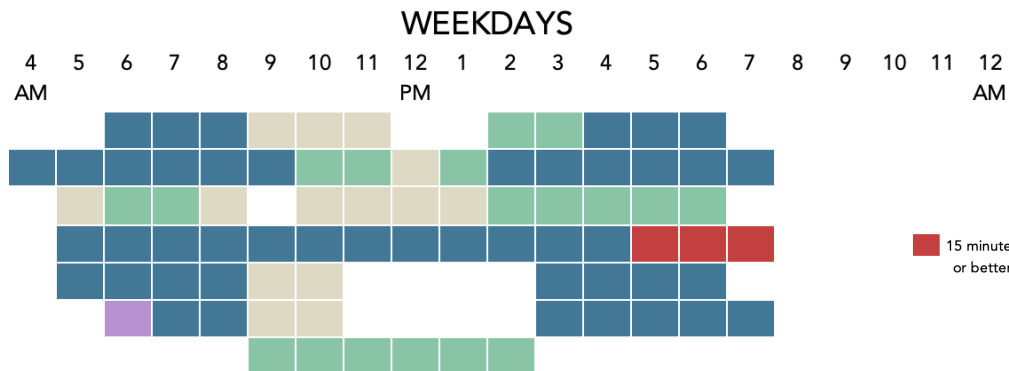
Proposed Route G – Villebois, WES, 95th, (Coffee Creek), Parkway, Town Center



Frequency and Hours of Service: Weekdays

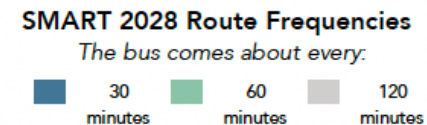
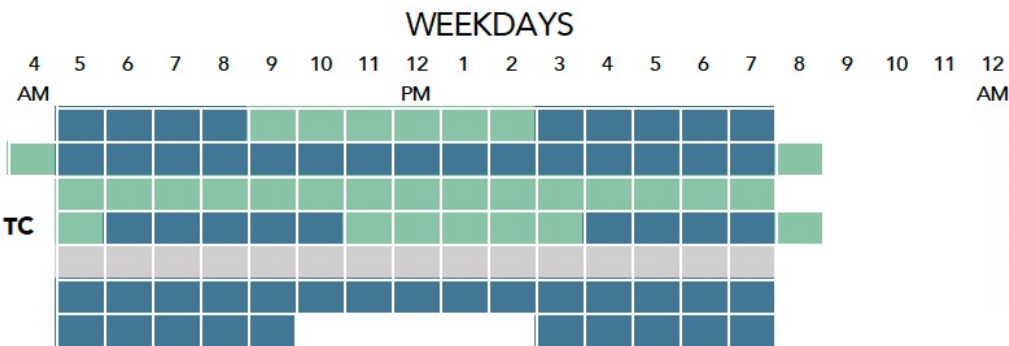
2022 Existing Network

- 1X Salem
- 2X Tualatin
- 3X Canby
- 4 Wilsonville Rd
- 5 95th Ave
- 6 Canyon Creek
- V Villebois Shuttle



2028 Network

- A Salem
- B Tigard/Tualatin
- C Canby
- D LegacyMeridian-OC-Clackamas TC
- E Woodburn
- F Villebois-W'ville Rd-Frog Pond
- G 95th/Parkway

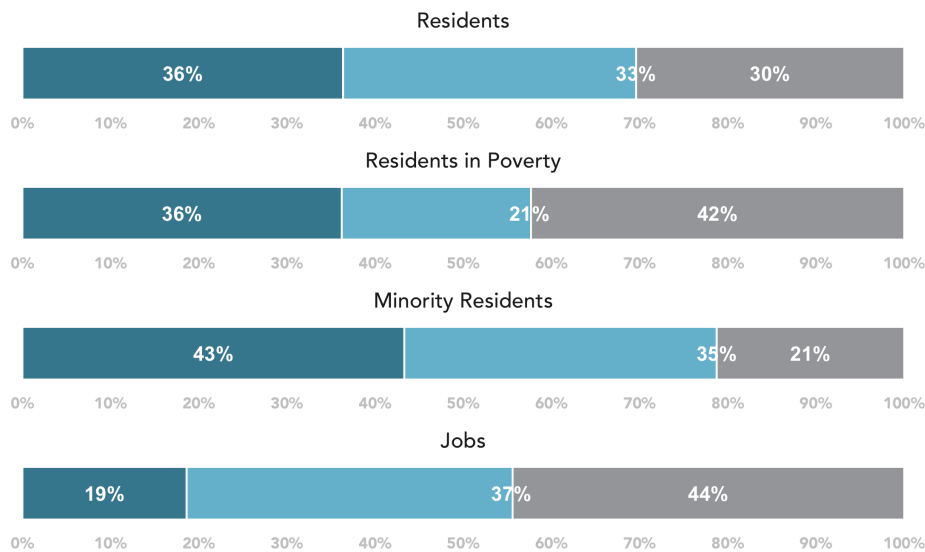


Improved Proximity to Transit: Weekdays at Noon

SMART 2022 - Weekday at noon

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile

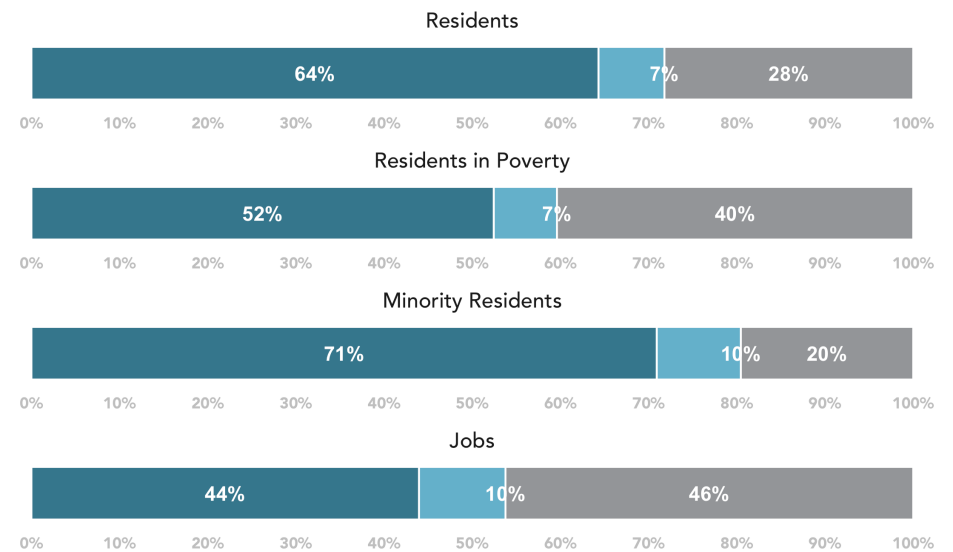


Note: Proximity is measured as being located within 1/2 mile of a bus stop.

SMART 2028 - Weekday at noon

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile



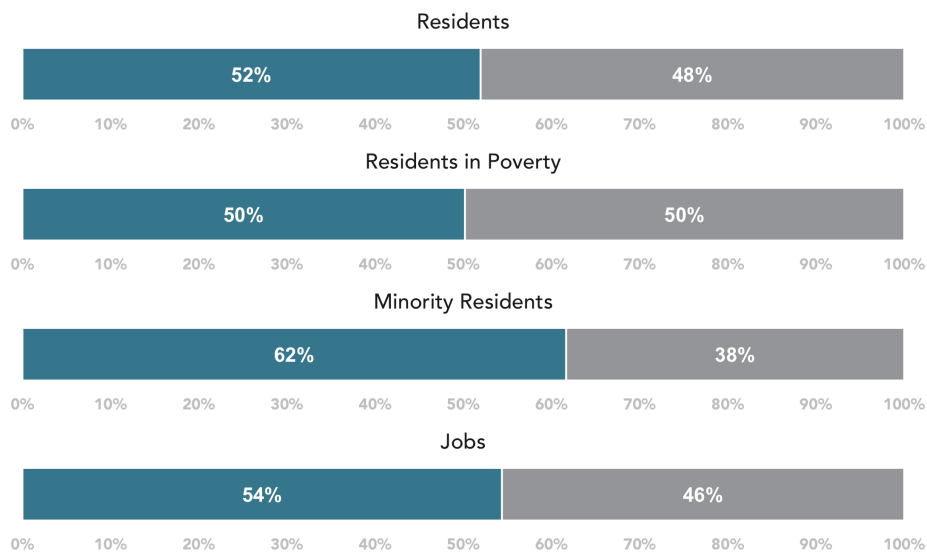
Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Improved Proximity to Transit: Saturdays at Noon

SMART 2022 - Saturday at noon

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile

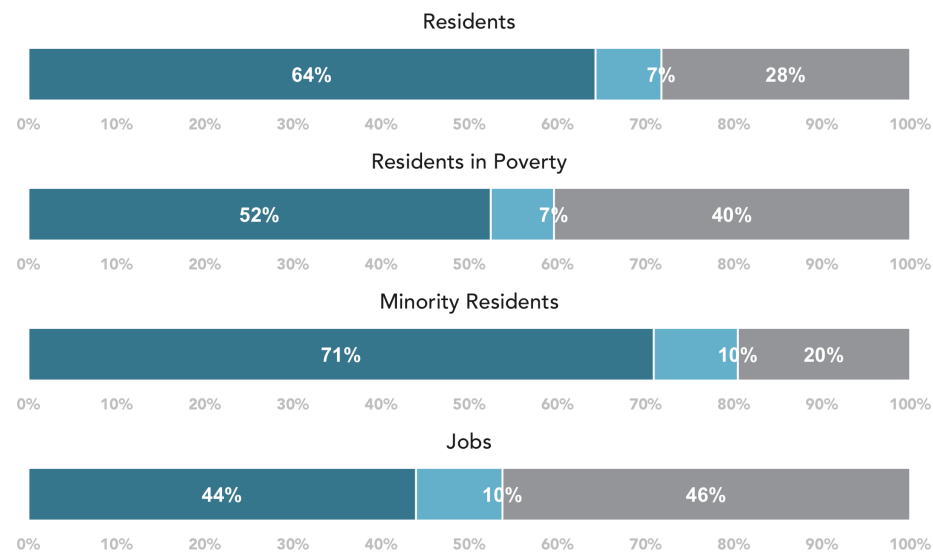


Note: Proximity is measured as being located within 1/2 mile of a bus stop.

SMART 2028 - Saturday at noon

What percentage of the SMART service area is near transit that comes every

30 minutes 60 minutes Not within 1/2 mile



Note: Proximity is measured as being located within 1/2 mile of a bus stop.

Capital Infrastructure, Programs and Operations

- Transit Vehicles and Infrastructure
- Maintenance Yard
- Town Center Terminal Facility
- Additional Personnel
- Regional Customer Service Center

Next Steps: April – June 2023

- Draft Transit Master Plan is available for Public Comment
- Survey #2 is live on Let's Talk Wilsonville through April 21st
- Planning Commission Public Hearing May 10th
- City Council Hearing June 19th
- Planning Commission and City Council adopt the Transit Master Plan

Questions, Guidance, Input?

JARRETT WALKER + ASSOCIATES





PLANNING COMMISSION MEETING MINUTES

April 12, 2023 at 6:00 PM

City Hall Council Chambers & Remote Video Conferencing

Draft PC Minutes are to be reviewed and approved at the May 10, 2023 PC Meeting.

CALL TO ORDER - ROLL CALL

A regular meeting of the Wilsonville Planning Commission was held at City Hall beginning at 6:00 p.m. on Wednesday, April 12, 2023. Chair Heberlein called the meeting to order at 6:02 p.m., followed by roll call. Those present:

Planning Commission: Ron Heberlein, Jennifer Willard, Andrew Karr, Kathryn Neil, Olive Gallagher, and Nicole Hendrix. Kamran Mesbah arrived at 6:07 pm.

City Staff: Miranda Bateschell, Daniel Pauly, Kelsey Lewis, Dwight Brashear, and Mandi Simmons.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited.

CITIZEN INPUT

This is an opportunity for visitors to address the Planning Commission on items not on the agenda. There was none.

ADMINISTRATIVE MATTERS

1. Consideration of the March 8, 2023 Planning Commission Minutes

The March 8, 2023 Planning Commission Minutes were accepted as presented.

WORK SESSION

2. Transit Master Plan (Lewis)

Kelsey Lewis, Grants and Programs Manager, SMART, noted this would be the third time the Draft Transit Master Plan was presented before the Planning Commission and introduced the project team.

Commissioner Mesbah arrived at this time.

Ms. Lewis, Brenda Martin, Project Manager at enviroissues, and Michelle Poyourow, Project Manager at Jarret Walker & Associates, presented the Draft Transit Master Plan update, reviewing the project's progress on the timeline, the top priorities received from public engagement, Key highlights of the Master Plan, and next steps.

Comments and questions from the Planning Commission were as follows with specific feedback as noted:

- The project team confirmed Argyle Square already had service currently, which the proposed Bus Routes B and G would provide every half hour and also during rush hour on weekdays.
- Ms. Lewis clarified WES was run by TriMet and not SMART, but both collaborated together. SMART and TriMet had an agreement that WES would go through 2026 but the future of that was unclear. She agreed the frequency decreased from every 30 minutes to 45 minutes, adding there were no current plans for that to be more frequent.
 - Ms. Poyourow believed it was important to know the operating costs per hour and that WES was rather high compared to MAX trains as WES required two Staff personnel for each train and TriMet required one. The higher cost might affect TriMet's decisions.
- Ms. Poyourow agreed proposed Route B to Tualatin would take pressure off WES, noting the goal was to provide an all day, all week service comparable to WES. TriMet has never been able to get WES up to the level of service to generate a lot of ridership, which included decent frequencies, but also service all day as people needed service beyond rush hour. Route B could run as a supplement to WES, making the same stops and allowing people to make trips through out the day. The route would also provide a lot of local mobility within Wilsonville, especially on Canyon Creek Road, which was not currently served.
 - She would have to research the costs of WES versus a full-service bus route, but recalled that over the last 10 years, the per hour operating cost of WES was much higher than that of a bus, and especially a SMART bus. One should be able to put more buses on the road and provide a better frequency. The advantage of WES over a bus is speed; it gets passed the congestion. Buses could have better speed with an exclusive right-of-way, but that was not as available. Without the much needed frequency and all-day, all-week schedule, WES has not created the ridership people hoped it would.
- Ms. Lewis confirmed that small segments of the 2X route to Tualatin ran on the shoulder currently and had been very effective in helping SMART have better on-time performance. The proposed Route B service would use the same shoulder to Tualatin, but no similar right-of-way access was currently available on the shoulder between Tualatin and Tigard. SMART has been partnering with ODOT to look for other places where the shoulder can be used. The team is looking to replicate the success of the I-5 shoulder for the route going to Clackamas Town Center on I-205.
- Train enthusiasts want to perpetuate the option of riding trains, but if better service could be provided for same amount of money, public entities should search for such solutions.
- Often people needing more access to public transit did not have driver's licenses and were attracted to jobs in big warehouses with premium wages for night shifts or work outside Wilsonville. Had this need come up in SMART's outreach?
 - Ms. Lewis confirmed they definitely heard from people wanting to commute during times not served by SMART, so longer or later service hours were discussed. Outside of the Master Plan, SMART had recently been promoting vanpools, which was a great option for shift workers due to its flexibility. The Amazon warehouse in Woodburn was a particular focus as SMART considered a Woodburn service, but vanpools were a great alternative.
 - Vanpools were typically initiated by employers for their specific businesses, but SMART's vanpool program was currently open to anyone. One vanpool was going already, and SMART was looking to expand that and was working with specific employers, as well as people coming from the same places.

- Ms. Martin added the survey in the fall focused on how a fixed route could better benefit Wilsonville and fixed route buses were not best for the warehouse and other jobs, so offering vanpools was the best way to address those niche needs outside normal transit service times. From the survey, SMART was focused on the priorities concerning fixed routes: connectivity, coverage, frequency, etc.
- Ms. Lewis confirmed vanpools were an option on SMART's website and added that subsidies were being offered for the vans through a state grant to help pay down the cost of getting the vanpools started.
- Table 5 in the Master Plan was straight out of the City's budget, but what would the 2028 budget look like with the proposed changes, such as the substantial cost increase for providing the extended service and hours?
 - Ms. Lewis replied currently, the Master Plan included rough costs of the projected increases to hire more staff and buy more buses. It was important to know the proposed changes would be part of a gradual process. The project team would work on a snapshot of what a 2028 budget might look like.
- How would the limitations of hiring bus operators, mechanics, etc. impact the goals of the Master Plan for 2028, or was it a prioritization exercise of what SMART wanted to do with what was available?
 - Ms. Lewis agreed the barriers of not enough buses or drivers impacted SMART not having full service today. The Master Plan was put together so new routes could be phased in with the focus point on outreach feedback, namely more frequency and the route to Clackamas Town Center. SMART would continue to check in with the community and City Council to identify the highest priorities. The live survey also asked which of SMART's proposals was the highest priority, which would also be helpful.
 - The project team was realistic in making this a 2028, not 2024, Master Plan and steps were in place to achieve it, such as a yard expansion and that design process started a week ago. If there was a struggle with priorities, such as whether to expanding the frequency of the new F route as opposed to the B route, SMART would look at input from the public about what was most important.
- Ms. Lewis explained Ms. Poyourow, as the consultant, had also asked early in the process about the balance between coverage versus regional connections. Coverage typically meant service coverage of the city, was there bus service close to every place in town? Typically, it was coverage versus ridership. Was it better to have more frequency or for everyone to have a bus close to them? It was usually sort of 50/50 and SMART tried to balance that.
- The trade-off between ridership and coverage should be clarified as a local issue in the Master Plan.
- Route B looked like it was competing with WES, but complementing WES was a good way to start and then having consistency with the bus or train as options would be interesting to see how that developed over time.
 - The route SMART was working on with the Cherriots partnership was a great idea.
- With the bus coverage moving from 18 to 23 buses at the peak, how many more drivers would be needed in 2028 compared to now.
 - Ms. Lewis replied it was a complex question because schedules could change easily. More all-day service could mean more full-time schedules and fewer split shifts. Ultimately, more drivers would be needed.

- Ms. Poyourow agreed it was complicated. Writing bus schedules and driver shifts, or rostering, was a not just math but a craft. One could not just calculate the number of buses needed to determine the number of drivers needed per week. The 2028 network would increase the number of vehicle revenue hours, when a bus and driver are out on the road providing service, by 171% which was more than double. The peak vehicle requirement would only go from 18 to 23 because much of the increase would be outside of those peaks. Likewise, the increase in the staff needed would not go up by that much, but as stated, having a more all-day schedule would make it a bit more efficient to staff the service. In general, the number of drivers would not increase with increased service but would increase more than the increased number of the peak fleet.
- Ms. Lewis confirmed SMART had a great history of gaining lots of grants and managing them well. There were a lot of funds in transit due to the renewed interest and understanding in the importance of transit since the pandemic, so funding was not the main concern. Drivers, buses, and bus parts were the constraints at this point.
 - Even though the Master Plan required more funding, she was confident SMART would get the grant funds because the expansion of services would help the community get where they needed to go, which was a good story when grant writing.
- Moving forward and making informed decisions was difficult without seeing the numbers and what the extra service would cost. That expenditure should be added to the Master Plan, whether in 2028 or over a three-year phase, from 2028 to 2031.
 - Actual ridership numbers should also be included in the Master Plan, so the cost per passenger could be calculated for the current and new service. Estimated ridership increases as a result of the new ride times and frequencies, etc. all help inform whether it made sense for the City and its residents to spend extra money on the service. These key pieces of information was needed to make an informed decision.
- Were two transit center notes still the right solution if WES discontinued service in 2026?
 - Ms. Lewis replied that as inefficient as it seemed to have two transit centers, there are two sides of town, and pedestrians do not feel safe crossing under a freeway. The key point is to make connections more efficient for riders, so they did not feel like they were spending a lot of time waiting or going around in a circle to get where they wanted to go.
 - Ms. Poyourow agreed, noting the proposed transit center on the east side did not have to be as big as the one on the west side. As a terminal facility, it would be a place to park a bus, for the driver to use a restroom and sit to eat lunch along with a nice bus stop and shelter for those catching the next bus. It was also a place where service naturally converges, which was ideal for transfers. Ms. Poyourow explained two issues:
 - In addition to the pedestrian issues related to the city being divided by the freeway, it was hard for buses to cross the freeway because there were so few crossing points, and that was where congestion was concentrated. As the network grew, one or two routes might have to terminate without crossing the freeway, not having every route go to both sides of the freeway on every trip, which implied having a place to end a bus route on the east side.
 - The second transit center was a result of the freeway, not WES.
- The pedestrian bridge over I-5 should accommodate transit and pedestrians, like the Tilikum Bridge.
 - Miranda Bateschell, Planning Director, noted the I-5 bike pedestrian bridge was in the Transportation Systems Plan (TSP) and Bike and Pedestrian Plan for some time. In discussions

about the pedestrian bridge design, transit was considered, but accommodating a full-size transit bus added significant cost and would be prohibitive for the facility. However, keeping in step with frequent changes, the bike and pedestrian facility over I-5 was designed to be compatible with and able to carry small autonomous transit vehicles that could act as shuttles between the transit center and Town Center. Once the connectivity needed in the Town Center is developed, the Park Place connection identified in the Town Center Plan would likely be turned into a promenade bike/pedestrian facility that might offer amenities for adjacent storefronts and have the potential to serve transit via buses or autonomous transit vehicles given the large right-of-way but closed to private vehicular circulation. Staff had been working to integrate compatibility with transit across the pedestrian bridge.

- Having a transit hub in Town Center, which was the hub of the community, would increase the attraction to Town Center and was good to have in the Master Plan.
- If WES went away, should the City have two transit hubs or only focus on the transit center in Town Center alone.
 - If the hub and transit center were within walking distance, this issue comes up. If not, east side/west side centers might be needed.
 - Ms. Lewis said it was very possible the two transit centers would be discussed in the next iteration of the Master Plan. Once the pedestrian bridge is built, the pedestrian connection would be there. SMART has tried to get funds for autonomous shuttles, but the FTA was not ready for that yet. She agreed that if things changed with WES and that transit center became less prominent, more attention would be likely be focused on the Town Center transit center.
- Discussions about the transit-oriented development (TOD) proposal next to the WES transit center considered that entire stretch as a potential for a TOD corridor, and if that happened, there would be the critical mass to maintain a transit hub there. The bigger universal picture needed to be considered.

3. Frog Pond East and South Implementation-Development Code (Pauly)

Dan Pauly, Planning Manager, reminded Staff had been working on implementation, including the Development Code amendments, of which there were a fair amount. He presented the Draft Development Code Amendments via PowerPoint, reviewing the follow-up code amendments regarding the Discretionary Alternative Path and Green Focal Points/Open Space Requirements, as well as new Code amendments regarding the Frog Pond Grange and the Kahle Road Treed Area.

Discussion and feedback from the Planning Commission on the Code amendment topics was as follows with responses by Staff to Commissioner questions as noted:

Discretionary Alternative Path

- Mr. Pauly confirmed the future changes in the waiver process would be citywide, potentially driven by State statute.

Green Focal Points/Open Space Requirements

- Was the direct access provision in the Code necessary? What would result from removing it?
 - Mr. Pauly replied the worst-case scenario would be the Green Focal Point being tucked somewhere that was inaccessible. Staff still needed to see how to simplify the language in the Code and test scenarios to see if it was even going to be an issue and for potentially unintended



PLANNING COMMISSION

WEDNESDAY, OCTOBER 12, 2022

WORK SESSION

3. Transit Master Plan (Lewis) (30 minutes)



PLANNING COMMISSION STAFF REPORT

Meeting Date: October 12, 2022		Subject: Transit Master Plan- Community Engagement Summary	
		Staff Member: Kelsey Lewis, Grants & Programs Manager	
		Department: SMART	
Action Required		Advisory Board/Commission Recommendation	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input type="checkbox"/> Resolution <input type="checkbox"/> Information or Direction <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable	
		Comments: N/A	
Staff Recommendation: Review the public engagement summary for the Transit Master Plan Update.			
Recommended Language for Motion: N/A			
Project / Issue Relates To:			
<input type="checkbox"/> Council Goals/Priorities:	<input checked="" type="checkbox"/> Adopted Master Plan(s): Transit Master Plan	<input type="checkbox"/> Not Applicable	

ISSUE BEFORE PLANNING COMMISSION:

Staff and consultants will present the results of the public engagement conducted for the Transit Master Plan update.

EXECUTIVE SUMMARY:

In Spring 2022, the City began updating the 2017 Transit Master Plan to address changing conditions and engage with the community to consider transit service enhancements and new projects.

In July, August, and September of 2022, staff and consultants conducted community outreach in the form of tabling events, a community survey, and a stakeholder workshop. A report summarizing the results of this outreach is included below with presentation to the Commission.

EXPECTED RESULTS:

Presentation of the engagement conducted this summer for the Transit Master Plan.

TIMELINE:

This is the second presentation of the Transit Master Plan Update to the Planning Commission. Staff introduced this project in August 2022 and tentatively plans to return for two meetings in the spring of 2023 for the adoption of the plan.

CURRENT YEAR BUDGET IMPACTS:

The development of this Transit Master Plan update is primarily funded by two State grants through the Oregon Department of Transportation. The remainder is funded by transit tax revenue.

COMMUNITY INVOLVEMENT PROCESS:

To ensure that the final document represents the diverse interests of the Wilsonville community, this Transit Master Plan process is intended to have an extensive and inclusive public engagement process. Outreach efforts are tailored to reach people in practical and convenient ways to reflect the perspectives of a wide spectrum of current and potential system users, the business community, and residents.

POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:

When implemented, the new plan is expected to improve efficiencies, increase travel independence, and to reduce traffic congestion by providing travelers an alternative to travel in single-occupancy vehicles. A successful outreach strategy is a large part of a successful master plan.

ALTERNATIVES:

N/A

ATTACHMENTS:

1. Engagement Summary Report
2. Powerpoint Presentation (dated October 12, 2022)

SMART Transit Master Plan

Public Engagement Summary

Fall 2022

Introduction	1
Outreach Overview	1
Outreach Approach	2
Outreach Methods	2
Project Website Development	2
Community Survey	2
Operator Survey.....	2
In-person tabling events.....	3
Stakeholder workshop	4
Summary of Community Input.....	5
Community Survey summary.....	5
Stakeholder Workshop summary.....	10
Map Dot summary	13
Operator survey results.....	15
Demographics of Community Survey	16

Introduction

In Spring 2022, South Metro Area Regional Transit (SMART) formally began updating the 2017 Transit Master Plan (TMP). The TMP is a broad look ahead to the type of transit system and supportive transportation options required to meet Wilsonville's mobility needs.

From the outset, SMART directed a process to involve a diverse and broad spectrum of existing and potential transit users, including historically under-served communities, seniors, people with disabilities and others who live in Wilsonville and travel to population centers for appointments, shopping, or to visit family and friends.

Outreach Overview

The first round of public engagement began in Summer 2022 with the launch of tabling events throughout the City of Wilsonville. SMART staff attended eight tabling events and collected feedback using a dot exercise on maps. The online survey was launched on August 12, 2022 and was available on the Let's Talk Wilsonville website for one month. A total of 210 responses were collected, 185 in English and 25 in Spanish. Finally, project staff hosted a Stakeholder Workshop on September 20, 2022 to walk participants through the potential trade-offs being considered in the TMP. A total of 18 participants attended the workshop held at the Wilsonville Library from 4:00 pm to 7:00 pm

Outreach Approach

As the project team worked to plan and execute the first phase of outreach for the TMP, the approach taken by the project included:

- Consistent, reliable, accessible information with identified SMART contact person
- Sharing information on the Let's Talk Wilsonville website
- Final Public Involvement Plan
- Representative stakeholders individually contacted for intentional participation
- Special consideration to senior facilities, apartment complexes, schools, lower income residents & workers, and people who speak predominantly Spanish to reach under-represented groups
- Email blasts to Interested Parties List to keep them informed on project updates
- Updates to the Planning Commission and Wilsonville City Council

Outreach Methods

Beginning in Summer 2022, staff used a series of tools and methods to involve the community in the planning process of the TMP.

Project Website Development

An inviting and accessible website page on the Let's Talk Wilsonville website was provided for the SMART TMP update giving community members a one-stop location to learn about the project, see upcoming events, participate in the project survey, and sign up for the project mailing list. The project page was provided and updated in English and Spanish.

Community Survey

An informative and brief survey posed questions on the key tradeoffs for SMART to consider in service alternatives development including:

- What do you think are the highest priorities for adding new service?
- What places inside Wilsonville do you think are most important to serve?
- What should SMART prioritize when adding new transit service over the next five years?
- Which are the most important places you think people should be able to reach by transit?

Launched on August 12, 2022, the survey received over 200 responses, with 25 respondents in Spanish.

Operator Survey

A brief open-ended survey was offered to SMART operators to ask them what they are hearing from riders about transit service or if there are any issues or observations, they have that could help the community. A total of seven operators took the survey.

In-person tabling events

SMART staff attended eight in-person events to share information about the TMP and held a dot map activity that asked community members to decide where they think it is important for SMART to go at a regional level and at a local level. The eight events staff attended include:

- Wilsonville Farmers Market on Thursday July 14, 2022, from 3:30 to 8 pm
- Rotary Concert in the Park event on Thursday July 21, from 3:30 to 7 pm
- Wilsonville Farmers Market on Thursday August 4, from 3:30 to 8 pm
- Rotary Concert in the Park event Thursday August 11, from 4 to 7 pm
- Heart of the City's Gear Up 4 School on August 13, from 9 a.m. to 12 pm
- West Linn Wilsonville School District Family Empowerment Open House on August 17, from 4:30 pm to 6 pm
- City of Wilsonville's Community Block Party on August 25, 2022 from 3:30 pm to 8:30 pm
- Bridging Cultures event on Saturday August 27, from 11:30 a.m. to 1:30 pm

The dot map activity ended with a total of 32 participants and 99 total dots.

Stakeholder workshop

On September 20, 2022, SMART staff held an invitation-only workshop focused on key questions about how future transit should be planned, both within Wilsonville and around our part of the region. The workshop was held in-person from 4:00 pm to 7:00 pm at the Wilsonville Library.

The workshop included:

- A fun, interactive transit planning game introducing trade-offs and service considerations in and around Wilsonville
- Live polling about key questions
- A presentation about existing Wilsonville transit services and how they're performing
- Question & answer time and discussions



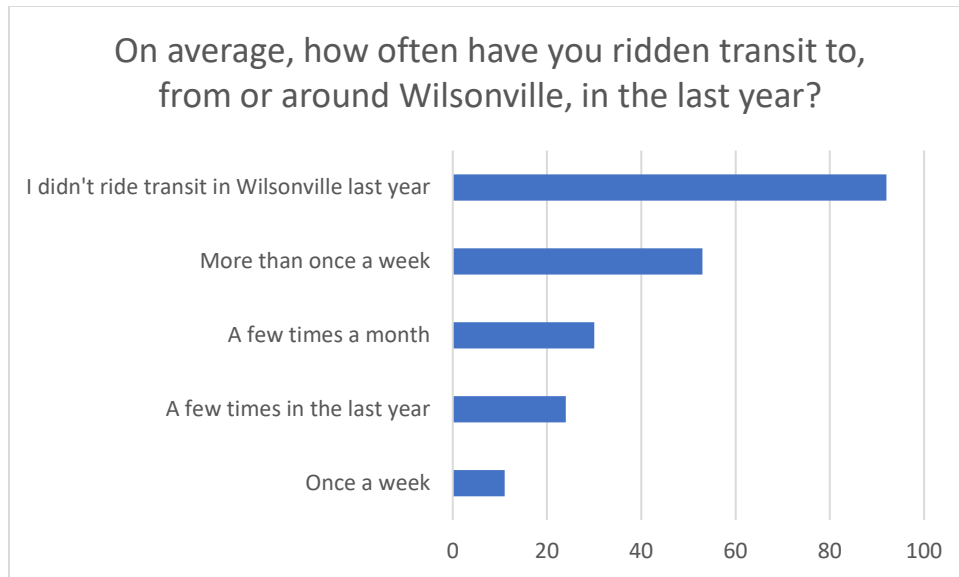
Staff invited around 150 participants by email or phone calls and a total of 18 participants attended the stakeholder workshop.

Summary of Community Input

Community Survey summary

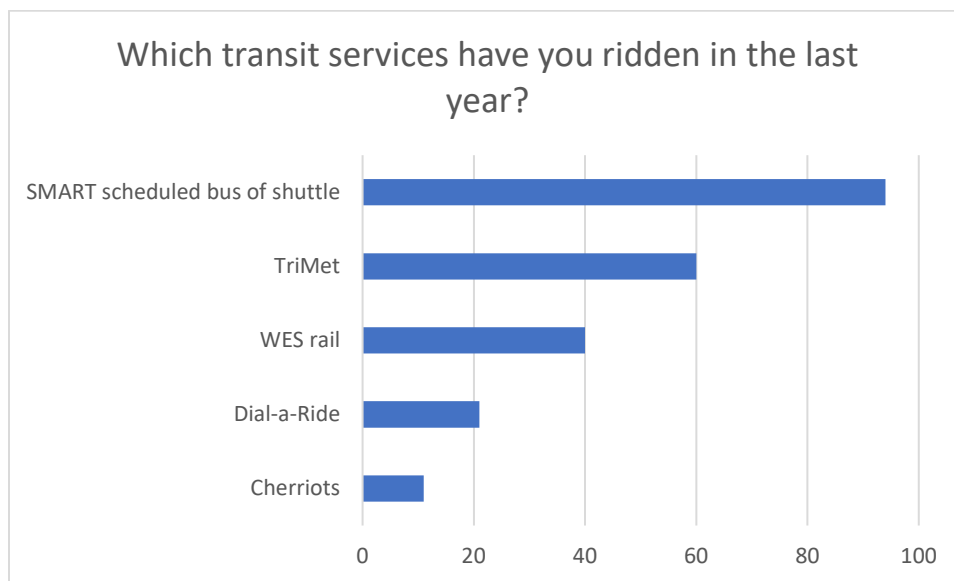
On average, how often have you ridden SMART in the last year?

Of the 210 respondents, about half said they didn't ride transit in Wilsonville in the past year. Of the people who rode transit, the majority said they rode more than once a week



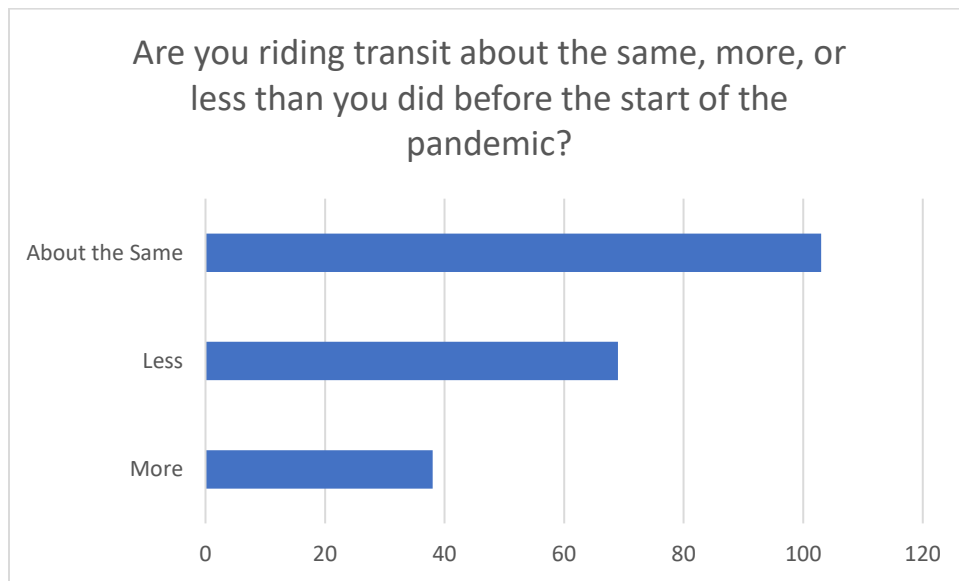
Which SMART services have you ridden in the last year?

This question was dependent on if respondents answered that they rode transit more than once a week, once a week, or a few times a month to the previous question. Respondents could choose multiple answers. Of the 226 answers, SMART buses or shuttles were the most selected.



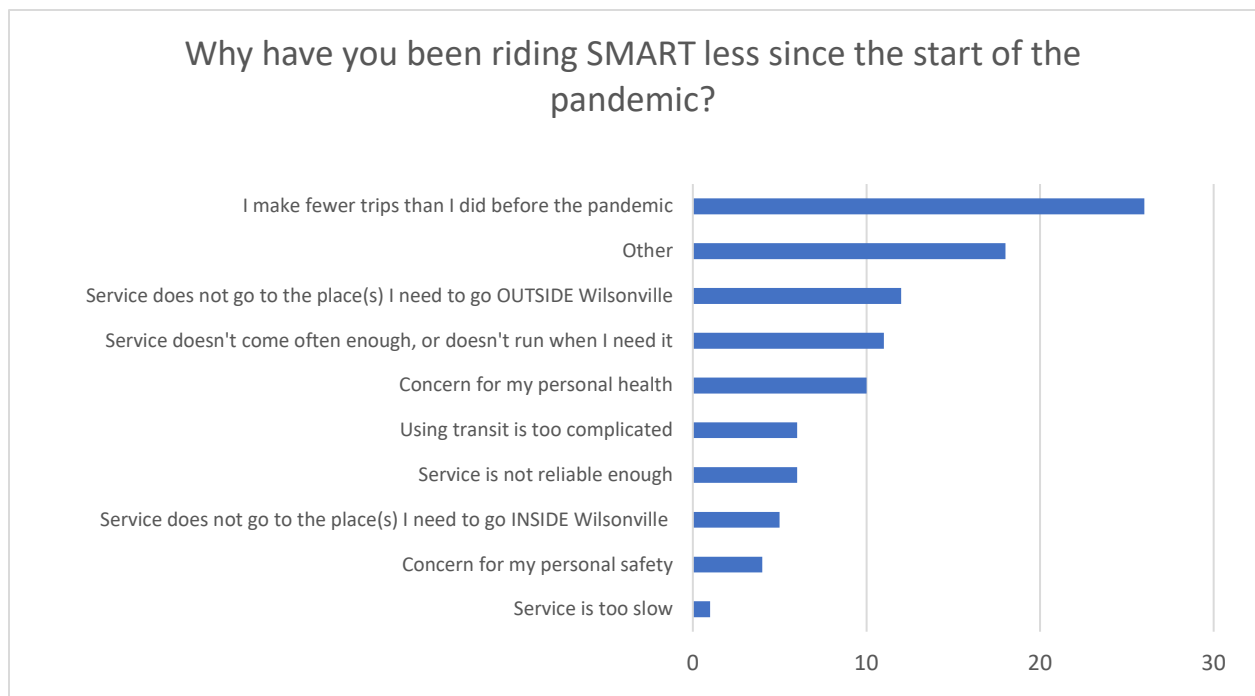
Are you riding about the same, more, or less than you did before the start of the pandemic?

Of the 210 respondents, most didn't change their riding habits since the start of the pandemic.



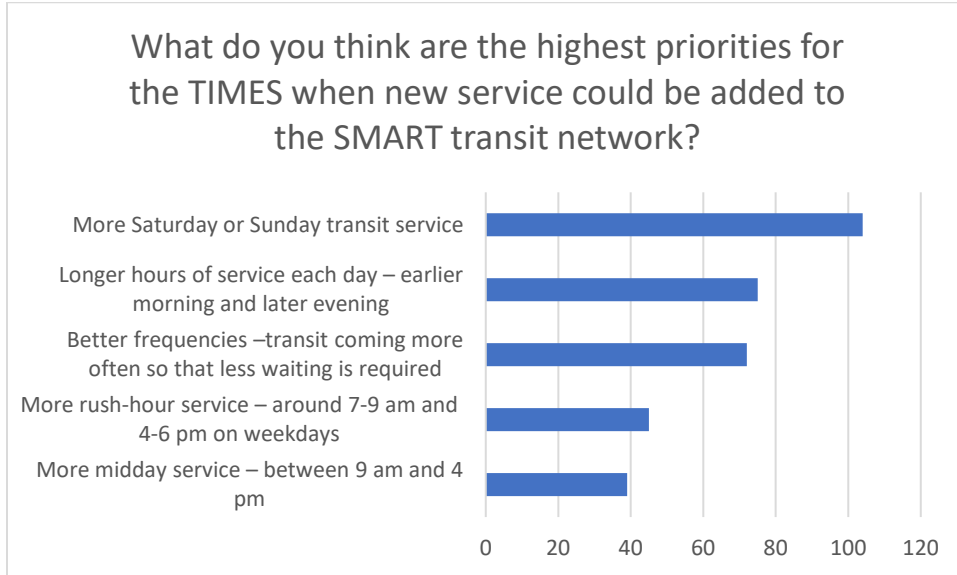
Why have you been riding SMART less since the start of the pandemic?

This question was dependent on if respondents answered that they rode transit less than before the pandemic in the previous question. Respondents could pick as many options as needed. Of the 99 answers chosen, most people who are riding transit less since the pandemic said it was because they take fewer trips overall.



What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network?

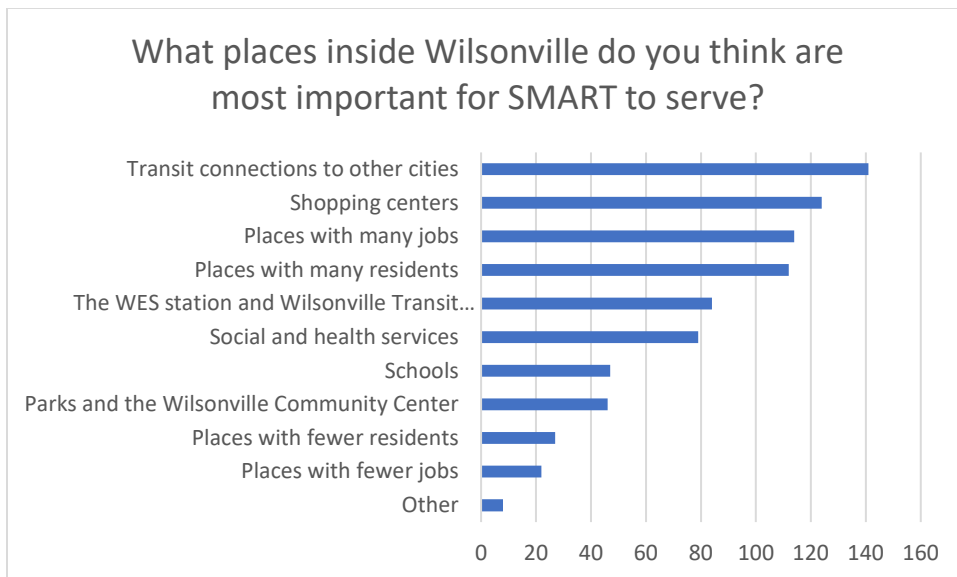
Respondents were instructed to pick up to two answers. There were 335 answers and 104 of them indicated more Saturday or Sunday transit service.



People who indicated that they ride SMART, Black, Indigenous, and People of Color (BIPOC), and people with low incomes all had similar opinions to all respondents.

What places inside Wilsonville do you think are most important for SMART to service?

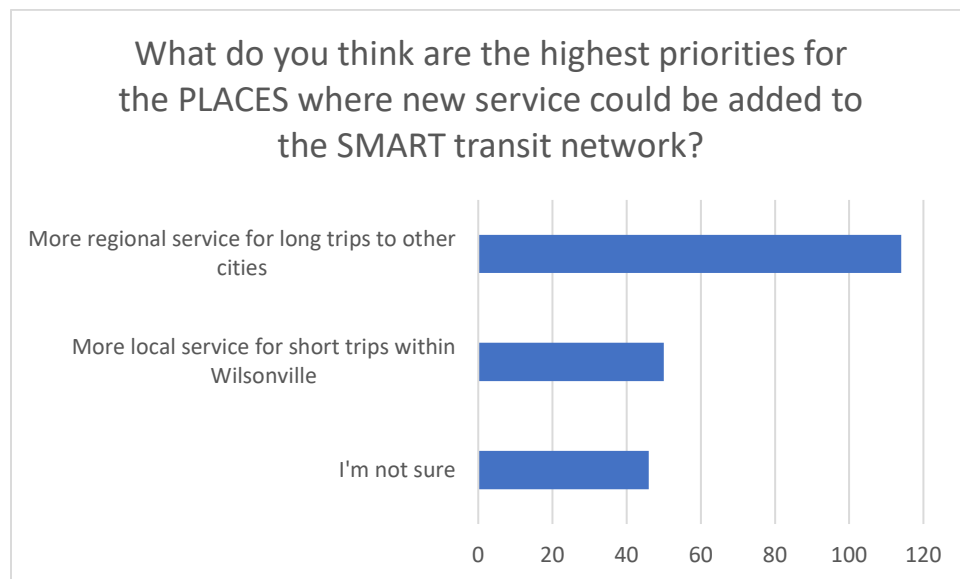
Respondents were instructed to pick up to four answers. There were 804 total answers chosen with connections to other cities being the most popular.



People who indicated that they ride SMART, BIPOC, and people with low incomes all had similar opinions to all respondents.

What do you think are the highest priorities for the **PLACES** where new service could be added to the SMART transit network?

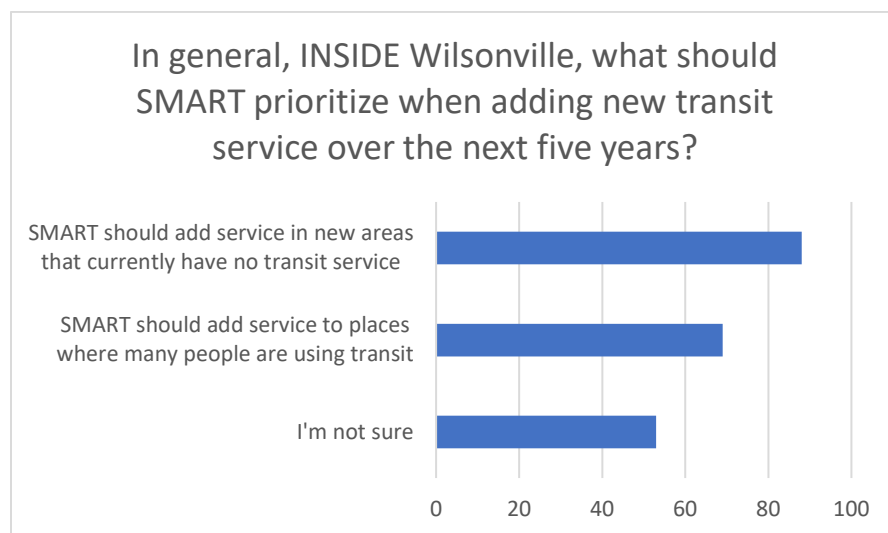
Of the 210 respondents, most people chose 'regional service for long trips to other cities' as the highest priority.



Among people who indicated that they ride SMART BIPOC people, and people with low incomes, the balance of responses to this question was similar to that of all respondents.

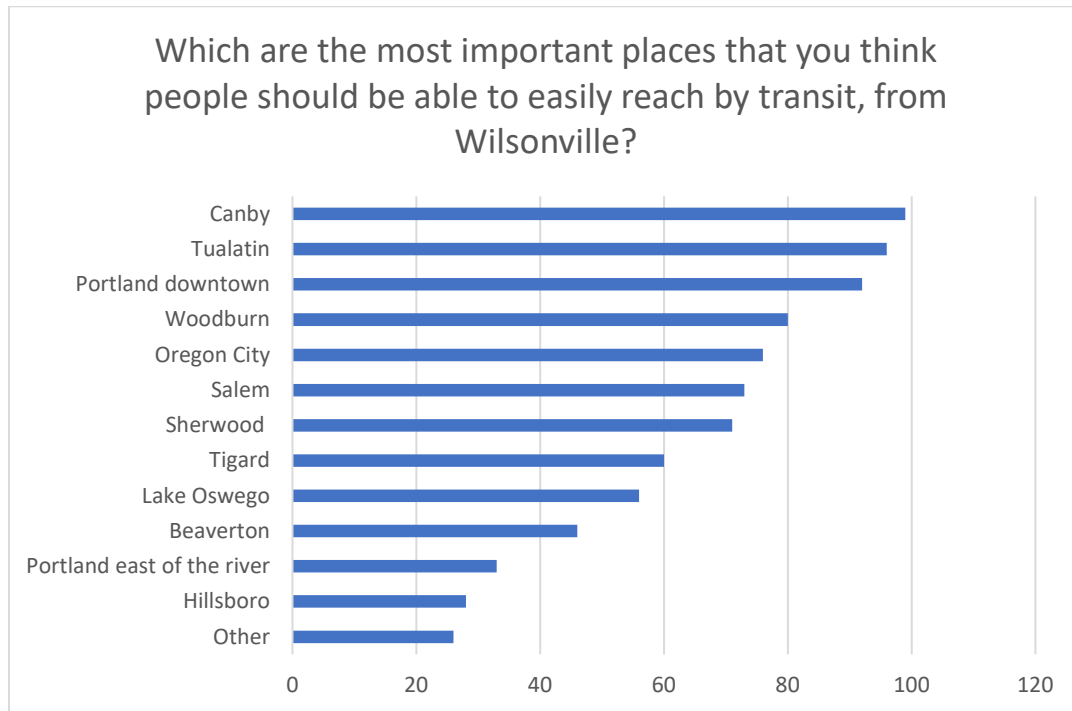
In general, **INSIDE** Wilsonville, what should SMART prioritize when adding new transit service over the next five years?

Of the 210 respondents, more people said it was more important for SMART to add service in new areas than to add more frequent service to areas already served.



Which are the most important places that you think people should be able to easily reach by transit, from Wilsonville?

Respondents were instructed to pick up to five answers. Canby, Tualatin, and downtown Portland, were the top three choices of 836 answers total.



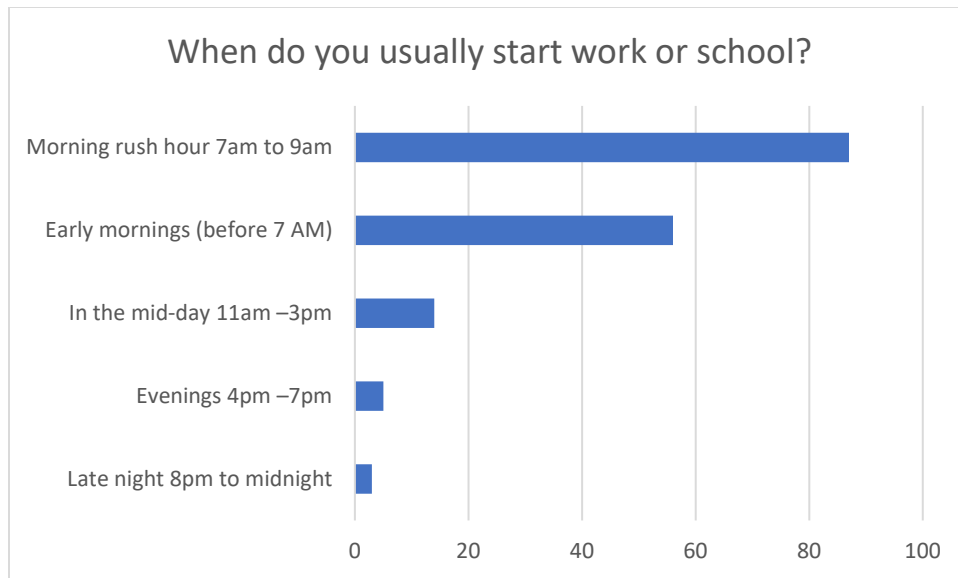
Is there anything else you think SMART should be providing or changing in the next five years?

96 people answered this open-ended question. Respondents' answers are summarized below in order of most mentioned topics:

- Additional or more frequent service to regional connections
- Higher frequency of existing service
- Additional route and destination suggestions
- Additional amenities like ability to pay and track buses on apps, phone charging, and multimodal amenities
- More educational materials, especially in Spanish

When do you usually start work or school?

Of 165 respondents, the majority said the start work or school during morning rush hour.



Stakeholder Workshop summary

The 18 participants at the stakeholder events were broken out into small groups to work on creating transit maps for the City of Wilsonville using both local and regional service. They each had to consider the trade-offs of operating at different distances and different frequencies throughout the region.

Some general sentiments were:

- Attendees shared that they understood how difficult it is to plan a transit system that works for everyone.
- Attendees noted the difficulty of choosing between higher frequency service and service that reaches more areas.
- Many attendees shared suggestions for places they wished were easier to take transit to such as shopping centers, movie theaters, little league sport fields and schools.
- Some attendees wished there was better synchronization between other bus lines and transit systems to transfer to.
- Many groups were more interested in reaching farther destinations than in frequent service.
- Attendees often wanted to provide transit options at non-peak hours to support workers with non-traditional work hours, students and retired people.



Afterwards, participants were asked questions in a live poll and shared their take-aways from the interactive exercise. Below are the results of the live poll.

Poll: On weekdays, how important are rush hours?

0 1 7

Rush hours should be the priority.

12 %

A little extra service at rush hour makes sense.

59 %

Having consistent schedules all day long should be the priority.

29 %

I'm not sure.

0 %

Poll: How important are weekends?

0 1 8

Weekends are so important that we should cut some weekday frequencies to offer more weekend service.

50 %

We should add weekend service only when new funding is available.

50 %

Weekends aren't very important.

0 %

Poll: If you could add weekend service, what would you add first?

018

Longer Saturday hours for routes that already run on Saturdays.

 28 %

More routes running on Saturdays.

 28 %

Start running some routes on Sundays (as well as Saturdays).

 44 %

In the discussion that preceded the poll about adding Saturday or Sunday service, staff clarified that adding Sunday service would be much more expensive because the entire SMART operation would have to be turned on and staffed on Sundays. The stakeholder understood that therefore much less Sunday service could be added than Saturday service for any given amount of funding.

Poll: How should SMART balance the goals of high ridership and wide coverage?

017

The top priority is to run routes that many people use.

 18 %


Use about half of SMART's budget on busy routes, and the other half covering areas that area important even if few people ride.

 76 %

Spread service evenly across the entire city, so that every street has a little bit of service on it.

 6 %

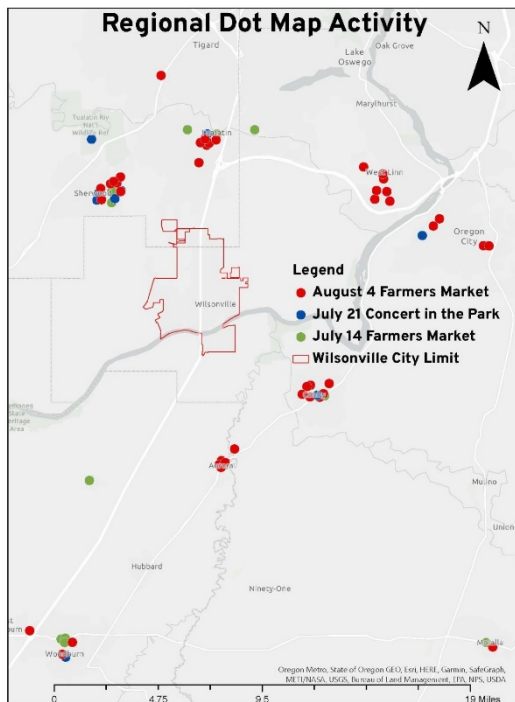
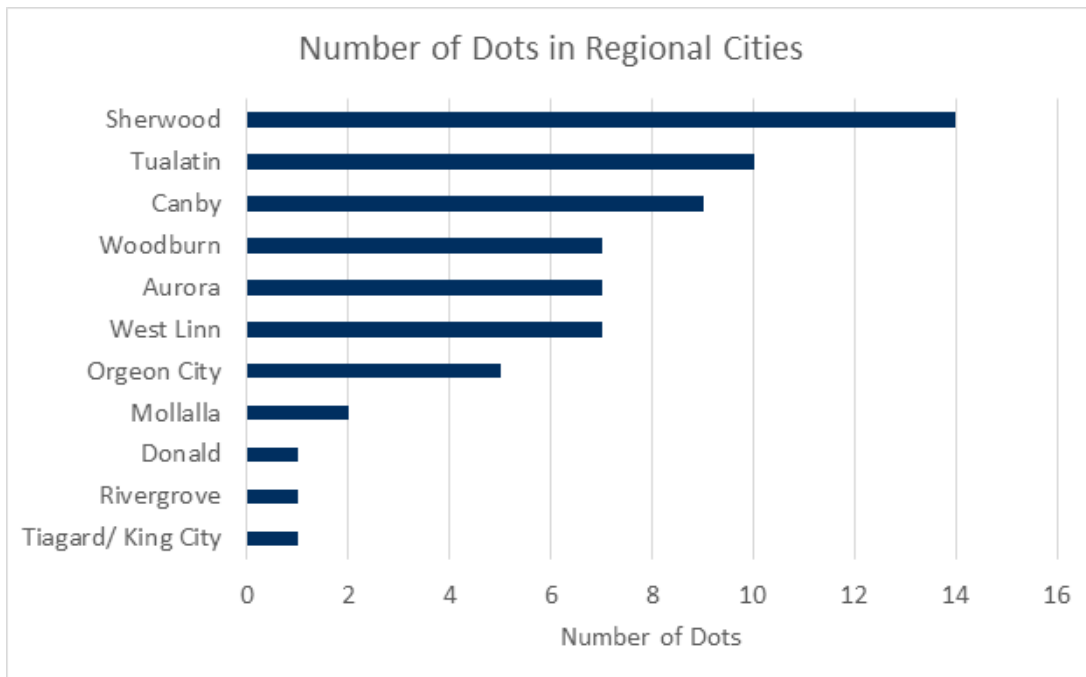
I'm not sure.

 0 %

Map Dot summary

The dot map activity conducted at the three tabling events resulted in a total of 32 participants and 99 dots. The top three regional locations and the number of dots received were:

1. Sherwood – 14 dots
2. Tualatin – 10 dots
3. Canby – 9 dots



Operator survey results

Feedback from the driver and operators is summarized below:

“What are you hearing from riders about **frequency** of service?”

- Frustrations with current reduced service, particularly on the 2X
- Difficulty with Dial-a-Ride scheduling
- Suggestion for additional stops for Villebois residents

“What are you hearing from riders about **where** SMART goes?”

- Interest in going to Woodburn, Barbur Transit Center, Clackamas, Oregon City, East Portland and Canby
- Suggestion to use landmark references for routes within Wilsonville rather than just east or west.
- Satisfied with service to OHSU and Veterans’ Hospital

“Are there **issues** preventing you from providing on-time, reliable service?”

- Rush hour traffic
- Lack of synchronization with TriMet buses

“What is SMART’s single **biggest obstacle** in your opinion?”

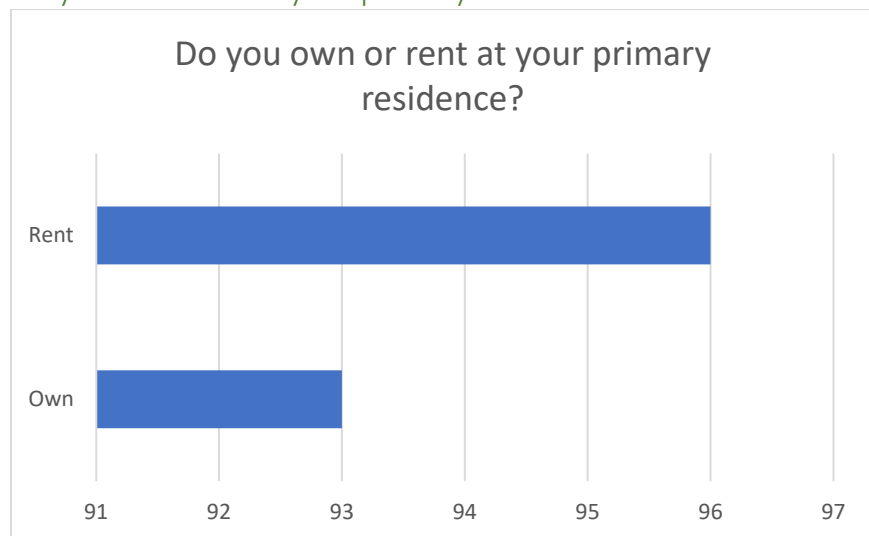
- Driver shortages and burnout
- Service reduction
- Lack of consistency in dealing with route delays
- Experimental and non-direct routes

“Any **other** thoughts?”

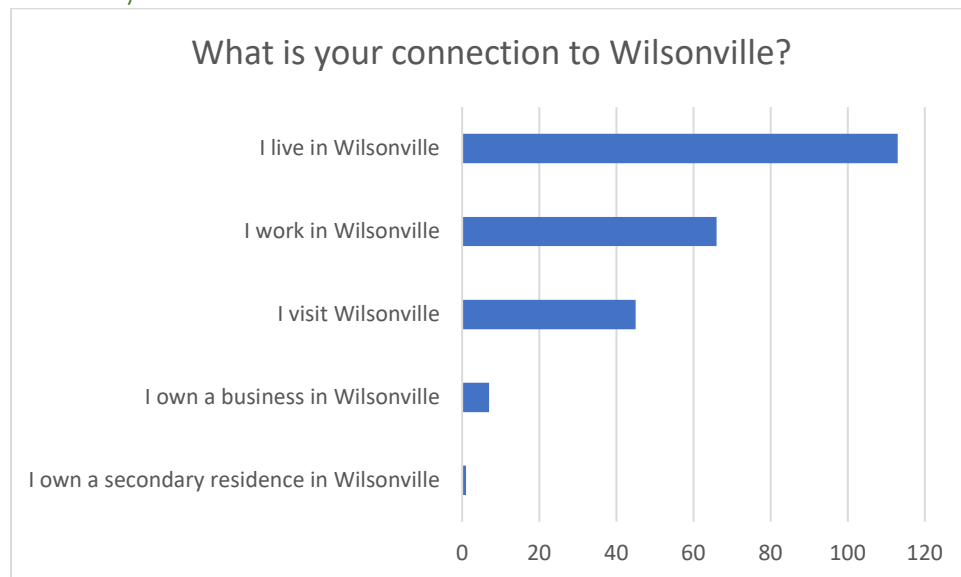
- Educational materials to explain how to pay bus fare would be helpful, especially with competing options like HOP, Cherriots, student passes, etc.

Demographics of Community Survey

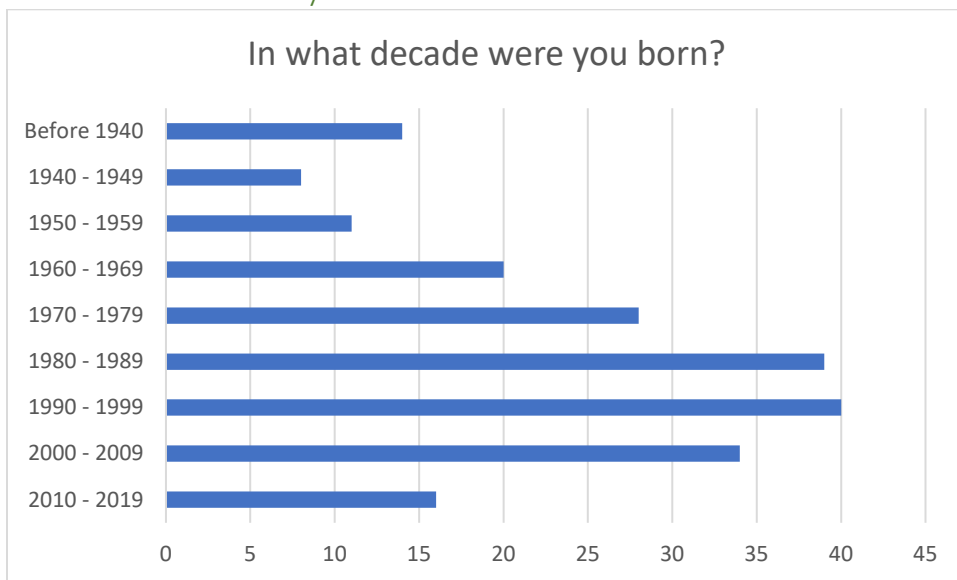
Do you rent or own your primary residence?



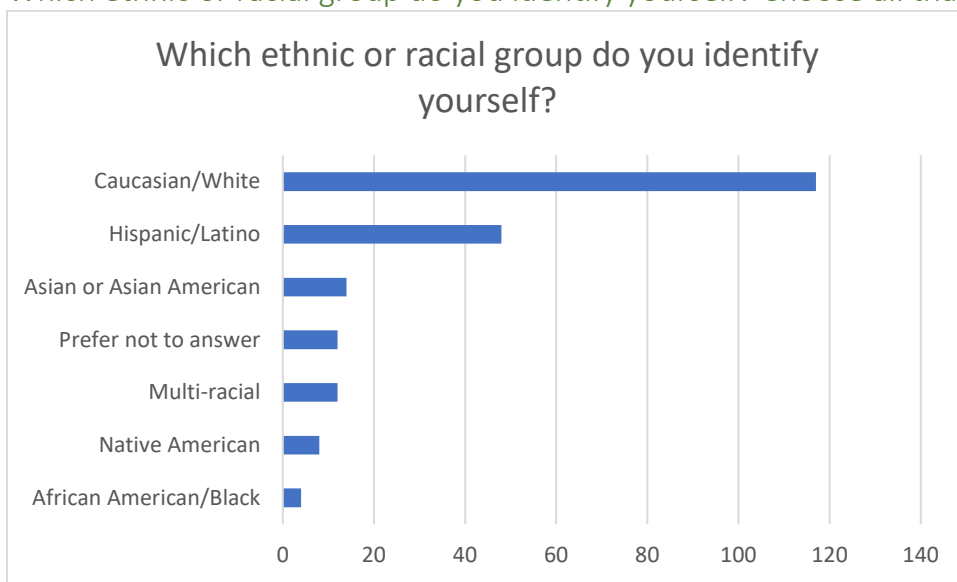
What is your connection to Wilsonville?



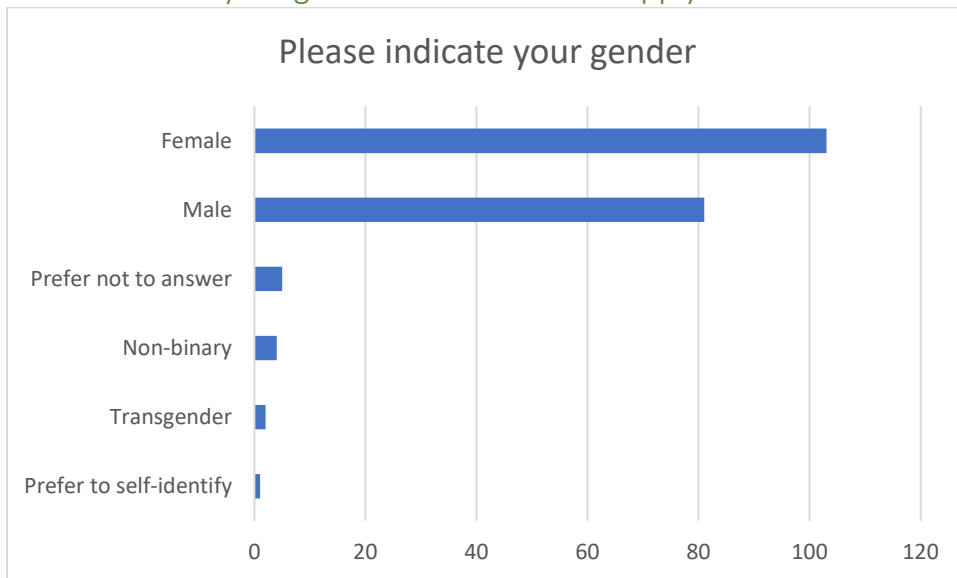
In what decade were you born?



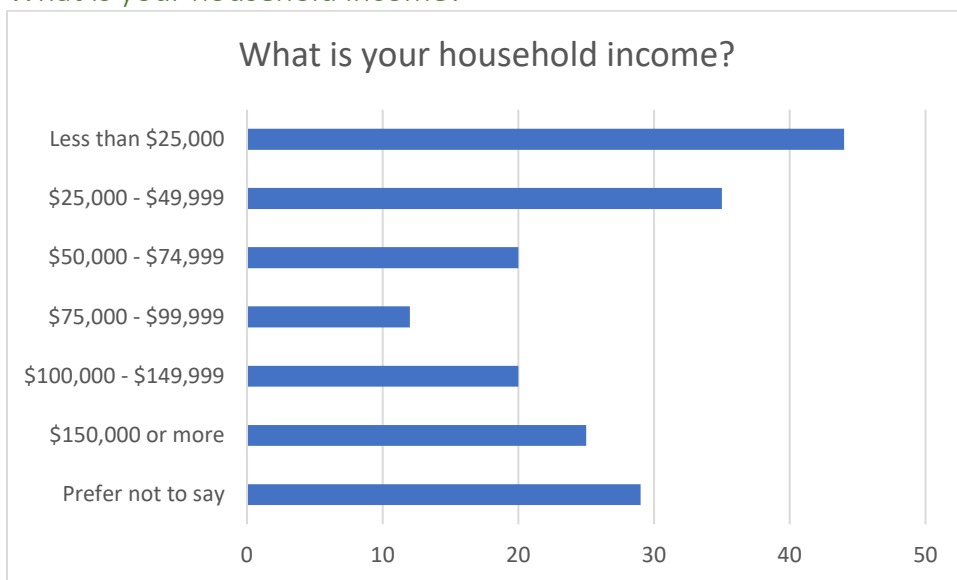
Which ethnic or racial group do you identify yourself? Choose all that apply.



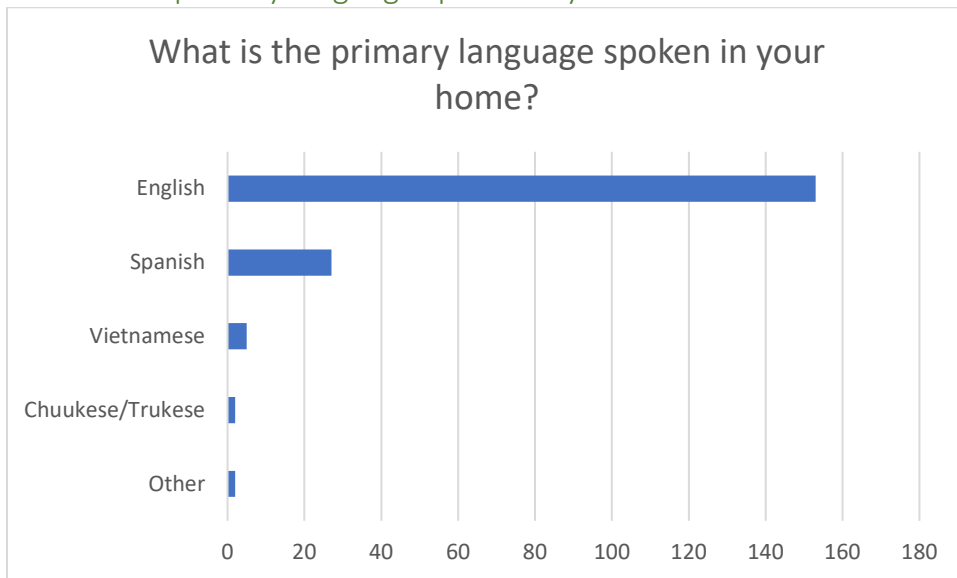
Please indicate your gender. Choose all that apply.



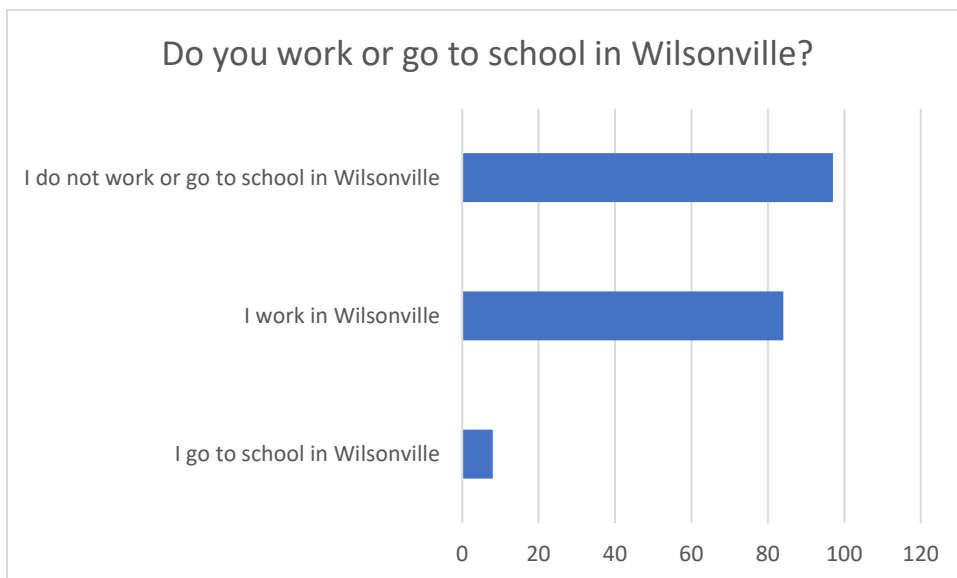
What is your household income?



What is the primary language spoken in your home?



Do you work or go to school in Wilsonville?



SMART Transit Master Plan Community Outreach Update

Planning Commission October 12, 2022

Kelsey Lewis

SMART Grants and Programs Manager

Michelle Poyourow

Jarrett Walker + Associates

Brenda Martin

EnviroIssues

Our Agenda Today

- Outreach approach
- Outreach methods
- Key findings
- Questions and next steps

Outreach Approach

- Sharing information on the Let's Talk Wilsonville website with identified SMART contact person
- Representative stakeholders individually contacted for intentional participation
- Special consideration to senior facilities, apartment complexes, schools, lower income residents & workers, and people who speak predominantly Spanish to reach under-represented groups
- Updates to the Planning Commission and Wilsonville City Council

Outreach Methods

Outreach tools	Methods of use
Website updates	Ongoing updates to Let's Talk Wilsonville in English and Spanish
Presentation to Commission/Council	Updated Planning Commission and City Council on TMP goals and outreach plan, received feedback on stakeholder workshop
Community survey	Open survey from August 12 th to September 16 th Received over 200 responses, 25 in Spanish
Operator survey	Open ended survey offered to SMART bus operators Seven surveys collected
In-person tabling events	Staff attended eight community events throughout July/August Conducted a dot map exercise
Stakeholder workshop	18 participants attended September 20 th event at Wilsonville Library

Community Survey Findings

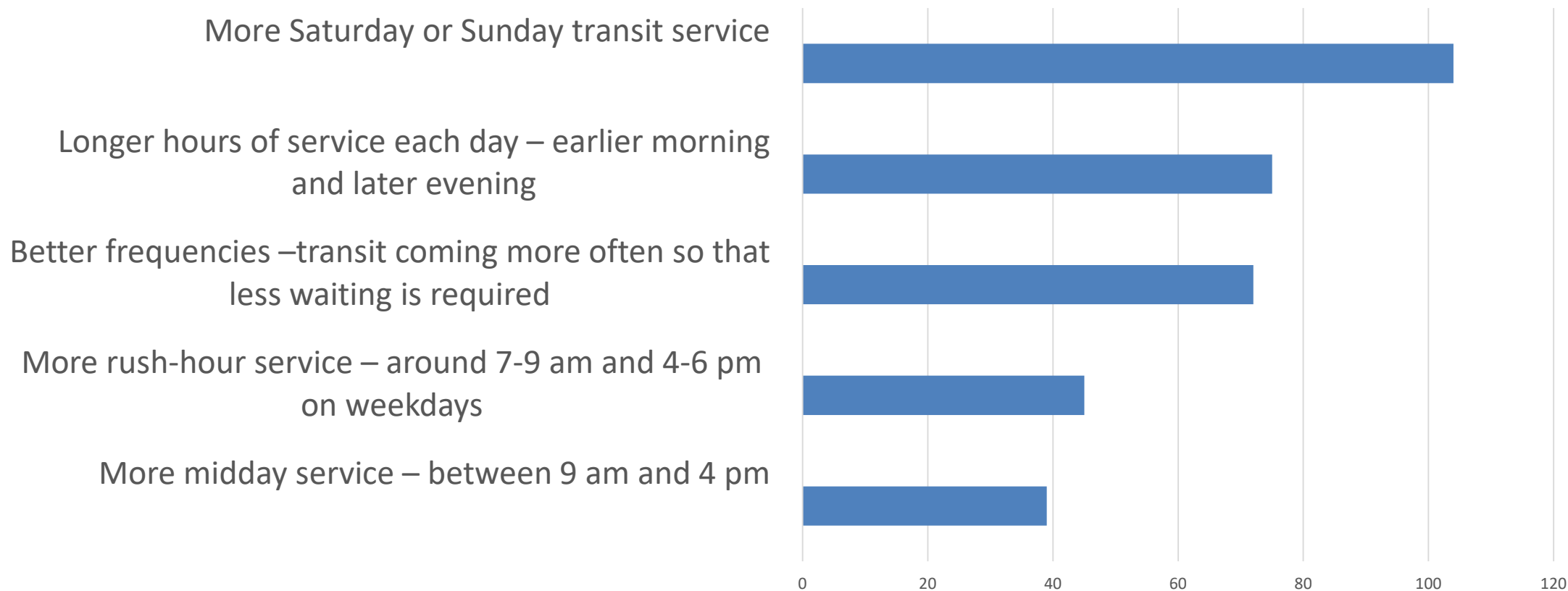
Of the 210 respondents who took the survey:

- about half said they didn't ride transit in Wilsonville in the past year
- But those who do ride, ride more than once a week
- Most didn't change their riding habits since the start of the pandemic
 - Those who are traveling less are doing so because they have fewer trips to make



Survey Priorities

What do you think are the highest priorities for the **TIMES** when new service could be added to the SMART transit network?



Survey Priorities Continued

Respondents think its most important to:

- Serve transit connections to other cities and shopping centers
- Have more regional service for long trips to other cities
- Add SMART service in new areas that currently have no transit service
- Serve the cities of Canby, Tualatin, and downtown Portland



Stakeholder Workshop Summary

Attendees shared that:

- It was difficult to plan a transit system that works for everyone
- They wished it were easier to take transit to shopping centers, movie theaters, little league fields and schools
- Wished there was better synchronization between bus lines and transit systems
- They were more interested in reaching farther destinations than in local, frequent service
- There was interest in providing transit options at non-peak hours to support non-traditional workers, students and retired people



Live Poll Results

Poll: On weekdays, how important are rush hours?

017

Rush hours should be the priority.



A little extra service at rush hour makes sense.



Having consistent schedules all day long should be the priority.



Poll: How should SMART balance the goals of high ridership and wide coverage?

017

The top priority is to run routes that many people use.



Use about half of SMART's budget on busy routes, and the other half covering areas that area important even if few people ride.



Spread service evenly across the entire city, so that every street has a little bit of service on it.



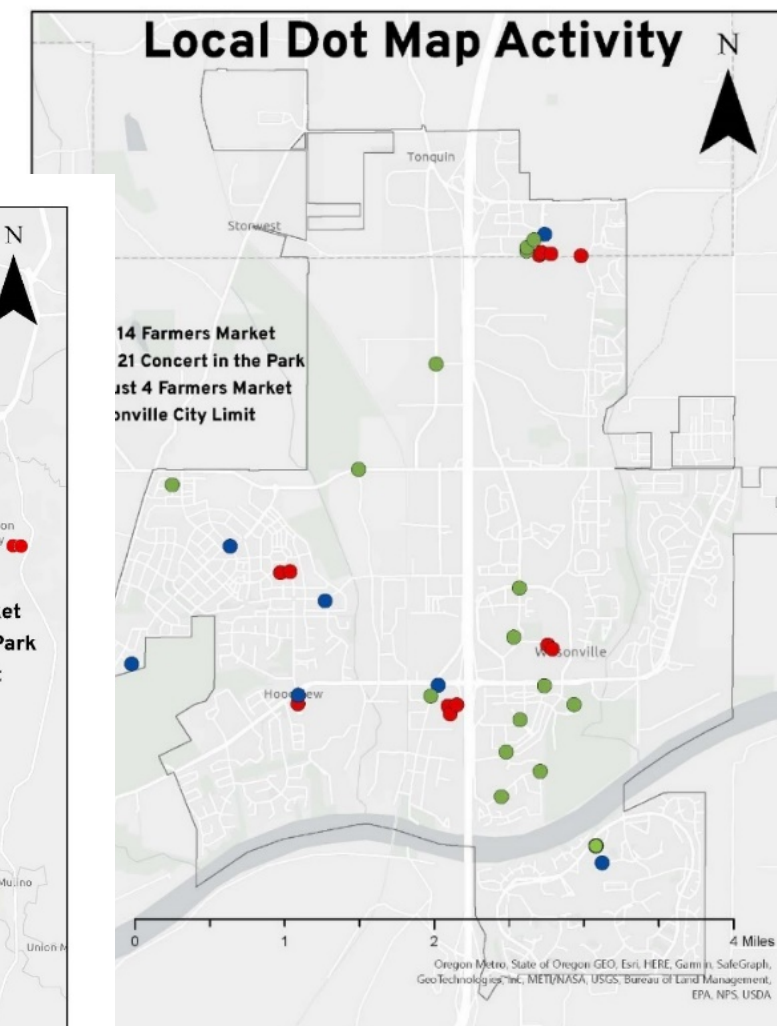
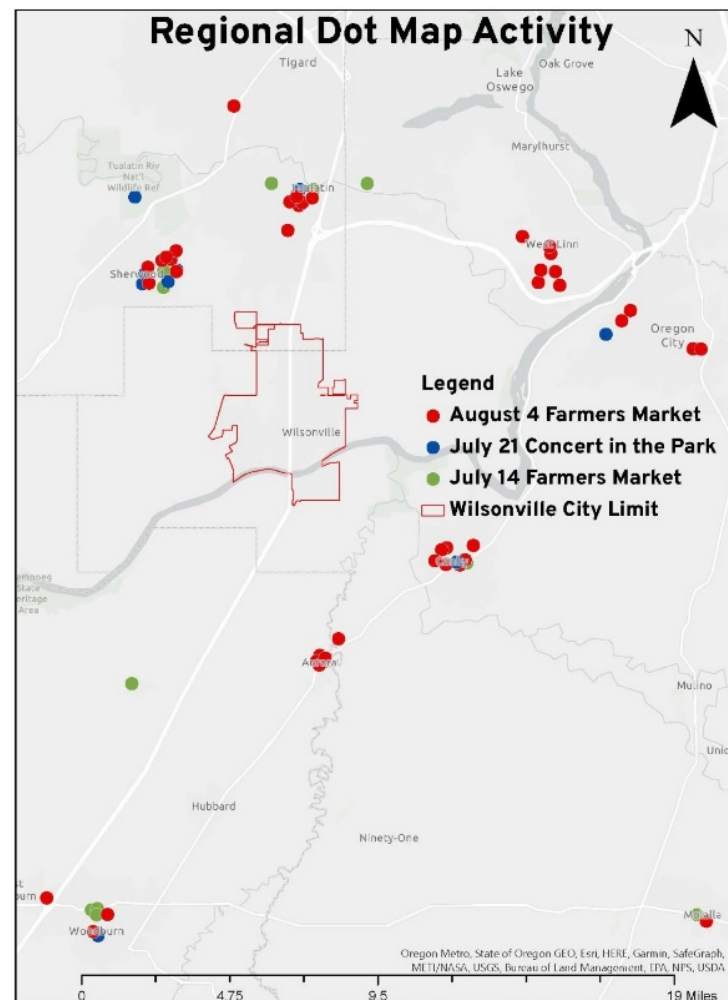
Dot Map Summary

Top three **regional** locations:

- Sherwood – 14 dots
- Tualatin – 10 dots
- Canby – 9 dots

Top three **local** locations:

- Argyle Square Shopping Center – 9
- Villebois – 6
- 3-way tie – 5:
 - Town Center Loop area
 - Memorial Park area
 - Old Town Square



Questions and Next Steps

Commissioner Mesbah asked if **Mr. Nacrelli** meant a certain quality of effluent since anything produces effluent; perhaps, “high quality effluent” should be used.

Mr. Nacrelli agreed something might be missing there, but without hearing the recording, the quality of effluent was the only thing that made sense.

Amanda Guile-Hinman, City Attorney, advised postponing the consideration of the minutes to allow time to check the audio recording.

Chair Heberlein stated consideration of the September 14, 2022 Planning Commission Minutes would be delayed to the next Planning Commission meeting to clarify the language on Page 9.

LEGISLATIVE HEARING

2. Wastewater Treatment Plant Master Plan (Nacrelli) (No staff presentation) - CANCELLED

Chair Heberlein noted tonight’s public hearing had been cancelled and would be rescheduled to a later date.

Miranda Bateschell, Planning Director, asked that anyone present for the hearing add their contact information to the sign in sheet to receive notification about the new public hearing date. She also offered to provide the project manager’s business card.

WORK SESSION

3. Transit Master Plan (Lewis)

Kelsey Lewis, SMART Grants and Programs Manager, introduced the City consultant who would present information about the public engagement conducted on the Master Plan over the summer.

Brenda Martin, Consultant, EnviroIssues, presented via PowerPoint a summary of the engagement conducted as part of the SMART Transit Master Plan Update. She highlighted the purpose of the Master Plan Update and described the outreach methods used to gather public input from various stakeholders and diverse groups of citizens, including underrepresented communities. She also reviewed the key findings from the data collected from surveys and the stakeholder’s workshop which identified ridership patterns and included requests for transit time and frequency changes, as well as additions to SMART’s service routes, which included connections to other destinations in the region.

Questions from the Commission were as follows with responses as noted:

- Why was there such a low turnout for the in-person stakeholder workshop where only 18 people attended after more than 100 invites were sent out?
 - **Ms. Martin** noted the project team made about 150 calls and sent emails, but she believed that ultimately, it was just the day and time, coupled with not being able to invite the right people to come from certain organizations due to changes in employment. The team did share the survey with most of those invitees, so the team did collect some feedback from those organizations. She believed having one time and place for attendance was difficult for some people.

- **Ms. Lewis** added that asking people to do a 3-hour in-person meeting was a lot and due to the game played on tables, a hybrid version was not possible. The beneficial side of having a smaller group was the team had an opportunity to pay more attention to each person's questions about the transit system they were developing together.
- The rank ordering of new locations had Salem in the middle. Had there been any input as far as why people were interested in Salem as a destination?
 - **Ms. Martin** replied Salem did not come up as a place of direct interest. The most answered was Canby, as well as Tualatin, downtown Portland, Woodburn, and Oregon City. Perhaps, people felt they had good connection with Salem, as Cherriots already helped SMART serve that area. It did not seem to be a place people felt was hard to get to or were dying to reach.
 - **Ms. Lewis** added most of the Capitol was still working virtually, so a huge number of those commuting previously were not riding or driving anymore to Salem or anywhere in the area. SMART had noticed a huge drop in state workers riding mass transit.
- Was there a way to break out how the survey results varied for current transit riders versus those who do not? If the goal was to increase ridership for people who were not currently riding, the answers on how to adjust service would potentially be different.
 - **Ms. Martin** clarified the team did do the analysis on non-riders versus riders, low-income respondents, and anyone who marked they were people of color on their response, and there was no notable difference in their answers, which surprised the team as well. Those results were mentioned in the report.
 - **Ms. Lewis** noted the team planned to separate those results in the report but did not find any significant differences.

Ms. Martin stated as far as next steps for the Transit Master Plan Update, the team would begin drafting a service enhancement plan with the Jarrett Walker team and return in the spring for the next round of community engagement to get feedback on the Draft Master Plan, which would include some potential operational needs from SMART Staff.

INFORMATIONAL

4. Town Center Infrastructure Funding Plan (Rybold) (No staff presentation)
5. City Council Action Minutes (September 8 & 19, 2022) (No staff presentation)
6. 2022 PC Work Program (No staff presentation)

ADJOURNMENT

The regular meeting of the Wilsonville Planning Commission adjourned at 6:28 p.m.

Respectfully submitted,

By Paula Pinyerd of ABC Transcription Services, LLC. for
Mandi Simmons, Planning Administrative Assistant



CITY COUNCIL
THURSDAY, SEPTEMBER 8, 2022

WORK SESSION

Transit Master Plan (Lewis)



CITY COUNCIL MEETING STAFF REPORT

Meeting Date: September 8, 2022		Subject: Transit Master Plan Update and Community Engagement Plan	
		Staff Member: Kelsey Lewis, Grants & Programs Manager	
		Department: SMART	
Action Required		Advisory Board/Commission Recommendation	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable	
		Comments: N/A	
Staff Recommendation: Review the public engagement strategy for the Transit Master Plan Update and provide feedback.			
Recommended Language for Motion: N/A			
Project / Issue Relates To:			
<input type="checkbox"/> Council Goals/Priorities:	<input checked="" type="checkbox"/> Adopted Master Plan(s): Transit Master Plan	<input type="checkbox"/> Not Applicable	

ISSUE BEFORE COUNCIL:

Staff and consultants will introduce the public engagement strategy for the Transit Master Plan update.

EXECUTIVE SUMMARY:

The City Council adopted the current Transit Master Plan as a sub-element of the City's Comprehensive Plan in 2017, and amended it in 2018 to include the Programs Enhancement Strategy. In order to address changing conditions and engage with the community to consider transit service enhancements and new projects, the City has hired a consultant to assist in updating the Transit Master Plan.

The consultant Jarrett Walker and Associates has recently completed the Existing Conditions Report, and the key questions section is included as an attachment to this staff report to provide context for the outreach staff plans to conduct (Attachment 1).

Staff will introduce the Transit Master Plan Update and seek feedback from the Council. In particular, staff seeks input on the following questions:

1. What questions or input does the Council have on the outreach strategies planned for this project?
2. What questions will the Council need to have answered during this project to be comfortable adopting an updated Transit Master Plan?

EXPECTED RESULTS:

Presentation of the outreach strategy for the Transit Master Plan and guidance from the City Council.

TIMELINE:

This is the first presentation of the Transit Master Plan Update to the City Council. Staff tentatively plans to return for two meetings in spring 2023 for the adoption of the plan.

CURRENT YEAR BUDGET IMPACTS:

The development of this Transit Master Plan update is primarily funded by two State grants through the Oregon Department of Transportation. The remainder is funded by transit tax revenue. This project is budgeted in the FY 2022-23 budget.

COMMUNITY INVOLVEMENT PROCESS:

To ensure that the final document represents the diverse interests of the Wilsonville community, this Transit Master Plan process is intended to have an extensive and inclusive public engagement process. Outreach efforts are tailored to reach people in practical and convenient ways to reflect the perspectives of a wide spectrum of current and potential system users, the business community, and residents.

POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:

When implemented, the new plan is expected to improve efficiencies, increase travel independence, and to reduce traffic congestion by providing travelers an alternative to travel in single-occupancy vehicles. A successful outreach strategy is a large part of a successful master plan.

ALTERNATIVES:

N/A

CITY MANAGER COMMENT:

N/A

ATTACHMENTS:

1. Key Questions, Section 6 from the Existing Conditions Report
2. PowerPoint Presentation on Outreach Plan (dated September 8, 2022)

6. Key Questions for Future Service Planning

This report has described SMART's existing network and demand-response programs and local and regional markets. However, the future development of SMART's network can only be *informed* by such analysis. The actual choices about what SMART should do in the future will be made based on input from the public, stakeholders and elected officials about what values, goals and priorities should shape the agency's service improvement efforts.

Based on our evaluation of existing conditions, we identify several key questions for the future. These are not questions with a technical answer; instead, their resolution will depend on a conversation between SMART and its riders and other community members.

How much should SMART's network focus on WES?

WES was designed to fill a critical regional mobility need - north/south connectivity between Wilsonville and Beaverton, passing through busy, fast-growing places on the way. However, ridership on WES has historically been very low, with the lowest levels occurring during the pandemic. TriMet's operating agreement with FTA is ending during the next decade, which puts the future of the rail line into question.

The WES connection is extremely useful in terms of the places it can open up access to. Currently, there is no replacement that

would be as quick and easy a method of reaching critical network nodes like Tigard or Beaverton Transit Centers. But it is also only available during rush hours, and people in Wilsonville need to travel at all sorts of times beyond the traditional morning and afternoon commuting windows.

As long as WES is the focus on the network, the current network design makes sense. Most areas of Wilsonville are directly connected to WES, making the peak connection north available to as many people as possible.

As a result, there is a major question for SMART and the community it serves: to what degree should your transit network focus on connecting with WES?

When we improve local service, what are the most important priorities? Ridership or coverage?

SMART's local routes serve all parts of Wilsonville, but their service level is highly variable. One important question for the public is what SMART should focus its local service resources on. For example, should it concentrate more service into making busy corridors like Route 4 more useful, even if this meant that it invests less in peak-only services like Route 5 or 6 that serve fewer riders? This is the substance of the ridership-coverage tradeoff described earlier in this document.

However, this question is only particularly relevant if SMART were to change the basic principle of the network away from the current imperative to connect all areas to WES.

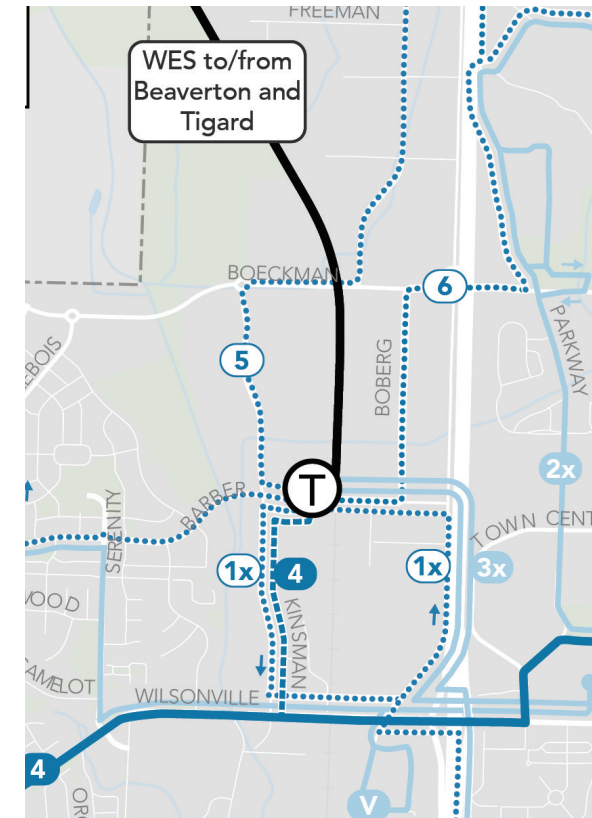


Figure 56: SMART's network converges at the SMART Transit Center and connection to WES. All SMART services reach this point, including Route 4, which deviated to the transit center during rush hours when WES is running.

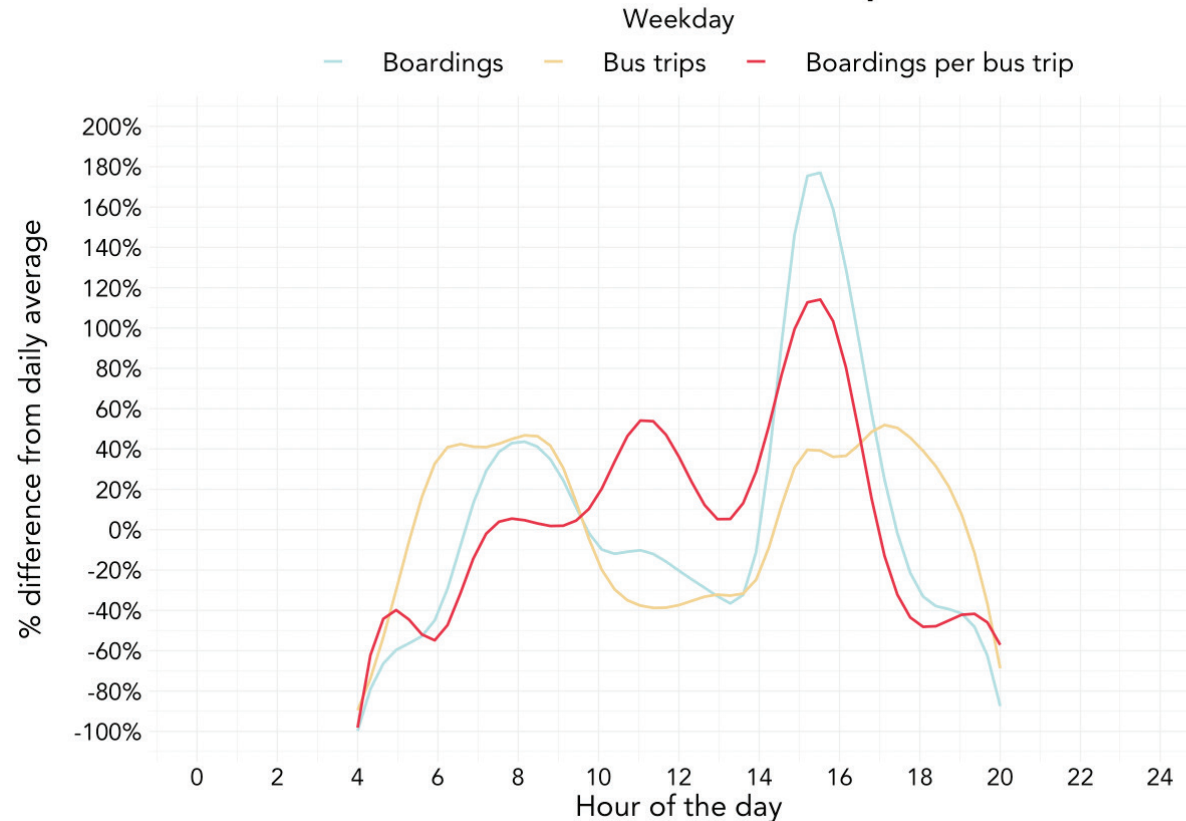
How should SMART balance services oriented towards peak commuters vs. service available at other times?

Because SMART’s service is built around WES, many of its routes primarily serve the needs of people commuting during the rush hours. Routes 5 and 6 only operate when WES is running, and regional services like 2X and 3X run extra trips during this period, or have their schedules aligned with WES arrivals. This approach to network design maximizes the usefulness of the network during the rush hour periods when many people need to travel.

This rush hour focus comes at a cost. For example, the areas served by Route 5 and 6 aren’t reachable at all during the middle of the day, or on Saturdays. The extra trips Route 2X makes during rush hour are trips it can’t make later in the evening, or earlier in the morning.

Since the onset of the pandemic, the commuting patterns of the workers whose schedules were previously most aligned with the traditional rush hour (office and professional workers) have changed dramatically. Most major cities’ downtown cores are still challenged by much higher vacancy rates than before the pandemic, and commute-oriented services operated by TriMet and other large transit agencies have lagged in ridership recovery compared to routes oriented toward the all-day demand generated by retail and service workers, and the customers that visit their places of employment.

SMART Service and Ridership - 2022



Source: SMART boardings data and GTFS from April 2022

Figure 57: SMART Service and Ridership by Hour

Earlier in this report, we examined the chart shown above, which compares ridership and service level throughout the day. Ridership and service (number of trips) are both higher during the rush hours than during the midday or evening, but importantly, the number of people who board each trip doesn’t drop in the midday. This is evidence that people are finding SMART’s service useful throughout the

midday, even though there is less service offered.

These observations about the rush hour raise an important question for future service planning: is this focus on the rush hour the right service design, given current performance and changing travel patterns? Ultimately, this is again a question about what people value - a service that is easier

6. KEY QUESTIONS FOR FUTURE SERVICE PLANNING

to use during rush hour, or a service that is available over a wider range of hours, perhaps even on weekends?

How should SMART balance improvements to regional or local services?

In the 2017 TMP process, one of the major questions for the public and stakeholders was about whether SMART's network should focus more or less on local or regional services. While some regional services can be funded through grants or interagency partnerships, it is also important to gain greater understanding from the public about whether SMART should focus on making it easier to get around Wilsonville, or making it easier to travel between Wilsonville and neighboring communities.

When we improve regional service, what are the most important destinations to serve?

This document has reviewed a range of data describing some of SMART's potential regional markets, like the table of commute trips between Wilsonville and other destinations shown on this page. There are good reasons to make investments in service improvements oriented north, northeast, and south toward Salem. So one of the most important questions for the public to inform SMART's future planning is which of these connections are the highest priority for Wilsonville's residents?

City	Direction	Total Trips	Pct of Total
Portland	W/NW, E/NE	4644	15%
Wilsonville	Local	1802	11%
Tualatin	W/NW	1416	4%
Beaverton	W/NW	1399	4%
Tigard	W/NW	1394	4%
Salem	S	1137	4%
Hillsboro	W/NW	1025	3%
Lake Oswego	W/NW	934	3%
Woodburn	S	725	2%
Canby	E/NE	718	2%
Oregon City	E/NE	612	2%
Sherwood	W/NW	575	2%
West Linn	W/NW	517	2%
Newberg	W/NW	495	2%
Gresham	E/NE	444	1%
Aloha	W/NW	406	1%
Vancouver	W/NW	258	1%
Milwaukie	E/NE	256	1%
Keizer	S	246	1%
Happy Valley	E/NE	211	1%
Eugene	S	206	1%
Albany	S	176	1%
McMinnville	W/NW	175	1%
Hubbard	S	161	1%
Oak Grove	E/NE	158	<1%

Figure 58: Commute trips to and from Wilsonville (top 25)

Next Steps

This report is only the first step in this project. It lays out the current conditions of the network and poses questions, but this report cannot determine what SMART should do to improve its network in the future. Those questions can only be answered through engagement with the community that SMART serves.

In late summer and fall 2022, SMART will conduct an engagement process focused on these very questions. Using online and in-person methods, the agency will ask the public to help it determine what it should be focusing on in the coming years as it seeks to improve service.



Figure 59: SMART TMP Update Project Timeline

SMART Transit Master Plan Update

Wilsonville Council September 8, 2022

Kelsey Lewis
SMART Grants and Programs Manager

Michelle Poyourow
Jarrett Walker + Associates

Brenda Martin
Envirolssues

Our agenda today

- Our team
- What is the Transit Master Plan?
- Project schedule
- Public Engagement
 - Public Survey
 - Stakeholder Workshop
- Questions

Our team

Michelle Poyourow, *Project Manager*
Álvaro Caviedes, *Lead Analyst & DPM*
Evan Landman, *Planner*
Shreya Jain, *Analyst*



Brenda Martin, *Engagement Lead*
Sarah Omlor, *Engagement Task support*



*Support operations,
capital, fleet
planning*



What are we doing here?

- The TMP Update will identify transit improvement projects that could be implemented over the next 3-5 years.
- Update to the last TMP completed in 2017.
- Since 2017, there has been:
 - Changes in funding / operating resources
 - New service areas
 - Changes in goals & priorities
 - Changes resulting from the pandemic
 - What else?

City of Wilsonville
Transit Master Plan
SMART
SOUTH METRO AREA REGIONAL TRANSIT

CONVENIENCE
SAFETY
RELIABILITY
EFFICIENCY
FISCAL RESPONSIBILITY
FRIENDLY SERVICE
EQUITY & ACCESS
ENVIRONMENTAL RESPONSIBILITY

WILSONVILLE
OREGON

JUNE 2017

Project Timeline



Key Planning Questions

- What times of day and week are most important?
- How should investments in new regional and local services be balanced?
 - Which regional destinations are most important?
 - Are there local areas or destinations that should be better-served?
- What is the biggest “center” in Wilsonville? There are three possibilities, but transit can’t be concentrated in all three.

Public Engagement

May 2022- July 2023	Project Schedule
Ongoing	Website updates
Summer 2022	First round of Public Engagement Presentation to Planning Commission Presentation to Council Public survey
Fall 2022	Stakeholder workshops Summary of input received for PE #1 Presentation of summary to Planning Commission
Spring 2022	Second round of Public Engagement Present summary to Council

Survey – Summer/Fall 2022

- Summer events to let the public know about the TMP update
- Intercept surveys on board SMART
- Survey asking people for their feedback on:
 - Their travel patterns
 - How SMART can improve service to better fit the needs of residents and visitors to Wilsonville
 - Locations that are important for SMART to serve
 - Regional destinations that SMART should prioritize



Stakeholders Workshop – September 2022

- Goal: Collect feedback on priorities for transit within and outside of Wilsonville
- Intensive half-day workshop for key stakeholders
- Around 20 stakeholders from key organizations, agencies, and community groups
- Focused on considerations of service for local and regional transit routing options
- Interactive exercises for participants, including
 - live polling
 - a briefing presentation
 - discussions topics about trade-offs



Stakeholders Workshop – September 2022

List of stakeholders to invite:

- Jurisdictional partners
- Wilsonville Community Sharing
- Wilsonville Chamber of Commerce
- Members of the DEI commission
- Apartment complex representatives
- Homeowner Associations
- Youth representatives
- Faith leaders
- Wilsonville Community Seniors, Inc.
- Assisted living facilities

**Whom else should we reach out to
for the workshops?**

City Council Meeting Action Minutes September 8, 2022

City Council members present included:

Mayor Fitzgerald
Council President Akervall
Councilor Lehan - Excused
Councilor West - Excused
Councilor Linville

Cindy Luxhoj, Associate Planner
Kelsey Lewis, Grants & Programs Manager
Robert Wurpes, Chief of Police
Zachary Keirse, School Resource Officer
Mark Ottenad, Public/Government Affairs Director
Delora Kerber, Public Works Director
Chris Neamtzu, Community Development Director
Ryan Adams, Assistant City Attorney
Kimberly Rybold, Senior Planner
Zoe Mombert, Assistant to the City Manager
Dwight Brashear, Transit Director
Martin Montalvo, Public Works Ops. Manager

Staff present included:

Bryan Cosgrove, City Manager
Amanda Guile-Hinman, City Attorney
Kimberly Veliz, City Recorder
Jeanna Troha, Assistant City Manager
Dan Pauly, Planning Manager

AGENDA ITEM	ACTIONS
WORK SESSION	START: 5:05 p.m.
A. Frog Pond East and South Master Plan	Staff sought feedback on residential policies for Frog Pond East and South.
B. Transit Master Plan Update and Community Engagement Plan	Staff and consultants introduced the public engagement strategy for the Transit Master Plan (TMP) update.
C. City of Wilsonville Flag Policy	City Council reviewed a draft of the City Flag Policy and provide any feedback to staff.
REGULAR MEETING	
<u>Mayor's Business</u>	
A. Oregon Highway Plan (OHP) Tolling Policy Amendment	Council directed staff to include language requesting clear standards for public engagement in a comment letter to Oregon Transportation Commission on the proposed OHP Toll Amendment. Approved 3-0.
B. Upcoming Meetings	Upcoming meetings were announced by the Mayor as well as the regional meetings she attended on behalf of the City.
<u>Communications</u>	
A. School Resource Officer Vehicle Design	The Police Chief introduced the School Resource Officer (SRO). The SRO then shared details of work with Wilsonville High School students to create an SRO vehicle to make it

<p>B. Employer Support of the Guard and Reserve (ESGR) Military Reservist Appreciation Award</p> <p>C. ODOT Update on Oregon Highway Plan (OHP) Toll Amendment and Regional Mobility Pricing Project (RMPP)</p>	<p>more identifiable to the student community and demonstrate school pride.</p> <p>The City received recognition from Employer Support of the Guard and Reserve (ESGR), a division of the U. S. Department of Defense, for the City of Wilsonville’s support of employees who serve in the National Guard or Military Reserves.</p> <p>The Oregon Department of Transportation (ODOT) shared details of the Regional Mobility Pricing Project and the I-205 Toll Project.</p>
<p><u>Consent Agenda</u></p> <p>A. Resolution No. 2995 A Resolution Of The City Of Wilsonville Authorizing The City Manager To Execute An Amendment To The Professional Services Contract With Leland Consulting Group, Inc. For The Wilsonville Transit Center TOD Study.</p> <p>B. Minutes of the August 15, 2022 City Council Meeting.</p>	<p>The Consent Agenda was approved 3-0.</p>
<p><u>New Business</u></p> <p>A. None.</p>	
<p><u>Continuing Business</u></p> <p>A. None.</p>	
<p><u>Public Hearing</u></p> <p>A. Ordinance No. 866 An Ordinance Of The City Of Wilsonville Annexing Approximately 11.17 Acres Of Property Located South Of SW Frog Pond Lane At 7480 And 7500 SW Frog Pond Lane For Development Of A 19-Lot Residential Subdivision.</p> <p>B. Ordinance No. 867 An Ordinance Of The City Of Wilsonville Approving A Zone Map Amendment From The Clackamas County Rural Residential Farm Forest 5-Acre (RRFF-5) Zone To The Residential Neighborhood (RN) Zone On Approximately 10.94 Acres Located South Of SW Frog Pond Lane At 7480 And 7500 SW Frog Pond Lane For Development Of A 19-Lot Residential Subdivision.</p>	<p>After a public hearing was conducted, Ordinance No. 866 was approved on first reading by a vote of 3-0.</p> <p>After a public hearing was conducted, Ordinance No. 867 was approved on first reading by a vote of 3-0.</p>

<u>City Manager's Business</u>	Reminded Council that a replacement for the Tourism Promotion Committee would be needed, as Councilor Lehan would soon be terming out of office.
<u>Legal Business</u>	The City Attorney announced she would be attending the next City Council meeting remotely as she would be out of office attending the ICMA conference.
ADJOURN	8:44 p.m.



PLANNING COMMISSION

WEDNESDAY, AUGUST 10, 2022

WORK SESSION

2. Transit Master Plan (Lewis) (30 minutes)



PLANNING COMMISSION STAFF REPORT

Meeting Date: August 10, 2022		Subject: Transit Master Plan Update and Community Engagement Plan	
		Staff Member: Kelsey Lewis, Grants & Programs Manager	
		Department: SMART	
Action Required		Advisory Board/Commission Recommendation	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 st Reading Date: <input type="checkbox"/> Ordinance 2 nd Reading Date: <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable	
		Comments: N/A	
Staff Recommendation: Review the public engagement strategy for the Transit Master Plan Update and provide feedback.			
Recommended Language for Motion: N/A			
Project / Issue Relates To:			
<input type="checkbox"/> Council Goals/Priorities:	<input checked="" type="checkbox"/> Adopted Master Plan(s): Transit Master Plan	<input type="checkbox"/> Not Applicable	

ISSUE BEFORE PLANNING COMMISSION:

Staff and consultants will introduce the public engagement strategy for the Transit Master Plan update.

EXECUTIVE SUMMARY:

The City Council adopted the current Transit Master Plan as a sub-element of the City's Comprehensive Plan in 2017, and amended it in 2018 to include the Programs Enhancement Strategy. In order to address changing conditions and engage with the community to consider transit service enhancements and new projects, the City has hired a consultant to assist in updating the Transit Master Plan.

The consultant Jarrett Walker and Associates has recently completed the Existing Conditions Report, and the key questions section is included as an attachment to this staff report to provide context for the outreach staff plans to conduct (Attachment 1).

Staff will introduce the Transit Master Plan Update and seek feedback from the Commission. In particular, staff seek input on the following questions:

1. What questions or input does the Commission have on the outreach strategies planned for this project?
2. What questions will the Commission need answered during this project to ensure the updated transit master plan will be consistent with the Comprehensive Plan?

EXPECTED RESULTS:

Presentation of the outreach strategy for the Transit Master Plan and guidance from the Planning Commission.

TIMELINE:

This is the first presentation of the Transit Master Plan Update to the Planning Commission. Staff tentatively plans to return in October 2022 and two meetings in the spring of 2023 for the adoption of the plan.

CURRENT YEAR BUDGET IMPACTS:

The development of this Transit Master Plan update is primarily funded by two State grants through the Oregon Department of Transportation. The remainder is funded by transit tax revenue.

COMMUNITY INVOLVEMENT PROCESS:

To ensure that the final document represents the diverse interests of the Wilsonville community, this Transit Master Plan process is intended to have an extensive and inclusive public engagement process. Outreach efforts are tailored to reach people in practical and convenient ways to reflect the perspectives of a wide spectrum of current and potential system users, the business community, and residents.

POTENTIAL IMPACTS OR BENEFIT TO THE COMMUNITY:

When implemented, the new plan is expected to improve efficiencies, increase travel independence, and to reduce traffic congestion by providing travelers an alternative to travel in single-occupancy vehicles. A successful outreach strategy is a large part of a successful master plan.

ALTERNATIVES:

N/A

ATTACHMENTS:

1. Key Questions, Section 6 from the Existing Conditions Report
2. Powerpoint Presentation on Outreach Plan (dated August 10, 2022)

6. Key Questions for Future Service Planning

This report has described SMART’s existing network and demand-response programs and local and regional markets. However, the future development of SMART’s network can only be *informed* by such analysis. The actual choices about what SMART should do in the future will be made based on input from the public, stakeholders and elected officials about what values, goals and priorities should shape the agency’s service improvement efforts.

Based on our evaluation of existing conditions, we identify several key questions for the future. These are not questions with a technical answer; instead, their resolution will depend on a conversation between SMART and its riders and other community members.

How much should SMART’s network focus on WES?

WES was designed to fill a critical regional mobility need - north/south connectivity between Wilsonville and Beaverton, passing through busy, fast-growing places on the way. However, ridership on WES has historically been very low, with the lowest levels occurring during the pandemic. TriMet’s operating agreement with FTA is ending during the next decade, which puts the future of the rail line into question.

The WES connection is extremely useful in terms of the places it can open up access to. Currently, there is no replacement that

would be as quick and easy a method of reaching critical network nodes like Tigard or Beaverton Transit Centers. But it is also only available during rush hours, and people in Wilsonville need to travel at all sorts of times beyond the traditional morning and afternoon commuting windows.

As long as WES is the focus on the network, the current network design makes sense. Most areas of Wilsonville are directly connected to WES, making the peak connection north available to as many people as possible.

As a result, there is a major question for SMART and the community it serves: to what degree should your transit network focus on connecting with WES?

When we improve local service, what are the most important priorities? Ridership or coverage?

SMART’s local routes serve all parts of Wilsonville, but their service level is highly variable. One important question for the public is what SMART should focus its local service resources on. For example, should it concentrate more service into making busy corridors like Route 4 more useful, even if this meant that it invests less in peak-only services like Route 5 or 6 that serve fewer riders? This is the substance of the ridership-coverage tradeoff described earlier in this document.

However, this question is only particularly relevant if SMART were to change the basic principle of the network away from the current imperative to connect all areas to WES.

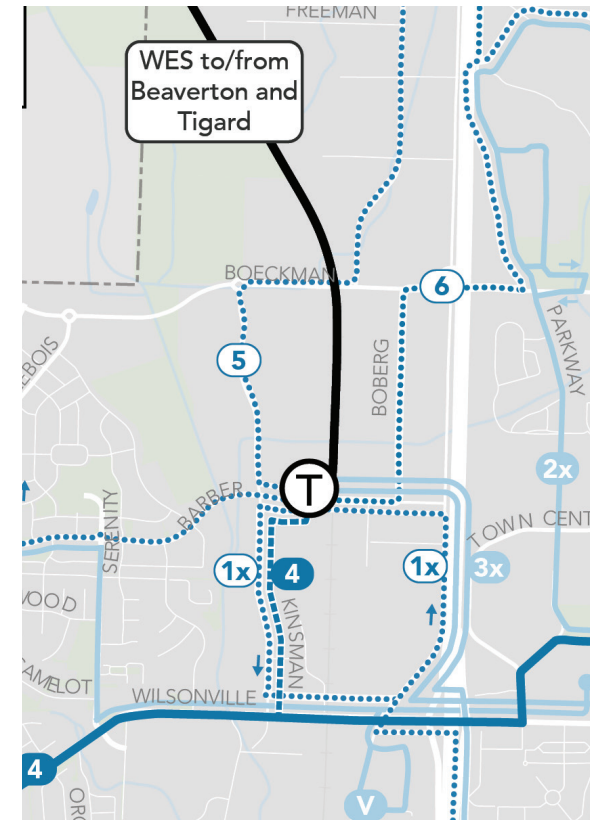


Figure 56: SMART’s network converges at the SMART Transit Center and connection to WES. All SMART services reach this point, including Route 4, which deviated to the transit center during rush hours when WES is running.

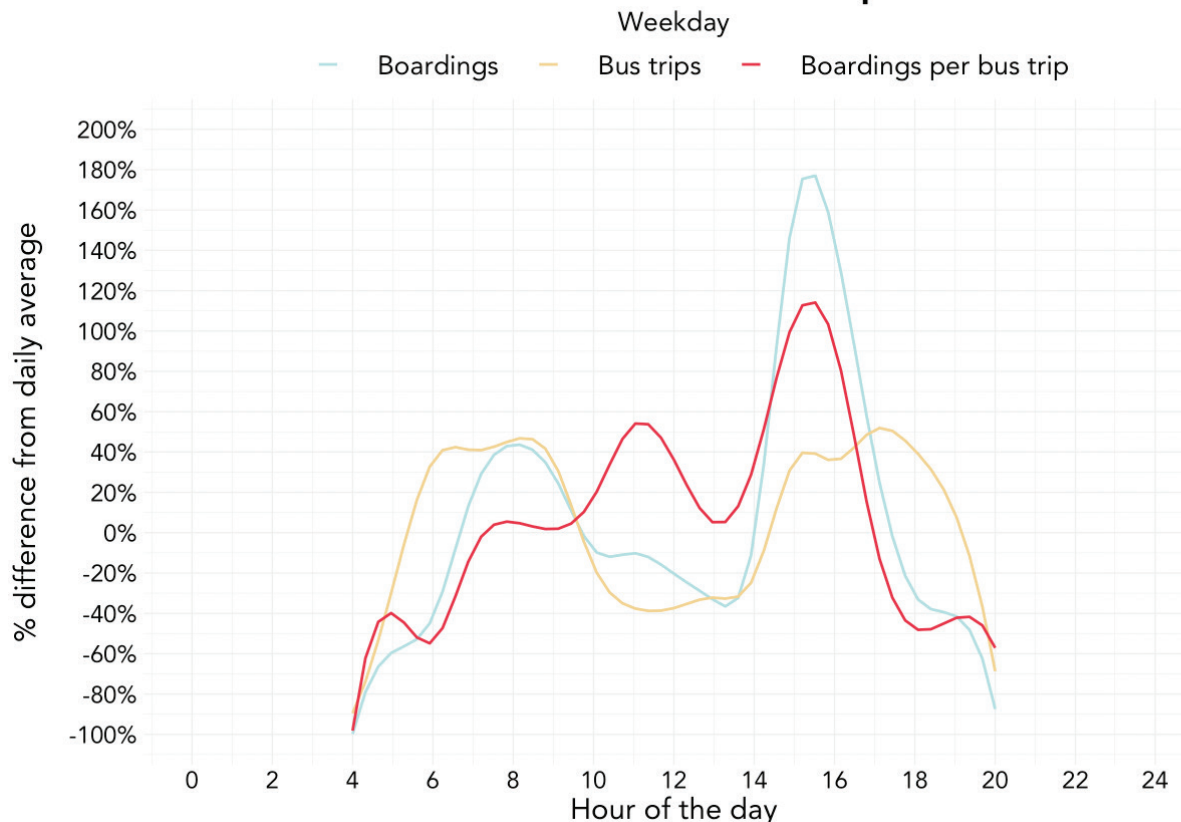
How should SMART balance services oriented towards peak commuters vs. service available at other times?

Because SMART’s service is built around WES, many of its routes primarily serve the needs of people commuting during the rush hours. Routes 5 and 6 only operate when WES is running, and regional services like 2X and 3X run extra trips during this period, or have their schedules aligned with WES arrivals. This approach to network design maximizes the usefulness of the network during the rush hour periods when many people need to travel.

This rush hour focus comes at a cost. For example, the areas served by Route 5 and 6 aren’t reachable at all during the middle of the day, or on Saturdays. The extra trips Route 2X makes during rush hour are trips it can’t make later in the evening, or earlier in the morning.

Since the onset of the pandemic, the commuting patterns of the workers whose schedules were previously most aligned with the traditional rush hour (office and professional workers) have changed dramatically. Most major cities’ downtown cores are still challenged by much higher vacancy rates than before the pandemic, and commute-oriented services operated by TriMet and other large transit agencies have lagged in ridership recovery compared to routes oriented toward the all-day demand generated by retail and service workers, and the customers that visit their places of employment.

SMART Service and Ridership - 2022



Source: SMART boardings data and GTFS from April 2022

Figure 57: SMART Service and Ridership by Hour

Earlier in this report, we examined the chart shown above, which compares ridership and service level throughout the day. Ridership and service (number of trips) are both higher during the rush hours than during the midday or evening, but importantly, the number of people who board each trip doesn’t drop in the midday. This is evidence that people are finding SMART’s service useful throughout the

midday, even though there is less service offered.

These observations about the rush hour raise an important question for future service planning: is this focus on the rush hour the right service design, given current performance and changing travel patterns? Ultimately, this is again a question about what people value - a service that is easier

to use during rush hour, or a service that is available over a wider range of hours, perhaps even on weekends?

How should SMART balance improvements to regional or local services?

In the 2017 TMP process, one of the major questions for the public and stakeholders was about whether SMART’s network should focus more or less on local or regional services. While some regional services can be funded through grants or interagency partnerships, it is also important to gain greater understanding from the public about whether SMART should focus on making it easier to get around Wilsonville, or making it easier to travel between Wilsonville and neighboring communities.

When we improve regional service, what are the most important destinations to serve?

This document has reviewed a range of data describing some of SMART’s potential regional markets, like the table of commute trips between Wilsonville and other destinations shown on this page. There are good reasons to make investments in service improvements oriented north, northeast, and south toward Salem. So one of the most important questions for the public to inform SMART’s future planning is which of these connections are the highest priority for Wilsonville’s residents?

City	Direction	Total Trips	Pct of Total
Portland	W/NW, E/NE	4644	15%
Wilsonville	Local	1802	11%
Tualatin	W/NW	1416	4%
Beaverton	W/NW	1399	4%
Tigard	W/NW	1394	4%
Salem	S	1137	4%
Hillsboro	W/NW	1025	3%
Lake Oswego	W/NW	934	3%
Woodburn	S	725	2%
Canby	E/NE	718	2%
Oregon City	E/NE	612	2%
Sherwood	W/NW	575	2%
West Linn	W/NW	517	2%
Newberg	W/NW	495	2%
Gresham	E/NE	444	1%
Aloha	W/NW	406	1%
Vancouver	W/NW	258	1%
Milwaukie	E/NE	256	1%
Keizer	S	246	1%
Happy Valley	E/NE	211	1%
Eugene	S	206	1%
Albany	S	176	1%
McMinnville	W/NW	175	1%
Hubbard	S	161	1%
Oak Grove	E/NE	158	<1%

Figure 58: Commute trips to and from Wilsonville (top 25)

Next Steps

This report is only the first step in this project. It lays out the current conditions of the network and poses questions, but this report cannot determine what SMART should do to improve its network in the future. Those questions can only be answered through engagement with the community that SMART serves.

In late summer and fall 2022, SMART will conduct an engagement process focused on these very questions. Using online and in-person methods, the agency will ask the public to help it determine what it should be focusing on in the coming years as it seeks to improve service.



Figure 59: SMART TMP Update Project Timeline

SMART Transit Master Plan Update

Planning Commission August 10, 2022

Kelsey Lewis

SMART Grants and Programs Manager

Michelle Poyourow

Jarrett Walker + Associates

Brenda Martin

EnviroIssues

Our agenda today

- Our team
- What is the Transit Master Plan?
- Project schedule
- Public Engagement
 - Public Survey
 - Stakeholder Workshop
- Questions

Our team

Michelle Poyourow, *Project Manager*
Álvaro Caviedes, *Lead Analyst & DPM*
Evan Landman, *Planner*
Shreya Jain, *Analyst*



Brenda Martin, *Engagement Lead*
Sarah Omlor, *Engagement Task support*



*Support operations,
capital, fleet
planning*



What are we doing here?

- The TMP Update will identify transit improvement projects that could be implemented over the next 3-5 years.
- Update to the last TMP completed in 2017.
- Since 2017, there has been:
 - Changes in funding / operating resources
 - New service areas
 - Changes in goals & priorities
 - Changes resulting from the pandemic
 - What else?




City of Wilsonville
Transit Master Plan
SMART
SOUTH METRO AREA REGIONAL TRANSIT

CONVENIENCE
SAFETY
RELIABILITY
EFFICIENCY
FISCAL RESPONSIBILITY
FRIENDLY SERVICE
EQUITY & ACCESS
ENVIRONMENTAL RESPONSIBILITY






JUNE 2017

Project Timeline



Public Engagement

May 2022- July 2023	Project Schedule
Ongoing	Website updates
August 2022	Presentation to Commission
September 2022	Presentation to Council
August and September 2022	Public survey
September 2022	Stakeholder workshops
October 2022	Summary of input received for PE#1
October 2022	Presentation of summary to Commission

Survey – Summer/Fall 2022

- Summer events to let the public know about the TMP update
- Intercept surveys on board SMART
- Survey asking people for their feedback on:
 - Their travel patterns
 - How SMART can improve service to better fit the needs of residents and visitors to Wilsonville
 - Locations that are important for SMART to serve
 - Regional destinations that SMART should prioritize



Stakeholders Workshop – September 2022

- Intensive half-day workshop for key stakeholders
- Around 20 stakeholders from key organizations, agencies, and community groups
- Focused on considerations of service for local and regional transit routing options
- Interactive exercises for participants, including
 - live polling
 - a briefing presentation
 - discussions topics about trade-offs



Stakeholders Workshop – September 2022

List of stakeholders to invite:

- Jurisdictional partners
- Wilsonville Community Sharing
- Wilsonville Chamber of Commerce
- Apartment complex representatives
- Youth representative
- Faith leaders
- Wilsonville Community Seniors, Inc.
- Assisted living facilities

Whom else should we reach out to for the workshops?

Questions, Guidance, Input?



WILSONVILLE OREGON

PLANNING COMMISSION MEETING MINUTES

August 10, 2022 at 6:00 PM

City Hall Council Chambers & Remote Video Conferencing

Draft PC Minutes were reviewed and approved at the September 14, 2022 PC Meeting.

CALL TO ORDER - ROLL CALL

A regular meeting of the Wilsonville Planning Commission was held at City Hall beginning at 6:00 p.m. on Wednesday, August 10, 2022. Chair Heberlein called the meeting to order at 6:00 p.m., followed by roll call. Those present:

Planning Commission: Ron Heberlein, Aaron Woods, Andrew Karr, Kamran Mesbah, Olive Gallagher, and Breanne Tusinski. Jennifer Willard was absent.

City Staff: Miranda Bateschell, Ryan Adams, Daniel Pauly, Dwight Brashear, Eric Loomis, Kelsey Lewis, Mandi Simmons.

PLEDGE OF ALLEGIANCE

The Pledge of Allegiance was recited.

CITIZEN'S INPUT

This is an opportunity for visitors to address the Planning Commission on items not on the agenda. There was none.

ADMINISTRATIVE MATTERS

1. Consideration of the July 13, 2022, Planning Commission Minutes

Consideration of the July 13, 2022, Planning Commission Minutes was postponed to the Commission's September meeting.

WORK SESSION

2. Transit Master Plan (Lewis)

Kelsey Lewis, SMART Grants and Programs Manager, introduced the Transit Master Plan (TMP) update noting SMART Transit Director Dwight Brashear and Transit Operations Manager Eric Loomis were present via Zoom for questions.

Michelle Poyourow noted she was involved in the TMP in 2016 and was honored to come before the Planning Commission again. She presented the progress on the TMP update via PowerPoint, introducing the project team members from Jarrett Walker + Associates, enviroissues, who were leading the public engagement, and from Parametrix, who would assist with transit operations advice,

capital planning, and fleet planning once a transit network and service plan was drafted. She briefly described the purpose of the TMP update, the changes since the last update in 2017, and the general project timeline, noting the progress made so far and anticipated milestones of the update with completion expected in Spring/Summer 2023.

Brenda Martin, Public Involvement Specialist, enviroissues, continued the PowerPoint presentation, highlighting events and tools during the first phase of public engagement occurring through October and describing the public survey and stakeholder workshops planned in August and September. Her key additional comments were as follows:

- The public survey scheduled to begin this Friday, August 12th would be administered online via the 'Let's Talk Wilsonville' SMART page for the TMP as well as on board buses to solicit bus riders' participation. (Slide 7) SMART Staff had been attending farmers markets and community events throughout the city this summer to let the public know about the TMP update and would continue to do so until the end of the survey on September 12, 2022. (Slide 7)
 - While much of the information being sought from the survey was available from data over the last couple of years, much of it had changed due to the pandemic.
- An intensive, half-day workshop would be held in early September for stakeholders with a vested interest in the TMP, such as those representing agencies or key organization/community groups that tended to be more transit-dependent or had trouble connecting to transit currently. The workshop would focus on gaining a better understanding about the tradeoffs between local versus regional service, and the priorities regarding where SMART could better serve the residents and visitors of Wilsonville. Enviroissues had created a list of stakeholders to invite to the September workshop and sought the Planning Commission's input about any additional stakeholders to invite to September's workshop. (Slide 9)

Comments and suggestions from the Commission were as follows with responses to Commissioner questions as noted:

- Additional stakeholders suggested by the Commission included homeowner associations (HOAs), minority groups, and more focus on youth representation.
 - Enviroissues could contact the City's Diversity, Equity, and Inclusion (DEI) Commission for specific suggestions on how to reach different ethnic groups in the city.
 - **Ms. Martin** assured the team would work to ensure all stakeholder groups included a diverse representation at the workshop.
 - With two or three physical therapy clinics in the area, as well as Providence Medical Center, those who are injured for a period of time and unable to transport themselves could be an underserved population who did not realize the transit options available when unable to drive themselves.
 - Many people in younger generations, such as older high school students and college students, were looking to test the limits of their freedom and reduce their carbon footprint.
 - The youth were the future of transit and the future of the city, and it was important that the City was really listening to those who would be using the system for the longest period of time.
- 'Stakeholder' typically meant those who use the transit system, but those who did not use the system may emerge from the survey. Having follow-up conversations with non-riders was suggested to understand why they did not use the system, whether any were potential users, and what the impediments were to ridership.

- **Ms. Martin** noted a few survey questions asked how often the respondent had taken SMART over the last year, and if they had not ridden or had never used SMART, they were asked for their reasons and allowed to choose as many as applied. Those results would be interesting and could help the consultants do some follow-up. Those non-users were not the stakeholders usually thought of, but they were the people SMART was trying to convince to use transit.
- **Ms. Martin** clarified the survey had been translated into Spanish, and she believed the page could be translated via Google, which the team would research.
- Understanding the goal would better inform what stakeholders to suggest. If the goal was to achieve an X increase in ridership that would involve a different set of stakeholders. If the goal was to maintain the existing ridership base, then that was a different set of stakeholders. Knowing what was trying to be achieved would make it easier to develop a list of stakeholders.
 - **Ms. Martin** believed the existing summary included a list of goals for the TMP.
 - **Ms. Poyourow** noted the stakeholder workshop would address questions of priority and policy for the future TMP. Stakeholders were not just people who might themselves want to ride the bus, but also people whose opinions should be considered about how Wilsonville grows, how transit changes in Wilsonville, and what would be most important as the City developed its transit system over the next five years. The stakeholders were people with lots of different perspectives on the city, the life and growth of the city, as well as people interested in transit. The existing stakeholder list included a very specific portion of the community, so homeowners would be a good addition to the stakeholder group.

3. Frog Pond East and South Master Plan (Pauly)

Dan Pauly, Planning Manager, presented the updates to the Frog Pond East and South Master Plan via PowerPoint, providing information requested from the Commission, which included a brief overview of Villebois' housing mix, highlighting the design concepts discussed in February, and presenting the residential polices for housing variety. Staff sought input on several elements related to the criteria for Components 1 and 2, which involved target housing types and a cap on single housing types, respectively.

- Component 1. (Slides 7-8) Staff had some initial ideas about target housing types and the criteria to use. (Slide 8) He noted defining the mix of uses would not define any specific price point, but would look at the mix that would give the best opportunity to serve different market segments.
 - Targeting housing types identified in the Affordable Housing Analysis would serve the market rate segment of 80 to 120 percent of the Area Median Income (AMI).
 - Other ideas included accessory dwelling units (ADU) and cottages. ADUs could help with affordability as well as meet certain demographic segments of the market not otherwise served by larger homes.
 - Accessible living options were another idea, particularly smaller, accessible, single-floor options; however, these options would further analysis by the project team.
- As discussed during July's work session, some housing varieties would not likely be built by the market through incentive so a requirement would make more sense. However, the City may be able to incentivize some housing types, such as ADUs.
- Staff sought feedback on identifying the target housing types, how much of each housing type should be required and what to require versus incentivize.

SMART Transit Master Plan

Public Engagement Summary

Fall 2022

Introduction	1
Outreach Overview	1
Outreach Approach	2
Outreach Methods	2
Project Website Development	2
Community Survey	2
Operator Survey.....	2
In-person tabling events.....	3
Stakeholder workshop	4
Summary of Community Input.....	5
Community Survey summary.....	5
Stakeholder Workshop summary.....	10
Map Dot summary	13
Operator survey results.....	15
Demographics of Community Survey	16

Introduction

In Spring 2022, South Metro Area Regional Transit (SMART) formally began updating the 2017 Transit Master Plan (TMP). The TMP is a broad look ahead to the type of transit system and supportive transportation options required to meet Wilsonville's mobility needs.

From the outset, SMART directed a process to involve a diverse and broad spectrum of existing and potential transit users, including historically under-served communities, seniors, people with disabilities and others who live in Wilsonville and travel to population centers for appointments, shopping, or to visit family and friends.

Outreach Overview

The first round of public engagement began in Summer 2022 with the launch of tabling events throughout the City of Wilsonville. SMART staff attended eight tabling events and collected feedback using a dot exercise on maps. The online survey was launched on August 12, 2022 and was available on the Let's Talk Wilsonville website for one month. A total of 210 responses were collected, 185 in English and 25 in Spanish. Finally, project staff hosted a Stakeholder Workshop on September 20, 2022 to walk participants through the potential trade-offs being considered in the TMP. A total of 18 participants attended the workshop held at the Wilsonville Library from 4:00 pm to 7:00 pm

Outreach Approach

As the project team worked to plan and execute the first phase of outreach for the TMP, the approach taken by the project included:

- Consistent, reliable, accessible information with identified SMART contact person
- Sharing information on the Let's Talk Wilsonville website
- Final Public Involvement Plan
- Representative stakeholders individually contacted for intentional participation
- Special consideration to senior facilities, apartment complexes, schools, lower income residents & workers, and people who speak predominantly Spanish to reach under-represented groups
- Email blasts to Interested Parties List to keep them informed on project updates
- Updates to the Planning Commission and Wilsonville City Council

Outreach Methods

Beginning in Summer 2022, staff used a series of tools and methods to involve the community in the planning process of the TMP.

Project Website Development

An inviting and accessible website page on the Let's Talk Wilsonville website was provided for the SMART TMP update giving community members a one-stop location to learn about the project, see upcoming events, participate in the project survey, and sign up for the project mailing list. The project page was provided and updated in English and Spanish.

Community Survey

An informative and brief survey posed questions on the key tradeoffs for SMART to consider in service alternatives development including:

- What do you think are the highest priorities for adding new service?
- What places inside Wilsonville do you think are most important to serve?
- What should SMART prioritize when adding new transit service over the next five years?
- Which are the most important places you think people should be able to reach by transit?

Launched on August 12, 2022, the survey received over 200 responses, with 25 respondents in Spanish.

Operator Survey

A brief open-ended survey was offered to SMART operators to ask them what they are hearing from riders about transit service or if there are any issues or observations, they have that could help the community. A total of seven operators took the survey.

In-person tabling events

SMART staff attended eight in-person events to share information about the TMP and held a dot map activity that asked community members to decide where they think it is important for SMART to go at a regional level and at a local level. The eight events staff attended include:

- Wilsonville Farmers Market on Thursday July 14, 2022, from 3:30 to 8 pm
- Rotary Concert in the Park event on Thursday July 21, from 3:30 to 7 pm
- Wilsonville Farmers Market on Thursday August 4, from 3:30 to 8 pm
- Rotary Concert in the Park event Thursday August 11, from 4 to 7 pm
- Heart of the City's Gear Up 4 School on August 13, from 9 a.m. to 12 pm
- West Linn Wilsonville School District Family Empowerment Open House on August 17, from 4:30 pm to 6 pm
- City of Wilsonville's Community Block Party on August 25, 2022 from 3:30 pm to 8:30 pm
- Bridging Cultures event on Saturday August 27, from 11:30 a.m. to 1:30 pm

The dot map activity ended with a total of 32 participants and 99 total dots.

Stakeholder workshop

On September 20, 2022, SMART staff held an invitation-only workshop focused on key questions about how future transit should be planned, both within Wilsonville and around our part of the region. The workshop was held in-person from 4:00 pm to 7:00 pm at the Wilsonville Library.

The workshop included:

- A fun, interactive transit planning game introducing trade-offs and service considerations in and around Wilsonville
- Live polling about key questions
- A presentation about existing Wilsonville transit services and how they're performing
- Question & answer time and discussions



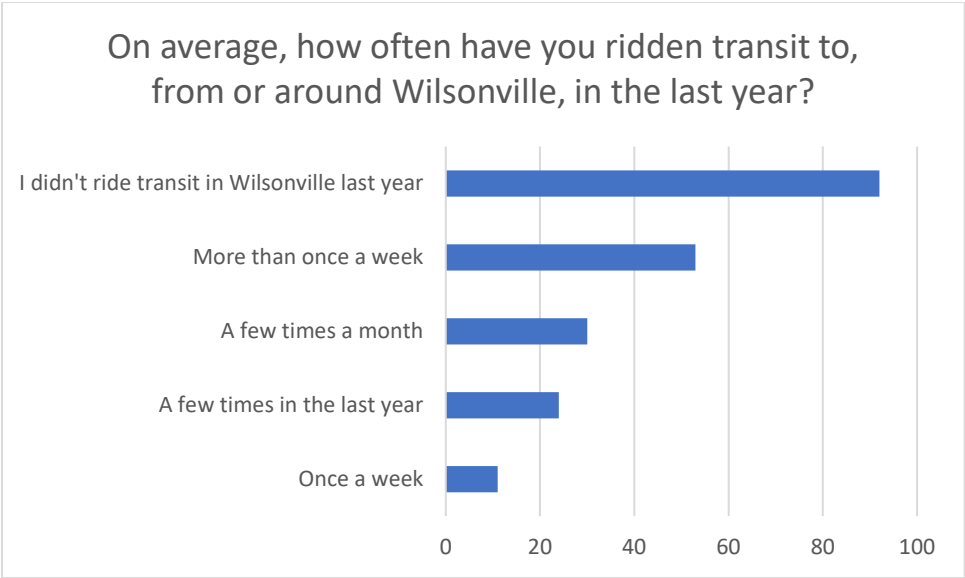
Staff invited around 150 participants by email or phone calls and a total of 18 participants attended the stakeholder workshop.

Summary of Community Input

Community Survey summary

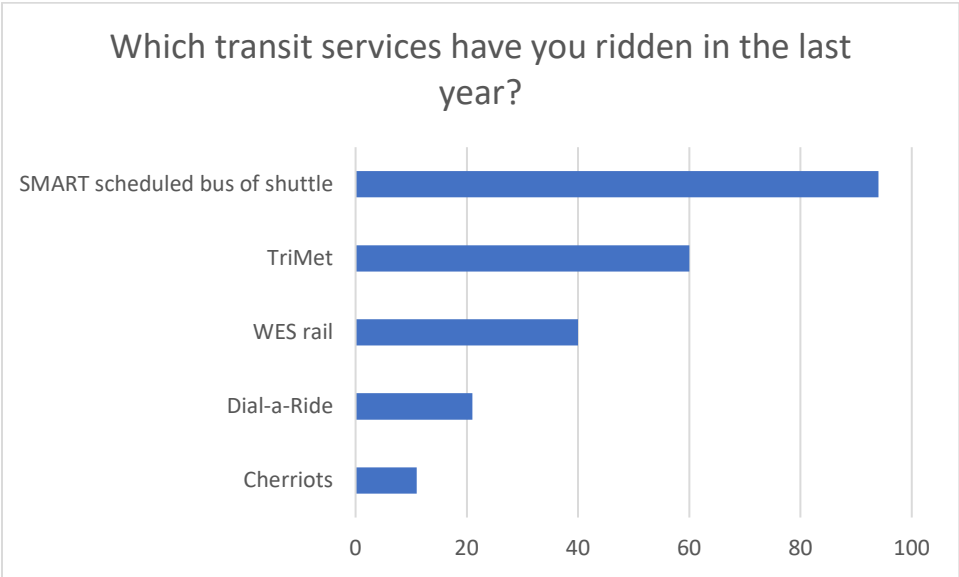
On average, how often have you ridden SMART in the last year?

Of the 210 respondents, about half said they didn't ride transit in Wilsonville in the past year. Of the people who rode transit, the majority said they rode more than once a week



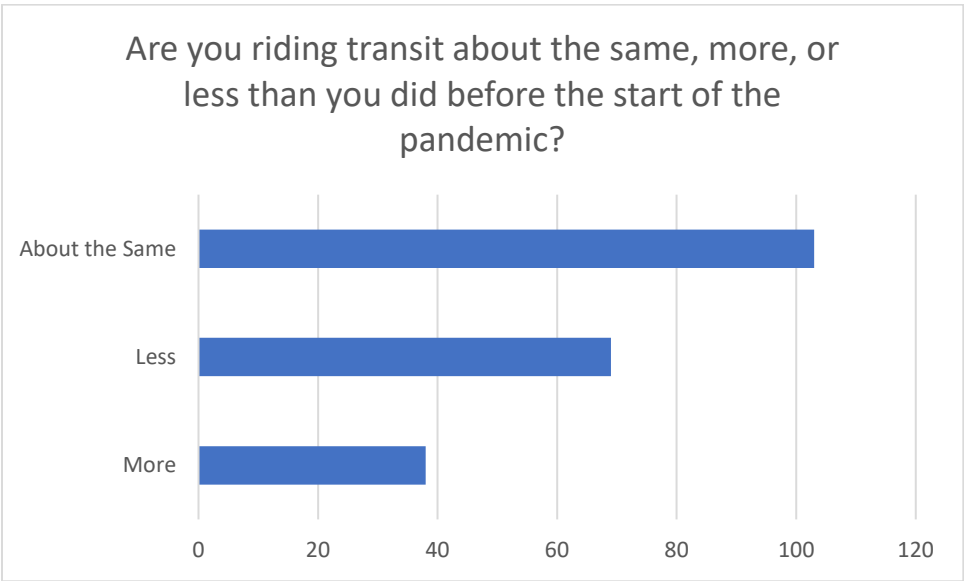
Which SMART services have you ridden in the last year?

This question was dependent on if respondents answered that they rode transit more than once a week, once a week, or a few times a month to the previous question. Respondents could choose multiple answers. Of the 226 answers, SMART buses or shuttles were the most selected.



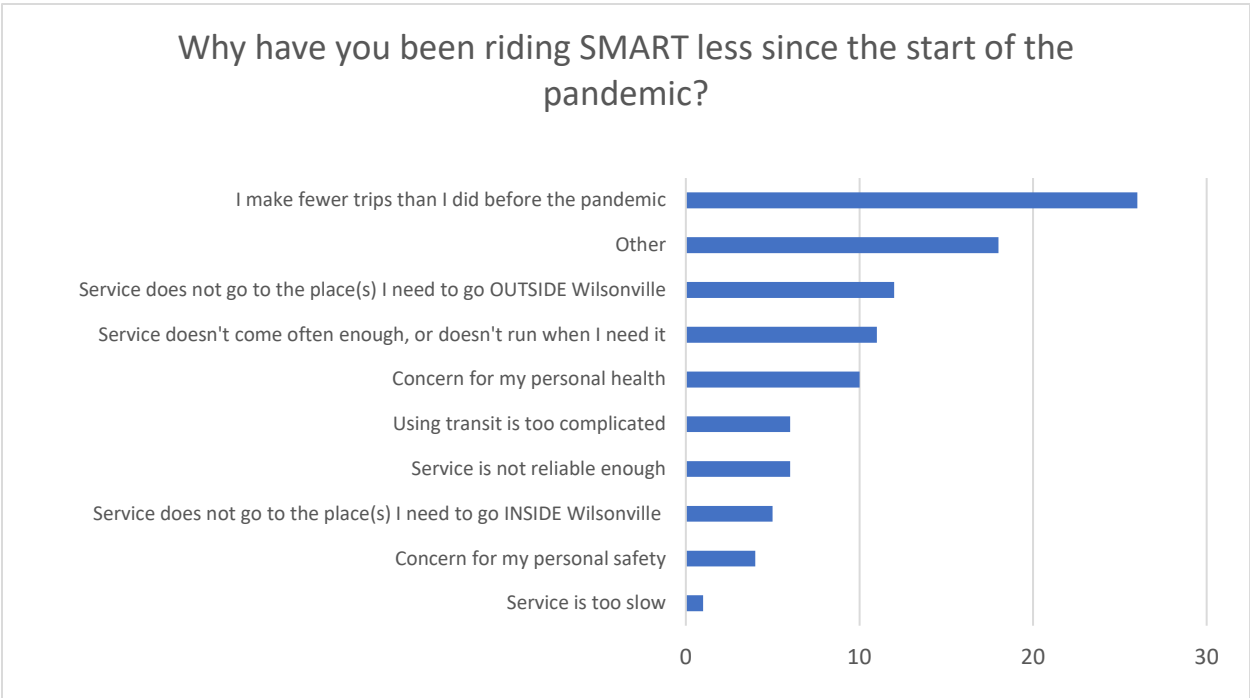
Are you riding about the same, more, or less than you did before the start of the pandemic?

Of the 210 respondents, most didn't change their riding habits since the start of the pandemic.



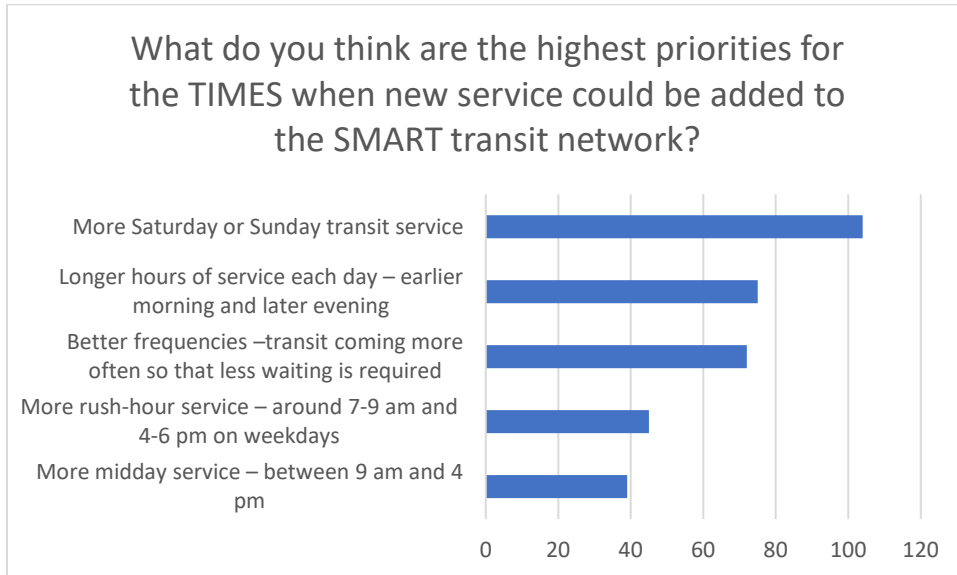
Why have you been riding SMART less since the start of the pandemic?

This question was dependent on if respondents answered that they rode transit less than before the pandemic in the previous question. Respondents could pick as many options as needed. Of the 99 answers chosen, most people who are riding transit less since the pandemic said it was because they take fewer trips overall.



What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network?

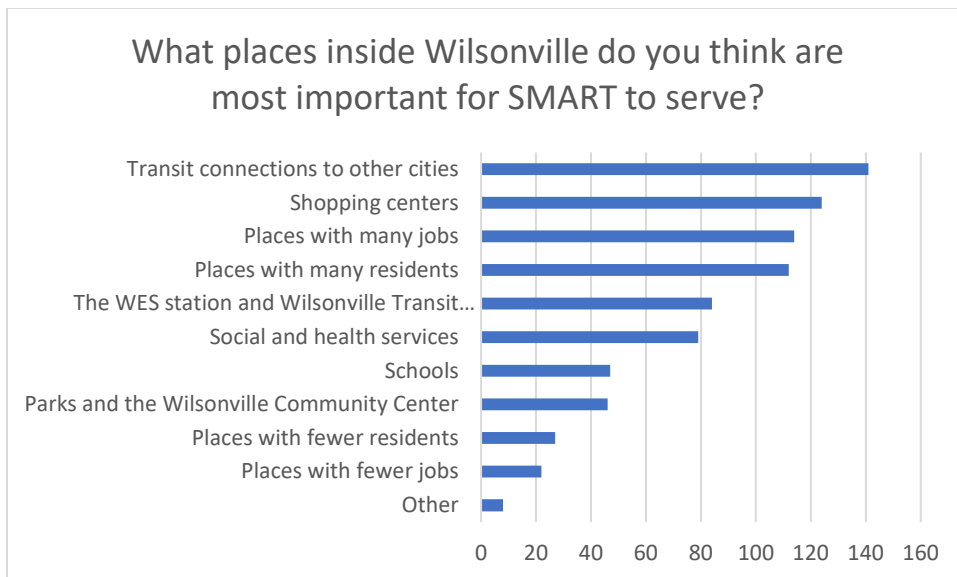
Respondents were instructed to pick up to two answers. There were 335 answers and 104 of them indicated more Saturday or Sunday transit service.



People who indicated that they ride SMART, Black, Indigenous, and People of Color (BIPOC), and people with low incomes all had similar opinions to all respondents.

What places inside Wilsonville do you think are most important for SMART to service?

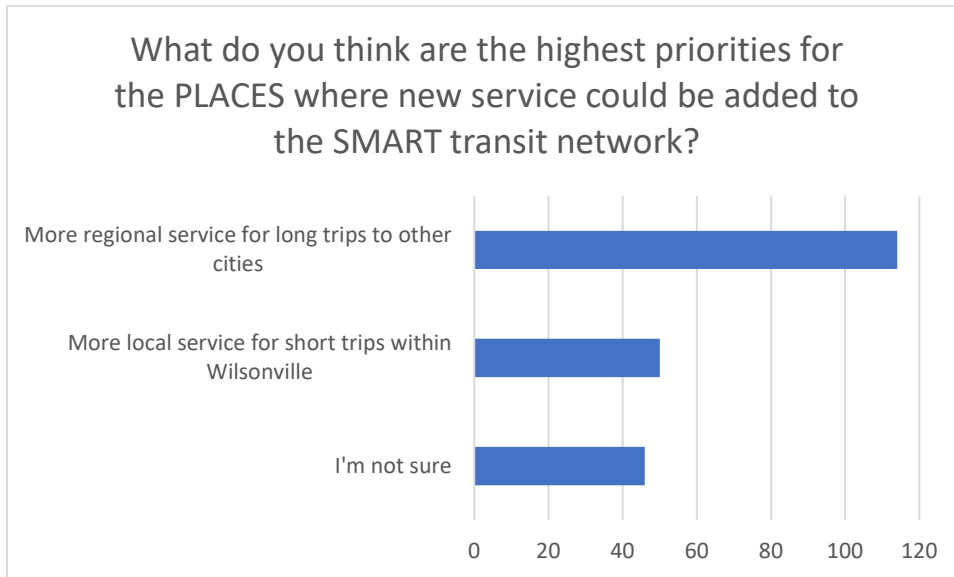
Respondents were instructed to pick up to four answers. There were 804 total answers chosen with connections to other cities being the most popular.



People who indicated that they ride SMART, BIPOC, and people with low incomes all had similar opinions to all respondents.

What do you think are the highest priorities for the **PLACES** where new service could be added to the SMART transit network?

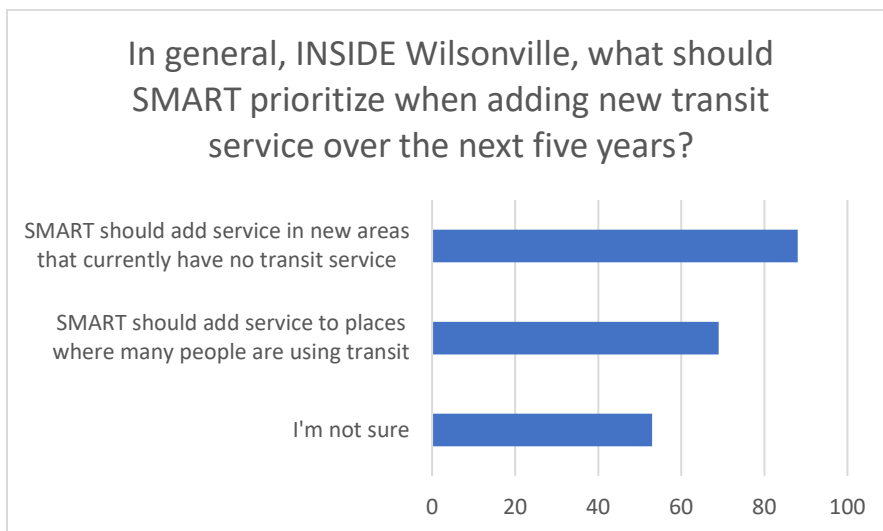
Of the 210 respondents, most people chose 'regional service for long trips to other cities' as the highest priority.



Among people who indicated that they ride SMART BIPOC people, and people with low incomes, the balance of responses to this question was similar to that of all respondents.

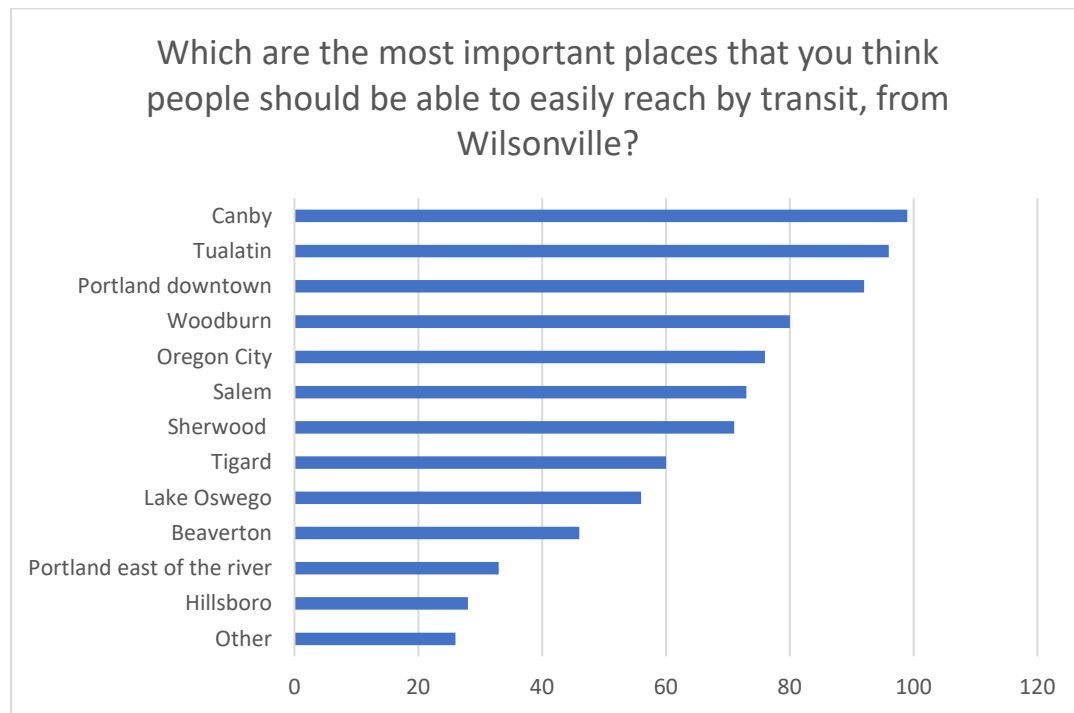
In general, **INSIDE** Wilsonville, what should SMART prioritize when adding new transit service over the next five years?

Of the 210 respondents, more people said it was more important for SMART to add service in new areas than to add more frequent service to areas already served.



Which are the most important places that you think people should be able to easily reach by transit, from Wilsonville?

Respondents were instructed to pick up to five answers. Canby, Tualatin, and downtown Portland, were the top three choices of 836 answers total.



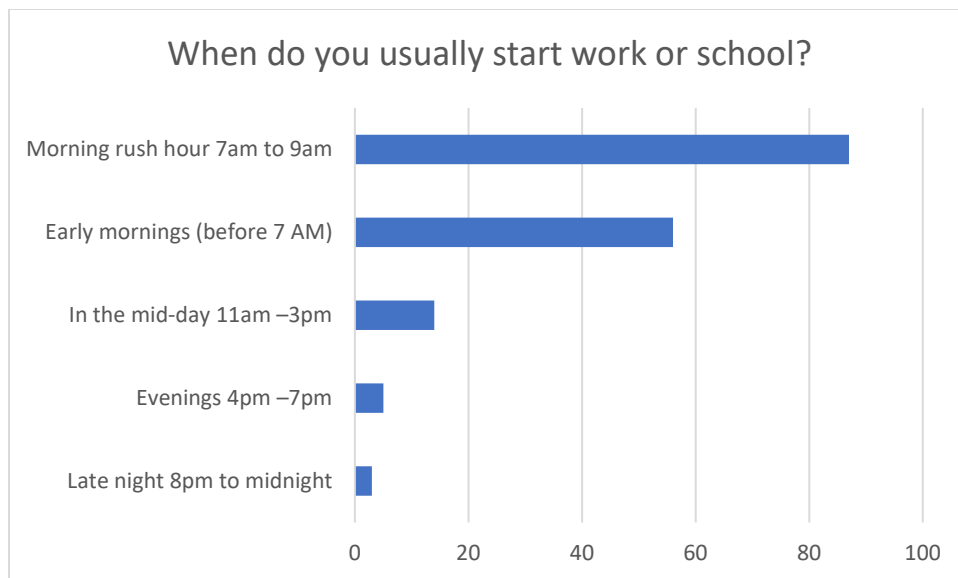
Is there anything else you think SMART should be providing or changing in the next five years?

96 people answered this open-ended question. Respondents' answers are summarized below in order of most mentioned topics:

- Additional or more frequent service to regional connections
- Higher frequency of existing service
- Additional route and destination suggestions
- Additional amenities like ability to pay and track buses on apps, phone charging, and multimodal amenities
- More educational materials, especially in Spanish

When do you usually start work or school?

Of 165 respondents, the majority said the start work or school during morning rush hour.

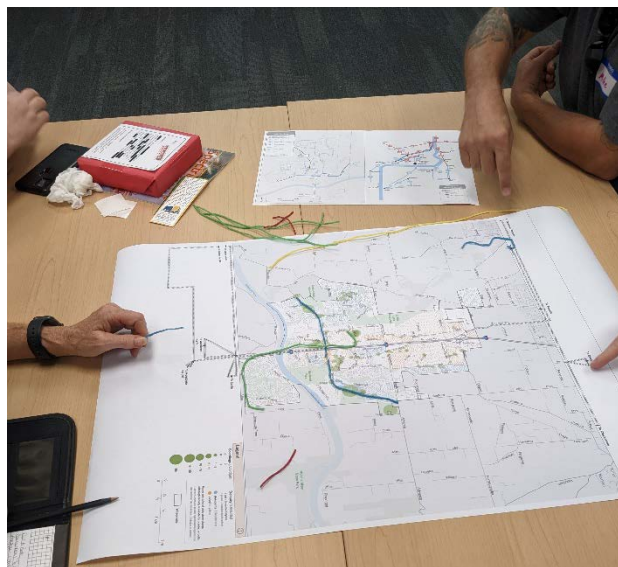


Stakeholder Workshop summary

The 18 participants at the stakeholder events were broken out into small groups to work on creating transit maps for the City of Wilsonville using both local and regional service. They each had to consider the trade-offs of operating at different distances and different frequencies throughout the region.

Some general sentiments were:

- Attendees shared that they understood how difficult it is to plan a transit system that works for everyone.
- Attendees noted the difficulty of choosing between higher frequency service and service that reaches more areas.
- Many attendees shared suggestions for places they wished were easier to take transit to such as shopping centers, movie theaters, little league sport fields and schools.
- Some attendees wished there was better synchronization between other bus lines and transit systems to transfer to.
- Many groups were more interested in reaching farther destinations than in frequent service.
- Attendees often wanted to provide transit options at non-peak hours to support workers with non-traditional work hours, students and retired people.



Afterwards, participants were asked questions in a live poll and shared their take-aways from the interactive exercise. Below are the results of the live poll.

Poll: On weekdays, how important are rush hours?

0 1 7

Rush hours should be the priority.

 12 %


A little extra service at rush hour makes sense.

 59 %

Having consistent schedules all day long should be the priority.

 29 %

I'm not sure.

 0 %

Poll: How important are weekends?

0 1 8


Weekends are so important that we should cut some weekday frequencies to offer more weekend service.

 50 %

We should add weekend service only when new funding is available.

 50 %

Weekends aren't very important.

 0 %

Poll: If you could add weekend service, what would you add first?

018

Longer Saturday hours for routes that already run on Saturdays.

 28 %

More routes running on Saturdays.

 28 %

Start running some routes on Sundays (as well as Saturdays).

 44 %

In the discussion that preceded the poll about adding Saturday or Sunday service, staff clarified that adding Sunday service would be much more expensive because the entire SMART operation would have to be turned on and staffed on Sundays. The stakeholder understood that therefore much less Sunday service could be added than Saturday service for any given amount of funding.

Poll: How should SMART balance the goals of high ridership and wide coverage?

017

The top priority is to run routes that many people use.

 18 %

Use about half of SMART's budget on busy routes, and the other half covering areas that area important even if few people ride.

 76 %

Spread service evenly across the entire city, so that every street has a little bit of service on it.

 6 %

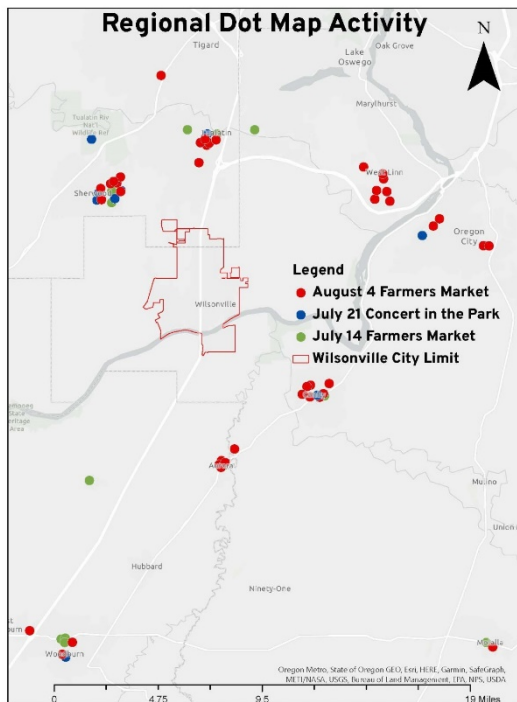
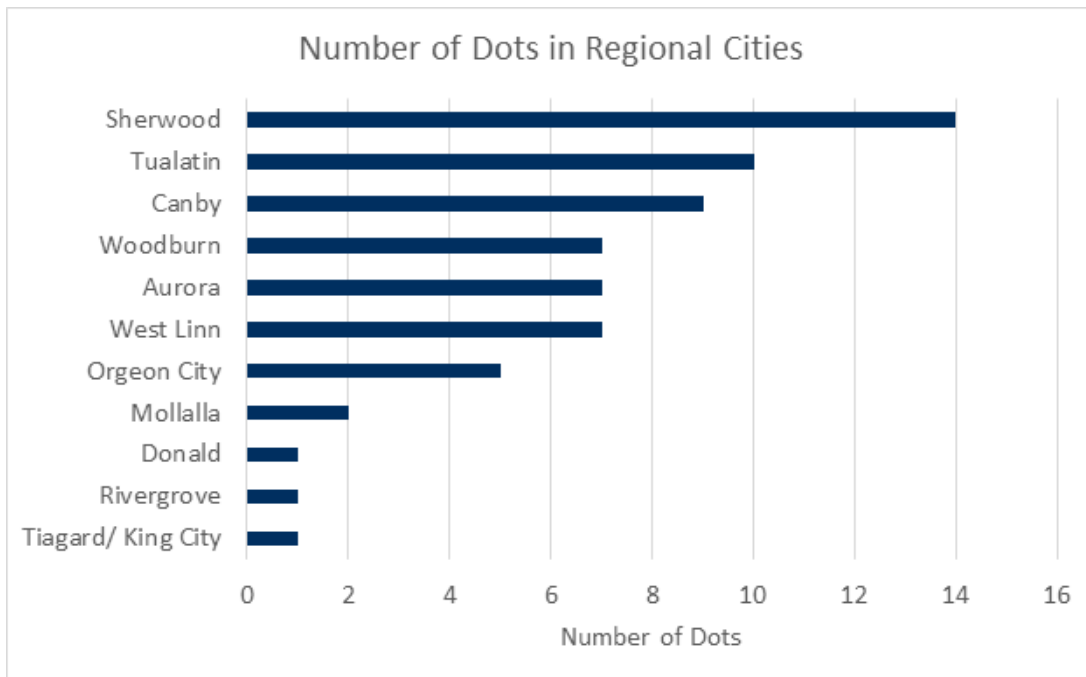
I'm not sure.

 0 %

Map Dot summary

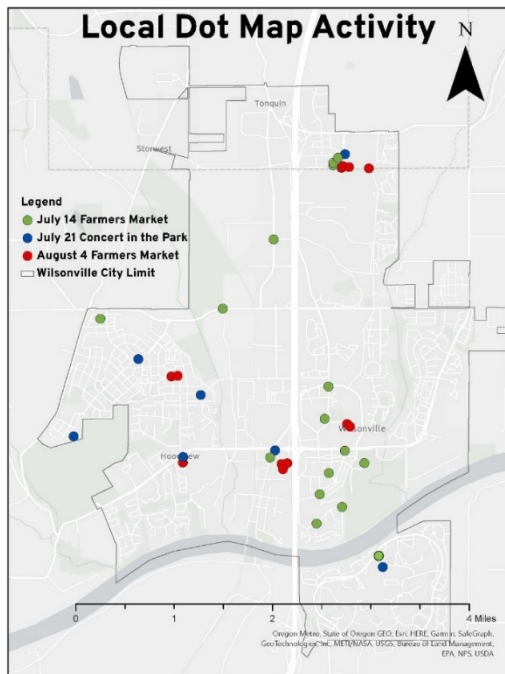
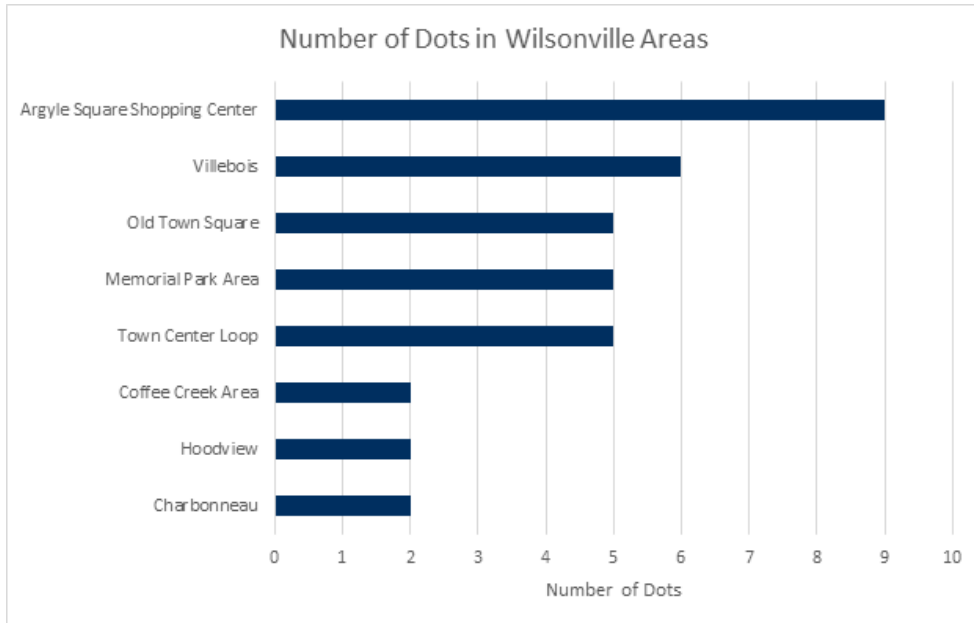
The dot map activity conducted at the three tabling events resulted in a total of 32 participants and 99 dots. The top three regional locations and the number of dots received were:

1. Sherwood – 14 dots
2. Tualatin – 10 dots
3. Canby – 9 dots



For the dot maps showing Wilsonville only, the top three local locations and the number of dots received were:

1. Argyle Square Shopping Center – 9
2. Villebois – 6
3. Town Center Loop area, Memorial Park area, & Old Town Square – 5 (three way tie)



Operator survey results

Feedback from the driver and operators is summarized below:

“What are you hearing from riders about **frequency** of service?”

- Frustrations with current reduced service, particularly on the 2X
- Difficulty with Dial-a-Ride scheduling
- Suggestion for additional stops for Villebois residents

“What are you hearing from riders about **where** SMART goes?”

- Interest in going to Woodburn, Barbur Transit Center, Clackamas, Oregon City, East Portland and Canby
- Suggestion to use landmark references for routes within Wilsonville rather than just east or west.
- Satisfied with service to OHSU and Veterans’ Hospital

“Are there **issues** preventing you from providing on-time, reliable service?”

- Rush hour traffic
- Lack of synchronization with TriMet buses

“What is SMART’s single **biggest obstacle** in your opinion?”

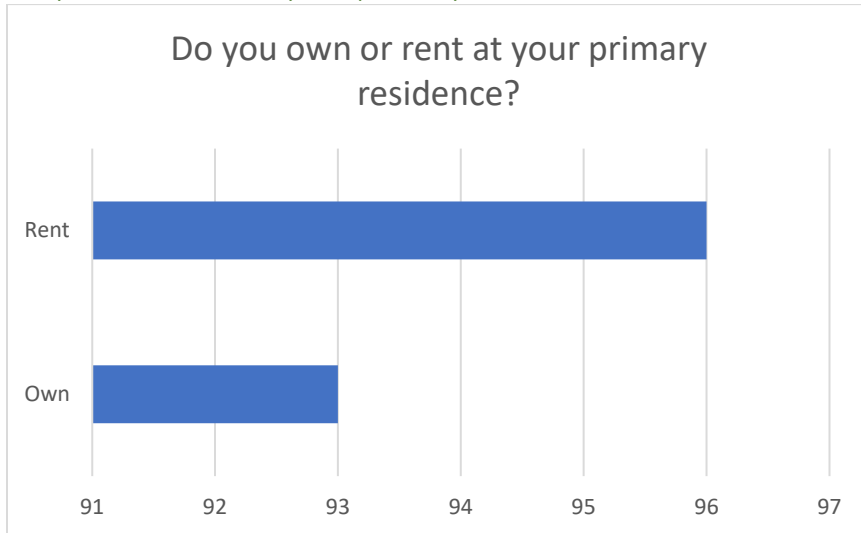
- Driver shortages and burnout
- Service reduction
- Lack of consistency in dealing with route delays
- Experimental and non-direct routes

“Any **other** thoughts?”

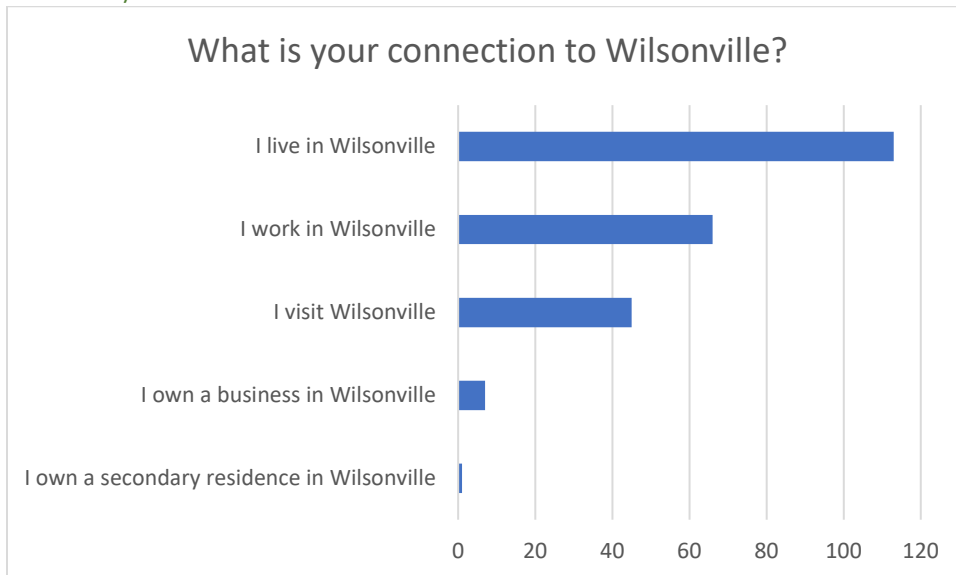
- Educational materials to explain how to pay bus fare would be helpful, especially with competing options like HOP, Cherriots, student passes, etc.

Demographics of Community Survey

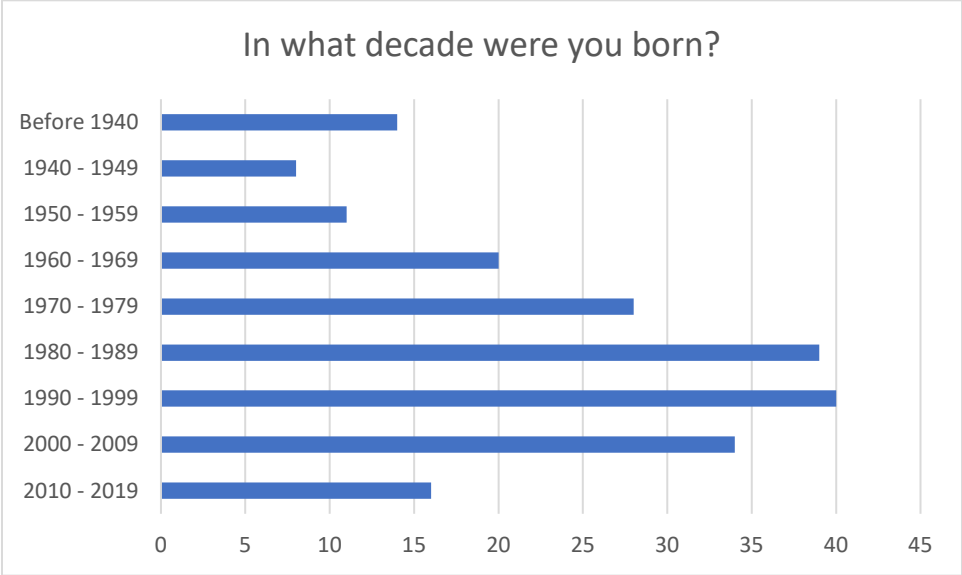
Do you rent or own your primary residence?



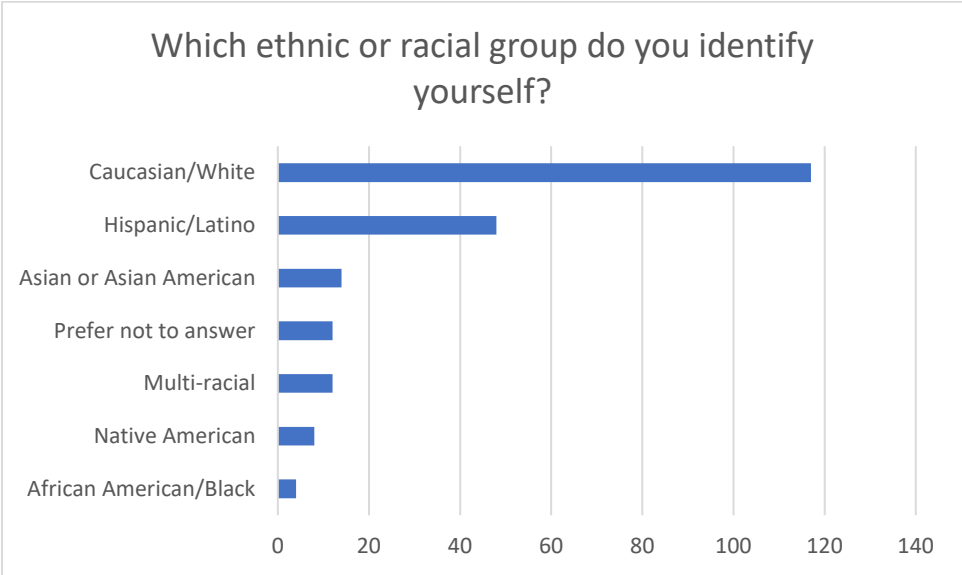
What is your connection to Wilsonville?



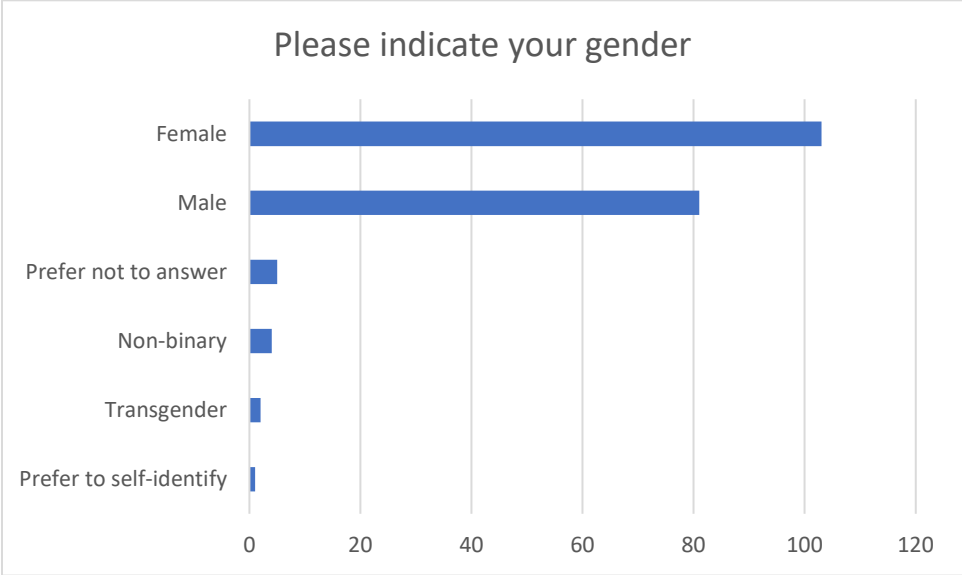
In what decade were you born?



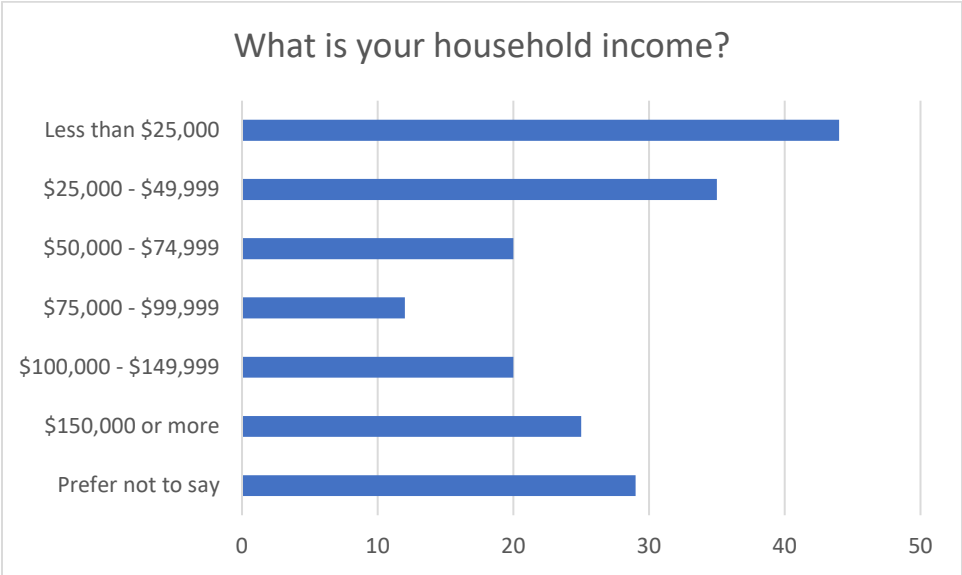
Which ethnic or racial group do you identify yourself? Choose all that apply.



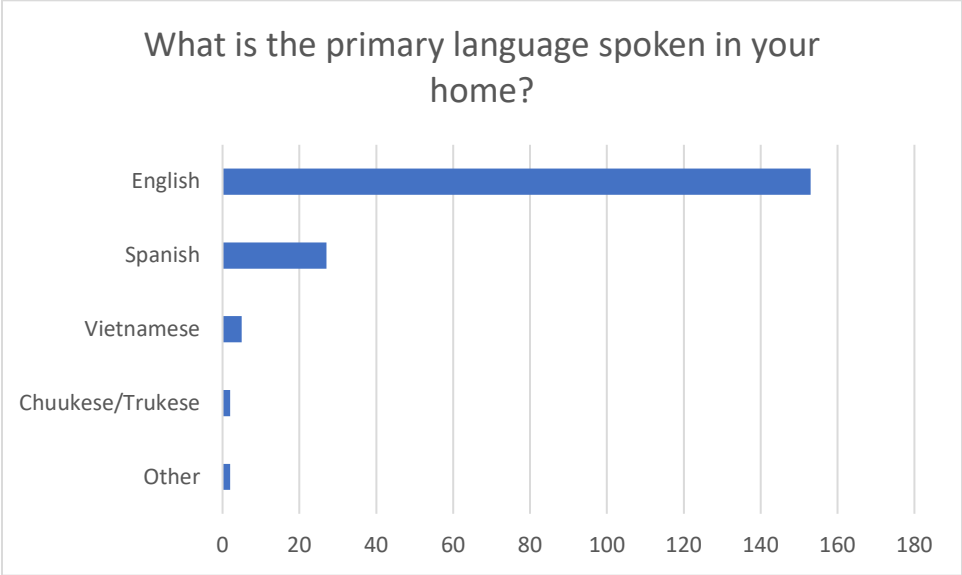
Please indicate your gender. Choose all that apply.



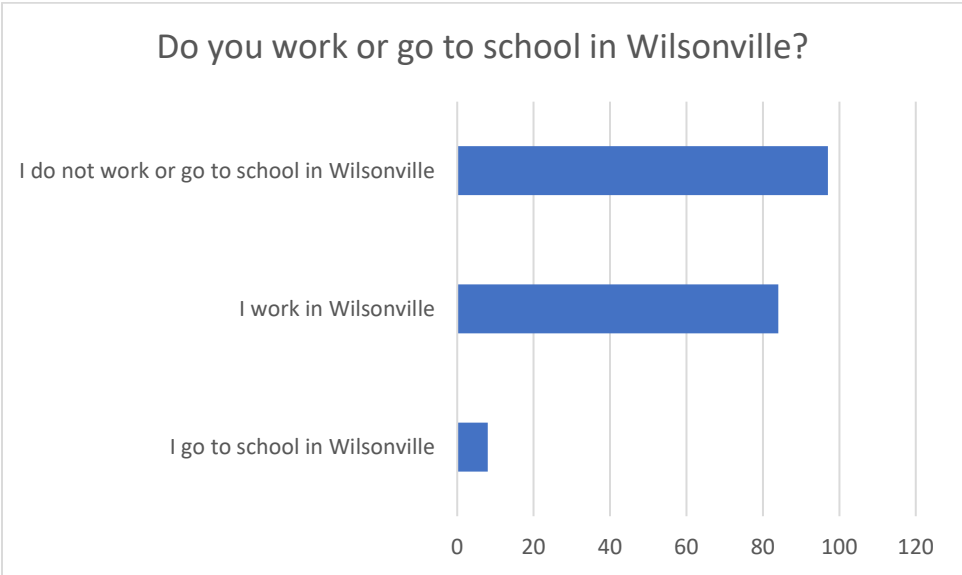
What is your household income?



What is the primary language spoken in your home?



Do you work or go to school in Wilsonville?



SMART Transit Master Plan



[Ver esta página en español.](#) | SMART is updating its Transit Master Plan. [Last updated in 2017](#), the Transit Master Plan identifies transit improvement projects that could be implemented over the next 3 to 5 years. This plan will particularly address:

- Where to improve frequencies
- What times of day and days of week to add service
- Where and how connections between routes could be made
- New routes inside Wilsonville and to other cities

Review the draft plan now!

The Draft Transit Master Plan is ready for review: [Draft Transit Master Plan For Public Review](#)

In Fall 2022, the SMART team engaged the community to learn more about their needs for transit service, how they use transit service, how changes to transit service have impacted them, and where they would like to go in the future.

We heard from the community that their main priorities included:

- Improving weekend service
- Improving early morning and late evening service
- Making better regional connections to neighboring cities
- Maintaining coverage of neighborhoods in Wilsonville

Want to learn more? Check out our [Public Engagement Summary Report](#), which includes the 2022 community survey results and a summary of our engagement efforts for the master plan update to date.

Our survey on this draft master plan has now closed. Our next step is a public hearing before the Wilsonville Planning Commission on May 10. Oral or written testimony may be presented at the public hearings. Written comment on the proposal is also welcome prior to the public hearings. To have your written comments or testimony distributed to the Planning Commission before the meeting, it must be received by 2 pm on May 2, 2023. Direct written comments to Mandi Simmons, Administrative Assistant, 29799 SW Town Center Loop East, Wilsonville, Oregon, 97070 or msimmons@ci.wilsonville.or.us.

Who's listening

Kelsey Lewis

Grants and Programs Manager
City of Wilsonville / SMART



Phone 503-682-4523

Email [klewis@ridesmart.com](mailto:kewis@ridesmart.com)

Register to **HAVE YOUR SAY**

Key Dates

August 10, 2022 - Planning Commission Work Session: 6pm City Hall, via Zoom, or YouTube.

August 12, 2022 - Survey will be open to everyone

September 8, 2022 - City Council Work Session: 5pm City Hall, via Zoom, or YouTube.

September 20, 2022 - Stakeholder Workshop, 4-7pm Wilsonville Public Library Oak Room

October 12, 2022 - Planning Commission Work Session: 6pm City Hall, via Zoom, or YouTube.

April 12, 2023 - Planning Commission Work Session: 6pm City Hall, via Zoom, or YouTube.

May 10, 2023 - Planning Commission Public Hearing: 6pm City Hall, via Zoom, or YouTube.

June 19, 2023 - City Council Public Hearing for Adoption: 7pm City Hall, via Zoom, or YouTube.

Project Milestones



Kick-Off: May - July 2022

The project is just getting started. SMART is gathering information about existing conditions to help inform the master plan and preparing for community outreach.

Plan Maestro de Transporte Público de SMART



[View this page in English](#) | SMART está actualizando su Plan Maestro de Transporte Público. Actualizado por última vez en 2017, el Plan Maestro de Transporte Público identifica proyectos de mejoramiento al transporte público que podrían implementarse en los próximos 3 a 5 años. Este plan se ocupará especialmente de:

- Dónde mejorar las frecuencias
- A qué horas del día y días de la semana agregar el servicio
- Dónde y cómo se podrían realizar las conexiones entre rutas
- Nuevas rutas dentro de Wilsonville y a otras ciudades

¡Revise el plan preliminar ahora!

El Plan Maestro de Transporte Público Preliminar está listo para revisión: [Plan Maestro de Transporte Público Preliminar para revisión pública](#)

En el otoño de 2022, el equipo de SMART involucró a la comunidad para obtener más información sobre sus necesidades de servicio de tránsito, cómo usan el servicio de tránsito, cómo los han afectado los cambios en el servicio de tránsito y hacia dónde les gustaría ir en el futuro.

Escuchamos de la comunidad que sus principales prioridades incluyen:

- Mejorar el servicio de fin de semana
- Mejorar el servicio temprano en la mañana y tarde en la noche
- Mejorar las conexiones regionales con las ciudades vecinas
- Manteniendo la cobertura de los vecindarios en Wilsonville

Nuestra encuesta sobre este Plan Maestro de Transporte Público Preliminar ya se ha cerrado. Nuestro próximo paso es una audiencia pública ante la Comisión de Planificación de Wilsonville el 10 de mayo. Se puede presentar testimonio oral o escrito en las audiencias públicas. Los comentarios escritos sobre la propuesta también son bienvenidos antes de las audiencias públicas. Para que sus comentarios o testimonios por escrito se distribuyan a la Comisión de Planificación antes de la reunión, deben recibirse antes de las 2 pm del 2 de mayo de 2023. Dirija comentarios escritos a Mandi Simmons, Asistente Administrativa, 29799 SW Town Center Loop East, Wilsonville, Oregon, 97070 o msimmons@ci.wilsonville.or.us.

Page last updated: 27 Apr 2023, 09:17 AM

Quien esta Escuchando

Kelsey Lewis

Grants and Programs Manager
City of Wilsonville / SMART



Phone 503-682-4523

Email klewis@ridesmart.com

Register to **HAVE YOUR SAY**

Fechas Importantes

10 de agosto de 2022 - Sesión de trabajo de la Comisión de Planificación: 6pm Ayuntamiento, por Zoom, o YouTube.

12 de agosto 2022 - La encuesta estará abierta a todos.

8 de septiembre de 2022 - Sesión de trabajo del Ayuntamiento : 5pm Ayuntamiento, por Zoom, o YouTube.

20 de septiembre 2022 – Taller para personas interesadas : 4-7pm Biblioteca Pública de Wilsonville

12 de octubre de 2022- Sesión de trabajo de la Comisión de Planificación: 6pm Ayuntamiento, por Zoom, o YouTube.

12 de abril de 2023 - Sesión de trabajo de la Comisión de Planificación: 6 pm Ayuntamiento, a través de Zoom o YouTube.

10 de mayo de 2023 - Audiencia pública de la Comisión de Planificación: 6 pm Ayuntamiento, a través de Zoom o YouTube.

19 de junio de 2023 - Audiencia pública del Concejo Municipal para la adopción: 7 pm Ayuntamiento, a través de Zoom o YouTube.

[Haga clic aquí para tomar esta encuesta en español.](#)

Survey starts

Finish

All fields marked with an asterisk (*) are required.

Transit Master Plan Survey

The City of Wilsonville SMART will be updating its Transit Master Plan at a moment of great change, learning and opportunity in our region and for transit agencies around the country.

The pandemic has brought new awareness of which trips and what type of workers are truly essential to the functioning of our economy. As some workers will be commuting less, or not at all, changing geographic travel patterns and overall demand for bus service will also change.

SMART has also seen new and exciting funding opportunities in the region, including the Oregon Statewide Transportation Improvement Fund (STIF) which gives transit agencies around the state an opportunity to request funding for new and improved transit service.

We want to hear from you about how you think SMART can improve service to better serve Wilsonville's people and goals. Once you take the survey, you will have a chance to enter our raffle for one of three \$100 gift certificates to a local Wilsonville business!

Thank you for your time! We appreciate your feedback.

1. On average, how often have you ridden transit to, from or around Wilsonville, in the last year? *

- More than once a week
- Once a week
- A few times a month
- A few times in the last year
- I didn't ride transit in Wilsonville in the last year

2. Are you riding transit about the same, more, or less than you did before the start of the pandemic? *
- More
 - Less
 - About the same

Now we want to ask you for your opinion about how transit in Wilsonville should be planned for the future.

3. What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network? Please pick up to **two** answers. *
- Longer hours of service each day – earlier morning and later evening
 - More rush-hour service – around 7-9 am and 4-6 pm on weekdays
 - More midday service – between 9 am and 4 pm
 - More Saturday or Sunday transit service
 - Better frequencies –transit coming more often so that less waiting is required

4. What places inside Wilsonville do you think are most important for SMART to serve? Please pick up to **five** answers. * Attachment 4



Places with many residents



Places with fewer residents



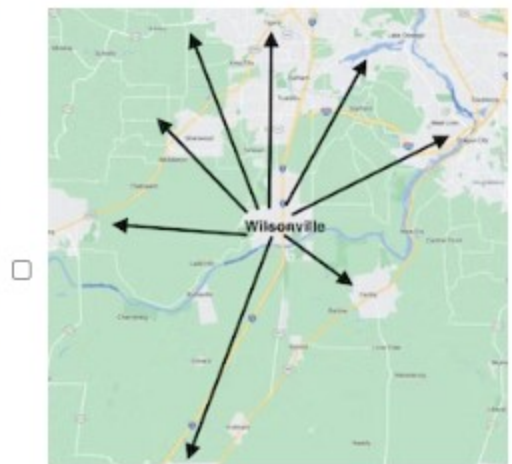
Places with many jobs



Places with fewer jobs



Shopping centers



Transit connections to other cities

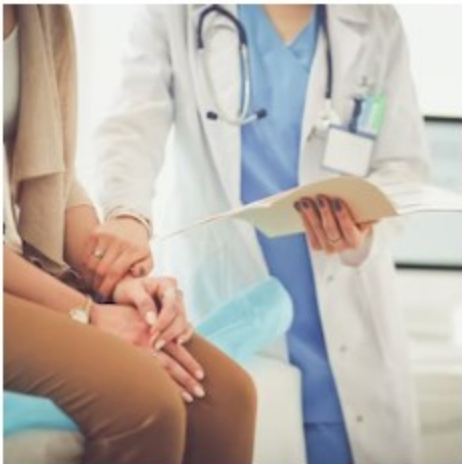


The WES station and Wilsonville Transit Center



Attachment 4

Parks and the Wilsonville Community Center



Social and health services



Schools

Other:

5. What do you think are the highest priorities for the **PLACES** where new service could be added to the SMART transit network? *

- I'm not sure
- More regional service for long trips to other cities
- More local service for trips to and from Wilsonville

6. In general, **INSIDE** Wilsonville, what should SMART prioritize when adding new transit service over the next five years? * Attachment 4

- I'm not sure
- SMART should add service to places where many people are using transit
- SMART should add service in new areas that currently have no transit service

7. Which are the most important places that you think people should be able to easily reach by transit, from Wilsonville? Please pick up to **five** answers. *

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Salem | <input type="checkbox"/> Sherwood |
| <input type="checkbox"/> Hillsboro | <input type="checkbox"/> Portland downtown |
| <input type="checkbox"/> Lake Oswego | <input type="checkbox"/> Portland east of the river |
| <input type="checkbox"/> Beaverton | <input type="checkbox"/> Woodburn |
| <input type="checkbox"/> Tigard | <input type="checkbox"/> Oregon City |
| <input type="checkbox"/> Canby | <input type="checkbox"/> Tualatin |
| <input type="checkbox"/> Other: | |

8. Is there anything else you think SMART should be providing or changing in the next five years?

Please add your comment here...

0/100

9. If you want to be placed in a drawing for one of three \$100 gift cards to a local Wilsonville business, please provide your email address below.

10. If you would like updates on the Transit Master Plan process, like the results of this survey, please provide your email address below.

Attachment 4

Demographics (Optional)

Understanding who has taken this survey will help us make sure we are gathering input from a diverse and representative group of people.

11. When do you usually **start** work or school?

- Early mornings (before 7 AM)
- Morning rush hour 7am to 9am
- In the mid-day 11 am –3pm
- Evenings 4pm –7pm
- Late night 8pm to midnight

12. Do you own or rent at your primary residence?

- Own
- Rent

13. What is your connection to Wilsonville? Choose all that apply.

- I live in Wilsonville
- I work in Wilsonville
- I own a business in Wilsonville
- I visit Wilsonville
- I own a secondary residence in Wilsonville

14. In what decade were you born?

- Before 1940
- 1940 - 1949
- 1950 - 1959
- 1960 - 1969
- 1970 - 1979
- 1980 - 1989
- 1990 - 1999
- 2000 - 2009
- 2010 - 2019

15. Which ethnic or racial group do you identify yourself? Choose all that apply.

- African American/Black
- Asian or Asian American
- Caucasian/White
- Hispanic/Latino
- Multi-racial
- Native American
- Prefer not to answer

16. Please indicate your gender. Choose all that apply.

Attachment 4

- Female
- Male
- Transgender
- Non-binary
- Prefer not to answer
- If you prefer to self-identify, check box and please do so below:

17. What is your household income?

- Less than \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 or more
- Prefer not to say

18. What is the primary language spoken in your home?

Attachment 4

- English
- Spanish
- Chinese
- Arabic
- Russian
- Japanese
- Korean
- Chuukese/Trukese
- Hindi
- Telugu
- Vietnamese
- Other, please specify:

19. Do you work or go to school in Wilsonville?

- I work in Wilsonville
- I go to school in Wilsonville
- I do not work or go to school in Wilsonville

Encuesta del Plan Maestro de Transporte Público 2022

Attachment 4

Survey starts

Finish

All fields marked with an asterisk (*) are required.

Encuesta del Plan Maestro de Transporte Público

SMART de la Ciudad de Wilsonville actualizará su Plan Maestro de Transporte Público en un momento de gran cambio, aprendizaje y oportunidad en nuestra región y para las agencias de tránsito de todo el país.

La pandemia ha traído una nueva conciencia de qué viajes y qué tipo de trabajadores son realmente esenciales para el funcionamiento de nuestra economía. Como algunos trabajadores viajarán menos o no viajarán en absoluto, los cambios en los patrones geográficos de viaje y la demanda general del servicio de autobús también cambiarán.

SMART también ha visto nuevas y emocionantes oportunidades de financiamiento en la región, incluyendo el Fondo de Mejoramiento del Transporte en Todo el Estado de Oregón (STIF), que brinda a las agencias de transporte público de todo el estado la oportunidad de solicitar financiamiento para un servicio de transporte público nuevo y mejorado.

Queremos saber de usted cómo cree que SMART puede mejorar el servicio para servir mejor a la gente y las metas de Wilsonville. Una vez que complete la encuesta, tendrá la oportunidad de participar en nuestra rifa por uno de los tres certificados de regalo de \$100 para un negocio local de Wilsonville.

¡Gracias por tu tiempo! Agradecemos sus comentarios.

1. ¿En promedio, con qué frecuencia ha viajado en transporte público hacia, desde o alrededor de Wilsonville en el último año? *
- Mas de una vez a la semana
 - Una vez a la semana
 - Algunas veces al mes
 - Algunas veces en el último año
 - No viajé en transporte público en Wilsonville en el último año
2. ¿Está utilizando el transporte público de la misma manera, más, o menos que antes del comienzo de la pandemia? *
- Menos
 - Más o menos lo mismo
 - Más

Ahora queremos pedirle su opinión sobre cómo debe planificarse el transporte público en Wilsonville para el futuro.

3. ¿Cuáles cree que son las principales prioridades para los **TIEMPOS** cuando se podría agregar un nuevo servicio a la red de transporte público de SMART? Por favor elija hasta **dos** respuestas. *

- Más servicio en las horas pico: alrededor de las 7-9 am y de las 4-6 pm entre semana
- Más servicio de transporte público de sábado o domingo
- Mejores frecuencias: el tránsito publico llega con más frecuencia para que se requiera menos espera
- Más servicio de mediodía – entre las 9 am y las 4 pm
- Mas horas de servicio cada día: más temprano en la mañana y más tarde en la noche

4. ¿Qué lugares **DENTRO** de Wilsonville cree que son los más importantes para que SMART sirva? Elija hasta **cinco** respuestas. *





Lugares con muchos trabajos



Lugares con menos trabajos



Centros comerciales



Conexiones de transporte público a otras ciudades



La estación WES y el Centro de Transporte Público de Wilsonville



Parques y el Centro Comunitario de Wilsonville



Servicios sociales y de salud



Escuelas

Otro:

5. ¿Cuáles cree que son las principales prioridades para los **LUGARES** donde se podría agregar un nuevo servicio a la red de transporte público SMART? *

- No estoy seguro
- Más servicio local para viajes cortos dentro de Wilsonville
- Más servicio regional para viajes largos a otras ciudades

6. En general, **DENTRO** de Wilsonville, ¿qué debería priorizar SMART al agregar un nuevo servicio de transporte público en los próximos cinco años? *

- SMART debe agregar servicio en nuevas áreas que actualmente no tienen servicio de transporte público.
- SMART debe agregar servicio a lugares donde muchas personas usan el transporte público.
- No estoy seguro

7. ¿Cuáles son los lugares más importantes a los que cree que la gente debería poder llegar fácilmente en transporte público desde Wilsonville? Elija hasta **cinco** respuestas. *

- | | |
|--|---|
| <input type="checkbox"/> Tualatin | <input type="checkbox"/> Hillsboro |
| <input type="checkbox"/> El centro de Portland | <input type="checkbox"/> Beaverton |
| <input type="checkbox"/> Woodburn | <input type="checkbox"/> Canby |
| <input type="checkbox"/> Oregon City | <input type="checkbox"/> Portland al este del río |
| <input type="checkbox"/> Lake Oswego | <input type="checkbox"/> Tigard |
| <input type="checkbox"/> Sherwood | <input type="checkbox"/> Salem |
| <input type="checkbox"/> Otro: | |

8. ¿Hay algo más que crea que SMART debería proporcionar o cambiar en los próximos cinco años?

Attachment 4

Please add your comment here...

0/100

9. Si desea participar en un sorteo por una de las tres tarjetas de regalo de \$100 para un negocio local de Wilsonville, por favor proporcione su dirección de correo electrónico a continuación.

10. Si desea actualizaciones sobre el proceso del Plan Maestro de Transporte Público, como los resultados de esta encuesta, por favor proporcione su dirección de correo electrónico a continuación.

Datos demográficos (opcional)

Comprender quién ha tomado esta encuesta nos ayudará a asegurarnos de que estamos recopilando información de un grupo diverso y representativo de personas.

11. ¿Cuándo suele empezar a trabajar o estudiar?

Attachment 4

- Temprano en la mañana (antes de las 7am)
- Hora pico de la mañana 7am a 9am
- En el mediodía 11am-3pm
- Tardes 4pm-7pm
- Tarde en la noche 8pm a medianoche

12. ¿Es propietario o alquila su residencia principal?

- Dueño
- Alquilo

13. ¿Cuál es su conexión con Wilsonville? (elijá todo lo que corresponda)

- Vivo en Wilsonville
- Trabajo en Wilsonville
- Soy dueño de un negocio en Wilsonville
- Visito Wilsonville
- Soy dueño de una residencia secundaria en Wilsonville

14. ¿En qué década naciste?

Attachment 4

- Antes de 1940
- 1940 - 1949
- 1950 - 1959
- 1960 - 1969
- 1970 - 1979
- 1980 - 1989
- 1990 - 1999
- 2000 - 2009
- 2010 - 2019

15. ¿Con qué grupo étnico o racial te identificas? Elija todo lo que corresponda.

- afroamericano/negro
- asiático o asiático americano
- Caucásico/Blanco
- Hispano/Latino
- Multirracial
- Nativo americano
- Prefiero no responder

16. Indique su género. Elija todo lo que corresponda.

Attachment 4

- Femenino
- Masculino
- Transgénero
- No binario
- Prefiero no responder
- Si prefiere autoidentificarse, marque la casilla y hágalo a continuación:

17. ¿Cuál es el ingreso de su hogar? Por favor elige solo uno de los siguientes.

- Menos de \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 o más
- Prefiero no comentar

18. ¿Cuál es el idioma principal que se habla en su hogar?

Attachment 4

- Inglés
- Español
- Chino
- Árabe
- Ruso
- Japonés
- Coreano
- Chuukese/Trukese
- Hindi
- Telugu
- Vietnamita
- Otro (por favor especificar)

19. ¿Trabaja o va a la escuela en Wilsonville?

- Yo trabajo en Wilsonville
- Voy a la escuela en Wilsonville
- No trabajo ni voy a la escuela en Wilsonville

Transit Master Plan 2022

SURVEY RESPONSE REPORT

09 August 2022 - 14 September 2022

PROJECT NAME:

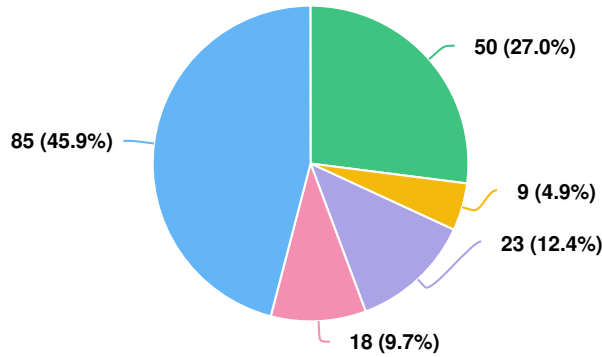
SMART Transit Master Plan





SURVEY QUESTIONS

Q1 | On average, how often have you ridden transit to, from or around Wilsonville, in the last year?

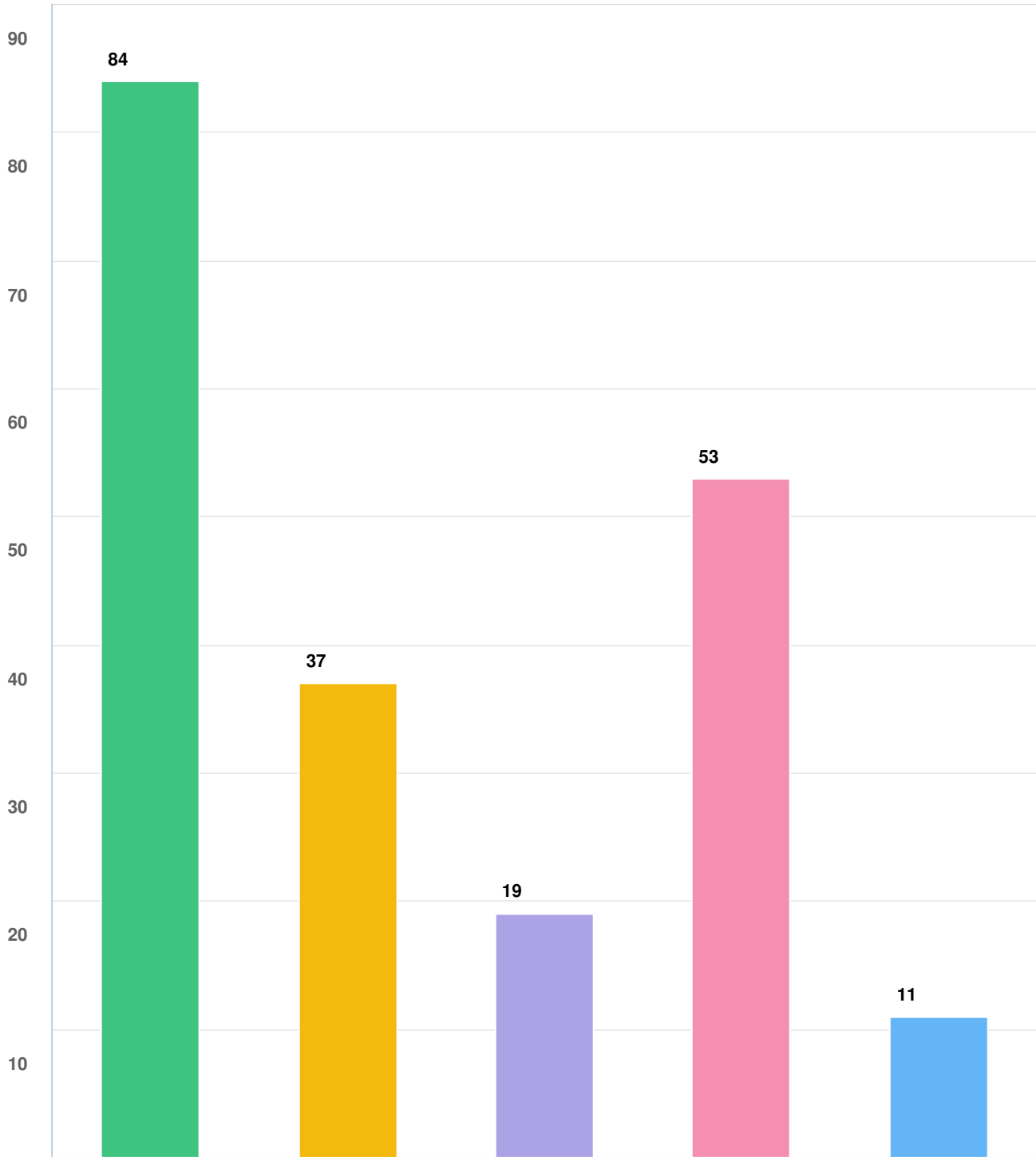


Question options

- More than once a week
- Once a week
- A few times a month
- A few times in the last year
- I didn't ride transit in Wilsonville in the last year

Mandatory Question (185 response(s))
Question type: Radio Button Question

Q2 Which transit services have you ridden in the last year? Pick all that apply.

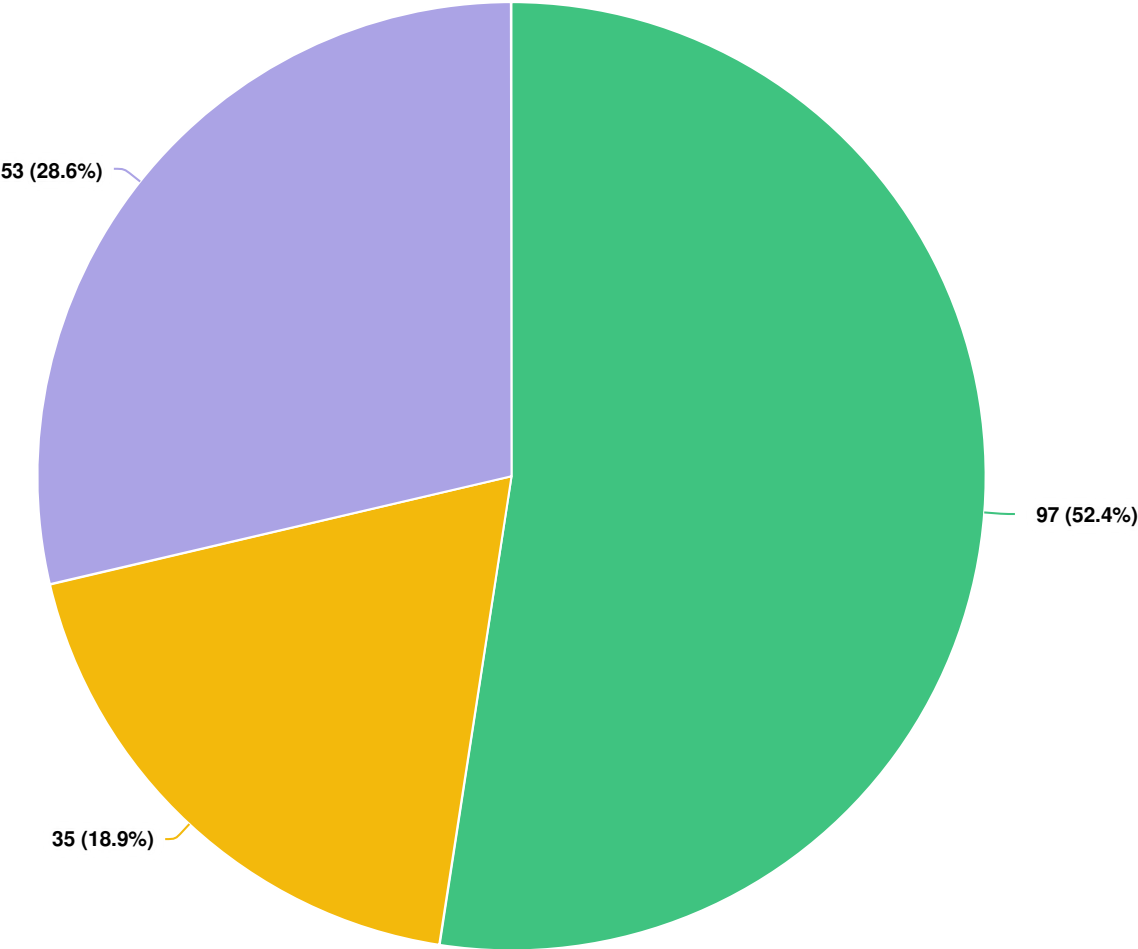


Question options

- SMART scheduled bus or shuttle routes
- WES rail
- SMART Dial-a-Ride
- TriMet
- Cherriots

Mandatory Question (100 response(s))
Question type: Checkbox Question

Q3 Are you riding transit about the same, more, or less than you did before the start of the pandemic?

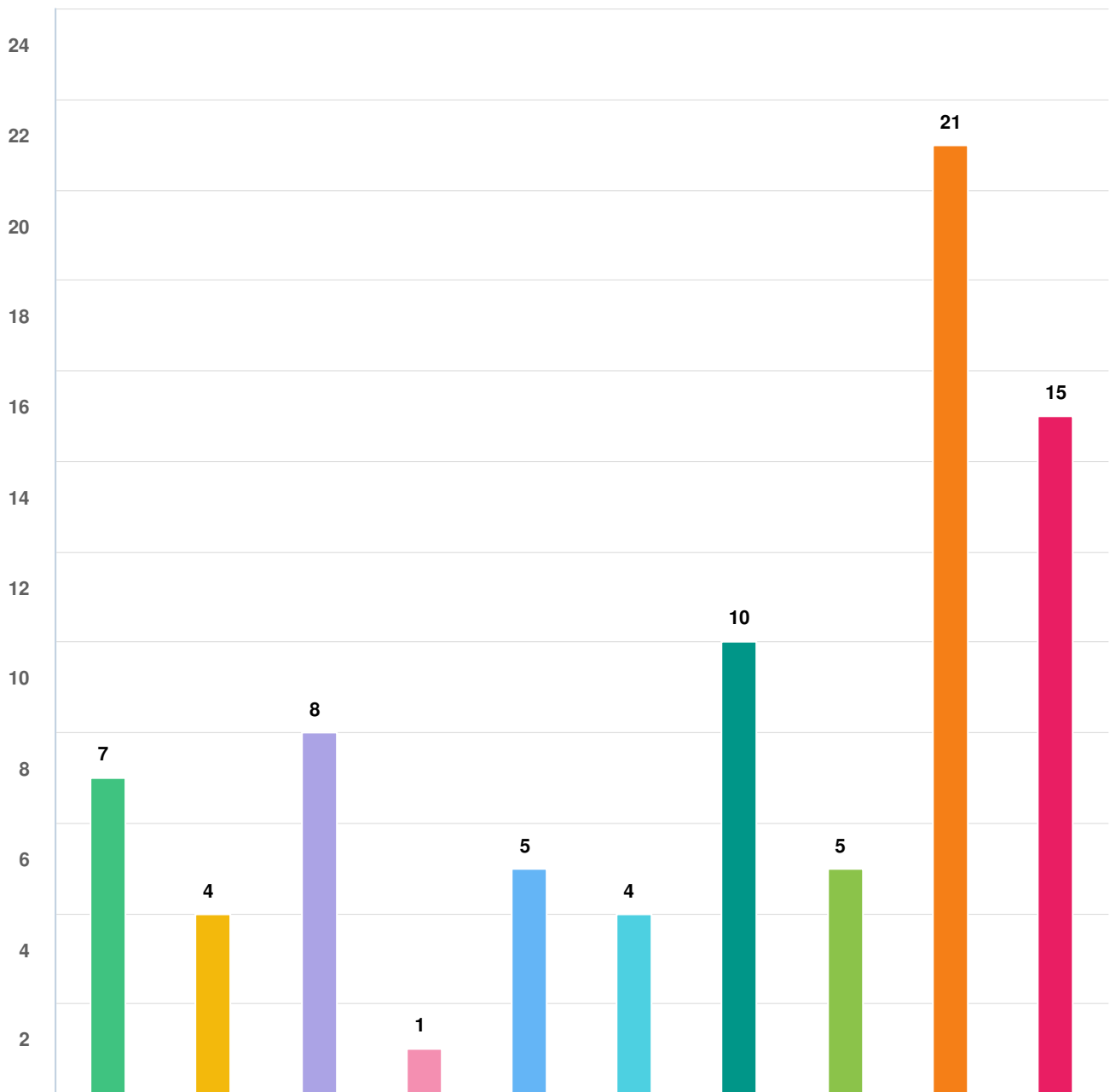


Question options

- About the same
- More
- Less

Mandatory Question (185 response(s))
Question type: Radio Button Question

Q4 Why have you been riding SMART less since the start of the pandemic? Please pick as many as apply.

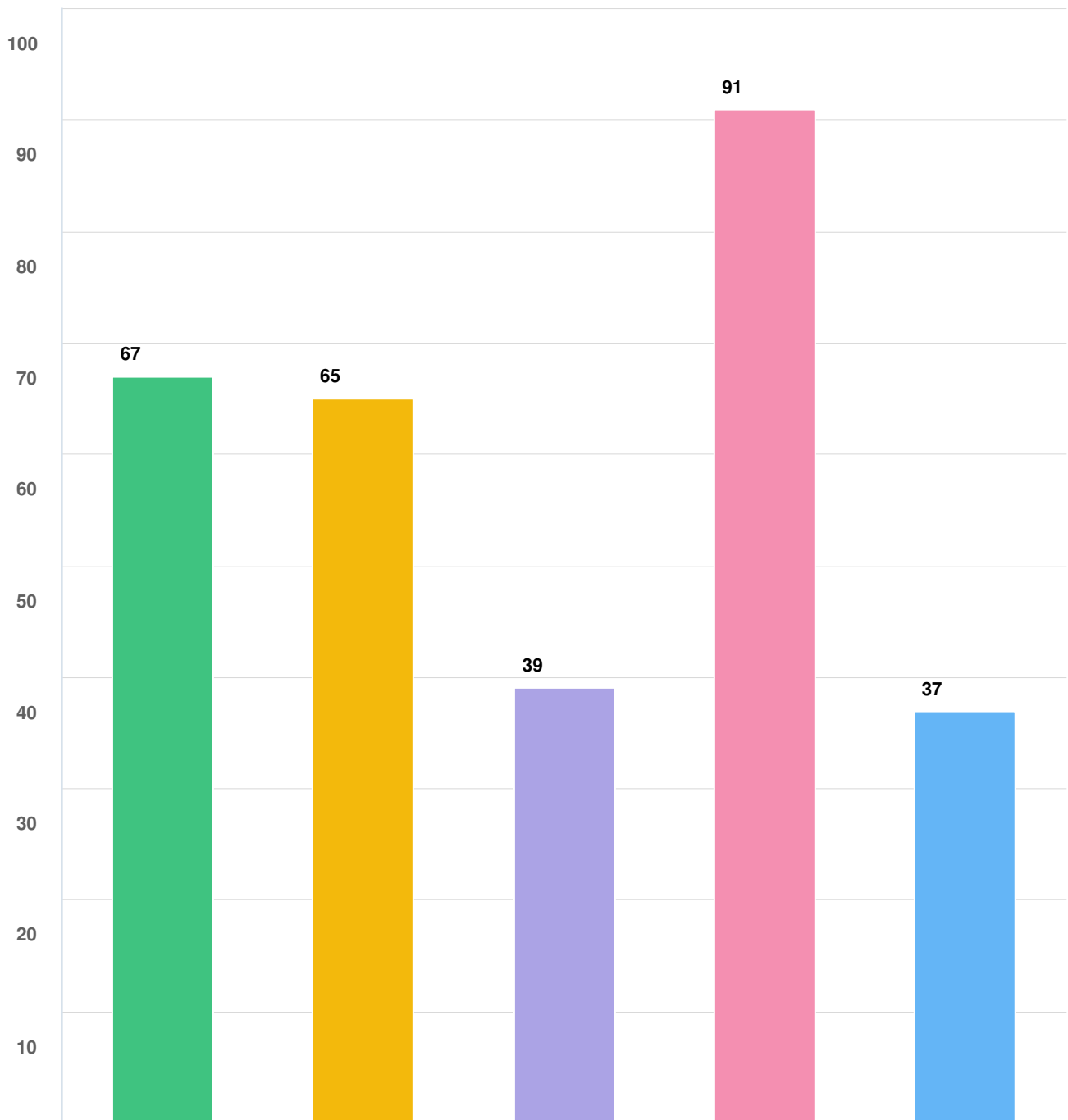


Question options

- Concern for my personal health ● Concern for my personal safety
- Service doesn't come often enough, or doesn't run when I need it ● Service is too slow ● Service is not reliable enough
- Service does not go to the place(s) I need to go INSIDE Wilsonville
- Service does not go to the place(s) I need to go OUTSIDE Wilsonville ● Using transit is too complicated
- I make fewer trips than I did before the pandemic ● Other:

Mandatory Question (53 response(s))
Question type: Checkbox Question

Q5 What do you think are the highest priorities for the TIMES when new service could be added to the SMART transit network? Please pick up to two answers.

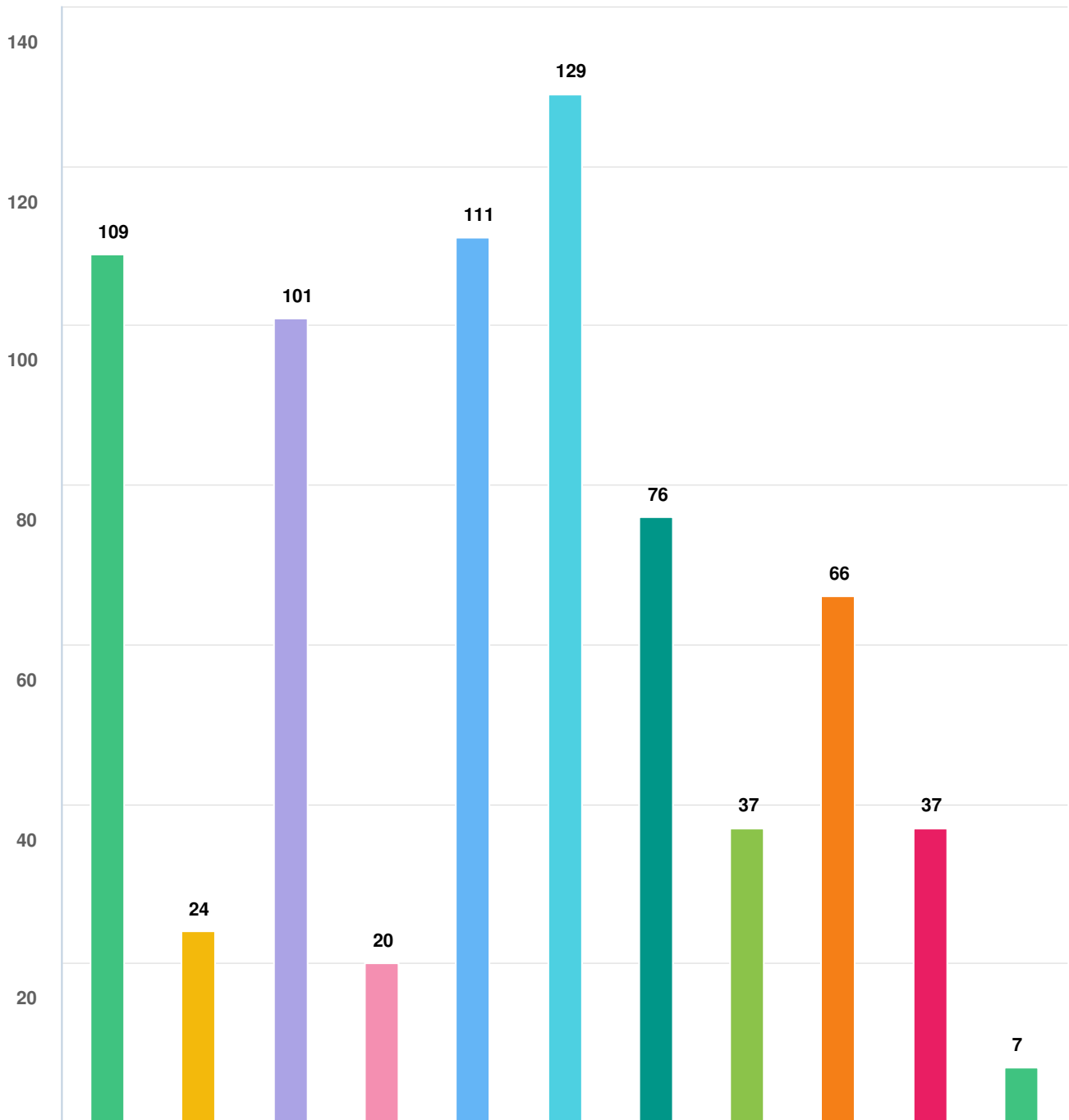


Question options

- Better frequencies –transit coming more often so that less waiting is required
- Longer hours of service each day – earlier morning and later evening
- More midday service – between 9 am and 4 pm
- More Saturday or Sunday transit service
- More rush-hour service – around 7-9 am and 4-6 pm on weekdays

Mandatory Question (181 response(s))
 Question type: Checkbox Question

Q6 What places inside Wilsonville do you think are most important for SMART to serve?
Please pick up to five answers.

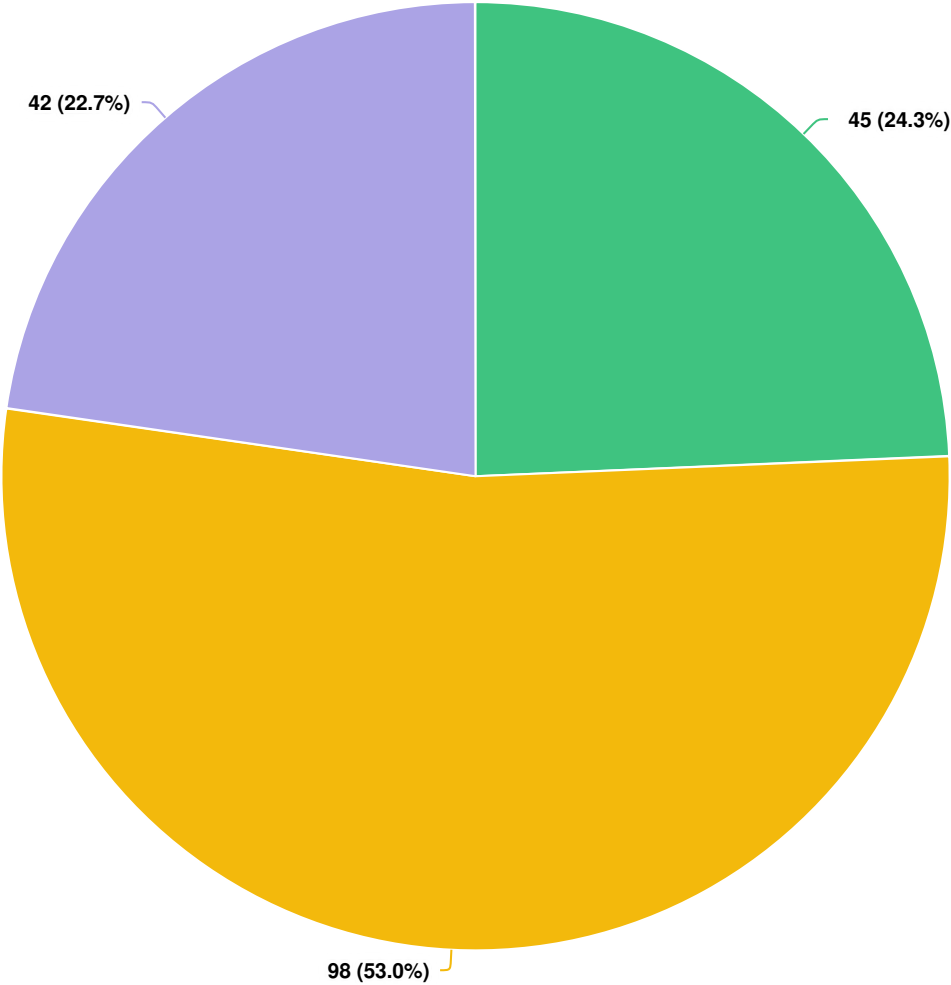


Question options

- Places with many residents
- Places with fewer residents
- Places with many jobs
- Places with fewer jobs
- Shopping centers
- Transit connections to other cities
- The WES station and Wilsonville Transit Center
- Parks and the Wilsonville Community Center
- Social and health services
- Schools
- Other:

Mandatory Question (185 response(s))
Question type: Checkbox Question

Q7 | What do you think are the highest priorities for the PLACES where new service could be added to the SMART transit network?

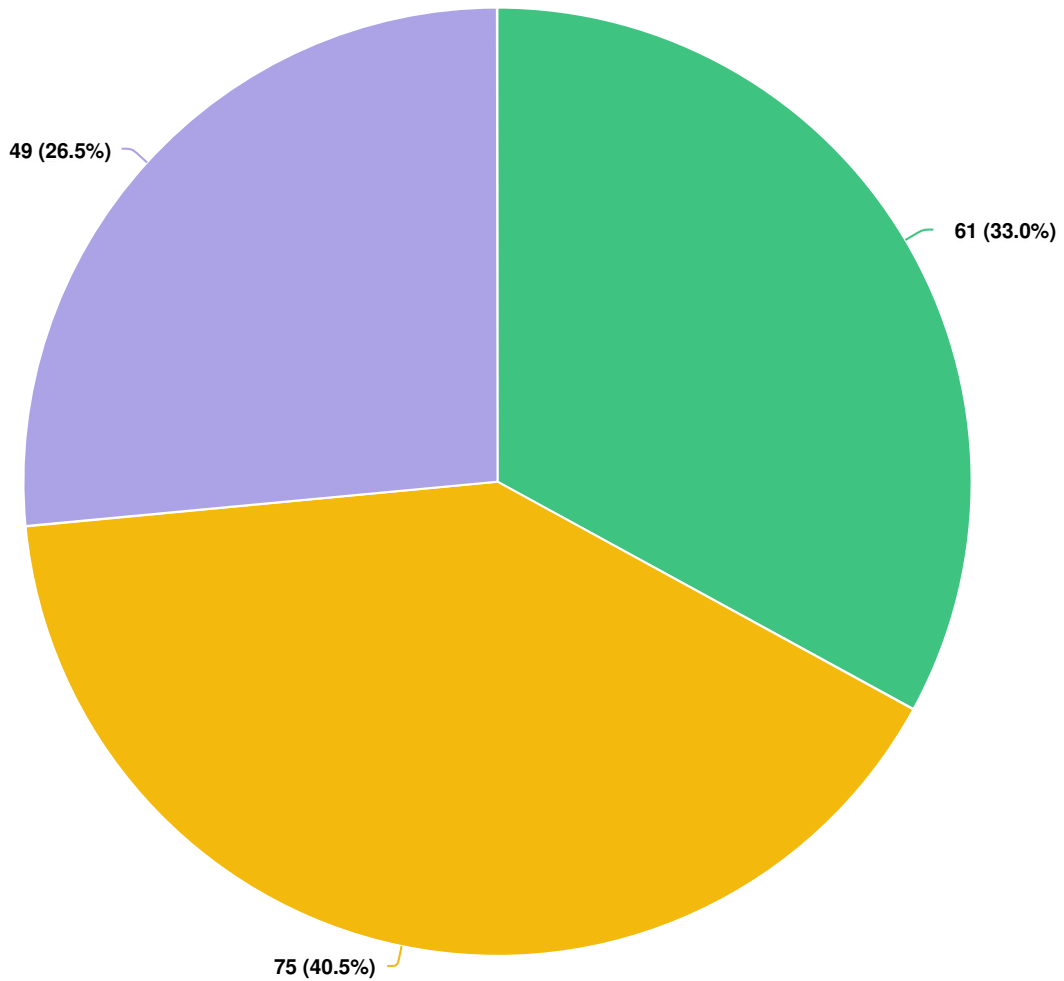


Question options

- More local service for short trips within Wilsonville
- More regional service for long trips to other cities
- I'm not sure

Mandatory Question (185 response(s))
Question type: Radio Button Question

Q8 In general, **INSIDE** Wilsonville, what should SMART prioritize when adding new transit service over the next five years?

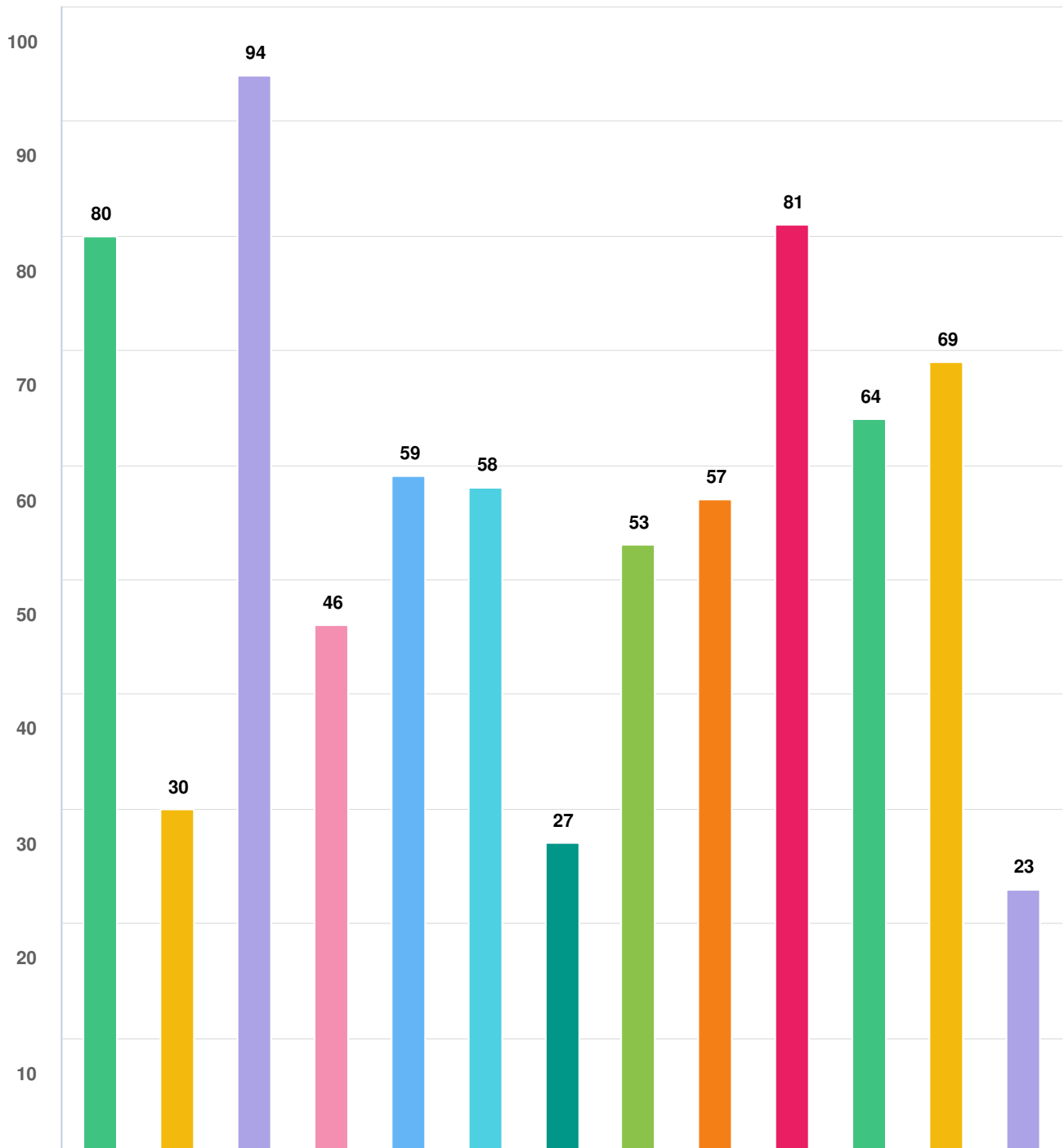


Question options

- SMART should add service to places where many people are using transit
- SMART should add service in new areas that currently have no transit service
- I'm not sure

Mandatory Question (185 response(s))
Question type: Radio Button Question

Q9 Which are the most important places that you think people should be able to easily reach by transit, from Wilsonville? Please pick up to five answers.



Question options

- Portland downtown
 ● Portland east of the river
● Tualatin
● Beaverton
● Tigard
● Salem
● Hillsboro
- Lake Oswego
● Woodburn
● Canby
● Oregon City
● Sherwood
● Other:

Mandatory Question (185 response(s))
 Question type: Checkbox Question

Q10 | Is there anything else you think SMART should be providing or changing in the next five years?

Anonymous

8/11/2022 06:33 PM

Wes on weekends?

Anonymous

8/15/2022 09:46 AM

Weekend service, use the bus lanes to/from Tualitin and find a way to staff.

Anonymous

8/15/2022 01:15 PM

Special Service to/from Trailblazers games. Service to/from large events.

Anonymous

8/15/2022 10:32 PM

I'd really like to see service 7 days per week that connect with Max.

Anonymous

8/23/2022 03:32 PM

I'm so grateful for SMART, I'd love more frequent medical transit and (especially) a Sunday route!

Anonymous

8/23/2022 11:02 PM

Provide cost per rider info

Anonymous

8/24/2022 12:15 PM

You do a wonderful job!

Anonymous

8/24/2022 05:50 PM

Pressuring Tri-Met to develop WES as a reliable part of the transit mix in this area.

Anonymous

8/24/2022 09:38 PM

Provide weekend service that starts on Friday evening & runs Sat & Sun during the day

Anonymous

8/25/2022 12:51 PM

Cost per rider info

Anonymous

8/25/2022 04:36 PM

Not sure

Anonymous

8/25/2022 05:11 PM

Extend the villebois bus until 5.

Anonymous 8/25/2022 05:21 PM	Serving West Linn; add the new HS
Anonymous 8/25/2022 06:01 PM	
Anonymous 8/25/2022 06:20 PM	Schedule books
Anonymous 8/25/2022 06:44 PM	Electric buses/vehicles
Anonymous 8/25/2022 07:19 PM	More frequent pick ups/ drop offs for across Wilsonville.
Anonymous 8/27/2022 08:38 AM	Reinstate shopping shuttles at senior apartments
Anonymous 8/27/2022 11:35 AM	More services to areas that don't have them
Anonymous 8/27/2022 11:39 AM	Having more buses
Anonymous 8/27/2022 01:00 PM	Idk
Anonymous 8/27/2022 01:00 PM	Transit into portland
Anonymous 8/27/2022 01:01 PM	No
Anonymous 8/29/2022 07:09 AM	It would be great if someone would by a transit pass that covered all SMART, Tri-Met, etc routes.
Anonymous 8/29/2022 08:44 AM	I think add more services to Woodburn outlet.i like smart using from 9 years,all drivers are frie.

Transit Master Plan 2022 : Survey Report for 09 August 2022 to 14 September 2022

Anonymous 8/29/2022 09:31 AM	Sunday service to Salem and back
Anonymous 8/29/2022 11:29 AM	More adherence to schedule. Sunday busses would be greatly appreciated. Many new employees work Sun.
Anonymous 8/30/2022 07:53 AM	Service to Woodburn
Anonymous 8/30/2022 10:07 AM	Target
Anonymous 8/30/2022 11:19 AM	Accszz
Anonymous 8/30/2022 12:27 PM	Your shuttle buses ride poorly & are very noisy. Ride like they have no shocks, hopefully improve it
Anonymous 8/30/2022 12:30 PM	Bus directly to Tualatin
Anonymous 8/30/2022 12:38 PM	Need weekend hours
Anonymous 8/30/2022 12:54 PM	thank you for your excellent drivers. Nothing besides that
Anonymous 8/30/2022 02:35 PM	Certain Drivers are Rude. If they don't like your conversation they kick you off the bus.
Anonymous 8/30/2022 05:23 PM	More encouragement of use of the bus system, traffic is horrible, smart fixes that
Anonymous 8/30/2022 09:26 PM	Add More local routes to Saturday service in Wilsonville and add local Sunday service in Wilsonville
Anonymous 8/31/2022 09:38 AM	SMART needs to provide real-time bus data to apps (Transit App, Google Maps, etc.) and displays.

Transit Master Plan 2022 : Survey Report for **09 August 2022** to **14 September 2022**

Anonymous 8/31/2022 10:41 AM	Frequency of service & better connectivity to the city
Anonymous 8/31/2022 10:44 AM	Job opportunities for people
Anonymous 8/31/2022 11:02 AM	Don't run every route through the transit center!
Anonymous 8/31/2022 02:19 PM	not sure
Anonymous 8/31/2022 03:31 PM	N?A
Anonymous 8/31/2022 04:26 PM	More local and regional service
Anonymous 8/31/2022 04:29 PM	Sundays # service every other how like Saturday. Villebois shuttle Sunday service would help too
Anonymous 8/31/2022 09:22 PM	More frequent service
Anonymous 9/01/2022 12:08 AM	N/a
Anonymous 9/01/2022 05:49 AM	Spend less money. See nearly empty buses all the time. I bet subsidized Uber with electric cars
Anonymous 9/01/2022 09:05 AM	More transit services in route to work and earlier hours and weekends.
Anonymous 9/01/2022 09:11 AM	I would like to see the commuter train or at least a direct service to Woodburn.
Anonymous 9/01/2022 11:11 AM	Tracking buses for live location updates as scheduled time can be very wrong

Transit Master Plan 2022 : Survey Report for 09 August 2022 to 14 September 2022

Anonymous 9/01/2022 12:35 PM	better frequency
Anonymous 9/01/2022 12:56 PM	more WES times
Anonymous 9/01/2022 02:07 PM	I would like Dial-a-ride to run on Sundays to take people to church
Anonymous 9/01/2022 02:30 PM	Ensure the SMART timetable is in-sync with the WES schedule
Anonymous 9/02/2022 07:50 AM	Enforcing the non smoking areas, or at least having an area for smokers while they wait.
Anonymous 9/02/2022 08:58 AM	Add to Charbonneau Dial-a-ride services, please.
Anonymous 9/02/2022 10:33 AM	Adding a route to the Frog Pond area
Anonymous 9/03/2022 10:51 AM	Cellphone charging ports!
Anonymous 9/03/2022 10:53 AM	If you have drivers working on Saturday there should be a Respectful Supervisor also.
Anonymous 9/06/2022 09:00 AM	Places with many jobs
Anonymous 9/06/2022 10:25 AM	Consistent service for smart busses, keeping transportation free and accessible :)
Anonymous 9/06/2022 04:09 PM	Clone lady in customer service by phone Tuesday 9.6.2022. Please recognize her.
Anonymous 9/06/2022 06:30 PM	Sunday service

Transit Master Plan 2022 : Survey Report for 09 August 2022 to 14 September 2022

Anonymous 9/06/2022 07:52 PM	More hours of use and routes to like OHSU
Anonymous 9/07/2022 11:40 AM	Better ability for students to get to CCC's main campus in Oregon City, from the Wilsonville campus.
Anonymous 9/07/2022 04:14 PM	free beer
Anonymous 9/07/2022 07:25 PM	Better connectivity to the Clackamas mall area
Anonymous 9/08/2022 07:07 AM	I'd just like to get to more cities then I can at the moment.
Anonymous 9/08/2022 09:09 AM	More service where needed
Anonymous 9/08/2022 11:10 AM	no
Anonymous 9/08/2022 11:31 AM	the type of bus that is used for the route, Doing pilot routesw and seeing checking for demand
Anonymous 9/08/2022 12:44 PM	Make the connections with the TriMet 96 and Tualatin P&R more reliable (>2 min. margin)
Anonymous 9/08/2022 04:56 PM	Friendly, knowledge people know their route
Anonymous 9/09/2022 06:49 AM	All in all? Everyone is very helpful at smart but are burnt out during these times.
Anonymous 9/09/2022 05:30 PM	Smart needs to connect with TriMet. People need to get to work in other cities.
Anonymous 9/09/2022 06:12 PM	I think the service and the drivers are outstanding, working hard to keep things moving.

Transit Master Plan 2022 : Survey Report for 09 August 2022 to 14 September 2022

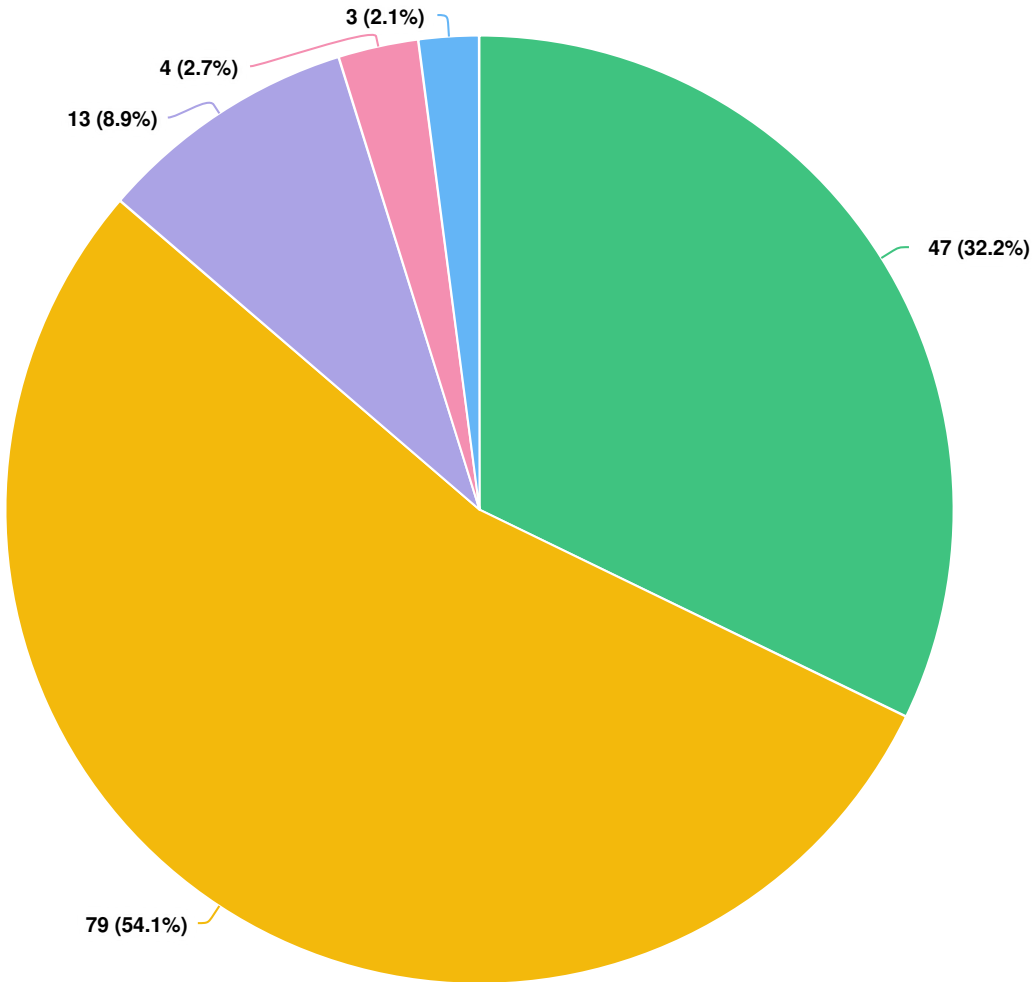
Anonymous 9/09/2022 10:26 PM	Nothing specific
Anonymous 9/10/2022 01:30 PM	Trimet line 96 ending at the wilsonville transit center
Anonymous 9/12/2022 09:41 AM	Consider multi-modal transit and support of other infrastructure connections.
Anonymous 9/12/2022 03:32 PM	Service to the shopping center with the Target. Service to OIT campus.
Anonymous 9/12/2022 04:01 PM	I do a lot of hiking, and would love more stops to trail heads and state parks, gardens, etc.
Anonymous 9/13/2022 11:20 AM	add a Wilsonville Rd express bus that travels up and down wilsonville rd from Graham Park to WHS
Anonymous 9/13/2022 12:42 PM	Ways to get between Wilsonville and SW Portland (Barbur Transit and/or PCC)
Anonymous 9/13/2022 12:51 PM	Ability to purchase and show passes on our phones
Drfay 9/13/2022 07:08 PM	Better access to Tri met services.
Anonymous 9/14/2022 05:00 AM	If a direct route to Lake Oswego is added, it should run up Stafford Rd with a stop near Overlook Dr
Anonymous 9/14/2022 09:27 AM	No, I feel you guys should just keep doing what you guys are doing!

Optional question (87 response(s), 98 skipped)

Question type: Single Line Question

Q11 | If you want to be placed in a drawing for one of three \$100 gift cards to a local Wilsonville business, please provide your email address below.

Q13 When do you usually start work or school?

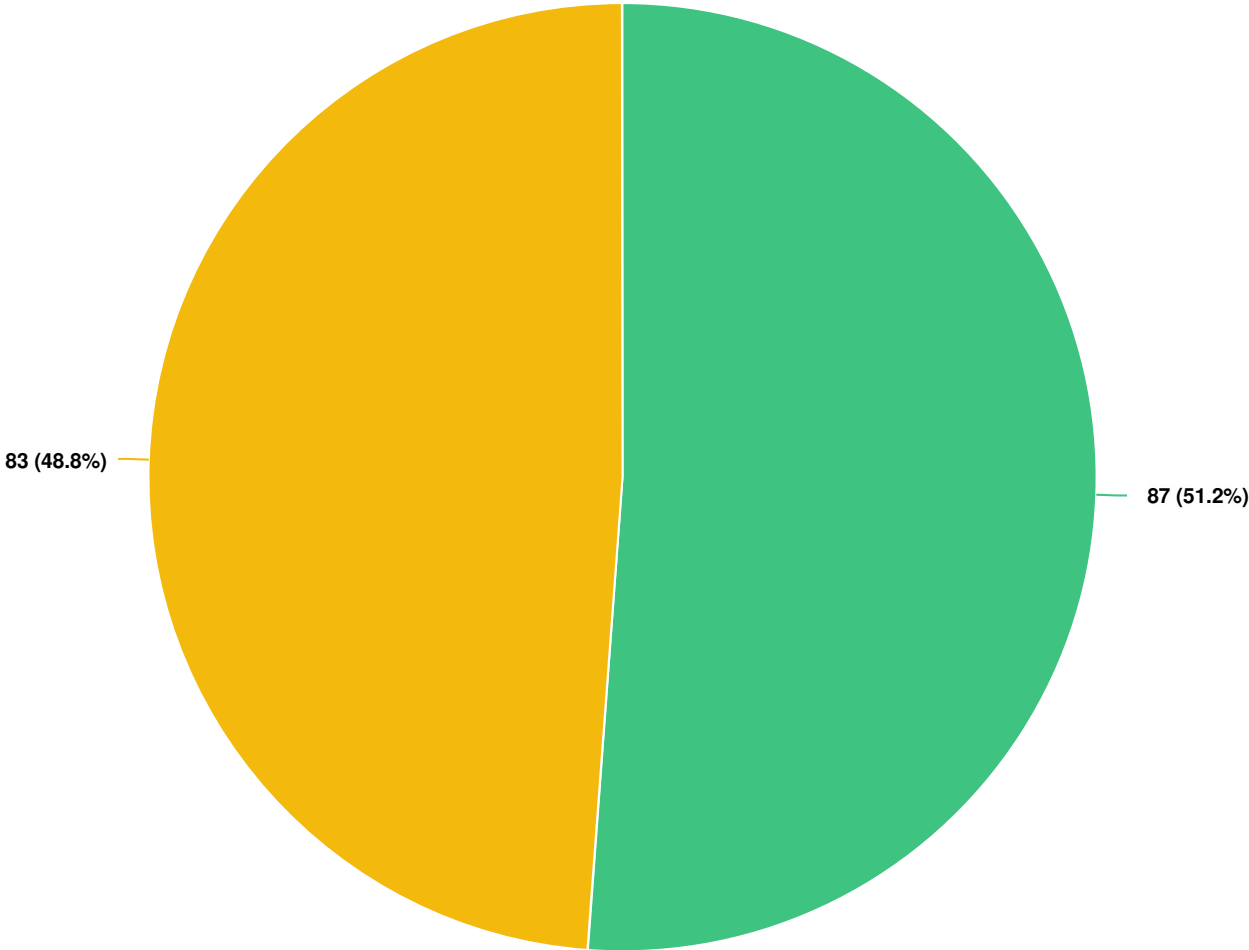


Question options

- Early mornings (before 7 AM)
- Morning rush hour 7am to 9am
- In the mid-day 11am -3pm
- Evenings 4pm -7pm
- Late night 8pm to midnight

Optional question (146 response(s), 39 skipped)
Question type: Radio Button Question

Q14 | Do you own or rent at your primary residence?

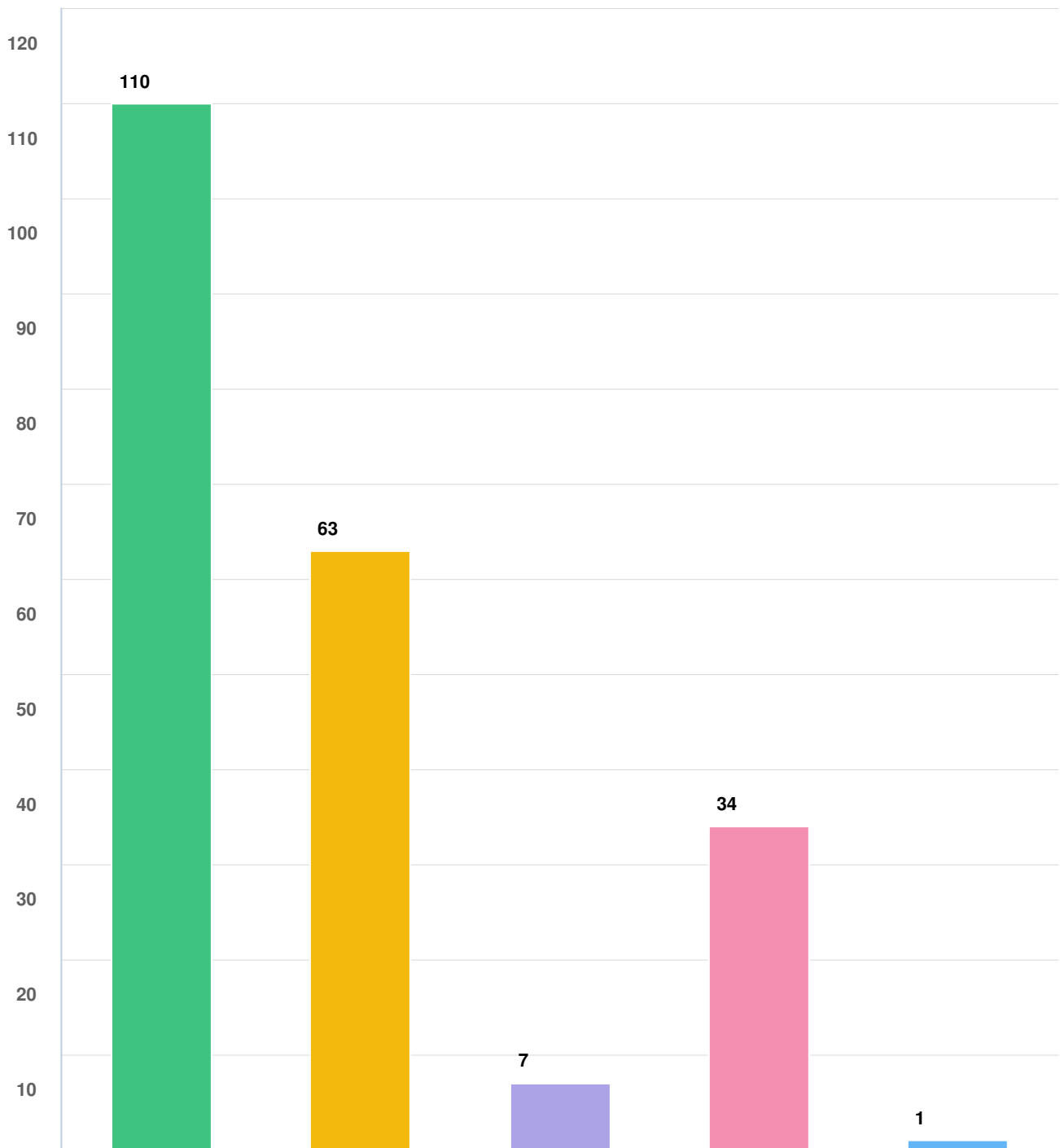


Question options

- Own
- Rent

*Optional question (170 response(s), 15 skipped)
Question type: Radio Button Question*

Q15 What is your connection to Wilsonville? Choose all that apply.

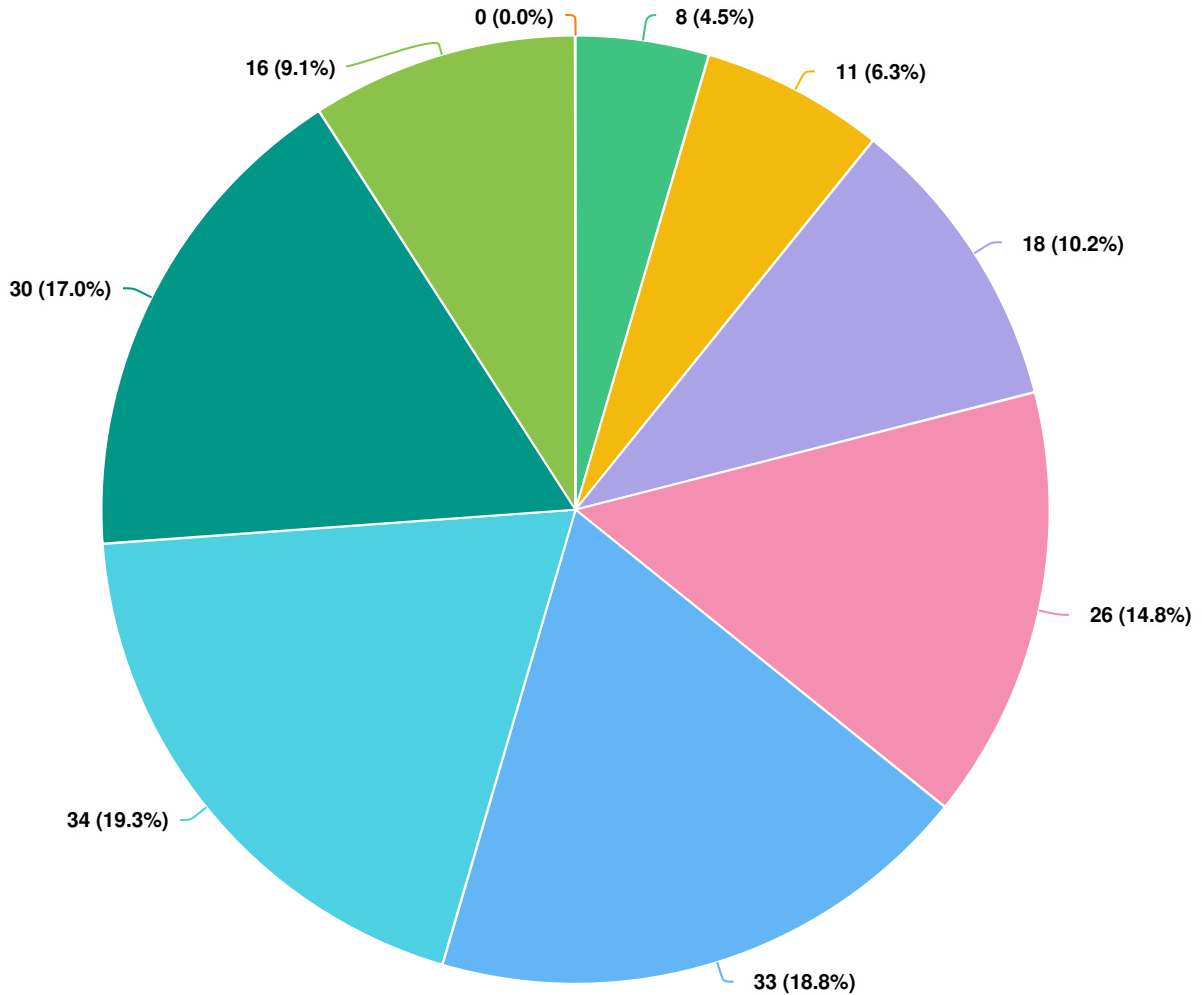


Question options

- I live in Wilsonville
- I work in Wilsonville
- I own a business in Wilsonville
- I visit Wilsonville
- I own a secondary residence in Wilsonville

*Optional question (172 response(s), 13 skipped)
Question type: Checkbox Question*

Q16 In what decade were you born?

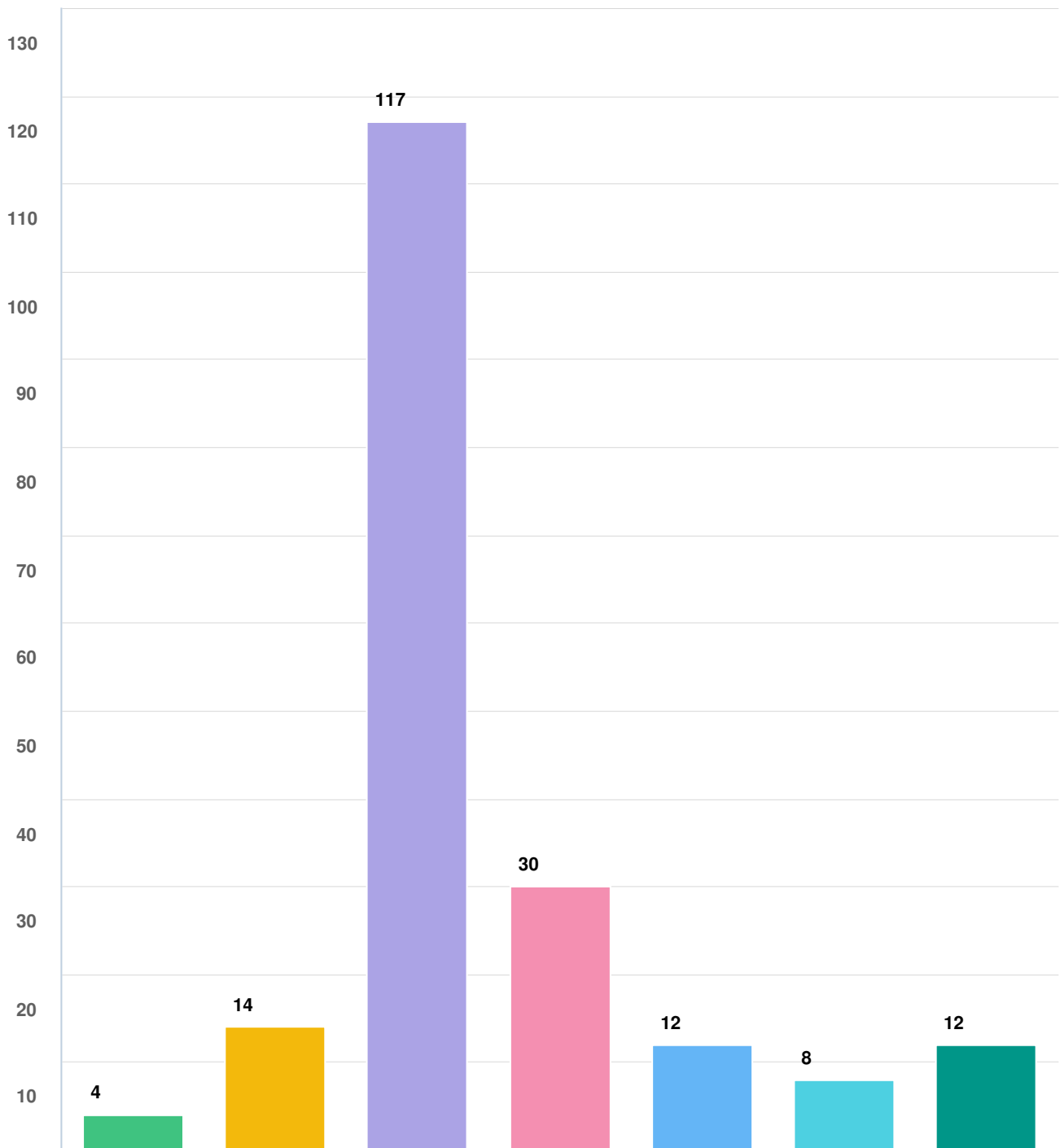


Question options

- Before 1940
- 1940 - 1949
- 1950 - 1959
- 1960 - 1969
- 1970 - 1979
- 1980 - 1989
- 1990 - 1999
- 2000 - 2009
- 2010 - 2019

*Optional question (176 response(s), 9 skipped)
Question type: Radio Button Question*

Q17 Which ethnic or racial group do you identify yourself? Choose all that apply.

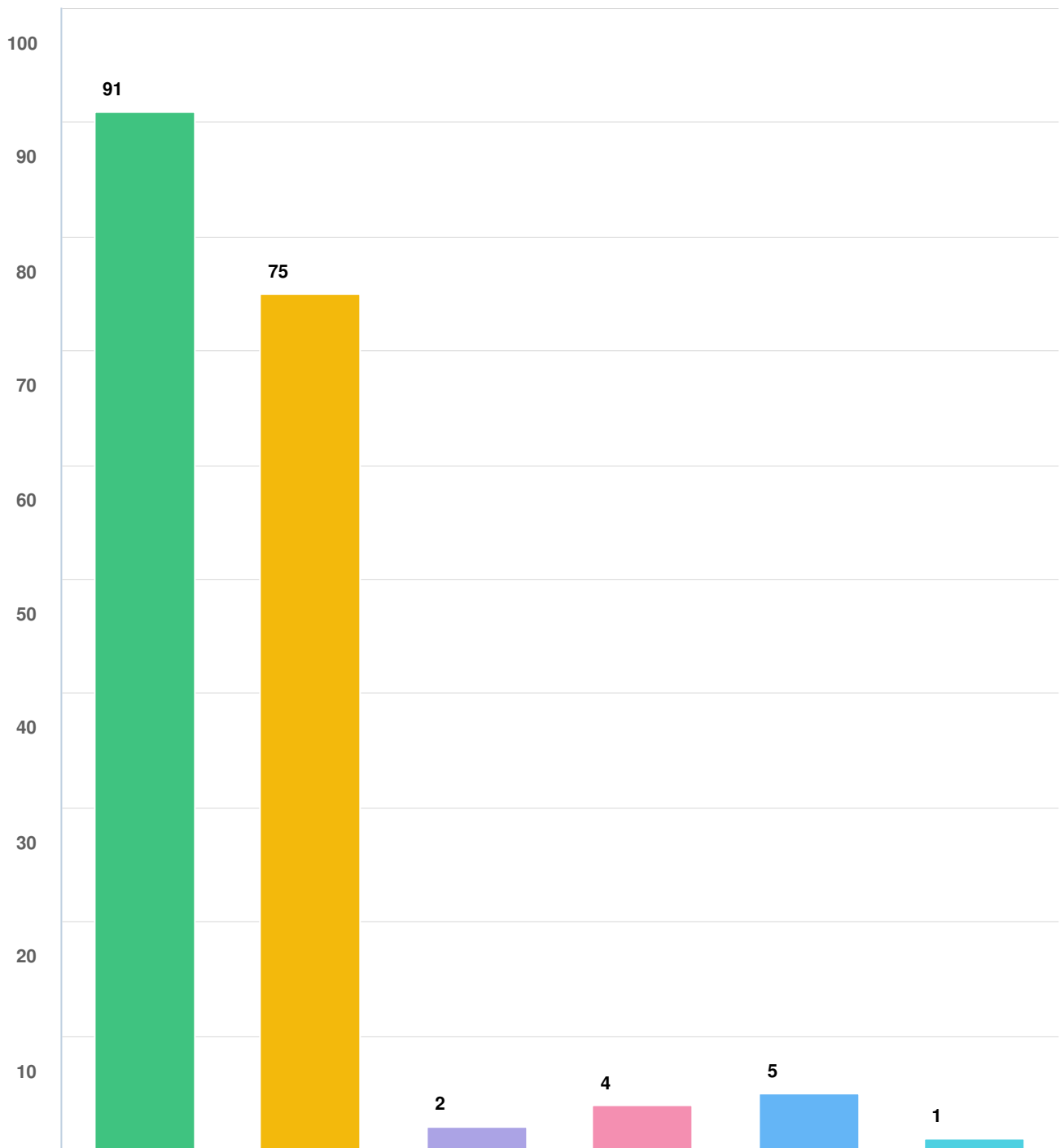


Question options

- African American/Black
- Asian or Asian American
- Caucasian/White
- Hispanic/Latino
- Multi-racial
- Native American
- Prefer not to answer

*Optional question (174 response(s), 11 skipped)
Question type: Checkbox Question*

Q18 Please indicate your gender. Choose all that apply.

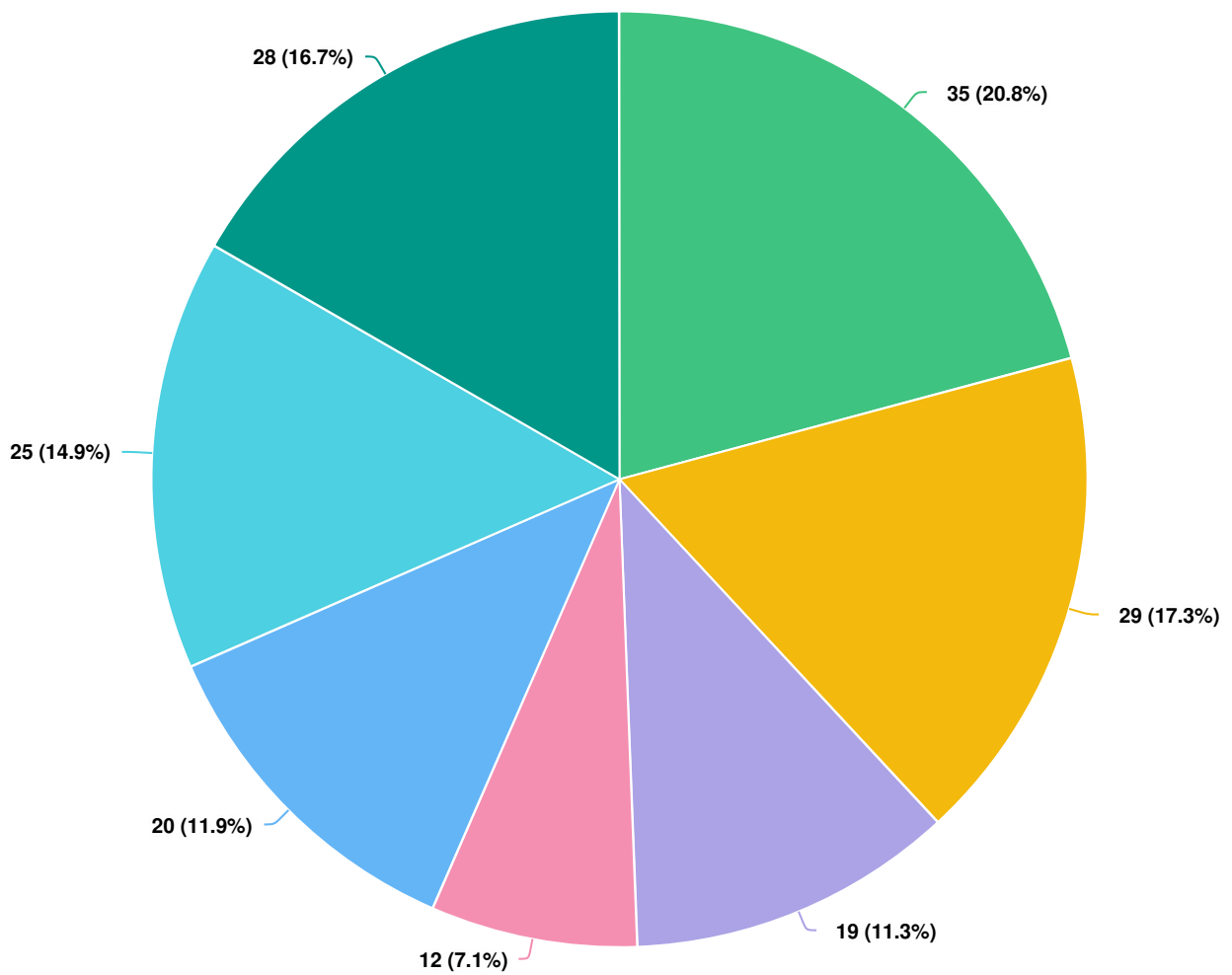


Question options

- Female ● Male ● Transgender ● Non-binary ● Prefer not to answer
- If you prefer to self-identify, check box and please do so below:

Optional question (174 response(s), 11 skipped)
Question type: Checkbox Question

Q19 | What is your household income?

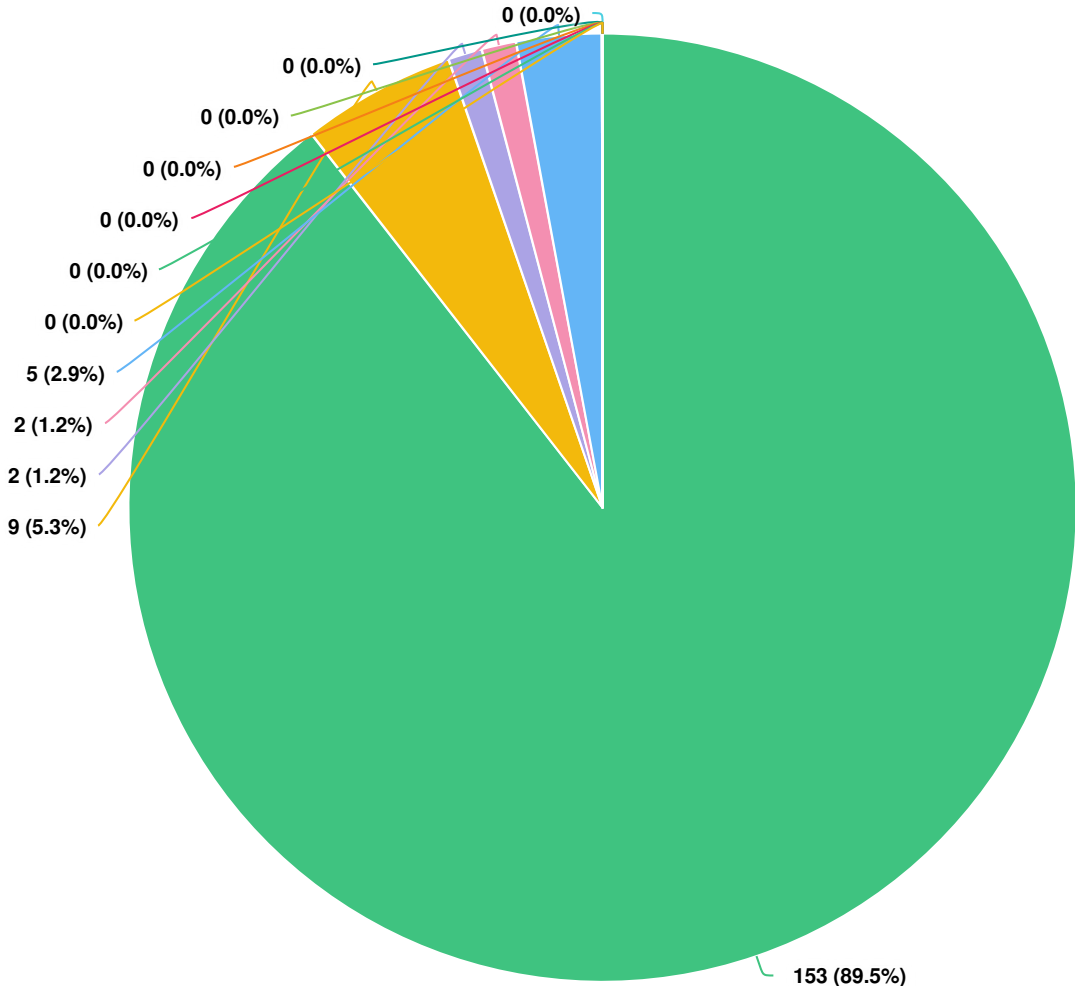


Question options

- Less than \$25,000
- \$25,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 or more
- Prefer not to say

Optional question (168 response(s), 17 skipped)
 Question type: Radio Button Question

Q20 What is the primary language spoken in your home?

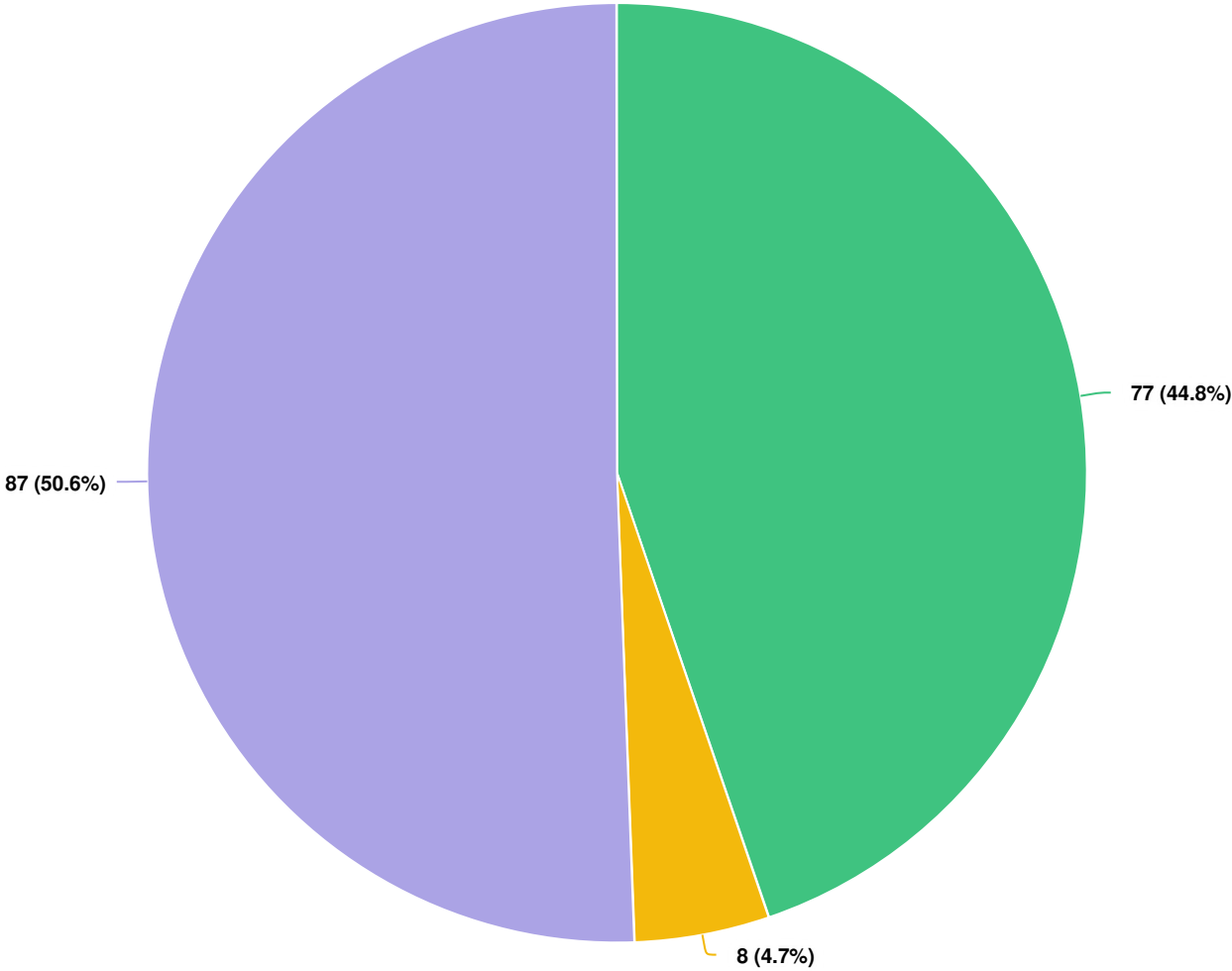


Question options

- English
- Spanish
- Russian
- Telugu
- Other, please specify:
- Chinese
- Arabic
- Japanese
- Korean
- Chuukese/Trukese
- Hindi
- Vietnamese

Optional question (171 response(s), 14 skipped)
Question type: Radio Button Question

Q21 | Do you work or go to school in Wilsonville?



Question options

- I work in Wilsonville
- I go to school in Wilsonville
- I do not work or go to school in Wilsonville

*Optional question (172 response(s), 13 skipped)
Question type: Radio Button Question*

Encuesta del Plan Maestro de Transporte Público 2022

SURVEY RESPONSE REPORT

19 July 2019 - 13 September 2022

PROJECT NAME:

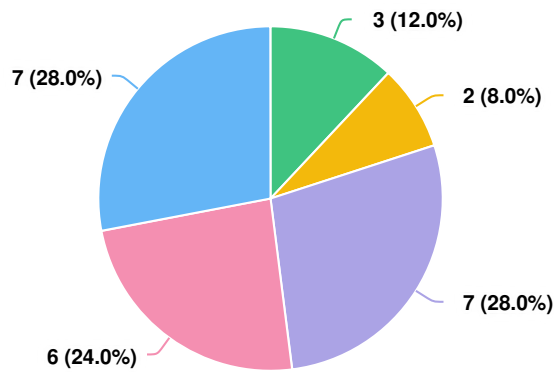
Plan Maestro de Transporte Público de SMART





SURVEY QUESTIONS

Q1 | ** En promedio, con qu  frecuencia ha viajado en transporte p blico hacia, desde o alrededor de Wilsonville en el  ltimo a o?**

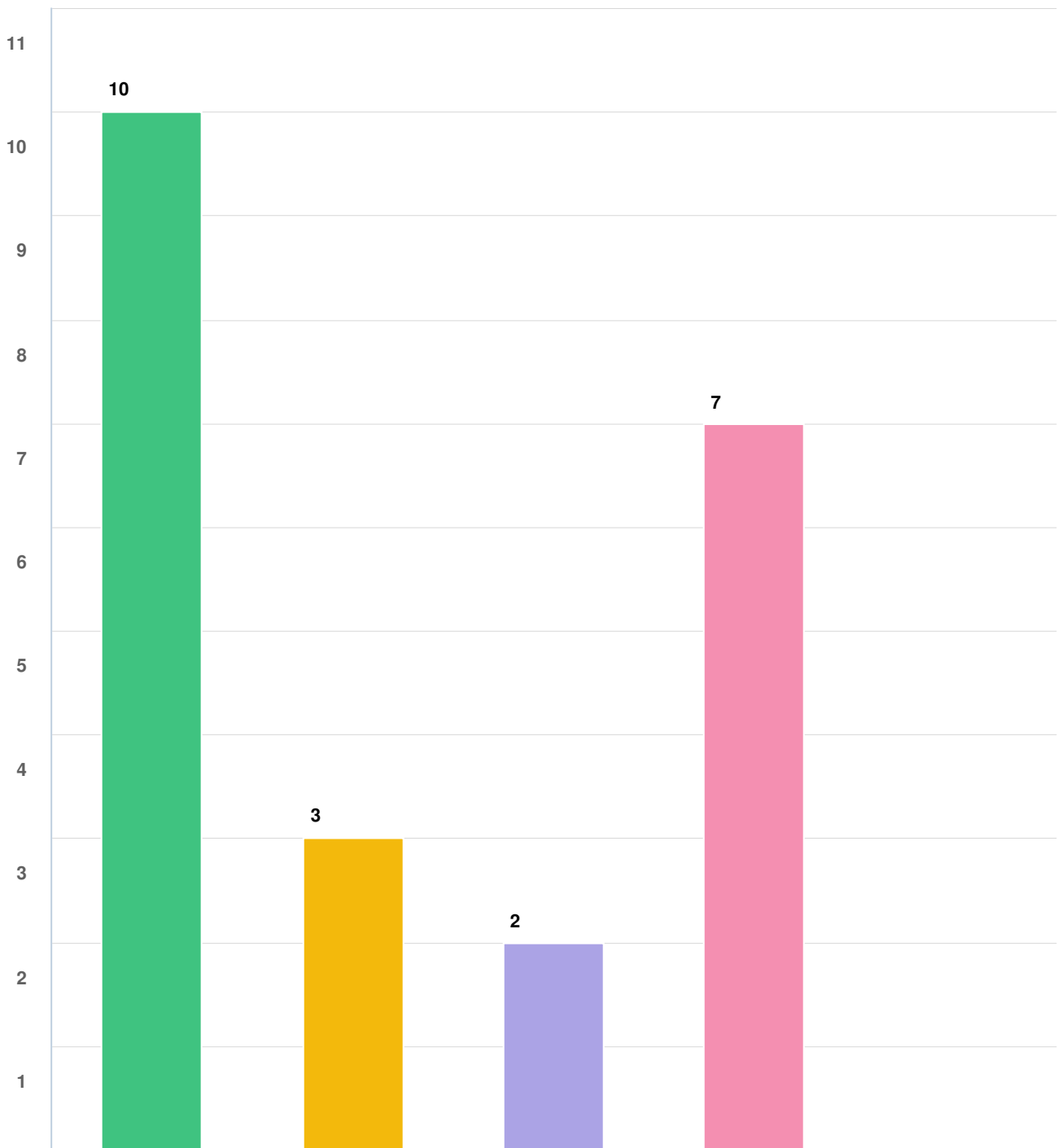


Question options

- Mas de una vez a la semana
- Una vez a la semana
- Algunas veces al mes
- Algunas veces en el  ltimo a o
- No viaj  en transporte p blico en Wilsonville en el  ltimo a o

Mandatory Question (25 response(s))
Question type: Radio Button Question

Q2 ¿En qu  servicios de tr nsito ha viajado en el  ltimo a o?

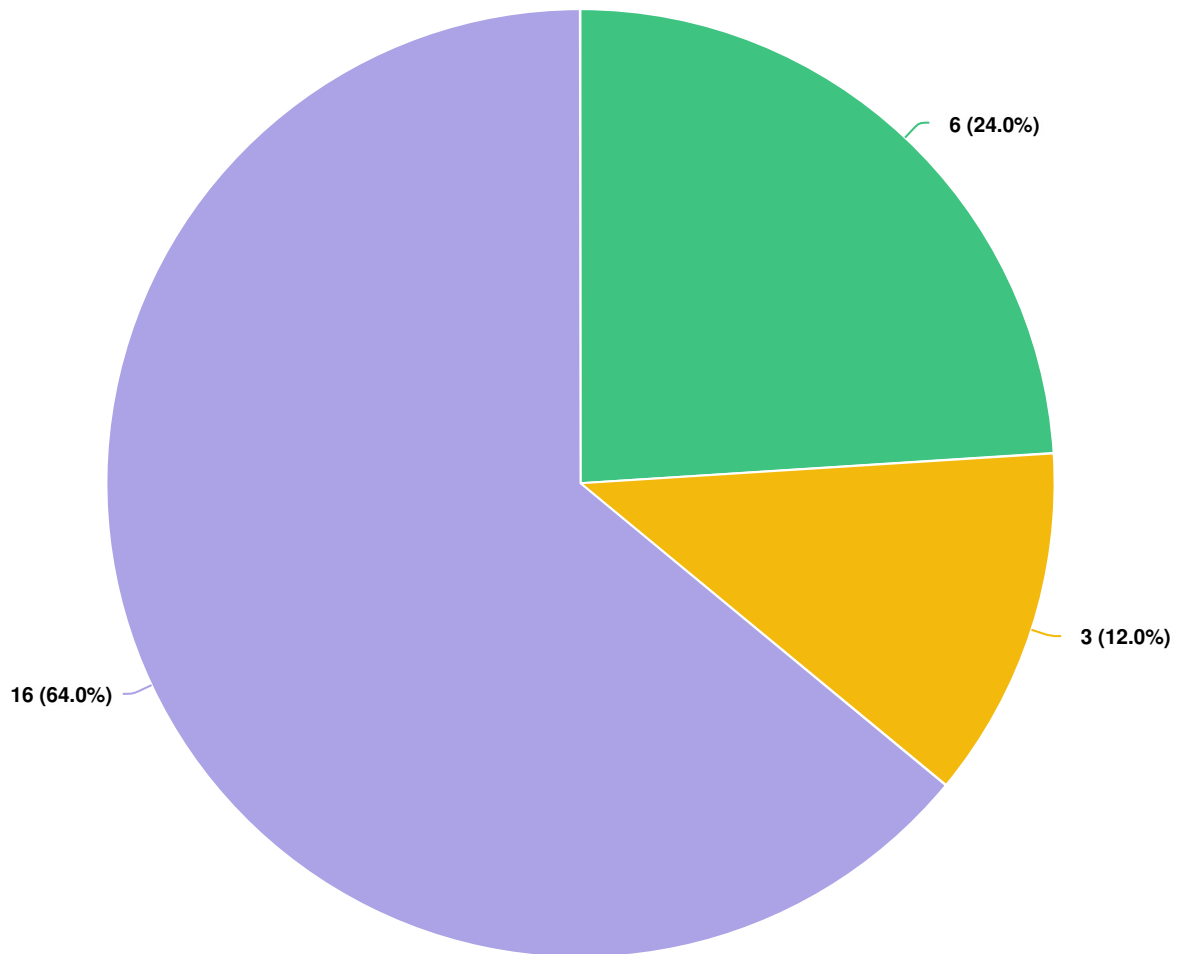


Question options

- Rutas programadas de autobuses o rutas de transporte SMART
- Ferrocarril de WES
- Dial-a-ride de SMART
- TriMet
- Cherriots

Mandatory Question (18 response(s))
 Question type: Checkbox Question

Q3 | ** Est  utilizando el transporte p blico de la misma manera, m s, o menos que antes del comienzo de la pandemia?**

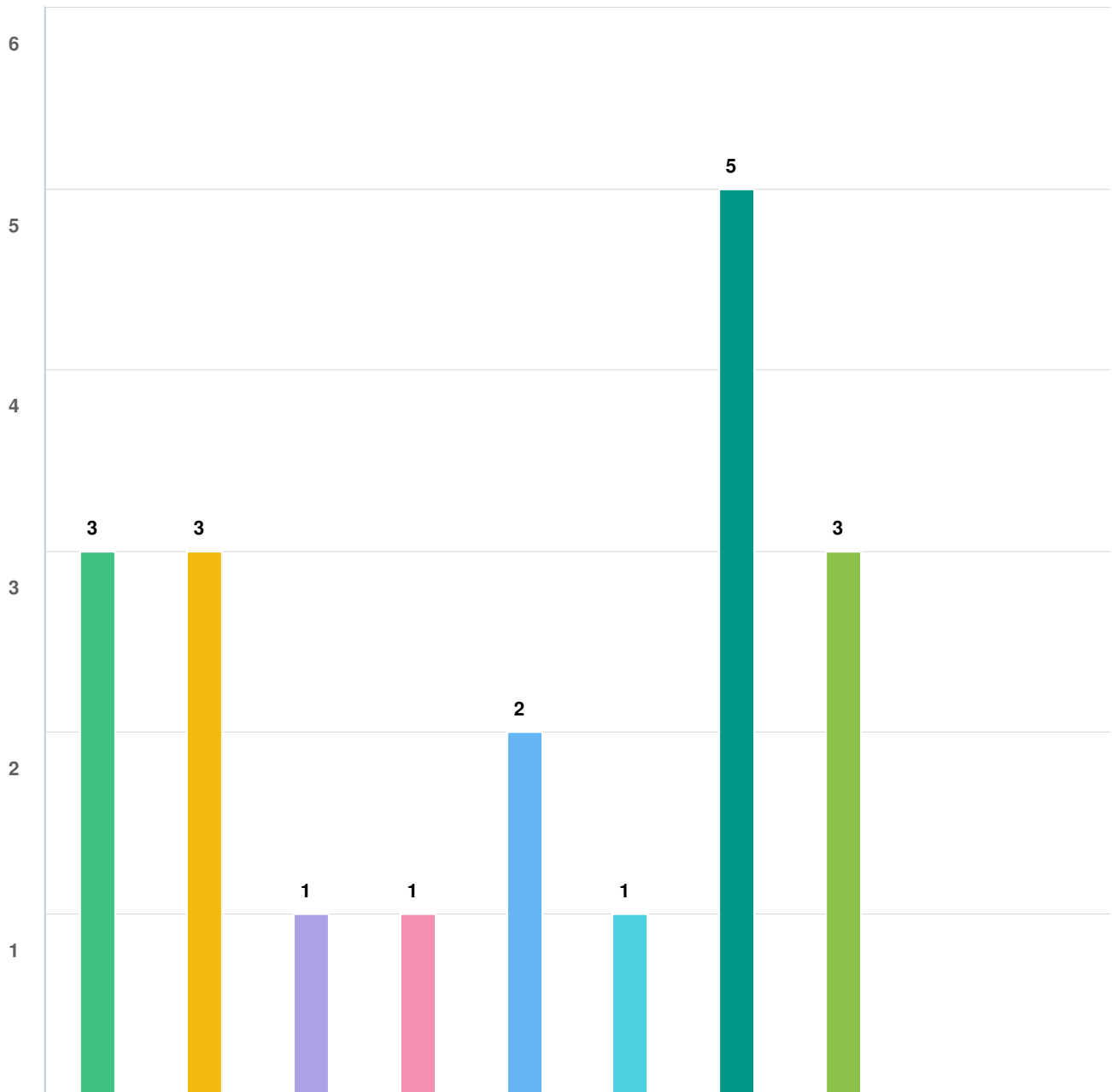


Question options

- M s o menos lo mismo
- M s
- Menos

*Mandatory Question (25 response(s))
Question type: Radio Button Question*

Q4 ¿Por qu  ha estado utilizando menos el servicio de SMART desde el comienzo de la pandemia? Por favor elija todo lo que corresponda.

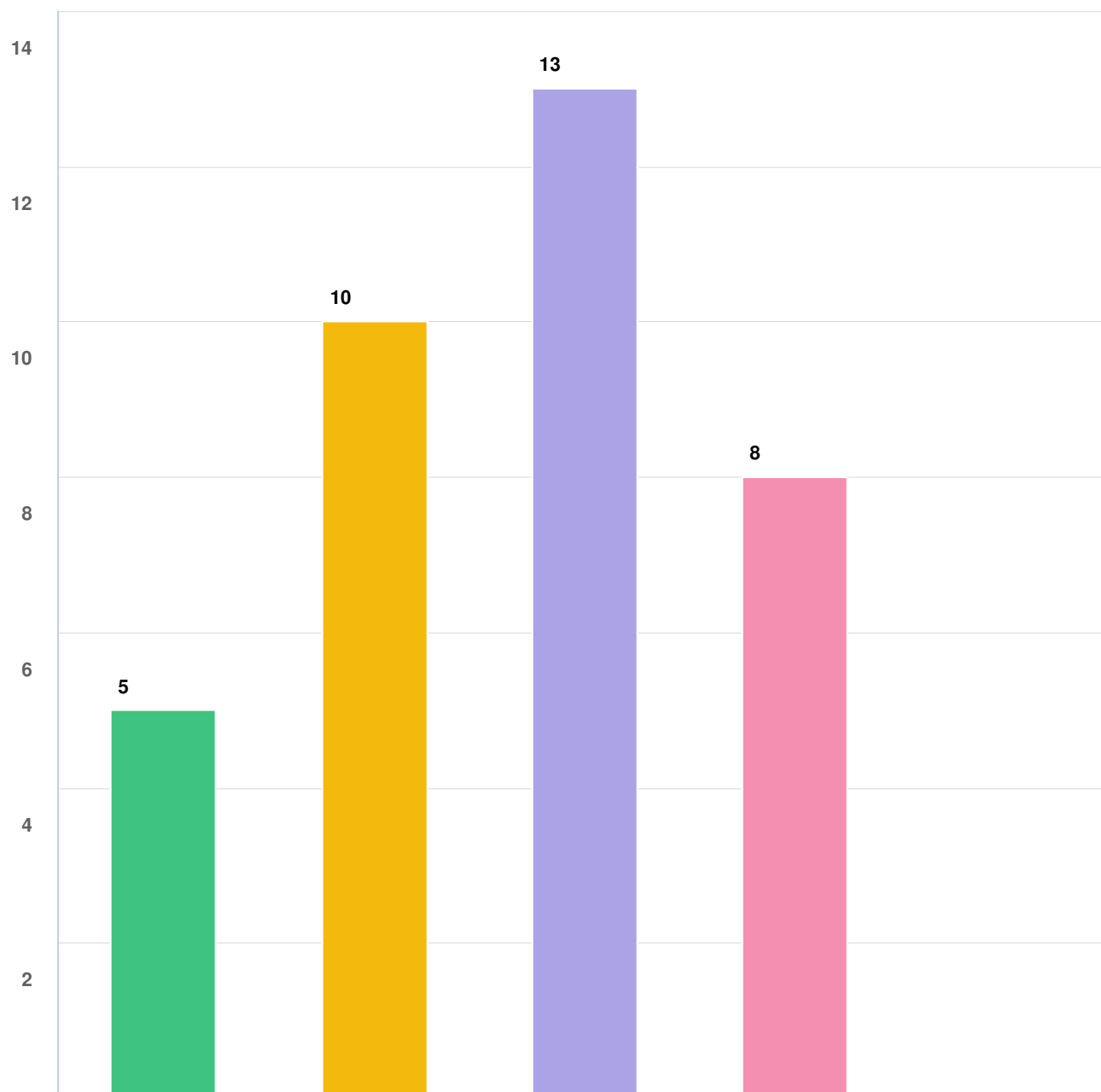


Question options

- Preocupaci n por mi salud personal ● El servicio no llega con suficiente frecuencia o no hay servicio cuando lo necesito
- El servicio no es lo suficientemente confiable ● El servicio no llega al lugar(es) a los que necesito ir DENTRO de Wilsonville
- El servicio no llega al lugar(es) a los que necesito ir FUERA de Wilsonville
- Usar el transporte p blico es demasiado complicado ● Hago menos viajes que antes de la pandemia ● Otro:
- Preocupaci n por mi seguridad personal ● El servicio es demasiado lento

Mandatory Question (16 response(s))
Question type: Checkbox Question

Q5   Cu les cree que son las principales prioridades para los TIEMPOS cuando se podr a agregar un nuevo servicio a la red de transporte p blico de SMART? Por favor elija hasta dos respuestas.



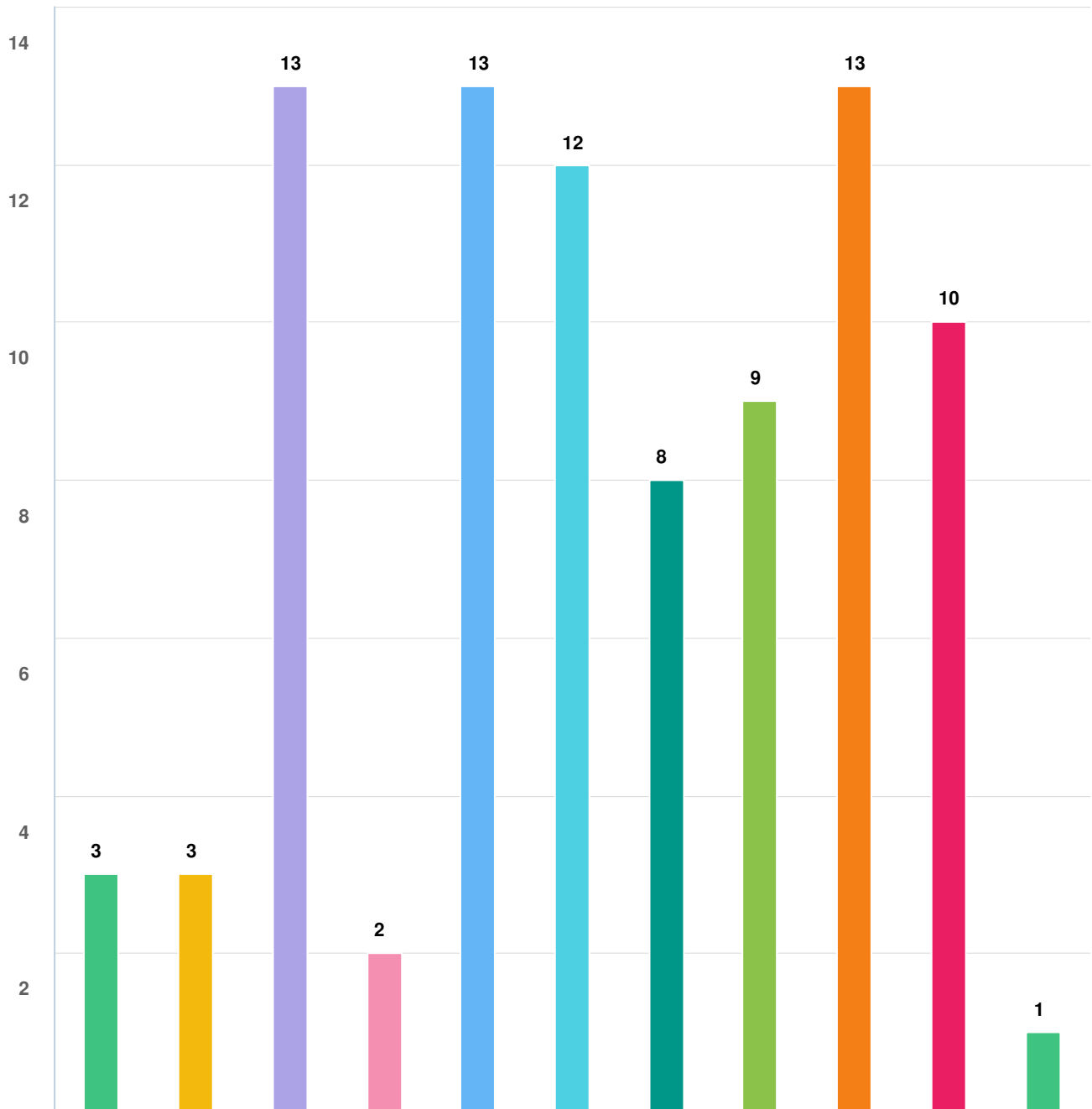
Question options

- Mejores frecuencias: el tr nsito p blico llega con m s frecuencia para que se requiera menos espera
- Mas horas de servicio cada d a: m s temprano en la ma ana y m s tarde en la noche
- M s servicio de transporte p blico de s bado o domingo
- M s servicio en las horas pico: alrededor de las 7-9 am y de las 4-6 pm entre semana
- M s servicio de mediod a – entre las 9 am y las 4 pm

Mandatory Question (24 response(s))

Question type: Checkbox Question

Q6 ¿Qu  lugares DENTRO de Wilsonville cree que son los m s importantes para que SMART sirva? Elija hasta cinco respuestas.

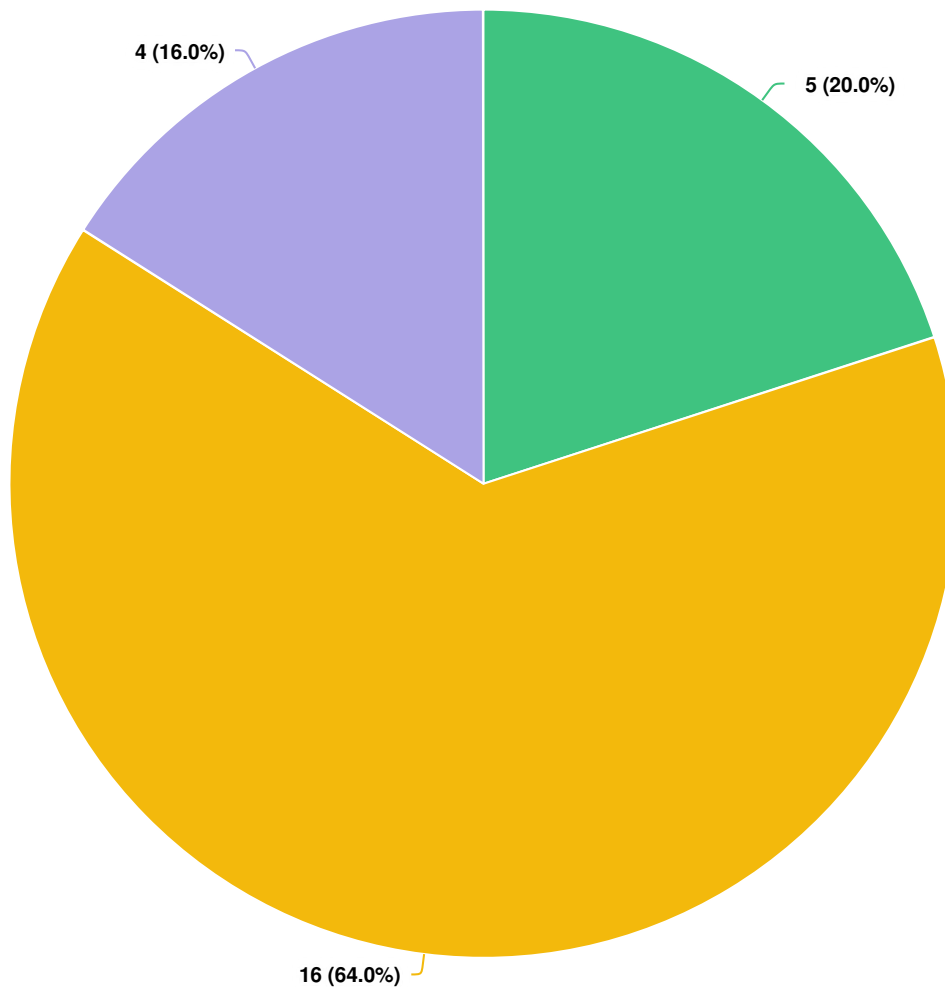


Question options

- Lugares con muchos residentes
- Lugares con menos residentes
- Lugares con muchos trabajos
- Lugares con menos trabajos
- Centros comerciales
- Conexiones de transporte p blico a otras ciudades
- La estaci n WES y el Centro de Transporte P blico de Wilsonville
- Parques y el Centro Comunitario de Wilsonville
- Servicios sociales y de salud
- Escuelas
- Otro:

Mandatory Question (25 response(s))
Question type: Checkbox Question

Q7 | ** Cu les cree que son las principales prioridades para los LUGARES donde se podr a agregar un nuevo servicio a la red de transporte p blico SMART?**

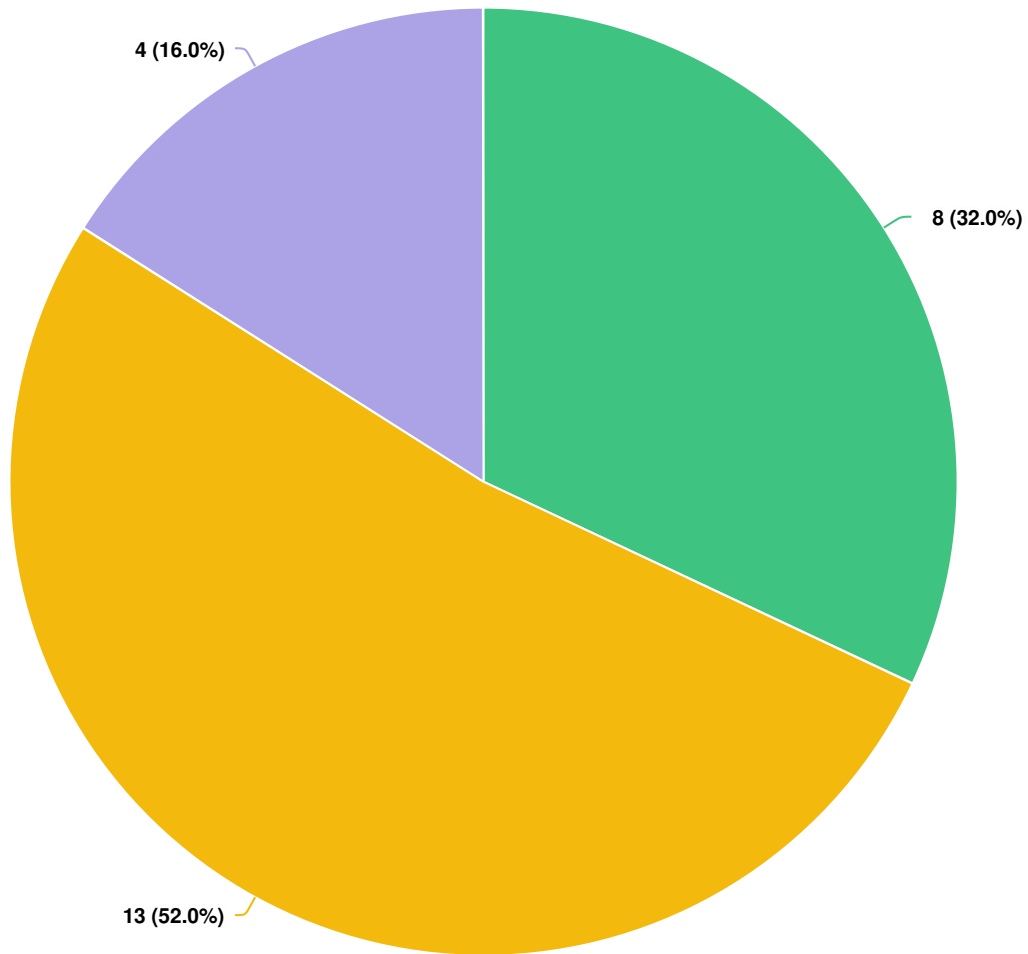


Question options

- M s servicio local para viajes cortos dentro de Wilsonville
- M s servicio regional para viajes largos a otras ciudades
- No estoy seguro

*Mandatory Question (25 response(s))
Question type: Radio Button Question*

Q8 En general, DENTRO de Wilsonville,  qu  deber a priorizar SMART al agregar un nuevo servicio de transporte p blico en los pr ximos cinco a os?

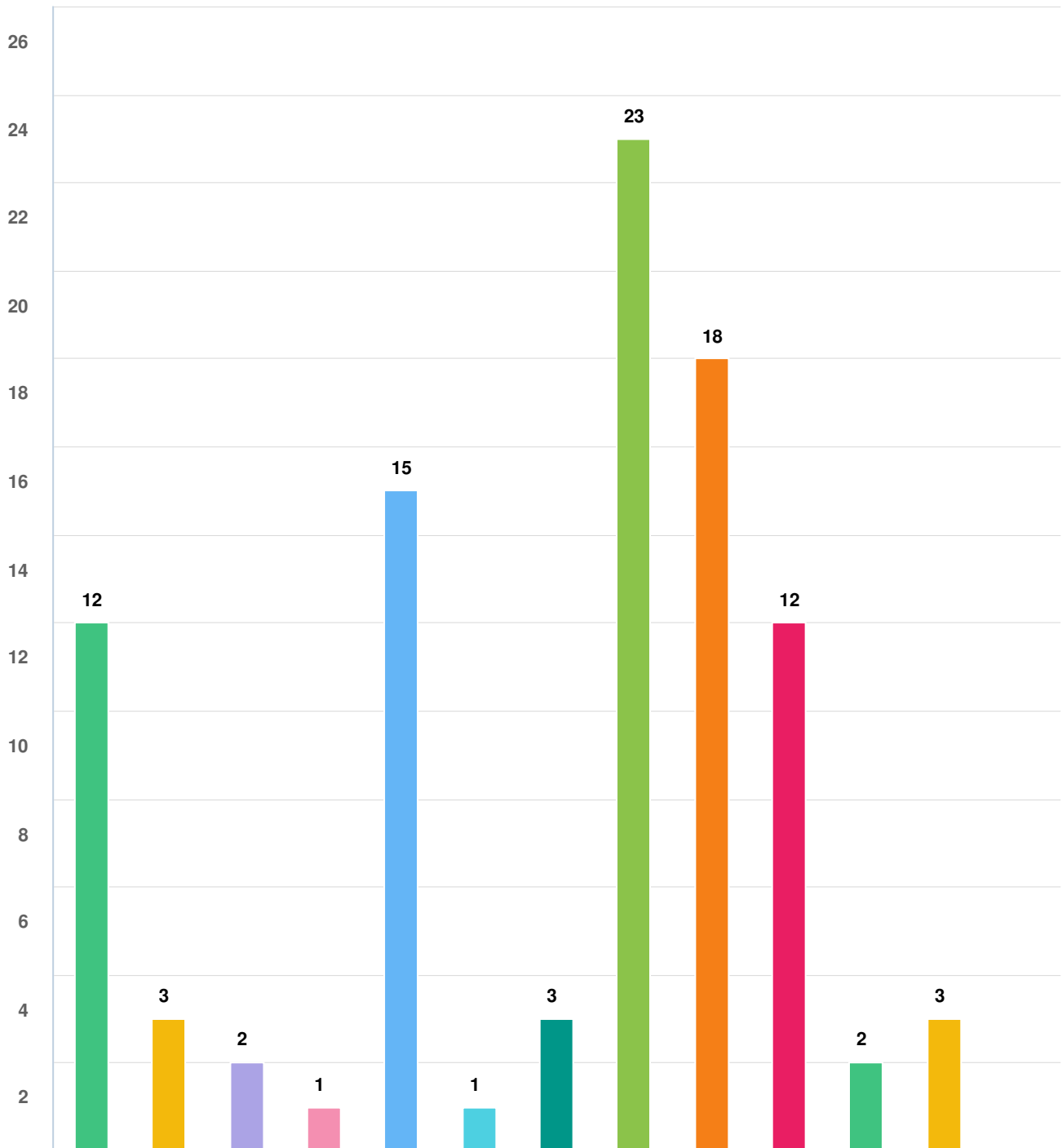


Question options

- SMART debe agregar servicio a lugares donde muchas personas usan el transporte p blico.
- SMART debe agregar servicio en nuevas  reas que actualmente no tienen servicio de transporte p blico.
- No estoy seguro

Mandatory Question (25 response(s))
 Question type: Radio Button Question

Q9   Cu les son los lugares m s importantes a los que cree que la gente deber a poder llegar f cilmente en transporte p blico desde Wilsonville? Elija hasta cinco respuestas.



Question options

- El centro de Portland
 ● Portland al este del r o
 ● Tualatin
 ● Tigard
 ● Salem
 ● Hillsboro
- Lake Oswego
 ● Woodburn
 ● Canby
 ● Oregon City
 ● Sherwood
 ● Otro:
 ● Beaverton

Mandatory Question (25 response(s))
 Question type: Checkbox Question

Q10 |  Hay algo m s que crea que SMART deber a proporcionar o cambiar en los pr ximos cinco a os?

Anonymous 8/25/2022 05:50 PM	Seguridad donde estancia las paradas
Anonymous 8/27/2022 01:15 PM	Mas information en espa�ol
Anonymous 8/27/2022 01:47 PM	M�s servicio
Anonymous 8/30/2022 10:17 AM	Para mi no todo esta bien
Anonymous 8/30/2022 10:23 AM	gracias por todo el cervicio
Anonymous 8/30/2022 10:35 AM	I wasn't able to communicate over the phone with SMART & I googled your phone #
Anonymous 8/30/2022 02:32 PM	Por cada meda hora o pasar mas seguido
Anonymous 8/30/2022 02:35 PM	Transporte para la escuela par los que viven fuera de Canby
Anonymous 9/07/2022 08:28 AM	Servicio en espa�ol, hablado, escrito y visual (Principalmente los choferes)

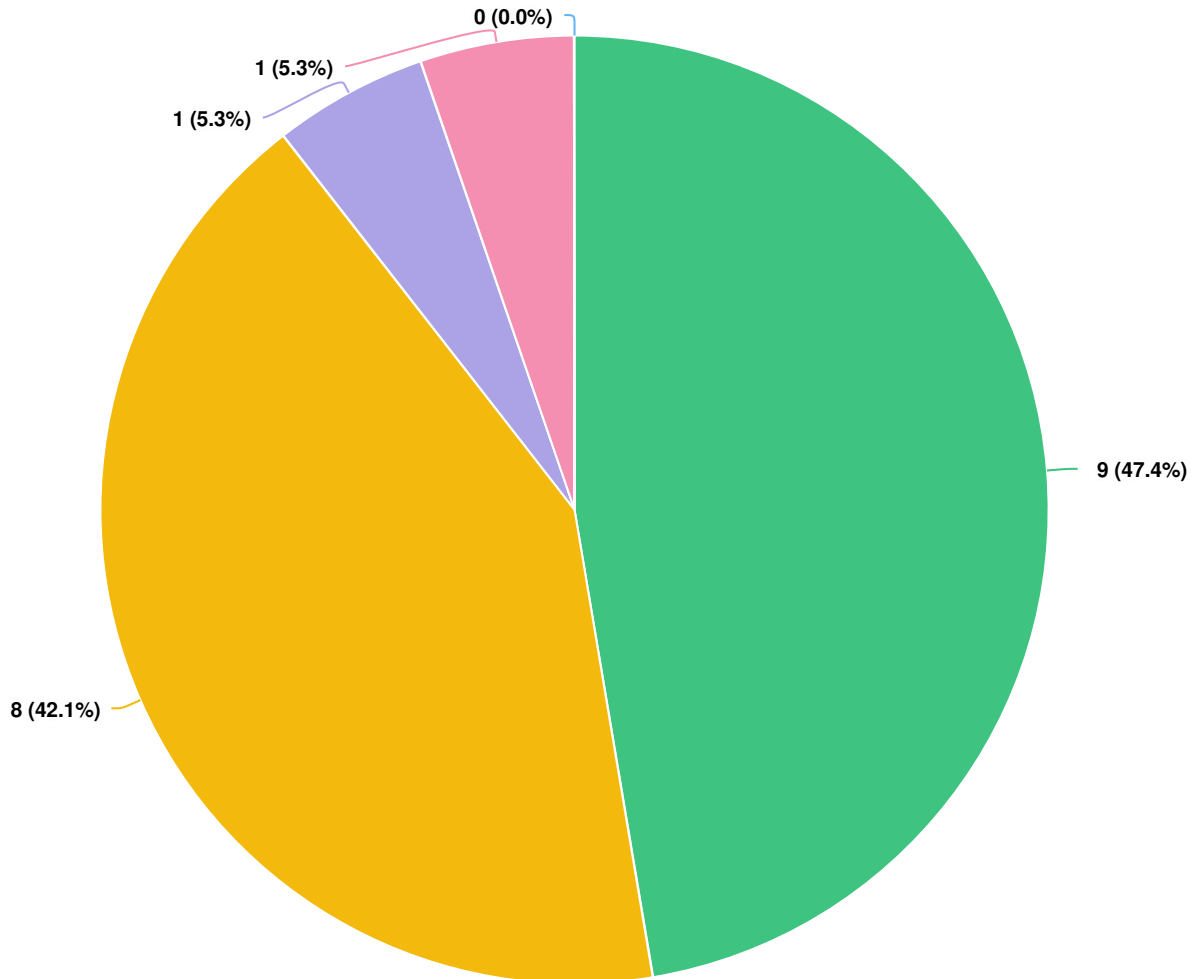
Optional question (9 response(s), 16 skipped)

Question type: Single Line Question

Q11 | Si desea participar en un sorteo por una de las tres tarjetas de regalo de \$100 para un negocio local de Wilsonville, por favor proporcione su direcci n de correo electr nico a continuaci n.

Anonymous

Q13 ¿Cuándo suele empezar a trabajar o estudiar?

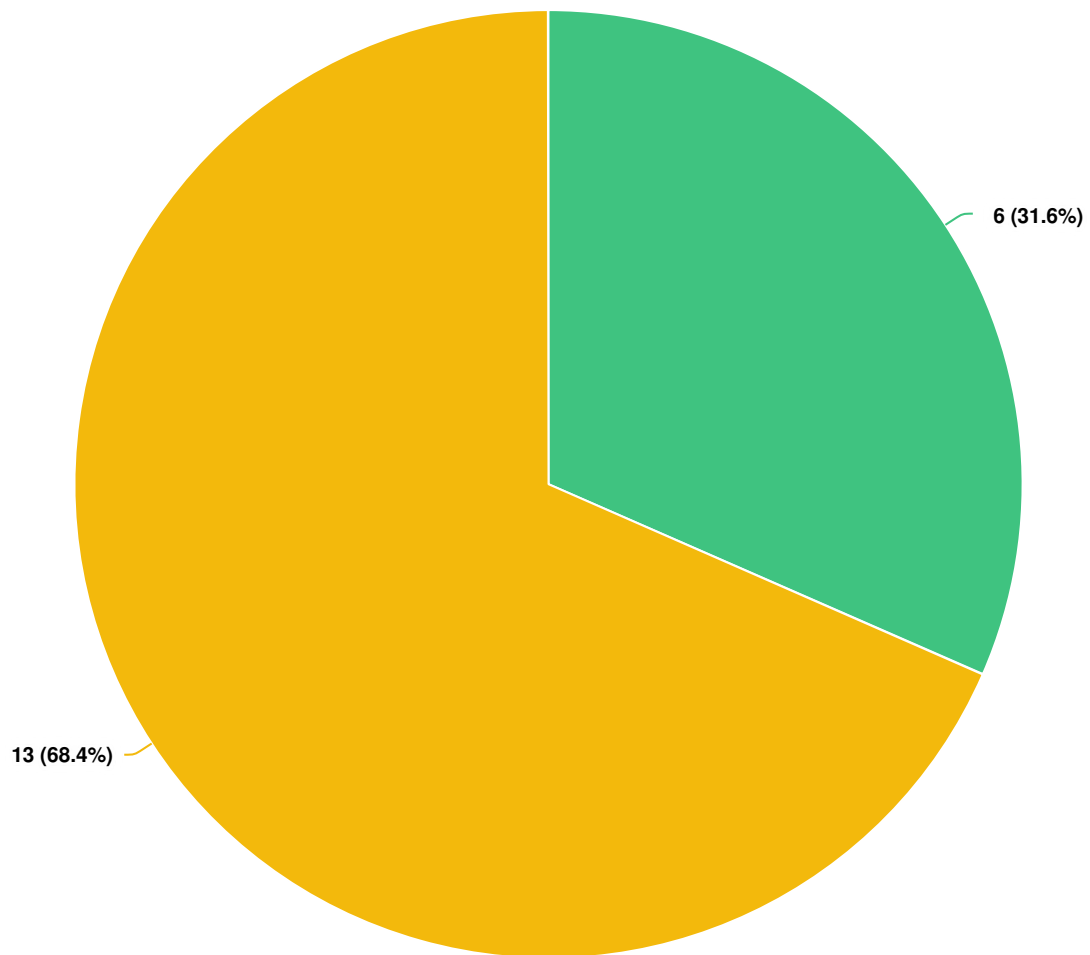


Question options

- Temprano en la maana (antes de las 7am)
- Hora pico de la maana 7am a 9am
- En el mediodia 11am-3pm
- Tardes 4pm-7pm
- Tarde en la noche 8pm a medianoche

Optional question (19 response(s), 6 skipped)
 Question type: Radio Button Question

Q14  Es propietario o alquila su residencia principal?

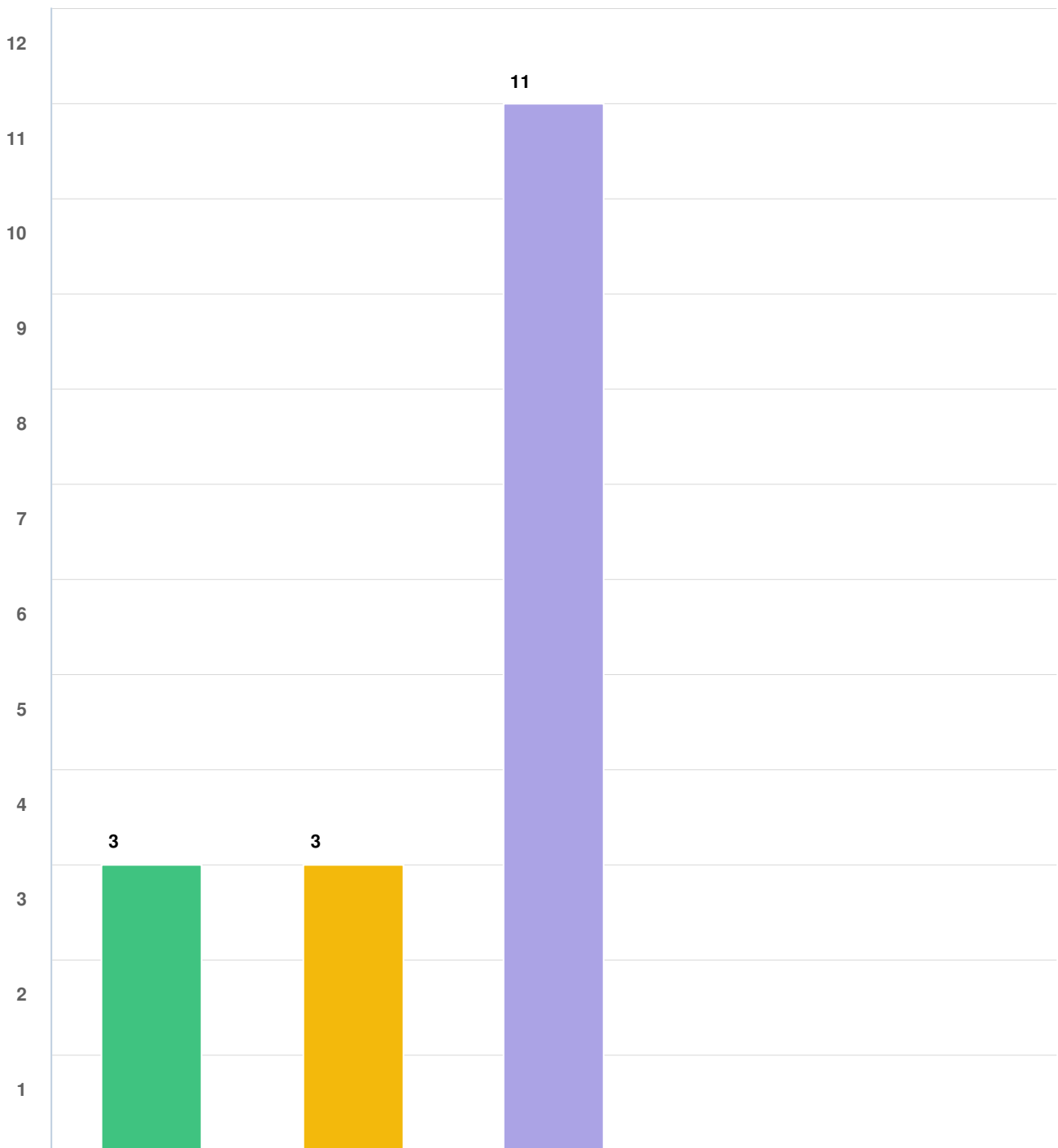
**Question options**

● Due o ● Alquilo

Optional question (19 response(s), 6 skipped)

Question type: Radio Button Question

Q15 ¿Cu l es su conexi n con Wilsonville? (elija todo lo que corresponda)

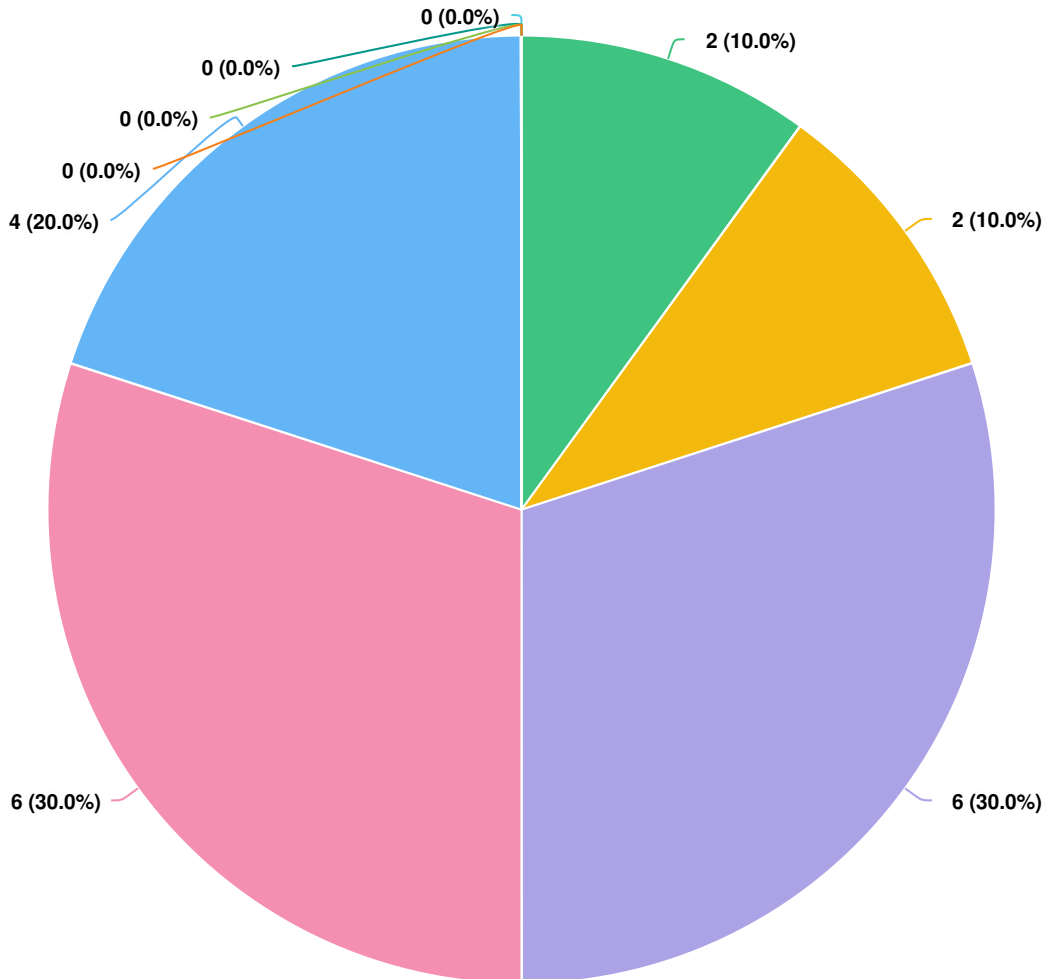


Question options

- Vivo en Wilsonville
- Trabajo en Wilsonville
- Visito Wilsonville
- Soy due o de un negocio en Wilsonville
- Soy due o de una residencia secundaria en Wilsonville

*Optional question (17 response(s), 8 skipped)
Question type: Checkbox Question*

Q16 ¿En qu  d cada naciste?

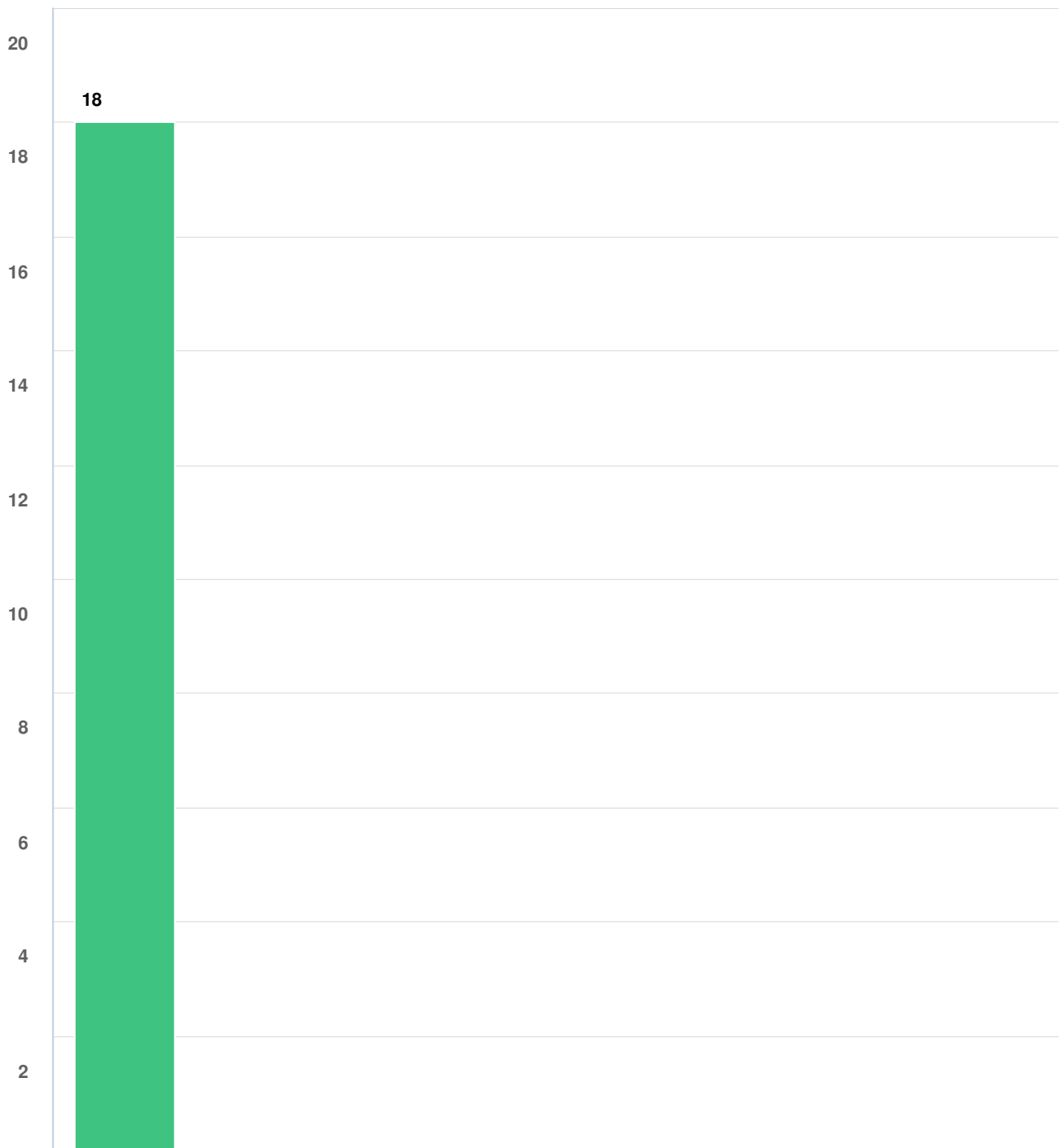


Question options

- 1950 - 1959
- 1960 - 1969
- 1970 - 1979
- 1980 - 1989
- 1990 - 1999
- Antes de 1940
- 1940 - 1949
- 2000 - 2009
- 2010 - 2019

Optional question (20 response(s), 5 skipped)
Question type: Radio Button Question

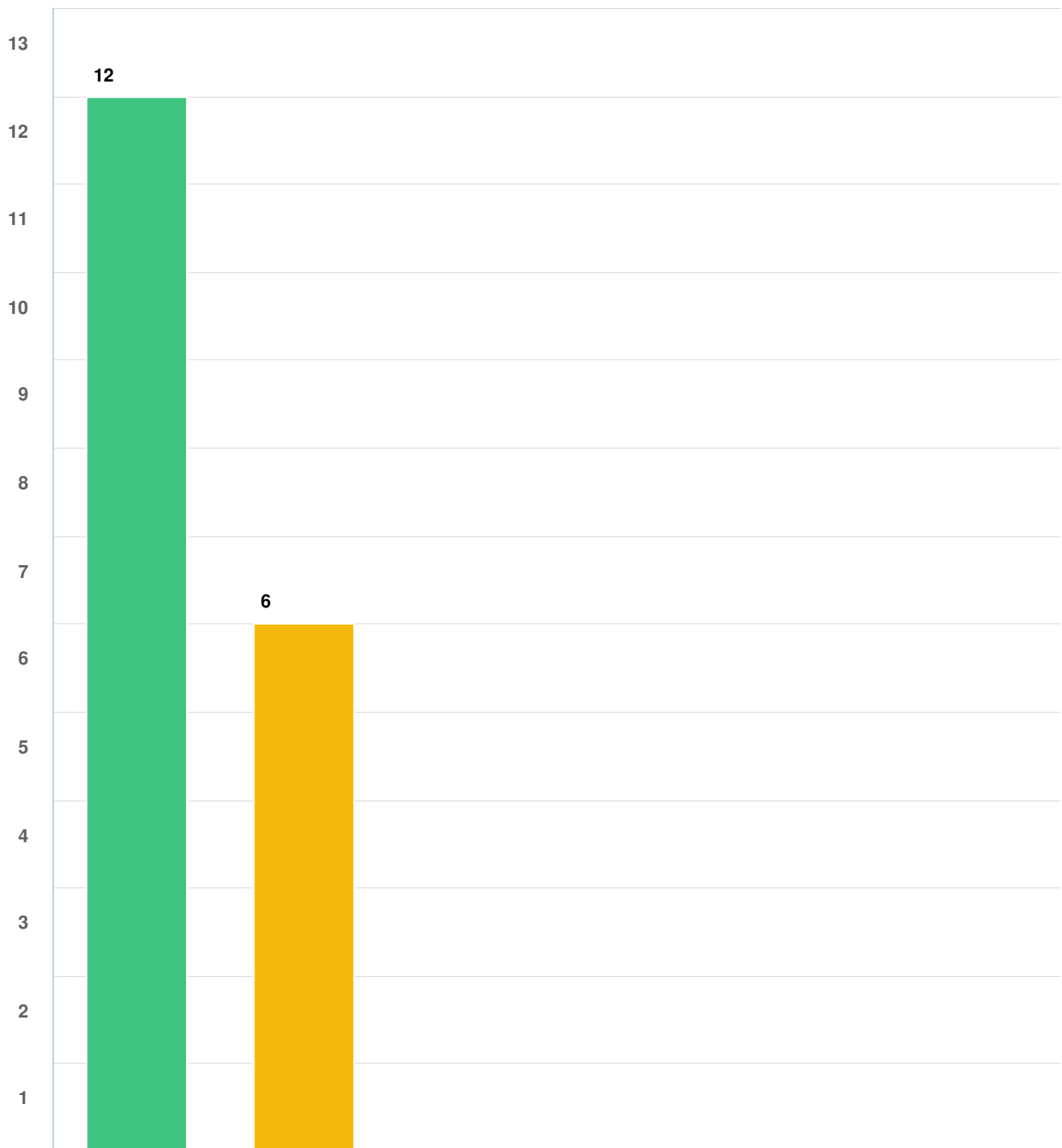
Q17 ¿Con qu  grupo  tnico o racial te identificas? Elija todo lo que corresponda.



Question options

- Hispano/Latino
- afroamericano/negro
- asi tico o asi tico americano
- Cauc sico/Blanco
- Multirracial
- Nativo americano
- Prefiero no responder

Optional question (18 response(s), 7 skipped)
 Question type: *Checkbox Question*

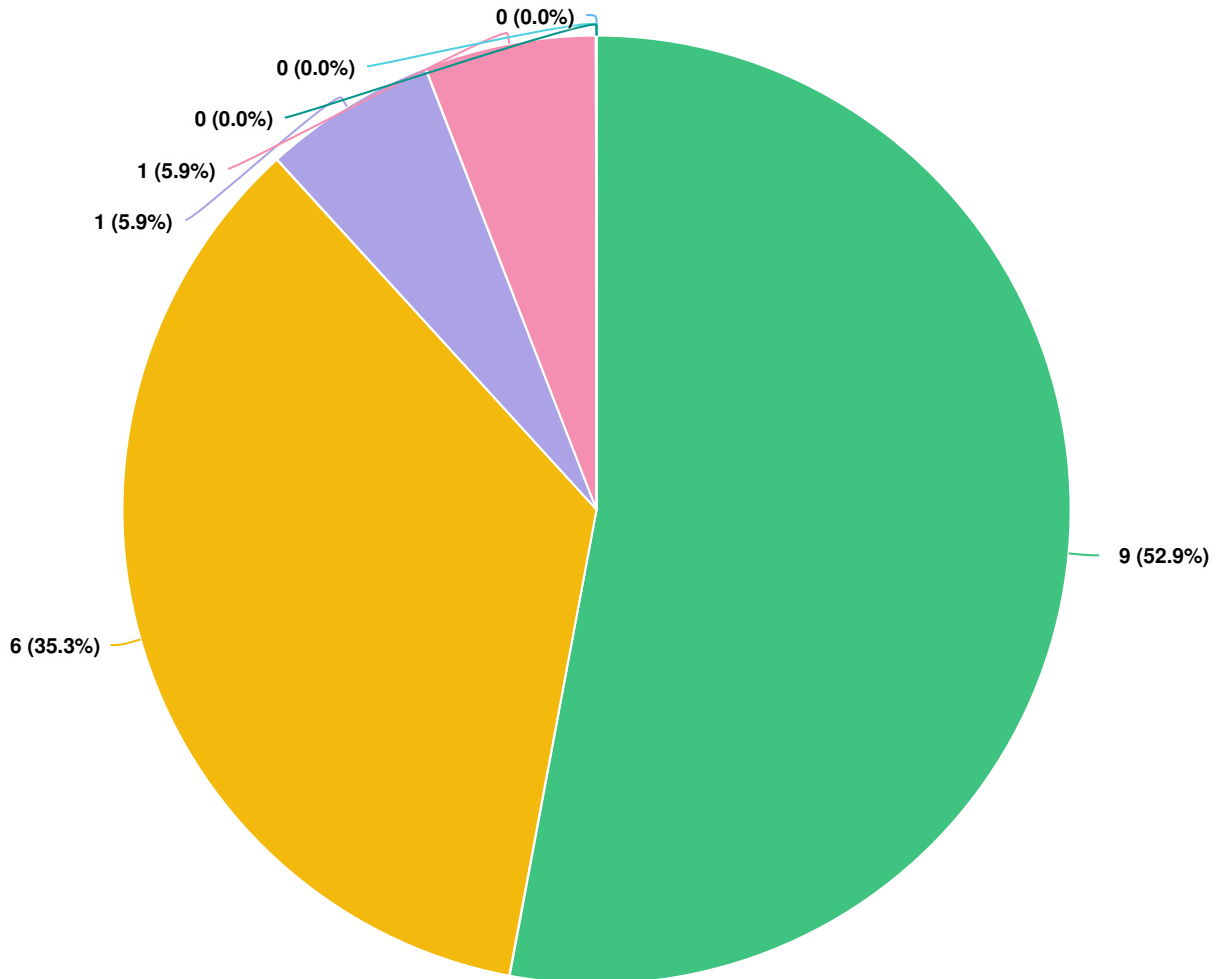
Q18 Indique su g nero. Elija todo lo que corresponda.

Question options

- Femenino ● Masculino ● Transg nero ● No binario ● Prefiero no responder
- Si prefiere autoidentificarse, marque la casilla y h galo a continuaci n:

Optional question (18 response(s), 7 skipped)

Question type: Checkbox Question

Q19 | ** Cu l es el ingreso de su hogar? Por favor elige solo uno de los siguientes.**

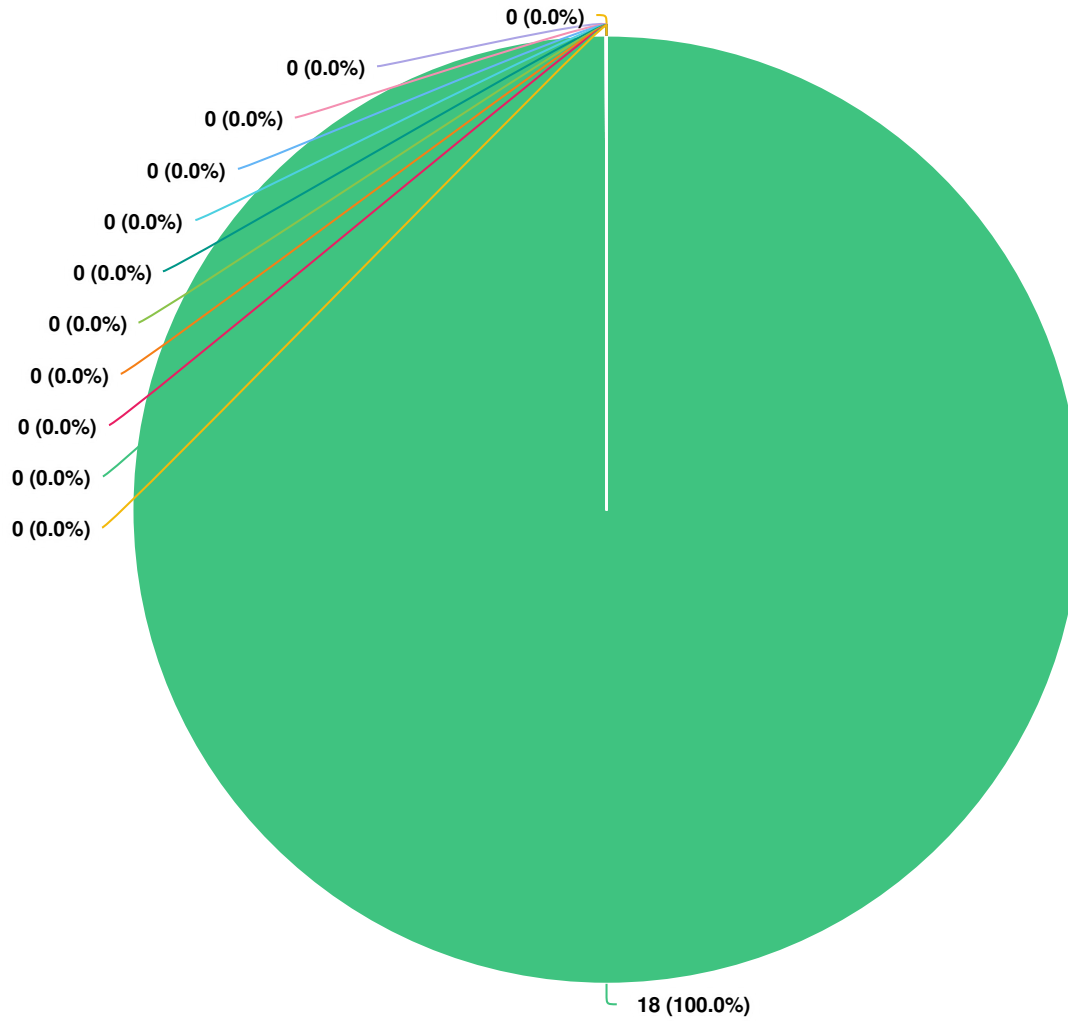


Question options

- Menos de \$25,000
 ● \$25,000 - \$49,999
● \$50,000 - \$74,999
● Prefiero no comentar
● \$75,000 - \$99,999
- \$100,000 - \$149,999
 ● \$150,000 o m s

Optional question (17 response(s), 8 skipped)
 Question type: Radio Button Question

Q20 ¿Cu l es el idioma principal que se habla en su hogar?

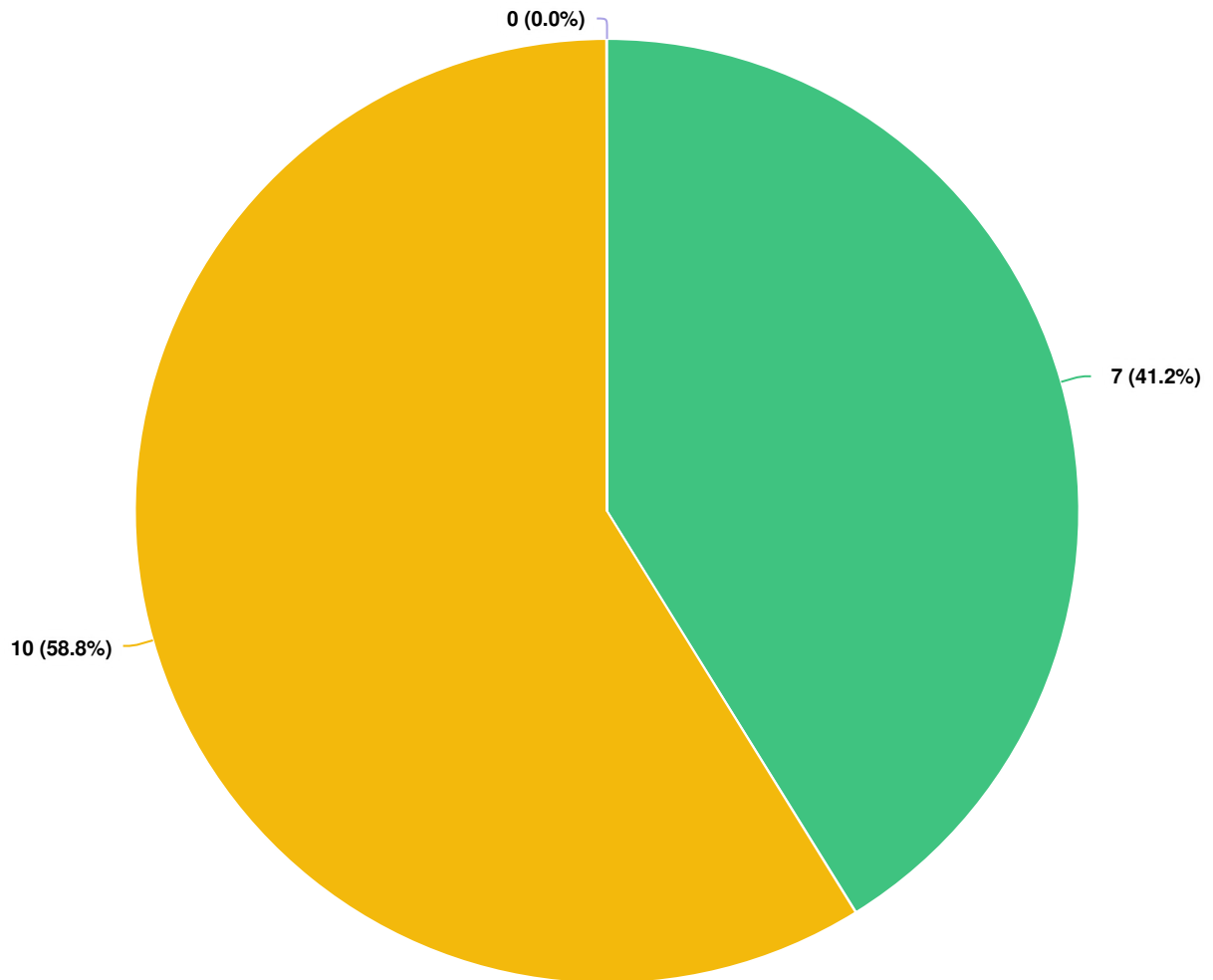


Question options

- Espa ol
- Ingl s
- Chino
- Ar bica
- Ruso
- Japon s
- Coreano
- Chuukese/Trukese
- Hindi
- Telugu
- Vietnamita
- Otro (por favor especificar)

Optional question (18 response(s), 7 skipped)
 Question type: Radio Button Question

Q21   Trabaja o va a la escuela en Wilsonville?



Question options

- Yo trabajo en Wilsonville
- No trabajo ni voy a la escuela en Wilsonville
- Voy a la escuela en Wilsonville

Optional question (17 response(s), 8 skipped)
Question type: Radio Button Question



SMART TMP Operator Survey

Hello drivers and dispatchers! Thank you for taking the time to complete this survey. As you may know, SMART's Transit Master Plan is updated every five years and we are currently updating the plan for 2022-23. We're gathering as much information as possible and we're interested in your interactions with riders and what you can tell us about how they're feeling about SMART's service.

Please be as specific as possible when answering questions (e.g. "I hear that people would like more 2x frequency midday" vs "people don't like riding the 4"). Thanks again! -The Grants and Programs Team

What are you hearing from your riders about how often we provide service and how many hours in the day we provide service?

What are you hearing from your riders about where SMART goes? Are there places that riders have regularly expressed difficulty accessing?

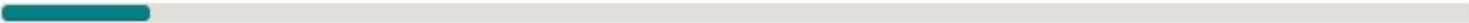
Are there any patterns or issues you have noticed that affect your ability to provide on-time and reliable service? (e.g. congestion at a particular time and/or place)

Through your experience and observations, what is the single biggest obstacle to SMART providing its best possible service to the community?

Are there any other thoughts or comments you would like to share?

Survey starts

Finish



All fields marked with an asterisk (*) are required.

1. How often do you ride SMART? *

- More than once a week
- Once a week
- A few times a month
- A few times a year
- I don't ride SMART

Save & continue

2. Which SMART routes do you usually take? *

Attachment 4

- 1X - Salem
- 2X - Tualatin Park & Ride
- 3X - Canby
- 4 - Wilsonville Road
- 5 - 95th Avenue
- 6 - Canyon Creek
- 7 - Villebois
- M - Medical Shuttle
- V - Villebois Shopper Shuttle

3. Of the changes described in the draft Transit Master Plan, what are your main priorities for transit in Wilsonville? Choose up to 3. *

- More frequency
- Better regional connections
- Regional customer service center
- New connection points in Town Center
- Improved weekend service
- Low and no emissions buses

4. Overall, do you feel like the Plan is headed in the right direction? *

Attachment 4

Definitely agree Somewhat agree Neither agree nor disagree Somewhat disagree Definitely disagree

Choose the closest option

5. Will the proposed service enhancements and projects help you get around Wilsonville, or make connections to other regions, without driving? *

Definitely agree Somewhat agree Neither agree nor disagree Somewhat disagree Definitely disagree

Choose the closest option

6. Do you have any other comments on the draft Transit Master Plan?

Please add your comment here...

Thank you for your time engaging! We appreciate your feedback.

Back

Submit

Survey starts

Finish

All fields marked with an asterisk (*) are required.

1. ¿Con qué frecuencia viaja en SMART? *

Más de una vez por semana

Una vez por semana

Algunas veces al mes

Algunas veces al año

No viaje en SMART

Save & continue

2. ¿Qué rutas de SMART suele tomar? *

Attachment 4

- 1X - Salem
- 2X - Tualatin Park & Ride
- 3X - Canby
- 4 - Wilsonville Road
- 5 - 95th Avenue
- 6 - Canyon Creek
- 7 - Villebois
- M - Medical Shuttle
- V - Villebois Shopper Shuttle

3. De los cambios descritos en el Plan Maestro de Transporte Público Preliminar, ¿cuáles son sus principales prioridades para el transporte público en Wilsonville? Elige hasta 3. *

- Más frecuencia
- Mejores conexiones regionales
- Centro regional de atención al cliente
- Nuevos puntos de conexión en el Centro de la ciudad (Town Center)
- Servicio de fin de semana mejorado
- Autobuses de bajas y cero emisiones

4. En general, ¿piensa que el Plan va en la dirección correcta? *

Attachment 4

Definitivamente de acuerdo	Parcialmente de acuerdo	Ni de acuerdo ni en desacuerdo	Algo en desacuerdo	Definitivamente en desacuerdo
----------------------------	-------------------------	--------------------------------	--------------------	-------------------------------

Elija la opción más cercana

5. ¿Le ayudarán las mejoras y los proyectos de servicio propuestos a moverse por Wilsonville, o hacer conexiones con otras regiones, sin tener que conducir? *

Definitivamente de acuerdo	Parcialmente de acuerdo	Ni de acuerdo ni en desacuerdo	Algo en desacuerdo	Definitivamente en desacuerdo
----------------------------	-------------------------	--------------------------------	--------------------	-------------------------------

Elija la opción más cercana

6. ¿Tiene algún otro comentario sobre el Plan Maestro de Transporte Público Preliminar?

Please add your comment here...

¡Gracias por su tiempo para participar! Agradecemos sus comentarios.

Back

Submit

Draft Plan Survey

SURVEY RESPONSE REPORT

25 March 2023 - 23 April 2023

PROJECT NAME:

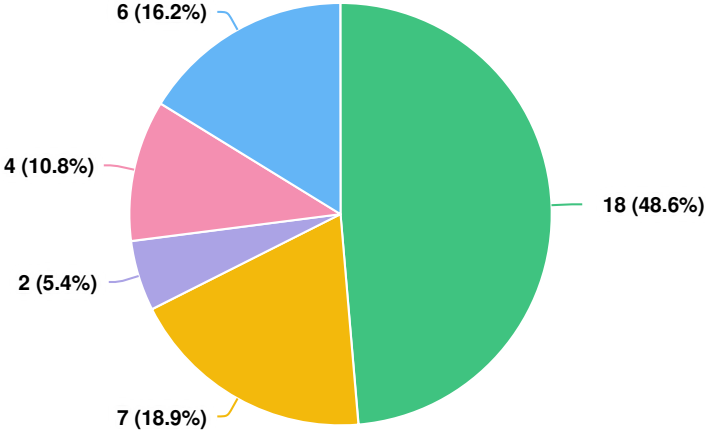
SMART Transit Master Plan





SURVEY QUESTIONS

Q1 | How often do you ride SMART?

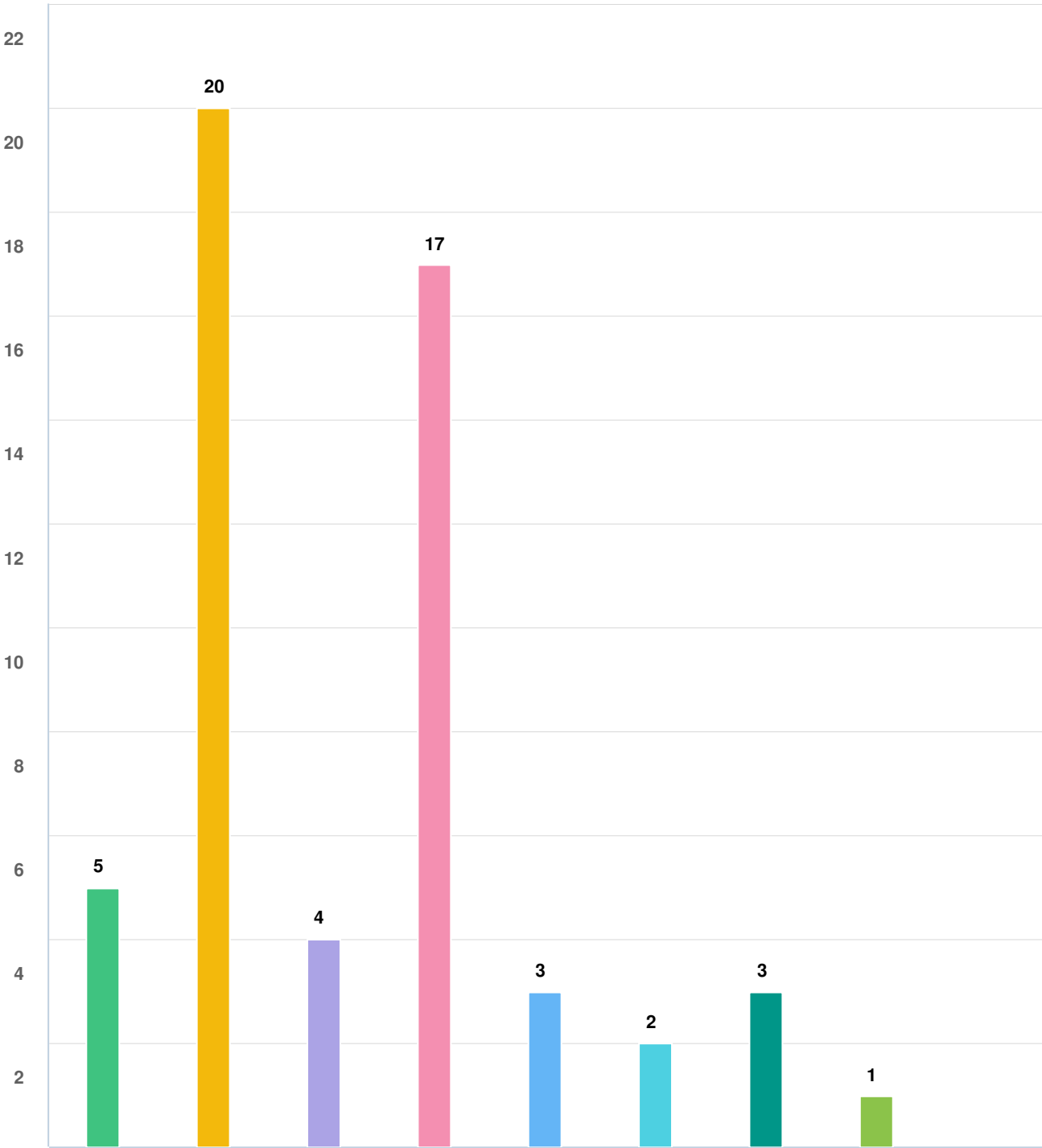


Question options

- More than once a week
- Once a week
- A few times a month
- A few times a year
- I don't ride SMART

Mandatory Question (37 response(s))
Question type: Radio Button Question

Q2 Which SMART routes do you usually take?

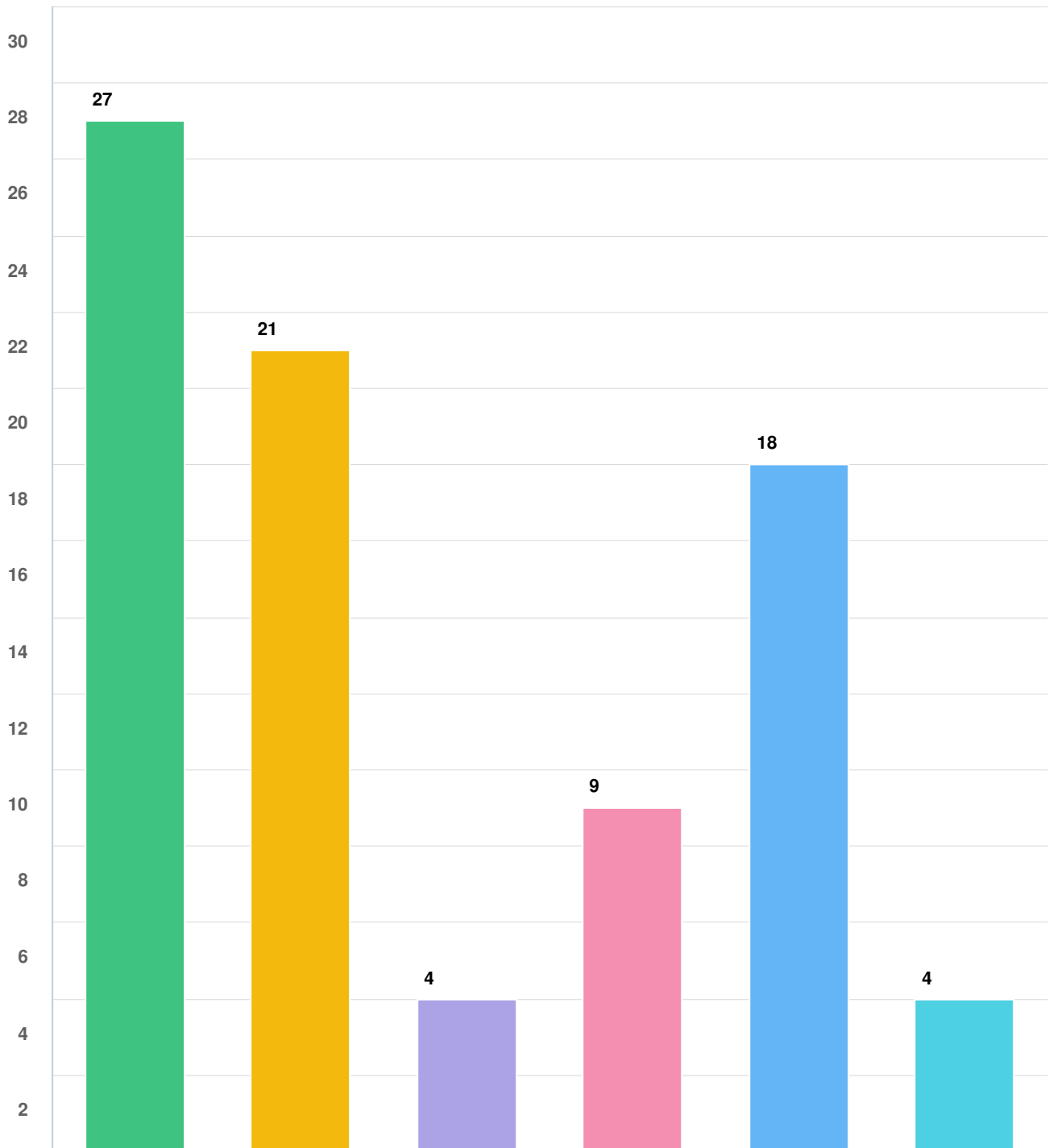


Question options

- 1X - Salem
- 2X - Tualatin Park & Ride
- 3X - Canby
- 4 - Wilsonville Road
- 5 - 95th Avenue
- 6 - Canyon Creek
- 7 - Villebois
- V - Villebois Shopper Shuttle
- M - Medical Shuttle

Mandatory Question (31 response(s))
Question type: Checkbox Question

Q3 Of the changes described in the draft Transit Master Plan, what are your main priorities for transit in Wilsonville? Choose up to 3.

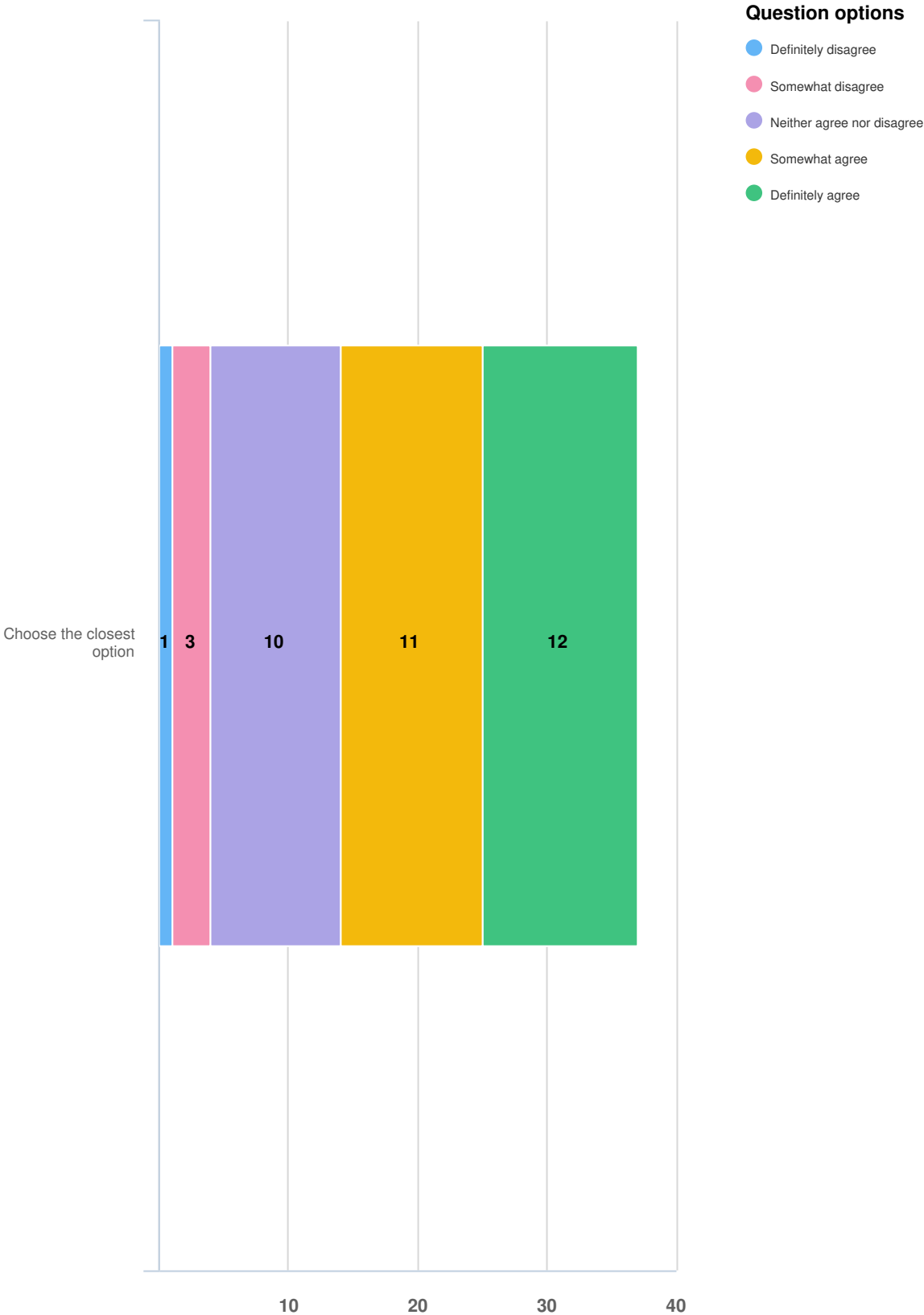


Question options

- More frequency
 ● Better regional connections
● Regional customer service center
- New connection points in Town Center
 ● Improved weekend service
● Low and no emissions buses

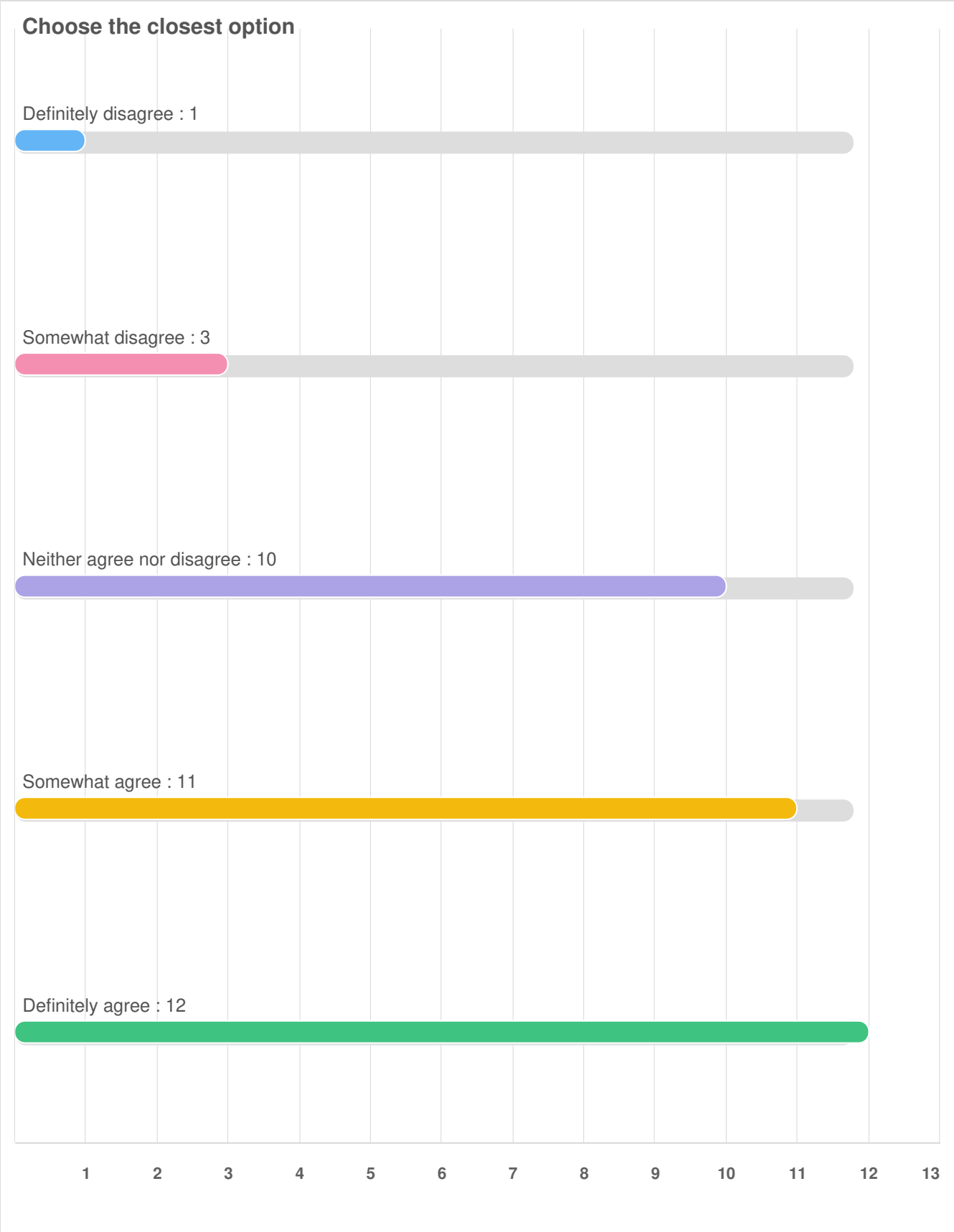
Mandatory Question (37 response(s))
 Question type: Checkbox Question

Q4 Overall, do you feel like the Plan is headed in the right direction?

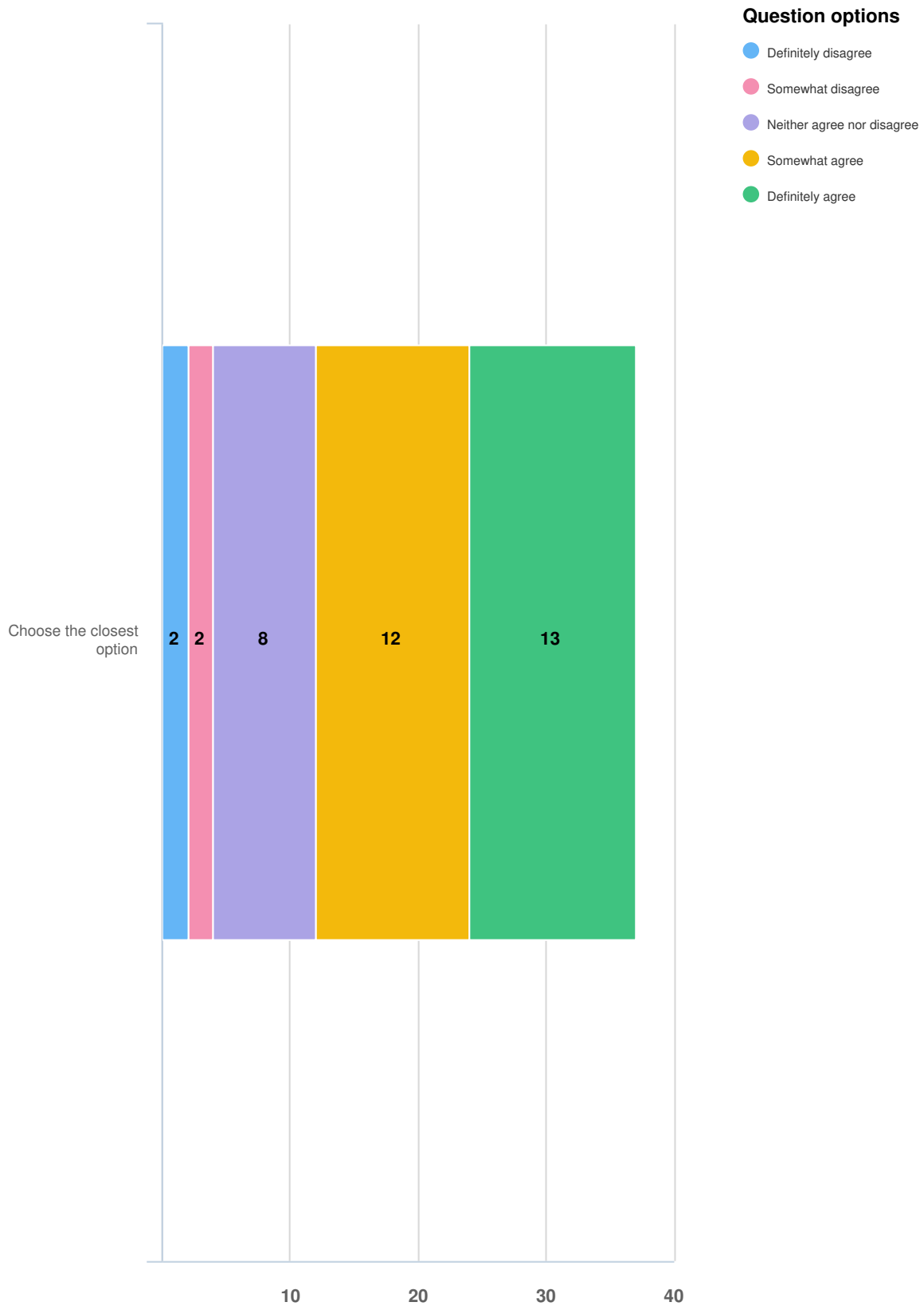


Mandatory Question (37 response(s))
Question type: Likert Question

Q4 | Overall, do you feel like the Plan is headed in the right direction?

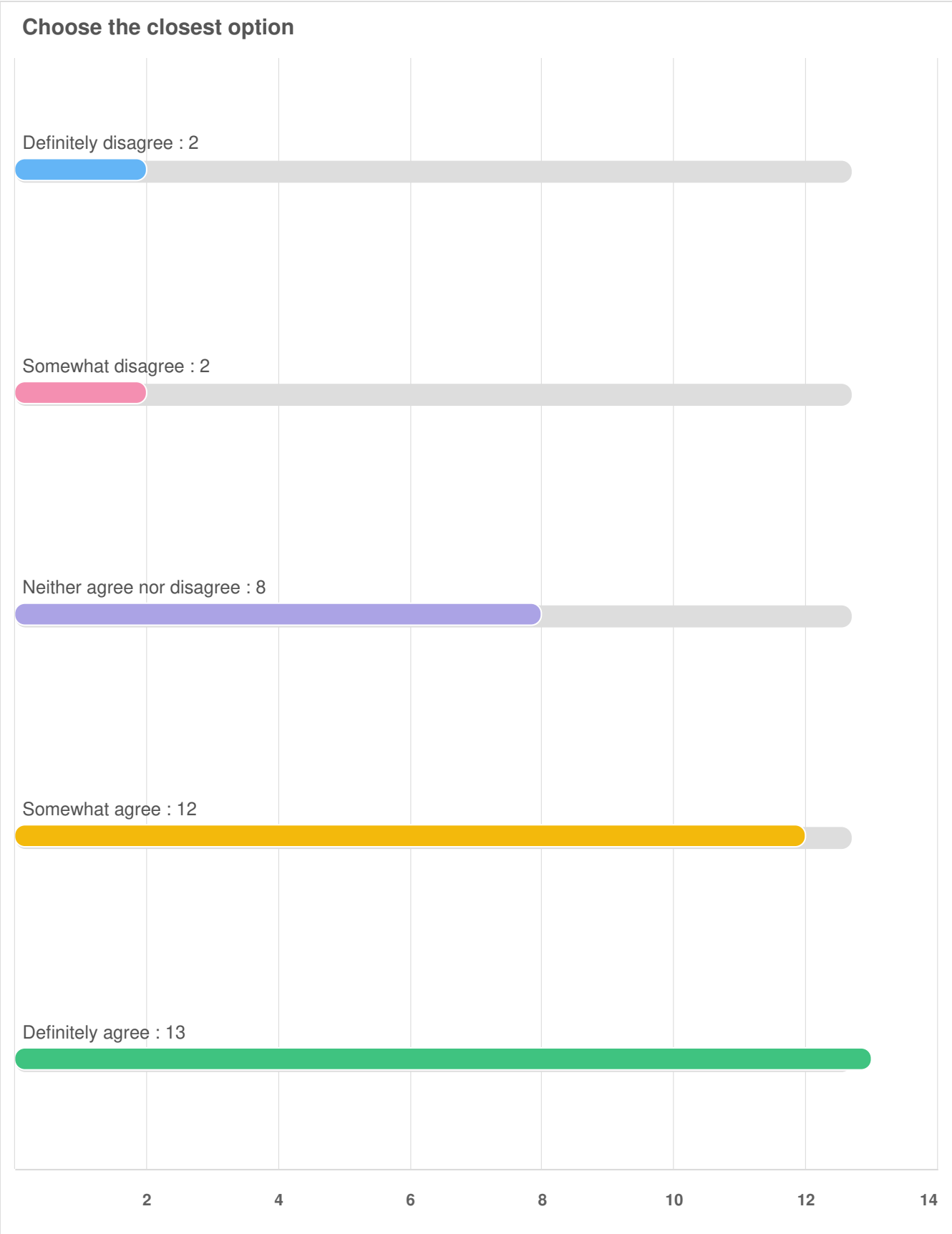


Q5 | Will the proposed service enhancements and projects help you get around Wilsonville, or make connections to other regions, without driving?



Mandatory Question (37 response(s))
Question type: Likert Question

Q5 | Will the proposed service enhancements and projects help you get around Wilsonville, or make connections to other regions, without driving?



Q6 | Do you have any other comments on the draft Transit Master Plan?

Anonymous

4/06/2023 07:01 AM

I like that the new Route B will go to Tigard. But, the route you have planned through Tualatin and Tigard crosses the railroad tracks many times. I would add some slack in the schedule for potential delays at those track crossings.

Anonymous

4/06/2023 04:20 PM

There absolutely must be a regional route to Sherwood. It's not acceptable to expect me or anyone else to go all the way up into Tualatin (or in most cases Tigard) and then back down into Sherwood. A direct route to Sherwood should serve any unserved destinations in Wilsonville on the way along with Downtown Sherwood (at or near 1st & Pine where Line 94 runs) and in the business area to the north (maybe with stops being right outside the main business in each strip mall, so Wal-Mart, Target, Hobby Lobby, Safeway, and Kohl's). If anything more than that us to be done, i'd try going somewhere where Trimet does a piss poor job of serving (in the case of Sherwood, this would include the area near Sherwood High and Laurel Ridge Middle School).

Anonymous

4/07/2023 12:55 PM

The Route B is nice to go from Nyberg to Tualatin TC to Tigard TC. Will it make many local stops in Tualatin/Tigard? I don't think you want to compete with the Trimet #76. Maybe just stop at transit centers.

Anonymous

4/07/2023 04:46 PM

To be honest, I don't know anything about the master plan

Anonymous

4/08/2023 09:36 AM

Thank you so much for listening and making changes that will improve our lives!!! Way to go! Wilsonville has great intentions for a livable community and actually makes the necessary changes to do that when things are constantly changing. Not many places I have lived made that effort (which has been many.)

Anonymous

4/08/2023 02:25 PM

Get bus riders involved at the ground floor instead of just commenting after the plan is made. You've missed so many key elements it's not even funny.

Anonymous

4/10/2023 03:16 PM

more connections with tri-met

Anonymous

4/10/2023 03:56 PM

The Tualatin route should go back into I-5 after Nyberg. There is an active railroad track at SW Boones Ferry Road and Durham/Tualatin city limit (Portland & Western Railroad) and freight trains could cause delays.

Anonymous

4/13/2023 11:47 AM

I would like connections to Sherwood and Tualatin as the priority.

Anonymous

4/13/2023 01:43 PM

I don't currently use SMART, but I am a casual bus driver. I also live along Boeckman Road - and considering that the Frog Pond Development is progressing; and a new primary school will soon be built; and more residents along Boeckman Road will be becoming senior citizens - I suggest the the 4 route be extended from Meridian Creek Middle School west along Boeckman Rd (adding several stops) to the Siemens campus where it would turn around and head back east (adding a few southside bus stops) to Stafford Rd/Wilsonville Rd intersection, then continue its route back to the Transit Center. This would provide future needed transportation options for both seniors and students.

Anonymous

4/13/2023 01:53 PM

SMART needs to extend service East down Boeckman Rd to Stafford Rd to provide service to the new Frog Pond developments off Boeckman. NE Wilsonville is currently a big gap in SMART's service area. It seems like this could be solved with some minor adjustments to the existing #4 (Wilsonville Rd) or #6 (Canyon Creek) routes.

Anonymous

4/13/2023 03:09 PM

The 'Master Plan' doesn't include how to get more part-time employees on board with SMART, apparently because of the collective bargaining agreement that currently exists with the union. This is limiting the overall availability of access.

Anonymous

4/15/2023 05:40 AM

Need to better identify bus stop location TIMES by bus number on signs at the stops. Why can't we access the little rail system AT the train platform next to the bus Wilsonville bus park? We should be able to get on/access the train there, and pay with credit card if need be, but who knows where it goes at what times? I ride from Villebois to Wilsonville Senior Center on one bus, but then then have to figure out several other busses to return home since the original bus stops running before my Senior program ends at 4pm. In Seattle you can map your transit travel to locations at times needed on their travel map app. Here, I can grab a bus 3 blocks away and get to Fred's but there is no sign at Fred's as when they stop there for my return home with groceries and you have to ride several other busses throughout Wilsonville to return home. Too long and complicated, especially when carrying groceries.

Anonymous

4/16/2023 09:36 PM

Remember to make sure the route to Keizer departs Keizer TC at least 5 minutes after _:17 and arrives there at least 5 minutes before _:30. Doing this would make sure the bus always connects with Route 12, which is the most important route to connect to due to it being much less readily available for riders , while routes 11, 14, and 19 operate at higher frequencies, making them easier to connect to no matter when the bus arrives/departs.

Optional question (14 response(s), 23 skipped)

Question type: Essay Question

Encuesta del Plan Preliminar

SURVEY RESPONSE REPORT

25 March 2023 - 23 April 2023

PROJECT NAME:

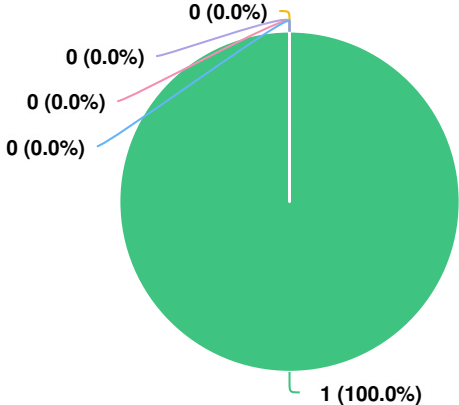
Plan Maestro de Transporte Público de SMART





SURVEY QUESTIONS

Q1 ¿Con qué frecuencia viaja en SMART?

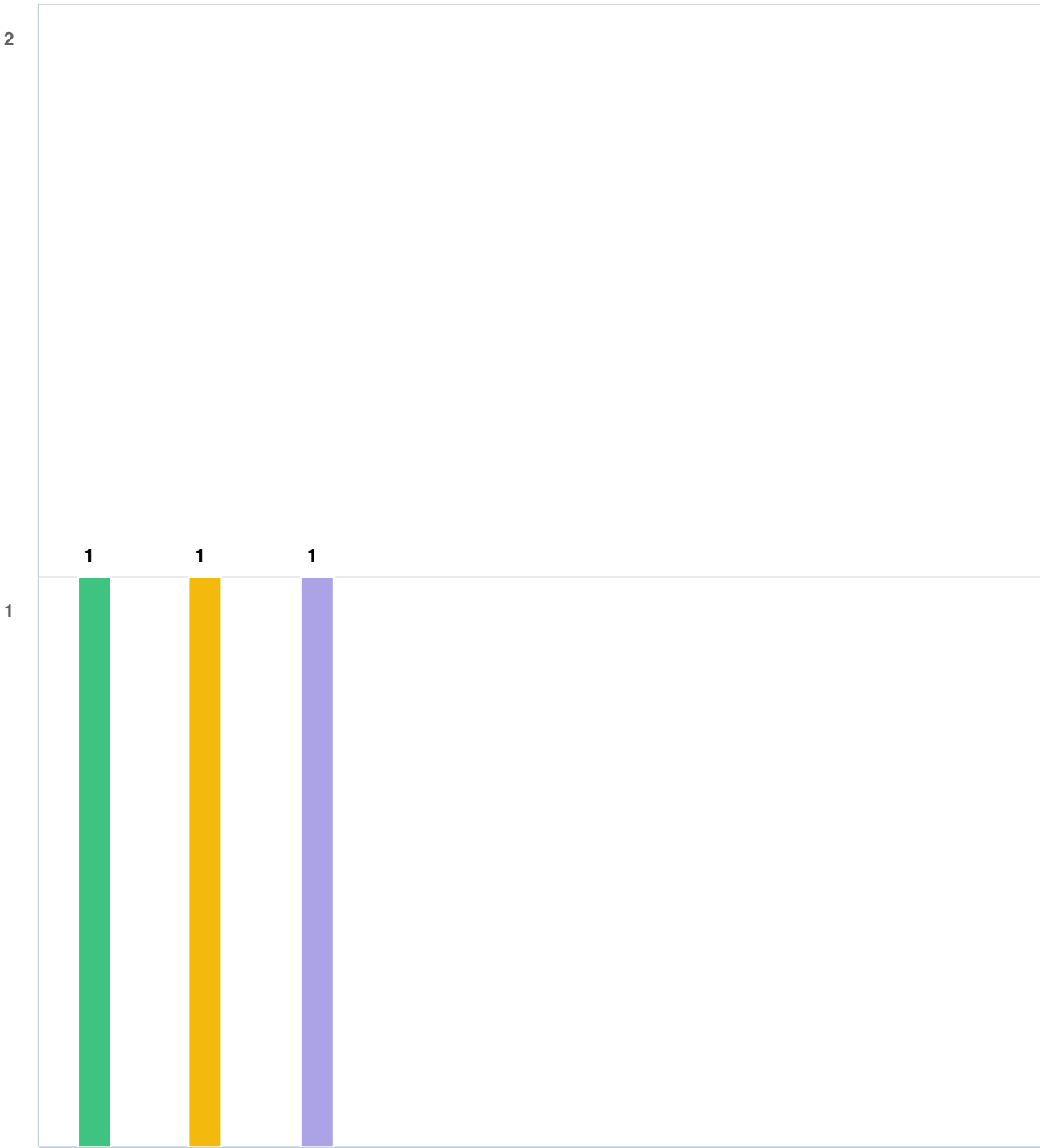


Question options

- Más de una vez por semana
- Una vez por semana
- Algunas veces al mes
- Algunas veces al año
- No viaje en SMART

Mandatory Question (1 response(s))
Question type: Radio Button Question

Q2 ¿Qué rutas de SMART suele tomar?

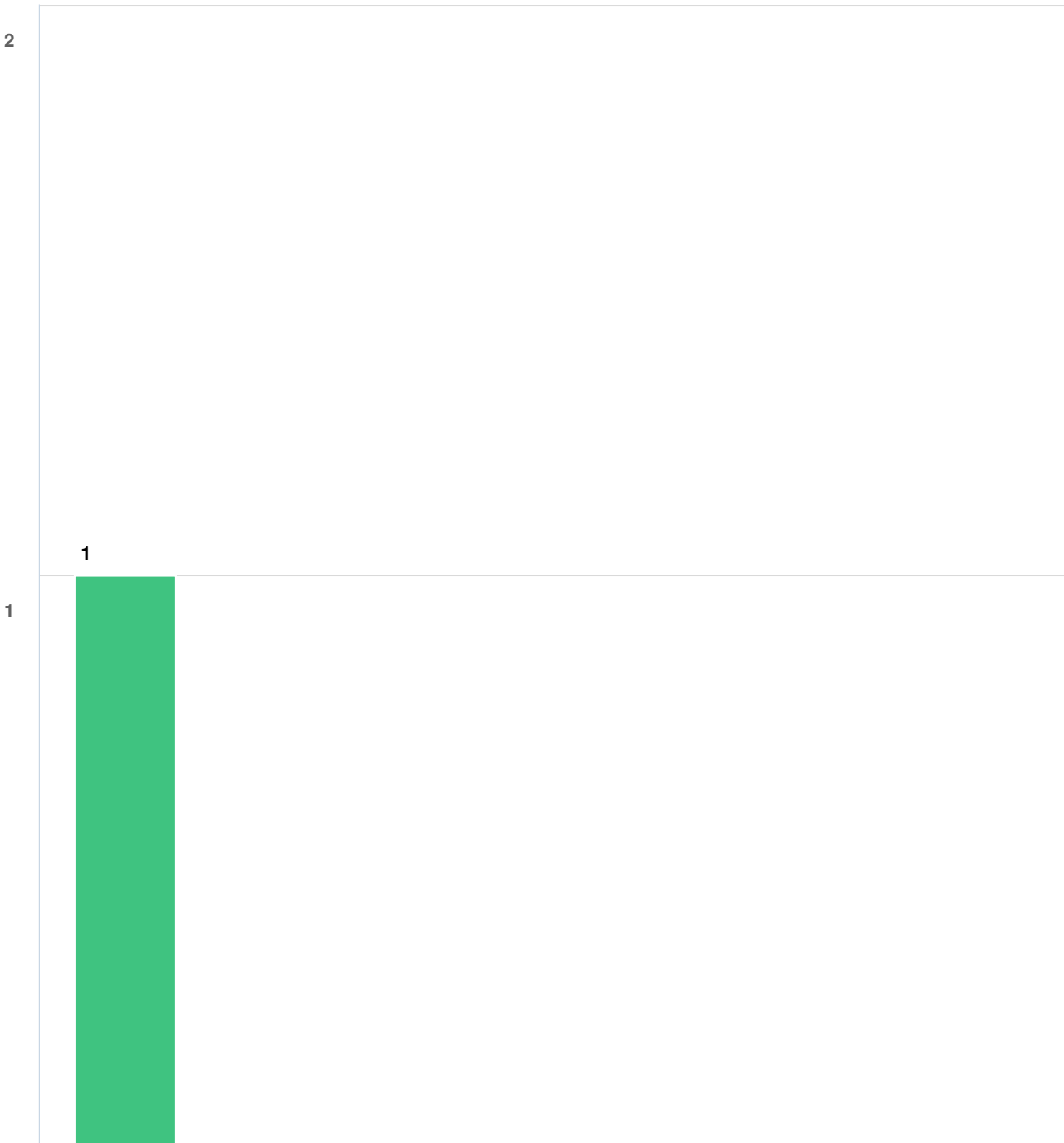


Question options

- 2X - Tualatin Park & Ride
- 4 - Wilsonville Road
- M - Medical Shuttle
- 1X - Salem
- 3X - Canby
- 5 - 95th Avenue
- 6 - Canyon Creek
- 7 - Villebois
- V - Villebois Shopper Shuttle

Mandatory Question (1 response(s))
Question type: Checkbox Question

Q3 De los cambios descritos en el Plan Maestro de Transporte Público Preliminar, ¿cuáles son sus principales prioridades para el transporte público en Wilsonville? Elige hasta 3.

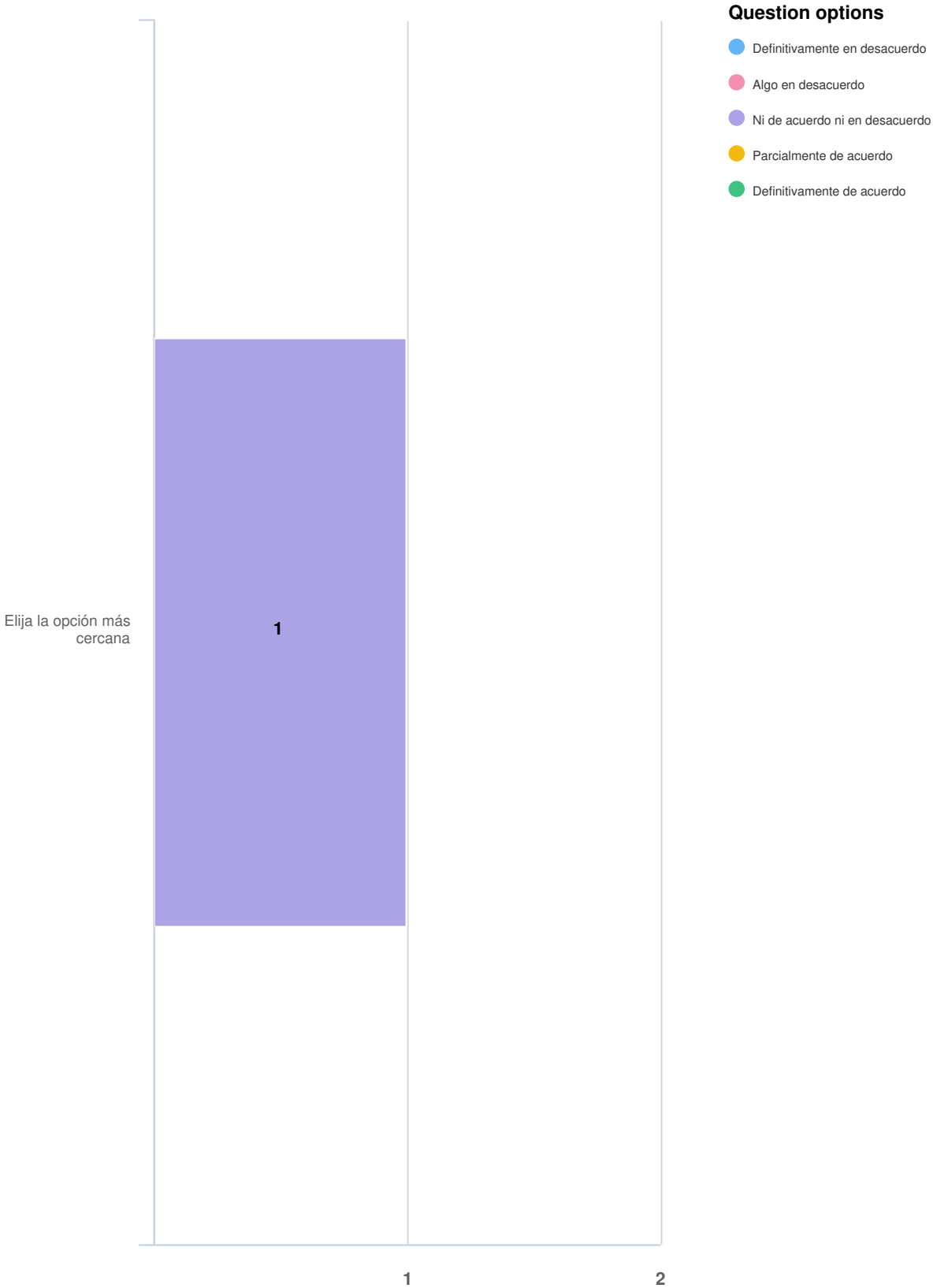


Question options

- Más frecuencia
- Mejores conexiones regionales
- Centro regional de atención al cliente
- Nuevos puntos de conexión en el Centro de la ciudad (Town Center)
- Servicio de fin de semana mejorado
- Autobuses de bajas y cero emisiones

Mandatory Question (1 response(s))
Question type: Checkbox Question

Q4 En general, ¿piensa que el Plan va en la dirección correcta?

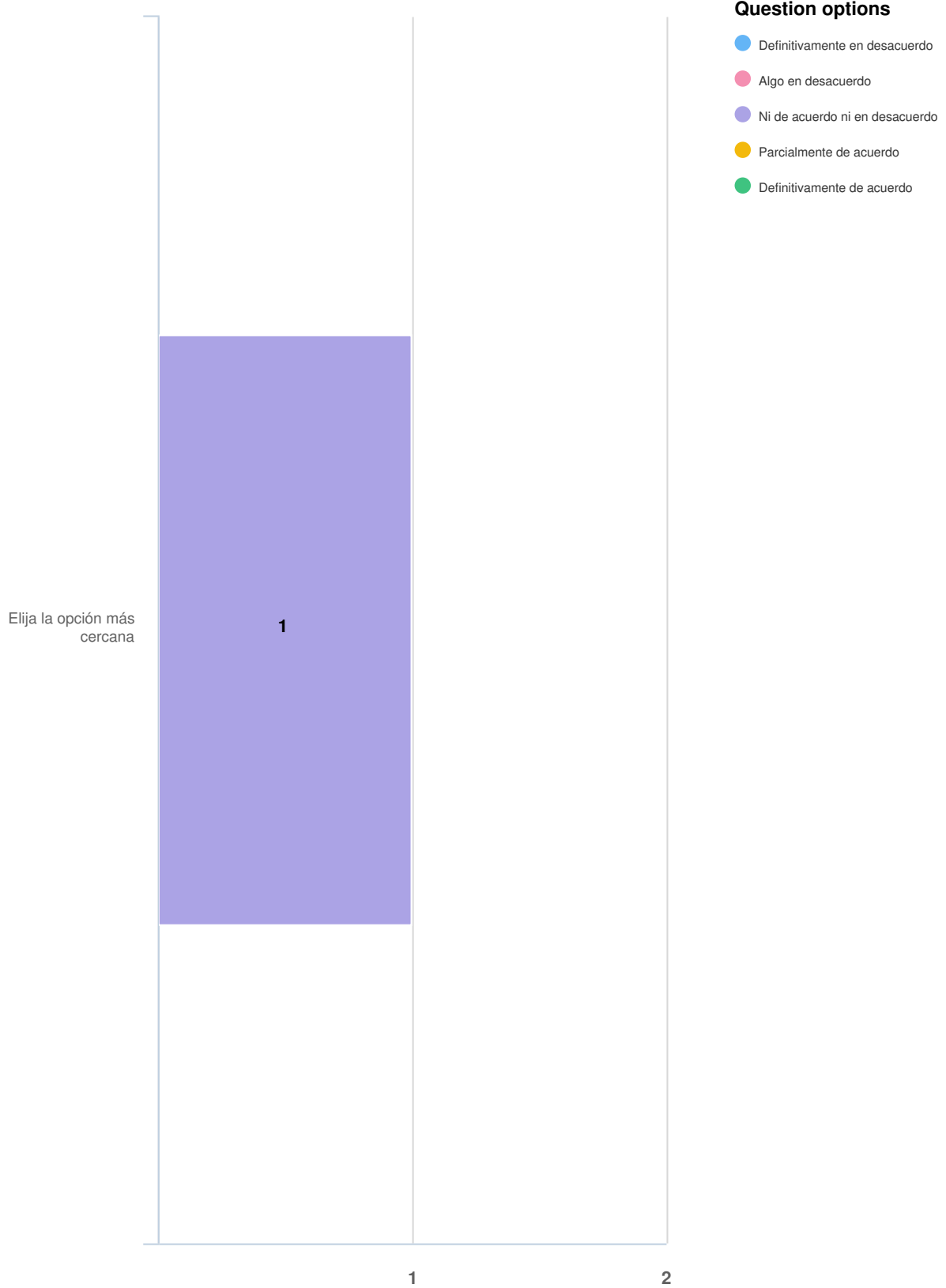


Mandatory Question (1 response(s))
Question type: Likert Question

Q4 | En general, ¿piensa que el Plan va en la dirección correcta?



Q5 ¿Le ayudarán las mejoras y los proyectos de servicio propuestos a moverse por Wilsonville, o hacer conexiones con otras regiones, sin tener que conducir?



Mandatory Question (1 response(s))
Question type: Likert Question

Q5 | ¿Le ayudarán las mejoras y los proyectos de servicio propuestos a moverse por Wilsonville, o hacer conexiones con otras regiones, sin tener que conducir?



FACEBOOK POSTS





Take our survey and reimagine your future transit service

Be entered into a drawing for one of THREE \$100 gift cards.





WE WANT YOUR FEEDBACK!
TRANSIT MASTER PLAN SURVEY
RIDESMART.COM/TMPSURVEY



¡QUEREMOS SUS COMENTARIOS!
ENCUESTA DEL PLAN MAESTRO DE TRANSPORTE PÚBLICO
RIDESMART.COM/TMPENCUESTA



WE WANT YOUR FEEDBACK!
TRANSIT MASTER PLAN SURVEY
RIDESMART.COM/TMPSURVEY



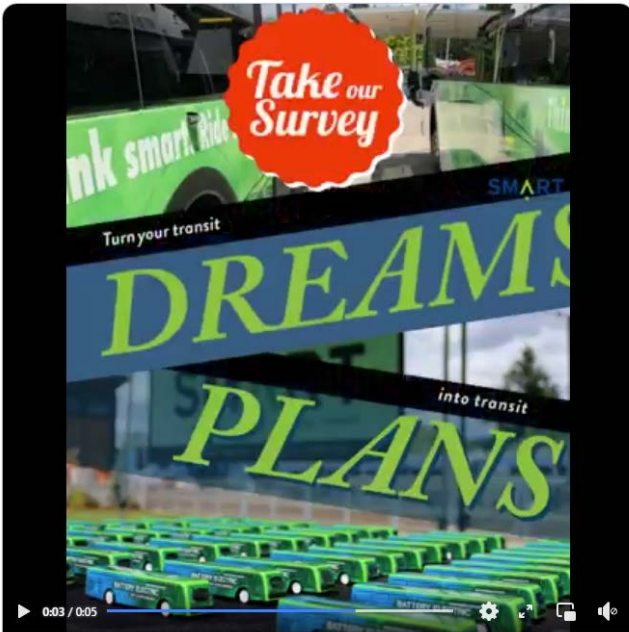
¡QUEREMOS SUS COMENTARIOS!
ENCUESTA DEL PLAN MAESTRO DE TRANSPORTE PÚBLICO
RIDESMART.COM/TMPENCUESTA





Take our survey and
reimagine your transit
service

Page Rep shared a post. August 15, 2022



Page Rep

August 15, 2022

Help SMART prioritize spending to meet your transit needs. Please take a moment and share your thoughts.

RideSMART.com/TMP2022

Ayuda a SMART a prior... See more

Page Rep shared a photo. August 24, 2022

Ayude a SMART a priorizar los gastos para satisfacer sus necesidades de transporte público. Por favor tome un momento y comparta sus pensamientos. Al completar la encuesta, tendrá la oportunidad de ganar una tarjeta de regalo de \$100.



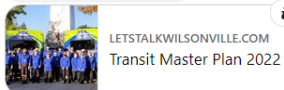
SMART Transit, Wilsonville updated their cover photo. August 22, 2022

1 Like 1 comment Seen by 19

Like Comment Send

Write a comment...

Page Rep Author RideSMART.com/TMP2022



Like Reply 35w

Recently Seen



SMART Transit, Wilsonville
April 10 at 11:30 AM

Take a moment and complete our short survey on our proposed draft Transit Master Plan



1

Seen by 20



Like



Comment



Send



Write a comment...



SMART Transit, Wilsonville shared a post.
April 5 at 7:44 AM



SMART Transit, Wilsonville
April 5 at 7:43 AM

We want your feedback on our draft Transit Master Plan.
Find the survey at
[RideSMART.com/TMP Survey](https://RideSMART.com/TMP%20Survey)
and Español
RideSmart.com/TMPencuesta



1

Seen by 26

Posted at Wilsonville parks



Simmons, Mandi

To: Lewis, Kelsey
Subject: RE: comments on SMART TMP

From: Paul Diller
Sent: Tuesday, May 2, 2023 1:45 PM
To: Lewis, Kelsey <klewis@ridessmart.com>
Subject: comments on SMART TMP

[This email originated outside of the City of Wilsonville]

Dear Ms. Lewis,

I do not have access to the survey, but somehow I had written down 2 PM today as the deadline for responding to the draft TMP. As a 9-year Wilsonville resident and taxpayer who commutes by the 1X to Salem frequently, and was involved in both the 2017 and this master plan drafting, here are my comments:

- I appreciate the focus on increasing 1X service midday and also adding weekend service. Service on Saturdays would be especially useful for my work.
- I appreciate moving the in-town bus timetables away from lining up with WES due to WES's low ridership.
- Would a new Town Center transit center, where the 1X (or "A") might stop, also have parking? I live on the east side of town, near the high school, as do some other 1X commuters I know. If there is no parking at town center, then we will need to drive over to the current transit center on the west side to park, and a stop at town center will just add to the length of the trip. It might be worth surveying as to how many long-distance riders would actually use a town center stop (if it had no parking). On the other hand, sometimes I bike to the transit center so under the proposed rerouting I would have a shorter bike ride to town center instead.
- The proposed service northward seems to presume the continuation of the TriMet 96 from Bridgeport Village. TriMet has indicated that they intend to cut this service. If they actually follow through on that threat (which is a terrible idea), then under the proposed plan those traveling to Portland would have to take a SMART bus to Tigard, and then transfer to a TriMet bus to Portland. This is *out of the way*, especially as compared to the old 2X service that went to Barbur PNR. Diverting to Tigard would add about 3 miles each way to the trip from Wilsonville to Portland. Perhaps it's the best we can do with limited resources, but I encourage SMART to think creatively about how to get people to Portland if the 96 ceases operating.

Thank you for sharing this plan with me and soliciting my input.

Sincerely,
Paul Diller

From: Lewis, Kelsey <klewis@ridessmart.com>
Sent: Thursday, April 6, 2023 2:07 PM
Subject: Draft Transit Master Plan ready for review

Hello,

Thank you for your interest in the SMART Transit Master Plan update! We appreciate all the feedback you provided us with last year on your needs for transit service in Wilsonville and where you would like to use transit to travel in the future.

The SMART team has been busy reviewing community feedback and identifying transit improvement projects that could be implemented over the next 3 to 5 years. **The Draft Transit Master Plan is now ready for review!** Click below to review the plan and see how your feedback was used to create a recommended transit system.

[Draft Transit Master Plan For Public Review](#)



After reviewing the Draft Plan, please let us know how we did by taking our short survey:

[Draft Transit Master Plan survey](#)

[Encuesta del Plan Maestro de Transporte Público](#)

With the help of your feedback, SMART will work out how to finalize the Draft Plan and translate it to transit service and system projects to achieve the community goals. Once edits are incorporated, we anticipate the plan will be adopted by the City Council in June 2023.

We will keep you updated on these milestones!

Thanks,

Kelsey Lewis

Grants and Programs Manager

(she/her)

City of Wilsonville - South Metro Area Regional Transit

503.682.4523 / ext. 1496

klewis@ridesmart.com

www.ridesmart.com



Physical Address: 28879 SW Boberg Road, Wilsonville, OR 97070

Mailing Address: 29799 SW Town Center Loop E. Wilsonville, OR 97070

Messages to and from this e-mail address may be subject to the Oregon Public Records Law.

Simmons, Mandi

From: Chris Simmons
Sent: Thursday, April 20, 2023 7:04 AM
To: Simmons, Mandi
Subject: SMART Transit Master Plan Comments

Follow Up Flag: Follow up
Flag Status: Flagged

[This email originated outside of the City of Wilsonville]

I have the following things to say about this plan (this will be setup similar to YouTuber Trimet 101's videos talking about Trimet's Forward Together Bus improvement plans where i talk about individual routes, say what i like/dislike, and add other comments as needed. This is going to be very long, so i reccomend saving it for the end of the hearing so anyone who's not interested in a LONG list of thoughts and ideas can leave early without needing to worry about missing anything they themselves have said)

- Route A - Salem: While it would technically make the trip longer (which could be inconvenient for people who would currently get to Wilsonville TC 5 minutes before their next bus/train departs), i think the only way this'll be bad is if the route times are inconsistent (as in the route is advertised as running every Hour, but then sometimes the next bus is only 50 minutes later, or a whopping 70 minutes later). The biggest improvement is the existence of service between Salem not only on Saturday [which Cherriots stupidly neglected to add to 1X when adding more weekday trips and Saturday service to their regional routes way back when, making accessing Metro Portland (especially the westside) unnecessarily difficult on Saturdays], but also on SUNDAYS? :::Head Explodes in shock:::
- Route B - Tigard/Tualatin: As long as this route continues to serve Tualatin P&R (even after it turns into Bridgeport TC after Trimet's SW Corridor project is finished), this will be an improvement as the extension to Tigard TC will allow access not only to Trimet's Line 12 to Downtown Portland (which was lost when 2X was shortened from having previously terminated at Barbur TC), but also to Lines 45 (to Downtown PDX via Garden Home), 76 (which was already available in Tualatin, but is still a good connection since Route B would skip most stops that Line 76 currently serves, making for faster trips to Beaverton when transferring in Tigard rather than Tualatin), 78 (to Lake Oswego), and 94 (To Sherwood).
- Route C - Canby: There's not much difference compared to 3X other than it running on Airport Rd rather than Highway 551. The main thing to say is MAKE SURE ALL TRIPS RUN THROUGH CHARBONNEAU! No more of this "One trip a day" crap. Until another service exists to connect Charbonneau residents/workers to other transit options when Route C isn't operating there, Charbonneau residents/workers are owed access to all Route C trips. Anything less would turn SMART into DUMB.
- Route D - Legacy Meridian/Oregon City/Clackamas: The main issue with this route is the lack of service to the Rosemont area of West Linn, which i would normally be ok with, if Trimet served this area, even if it was somewhere they didn't serve now, but are planning to add service to in their Forward Together plans, but this area is not that. when it comes to transit, Rosemont is probably the most remote area in the entirety of Metro Portland (even more than places off to the side that you'd more so expect to be underserved like North Plains, Banks, Estacada, and Sandy). To fix this, I suggested the Trimet extend Line 78 to Oregon City using part of Line 36's route, Stafford Rd, Rosemont Rd, Salamo Rd, and 10th Street, as such an extension would solve the main issue i see with line 36 and 154's cancelation, while adding service in areas that haven't had service at all, however none of these changes were included in the most recent revision of their Forward Together plan, and if such a change is never implemented, i'd have Route D run the same trip, with the main difference being that the

bus would get to Rosemont Rd on the south end of Stafford Road coming from Wilsonville and/or I-205, rather than the north end coming from Lake Oswego with stops near LO Golf Course, Lakeridge High, and the Stafford Retirement Community.

- Route E - Woodburn/Keizer: As long as this route departs from and arrives at Keizer TC at times that connect with the related arrival/departure of Route 12, this will be a HUGE improvement from Cherriots Route 80X as most of 80X's trips to Wilsonville leave almost an hour after the last 12 arrives, and arrive almost an hour before the next 12 leaves, with the only exception being the early morning SB trip which arrives at Keizer TC at 8:05, just 25 minutes before the next 12 departs at 8:30. Because Route 12 is the most infrequent local bus at Keizer TC, running trips based on making transfers to and from 12 as easy as possible will automatically make such transfers for all other routes just as easy (especially for Routes 11 and 19, as if Route E arrives just after or leaves just before one of them, its less than a 15 minute wait on weekdays, so problems will only arise on weekends when the 2 routes are shortened to running every 30 minutes.

- Route F - Villebois/Wilsonville Rd/Frog Pond: I don't have alot to say on this since it seems to mostly just add the Villebois neighborhood to the current Route 4, which i think is a good thing since even before it was suspended indefinitely, Route 7 was not great, and was the only way to get directly to Wilsonville TC from that area. In fact i think the only issue i have is it doesn't seem to serve the Wilsonville TC at all, which is a problem because i don't think Wilsonville is large enough by area or population to warrant not having at least one Transit Center where ALL busses in the system connect with one another, unlike Salem which has routes like 11, 12, 14, 26, and 27 which do not go Downtown at all.

- Route G - Parkway/95th St./Villebois: Especially with Trimet planning to replace the current Line 96 with a more frequent service route in Line 44, the main change i would make (even if it's not implemented immediately) is to eventually have this bus run all day to provide a better connection with the new Line 44 at Commerce Circle, with the only exception being Coffee Creek Correctional Facility being by request only after the first trip of the day.

- Problems I have which aren't related to specific routes...

- No direct service to Sherwood: With how unreliable Trimet's Line 97 is, most people wanting to go to Sherwood are gonna have to go all the way up to Tigard TC (using WES or SMART Route B), and then take Line 94 most of the way back down. A direct route to Sherwood would fix this issue, and it can very easily just serve a stop at Pine & 1st and have all other stops on the route be in Wilsonville. If any changes were to be made to this short and simple route, i'd have it serve Sherwood HS, Laurel Ridge MS, and make one other connection with Trimet near Sherwood Plaza which would greatly improve the commute for students and staff of both schools, and the route could easily be shortened back to my original suggestion should Trimet ever add their own service to the area.

- Some routes don't serve the current Wilsonville TC at all: I already touched on the fact that Wilsonville is not big enough by area or population for there to not be a main transit center where all buses connect in the same place. The bigger issue is that even right now when all busses do that (except for Villebois Shopping Shuttle), busses do not serve the Transit Center at all on Saturdays, which can make accessing transit much harder, especially for those who hate having to cross roads at lights due to sometimes being forced to miss their bus because the crossing signals hate them, making transferring at a Transit Center easier, even if it takes longer (this type of thing is primarily why i use Salem's Downtown Transit center to transfer from Route 2 to 1X or vice versa since unless i'm going to Wilsonville in the early morning, i have to cross Market Street to transfer at Market & Savage, which can cause me to miss the bus if i get screwed over by the traffic lights, defeating the whole purpose of transferring there, instead of going all the way to Downtown).

- Other things which should be implemented (even if not immediately).

- Have a direct route to Newberg via Butteville and (less importantly) Champoeg: This would give service to 2 rural areas that likely otherwise would remain cut off from transit for several years due to their very small area and population. The connection to Newberg would also make getting between the 2 cities much easier (especially if the suggested route to Sherwood isn't added).

- Since it'll be running on Airport Rd, make sure Route C serves Langdon Farms Golf Club.

I'm pretty sure that's it. If I think of anything else, I will likely send it to SMART Transit directly unless they suggest sending it somewhere else (like here).

Simmons, Mandi

From: ALAN L STEIGER
Sent: Tuesday, September 13, 2022 2:05 PM
To: Lewis, Kelsey
Subject: Transit planning

Follow Up Flag: Follow up
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[This email originated outside of the City of Wilsonville]

Unfortunately, I will be unable to attend the 9/20 program but wanted to pass a few thoughts along.

As a senior citizen (age 80) I can foresee the time when I am unable to drive a vehicle. When that time comes, the closest bus stops to me are of a distance, or on the wrong side of Wilsonville Road, that it will probably be difficult for me to utilize normal bus services. I have not tested the availability of Uber, but I have not seen any Uber marked vehicles or taxis in Wilsonville that would lead me to believe that they are readily available.

Is it within SMART's vision to establish/support something similar to a taxi service in Wilsonville? I know that there is something along those lines already available but it is not a focus for SMART. As the demographics change, the need for an expansion of those type of services will be required, and for such mundane trips as to the grocery store not just to doctors appointments. It would also be useful for single parents with younger children who do not envision taking the whole family on a bus trip and having to wait at bus stops for any extended period of time.

During this pandemic we have also seen a reluctance to mix with groups of people, such as on a bus. Who knows when the next pandemic will occur?

Just something that I hope you will get the participants to discuss and evaluate.

Thank you, Alan Steiger