



City of Wilsonville – South Metro Area Regional Transit

TRANSIT INTEGRATION PROJECT

Final Report - Appendices

July 2015



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APPENDIX A ROUTE 2X ON-BOARD SURVEY

This appendix supplements the analysis of surveys conducted onboard SMART Route 2X. It provides a complete listing of open-ended comments and the survey instrument for the Route 2X survey.

ROUTE 2X ON-BOARD SURVEY

Open-Ended Comments

Do you have suggestions for improving Route 2X?

- 2X is one route to new Oregon Tech and doesn't offer service out of town for late night classes. Please provide later transit and Sundays.
- Barber on weekends! Portland
- Coffee service
- driver is Safe helpful and punctual
- Drivers are great, no improvement needed there. More frequent service around Wilsonville during the day so errands can run. Expanded service north on Barbur would eliminate my short trips on TriMet
- Free WiFi
- Great service. Keep it free!
- I will give the SMART co. outstanding performance.
- I would suggest having the driver only taking a 5 minute break on Barbur Blvd because after school I need to hurry to make it to work on time and I cannot afford a 10-15 minute delay.
- It is great except limited on weekends
- It would be nice to jump on MAX from 2X. I work at Costco and our shift starts at 4:30 AM. I would love to take 2X to work.
- It's very good and very helpful, keep it up. Weekend services
- Just that the bus should run on Sunday, more frequently on Saturdays, and earlier on Saturdays
- Keep hiring excellent drivers
- Later hours for Saturday riders
- Later service

- Love it! Use it all weekdays and many Saturdays
- Make a later run until 11 or 12 midnite
- Make it Free
- More buses to Portland on evenings/weekends
- More frequent stops would help
- Never let the buses get old
- No
- No, current service perfectly fits my needs
- No, I have so far experienced friendly bus drivers which makes my trip good because they have a positive attitude
- Nope
- Nothing besides it running more frequently and later
- Only to keep current drivers. Very friendly and helpful.
- Run 24 hrs maybe every 2 hours within Wilsonville so people can get to there jobs earlier than your earliest bus
- Run later
- Run later and run Sundays
- Run later Friday night
- Running more frequently at midday would be nice, as well as running later on Saturdays.
- Running to Barbur on Saturday! That would be a huge help. It takes two hours and 4 different buses for me to get to work on Saturday.
- Sat service to barber, Sunday service
- Show up on time
- Some bus drivers are very rude to the rider when asking Questions on where the bus is going.
- The bus stop by Goodwill at the 4 corner intersection should be moved, to many near misses
- We need this route for save 2X is a good way for so many peoples to get to work
- Will be better to have a few buses on Sunday
- Would like SVC that runs late enough Sat or early enough Sun that I can do things downtown Portland on Sat night
- Would like to go to concerts and be able to get back. Later in general would be good as risked missing last bus last week.

Do you have any other comments?

- 90% of the drivers are wonderful! The rest are fine.
- All SMART buses need free WiFi and an app. No other complaints.
- Customer commented as he was riding the bus that he wishes we had service to Barbur TC on Sat as well.
- Drivers are awesome and the lady today is probably the best you have so make sure you hold on to her!

- Drivers are polite, efficient, and good with customer service
- Good service, Sunday service would be great
- Great bus drivers. They are so friendly
- Great service and nice drivers
- Great service, SMART employees work together to get riders where they need to be and on time. Wish SMART went everywhere I go so could eliminate transfers on TriMet
- Great service.
- Great service. Keep it free!
- Great service. Please expand and take care of your drivers
- I am glad you guys have it
- I love how consistently on time the 2X is
- I love that Wilsonville has buses. I wish the TriMet passes worked on them though.
- I think the 2X is an a good route already. It works for me to get to work almost on time. So maybe we need a bus from Canby to Wilsonville at 3 o'clock.
- I used to use 2X service weekly. The service you are providing is extremely good. Thank you very much for this kind of service. KEEP IT UP.
- If 2X is not available for transfer from Wilsonville Station to Rockwell Collins, please start #6 earlier. Thank you. Great Drivers!
- It needs to run on Saturday if just at morning and at night
- Just to say that it's a long hike to complex, my goal to visit daughter. Please increase service.
- Lovely services. Thank you.
- Medical ride punch cards? More freebies - pens, umbrellas, coffee cups!! :)
- None
- Please email me and notify when it comes to heavy traffic on I-5 if necessary. I do get emails at work. Work related.
- Really love the service. Everybody goes out of their way to help.
- SMART IS REALLY SMART. But you can do better by covering long distance for little higher fare.
- Smile at strangers!
- Sunday service would be great
- Text
- Thank you!
- Thanks
- Thanks for a great job!
- Thanks for the ride.
- Thanks for the service!
- Thanks for the opportunity
- The driver on here in the morning (Renee?) is the nicest I've encountered yet
- The drivers are great.

- The only reason I was able to move to Wilsonville was because the bus service connects to Portland via Barbur. Young people who want to volunteer, work, or do things in Portland later in the evening or on the weekends are unable to without a car if the bus runs only earlier or not at all, or doesn't connect at Barbur.
- Very much appreciate service over the years and the pleasantness of most drivers
- We love your services
- Weekend service
- Wilsonville City should pay TriMet and allow the 96 to go to SW Parkway and the WV WES station
- Would like later hours in the evening
- Would like to be able to use a TriMet transfer on SMART transit

Survey Instrument

The following pages provide the Route 2X onboard survey instrument.

IMPORTANT: Please tell us about the **one-way trip** you are making **now**. The answers are completely confidential. If you have already filled out a survey this week, please **DO NOT** fill out another one.

1. Where are you coming FROM? *check one ✓*

- 1 Home
- 2 Work/Work Related
- 3 Recreation or social
- 4 School/College (Name of School: _____)
- 5 Other (_____)
- 6 Shopping
- 7 Medical/Dental
- 8 Personal Business

2. Where are you going TO? *check one ✓*

- 1 Home
- 2 Work/Work Related
- 3 Recreation or social
- 4 School/College (Name of School: _____)
- 5 Other (_____)
- 6 Shopping
- 7 Medical/Dental
- 8 Personal Business

3. Where did you BEGIN your trip today? *(Beginning of your trip, such as home or work location, not the bus stop.)* Please list the nearest intersection **OR** nearest landmark

_____ & _____
(Example: SW Thomas St. & SW Ruth St.)

City: _____

4. Where is the FINAL DESTINATION of your trip? *(End of your trip, such as home or work location, not the bus stop.)* Please list nearest intersection **OR** nearest landmark

_____ & _____
(Example: SW Thomas St. & SW Ruth St.)

City: _____

5. How did you GET TO the bus stop to board this bus? *check one ✓*

- 1 Transferred from transit – /SMART/TriMet bus or train/ (Route/Line _____)
- 2 Walked (How many minutes? _____)
- 3 Biked (How many miles? _____)
- 4 Drove alone then parked
- 5 Dropped off by car
- 6 Used wheelchair or scooter (How many minutes? _____)
- 7 Other (_____)

6. How will you GO FROM this bus to the end of your trip? *check one ✓*

- 1 Transfer to transit - /SMART/TriMet bus or train/ (Route/Line _____)
- 2 Walk (How many minutes? _____)
- 3 Bike (How many miles? _____)
- 4 Drive alone
- 5 Get picked up
- 6 Use wheelchair or scooter (How many minutes? _____)
- 7 Other (_____)

7. Are you making a ROUND TRIP on the bus today?

- 1 Yes
- 2 No

8. How often do you ride transit? *check one ✓*

- 1 5 or more days per week
- 2 2 to 4 days per week
- 3 Once per week
- 4 1-4 days per month
- 5 Less than 1 day per month

9. How long have you been riding transit? *check one ✓*

- 1 First time
- 2 Less than 6 months
- 3 6 months to 1 year
- 4 1 to 2 years
- 5 More than 2 years

10. If Route 2X was not available, how would you have made this trip? *check one ✓*

- 1 Drive alone
- 2 Someone would drive me
- 3 Carpool or vanpool
- 4 Taxi
- 5 Other (_____)
- 6 TriMet Line 96
- 7 WES
- 8 Bike
- 9 Would not make this trip

11. Do you ever take TriMet Line 96? 1 Yes 2 No

If yes, under what circumstances _____

12. How did you pay your fare for this bus?

- 1 General Fare Cash
- 2 General Fare Pass (2x)
- 3 All Pass
- 4 Employer provided pass
- 5 Other (_____)
- 6 Reduced Fare Cash
- 7 Reduced Pass (2x)
- 8 Reduced All Pass

13. Was a car available to you for this particular trip?

- 1 Yes
- 2 No
- 3 Yes, but with inconvenience to others

14. Do you have a driver's license? 1 Yes 2 No

15. Should Route 2X directly serve other locations (i.e. no transfers required)? ₁ Yes ₂ No

If yes, please write in up to three specific locations in order of priority

- a. _____
- b. _____
- c. _____

16. What improvements would help you choose to ride Route 2X more often? *check up to three VVV*

- ₁ More frequent weekday service
- ₂ Earlier morning service (begin when? _____)
- ₃ Later evening service (until when? _____)
- ₄ More frequent Saturday service
- ₅ Sunday service
- ₆ Easier transfers between bus routes
- ₇ On-board WiFi
- ₈ Motor coach seats (added comfort/footrest/recline)
- ₉ Other _____
- ₁₀ None – Service meets my needs

18. Do you have suggestions for improving Route 2X?

17. What one improvement is the most important? *circle only one of the above*

Please tell us about yourself!

19. What is your age?

- ₁ Under 18
- ₂ 18 - 22
- ₃ 23 -30
- ₄ 31 - 59
- ₅ 60 - 74
- ₆ 75 or Older

20. Are you male or female?

- ₁ Male
- ₂ Female

21. What is your total household income (before taxes)?

- ₁ Under \$10,000
- ₂ \$10,000-\$19,999
- ₃ \$20,000-\$29,999
- ₄ \$30,000-\$39,999
- ₅ \$40,000 – \$49,999
- ₆ \$50,000 – \$59,999
- ₇ Over \$60,000

22. Are you? *check one or more V*

- ₁ Employed full-time
- ₂ Employed part-time
- ₃ Not currently employed
- ₄ Other _____
- ₅ Student
- ₆ Retired
- ₇ Visitor to the area

23. SMART is conducting a study to evaluate options for Route 2X. If you are interested in receiving updates about this project, please enter your email below:

(Note: email addresses will not be used for any other purpose and will not be stored with survey data.)

Do you have any other comments? Please write them here:

We appreciate your comments!

Please return this survey to the surveyor or leave it with one of the drivers.



APPENDIX B TRIMET LINE 96 SURVEY ADDITIONAL COMMENTS

As a final inquiry to the Line 96 on-line survey, respondents were asked if they had any other comments to share. The online survey allowed for an open response. A total of 18 survey takers responded. All responses are listed below, unedited except for clarity.

Overall, comments focused on evening service and connections to Portland. Respondents generally wanted more evening service, improved connections between Wilsonville Station and downtown Portland, and improved schedule coordination between TriMet and SMART service. Reliability was mentioned by a few respondents as was the desire for transfers between TriMet and SMART. Two respondents noted the cost of passes as a barrier to transit; one respondent requested a eastward connection to Clackamas Town Center from Wilsonville.

ADDITIONAL COMMENTS

1	Please try to provide some type of Sunday service. I spend about \$200.00 in transport shuttles and hotels in a month.
2	Line 96 is a great but it is tough to get from downtown Portland to downtown Wilsonville.
3	More service in the evenings would allow me to work more hours or have dinner in the city with friends. As a young professional without a car, that's what I would appreciate most.
4	Thanks for looking into a SMART 96 route.
5	SMART and TriMet need to get their collective act together. The 96 / 2X thing is [in] shambles. You have centered your entire SMART bus operation around the WES service, and the 96 has been left as the poor, ugly, step-child. Riding the WES is very nice, but the trains go to Beaverton and not to Portland. That said, the WES trains only run for a few hours a day on Mondays to Fridays, and that needs to be fixed. They should be like the MAX, and run all day, every day. Anyway, back to the 96 and 2X thing... There is little to no coordination between the 2 services, except for the last bus to Portland in the evening. For example, if you take the first 96 South in the afternoon, there are no 2X SMART buses when you get to Commerce Circle; you have to walk past the Holiday Inn and over the freeway, and that is no picnic. Then there's the problem of having no parking at Commerce Circle for the morning commuters. Why don't you let Tri Met run the 96 to the WV train station? You let TriMet's trains go there; why not their buses? That way, people could park their car and take the 96 to Portland, and the people riding the 96 to Wilsonville could connect to all of the SMART buses including the Salem bus etc. The frequency of the 96 needs to be improved. Like the WES trains, it too only runs for a few hours a day, M-F. And we all hate having to pay 2 fares to get to Wilsonville. It is probably the hardest place to get to of all of the major suburbs that TriMet serves.

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6	Put in regular fare boxes like TriMet and bring in Transfers because if I didn't have a monthly pass I would have to pay twice if I went all the way to Portland from Canby.
7	Thank goodness for this transit system!
8	Also we need service on weekends
9	Option to go to Wilsonville would be great. Shorten waiting times to connect to the 96 coming from the #12
10	The drivers on 96 route are very very nice and pleasant to talk with!!
11	Soon, my child will start school and to be at home when the school bus drops him off will mean - unless more frequent, throughout the day runs are made, I will be driving in and out of Portland to be there on time. And when he boards the bus at 7:50 am too.
12	Please contract with SmartCar, Car2Go to make transit even easier
13	Thanks for the opportunity!
14	Improved reliability would be a big plus! Also, having to wait over a manta for parts to be ordered is ridiculous. Also MAX drivers need respect riders more a lot more via being much more communicative when stopping longer than expected or extra non-scheduled stops.
15	Please don't cut the 96.
16	As it stands today, there are significant barriers to transit use from my home in SE Portland to work in WV - 1) Time (TriMet 17 to TriMet 96 to SMART 2X -- or TriMet 17 to TriMet 12 to SMART 2X) 2) Cost (TriMet is very expensive; particularly when you add SMART on top of it) 3) Poor bus transfers (TriMet 96 transfers are timed poorly with 2X; 12 is better, but it takes a long time to get to Barbur TC). If the 2X continued to at least downtown Portland then I would bike to downtown and use SMART exclusively - saving lots of money. As it is now, the choice is between a 28 minute drive or 90 minute transit trip. While I would prefer to take transit (and I did for many years -- before my son was born), sacrificing 2 hours of my day to the cause, plus the \$100/month TriMet pass is just too much.
17	Max line down I-5 from Wilsonville to Portland. Drop WES (not good in time crunch poor hrs and takes too long to get to destination if you even do get there with all the break downs. NOT reliable ALL the time)
18	Would love to be able to go to the Clackamas Town Center area 7 days a week to be able to make connections to Portland bus/MAX Lines. I feel like I am stuck in Wilsonville during the evenings and weekends

APPENDIX C COMMUNITY SURVEY

This appendix supplements the analysis of community survey conducted for the SMART Transit Integration Project needs assessment. It provides a comprehensive listing of responses to open-ended questions. A printed version of the survey, which was provided to senior groups, is also included.

How important are the following factors in your decision to use SMART?

- Financial.
- Convenient to further places.
- Decreases stress; social; meet other people.
- Schedule for local access.
- Parking at PCC is difficult.
- Cannot transport power wheelchair to work of medical appointments out of town or in town.
- Avoids parking.
- Time to read while SMART drives.
- Exercise: I take my bike on SMART in the morning and ride it home in the evening.
- It's part of life in Wilsonville.
- I bike 3 miles from my house near WHS to the WES station to get exercise and save gas, be green, etc.
- Safe method in the dark hours of the day leaving my car and returning to my car.
- Allows me to make best use of lunch breaks.
- Drive less after stroke.

If you indicated that you never or rarely ride SMART, please indicate which factors impact your decision to not ride at this time?

- I can still drive and have not thought about taking the bus.
- I have to leave and go from work randomly and visit businesses.
- Not in the service area.
- I am new to the area.
- Transit service into Portland only serves commuters and does not run for those wishing to shop or attend public events.
- I am new to the area and am researching the fastest routes from Wilsonville to Amberglen in Beaverton, which I currently drive daily
- No weekend service into Portland.

- Bus does not go to Newberg.
- I use SMART but not to Portland, Salem only at this time.
- I need my vehicle for work related reasons... However I do use the TriMet all the time and would use smart when not at work.
- Live downtown and bus does not serve that area.
- I live in Beaverton and if one of my children has an emergency I would not be able to get home quickly enough.
- My job necessitates being able to get to work immediately upon call. The bus just doesn't work for me.
- I don't live in Wilsonville.
- Takes too long.

What SMART services do you most frequently use?

- None.
- Special trips.
- I travel everyday on Smart except Sunday.
- I don't know where 2X is.
- To Hillsboro.
- I use Bus stops in Charbonneau and throughout Old Town and Downtown Wilsonville.
- None.
- Do not use.
- From Barbur TC to Wilsonville on the 2X.
- Occasionally outside.
- Out of town to Kaiser.

What improvements would make you more likely to use Route 2X or use it more often?

- Service direct to downtown Portland.
- I need to go to 217 and 26 west.
- Downtown service from Wilsonville.
- No need.
- Want to ride but don't know how.
- Better connection times to and from PCC Sylvania.
- Not applicable, my schedule is not on a standard routine.
- Direct Service to Rose Quarter.
- Continue farther north on Barbur, toward downtown Portland.
- Afternoons keep the outgoing intervals at half hour.
- Serve more than just commuters.
- Transfer to Tri Max rails.

- Service to Barbur Blvd. Transit Center on Saturdays.
- The bus stops at Tualatin Park and Ride, instead Tualatin WES station or any stop near the Nyberg street I-5 exit will be a good option.
- Newberg.
- I only use the 1X service to/from Salem.
- Direct service to down town Portland.
- Saturday service to Barber.
- Direct service to downtown Portland.
- Location where I leave my car to be with more lights.
- Just a direct faster route from Portland to Wilsonville.
- Less frequent stops.
- Different transfer location - Barbur is too far south, I may as well drive the whole way.
- Extend route to Portland Metro area.
- Not sure.
- More sunshine.

If you checked any of these in the above question, please explain.		
Earlier morning service - Begin when?	Later evening service - Until when?	Improved accommodation for people with disabilities - What type of improved accommodation?
Arrive at Xerox from Barbur Transit Center by 5:45 a.m.	10 pm	Low floor vehicles
About 5am	9PM weekdays	I don't need accommodations
My concerns were about stops	8:00pm leaving from Barbur.	have the same week days same for the Saturdays too
5am at the earliest	Midnight	
Leave Barbur by 5:45am	Until around 9pm	
5:30 a.m.	9 pm	
	11 pm or Midnight	
	8 pm	
	12am Monday - Thursday and 2am Friday – Sunday	
	Able to take TriMet 76 at 7:00 from Beaverton and catch 2x after 7:30 at Tualatin	
	9 p.m.	

How do each of the following factors influence your decision to use Dial – A – Ride instead of the fixed route bus?

- Fixed route doesn't go where I need to go.

- I will be using it during the severe weather for appointments.
- Being in an electric wheelchair prevents me from getting to the bus stop during rainy periods.
- No place to sit and unable to stand very long.
- Need to access a bus stop close to Oregon School for the Deaf.
- It would be a "comfort" to travelers if there were some sort of food services at the Wilsonville Transit Station.
- Dial a Ride isn't an option as defined.
- Not enough lights where I park my car.
- If my mobility were to become impaired as I age (currently age 58) this would apply to me.
- Comes right to my house.
- Schedules and trouble getting around.
- Cannot walk that far.
- Door to door and cardiovascular problems.

What key destinations by type of trip would you like to reach in the greater Portland area via fixed-route bus service?

What key destinations by type of trip would you like to reach in the greater Portland area via fixed-route bus service?		
Destination #1	Destination #2	Destination #3
Downtown Portland Newberg Pearl District Bridgeport Museums & Shopping Closest light rail station Downtown Portland Pioneer Courthouse Square	Clackamas Saturday Market	Washington Square Mall
Lake Oswego Downtown Portland 217 and 26 Sunset Transit Center Train Station Downtown Portland Gabriel Park Area Downtown Portland PCC	Downtown Portland Tualatin Airport Lake Oswego (downtown)	Washington Park
Nordstrom/downtown Doctors appointments downtown area without multiple transfers Downtown Downtown Portland Transit Mall Woodburn	Sherwood, Oregon/ would use this often SE	Canby, Oregon
Beaverton TC	Downtown Portland	Clackamas Town Center TC

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What key destinations by type of trip would you like to reach in the greater Portland area via fixed-route bus service?

Destination #1	Destination #2	Destination #3
Possible easier route to Oregon City		
St Vincent's Hospital East pavilion	Meridian Park Medical offices on 65th	Wilsonville Community center
Rose Quarter/Convention Center	Pioneer Square	
Beaverton transit center	Rose Quarter	
Portland State University		
Hall & Sattler - Tigard OR	Parkway Ave – Wilsonville	
Downtown		
Amtrak PDX	Hillsboro	
Portland City	Hillsboro	Wilsonville
A direct route to Portland State University		
Barbur Transit Center	Portland City Center	
Downtown Transit Mall	Lloyd Center	Washington Square
Good Samaritan Hospital	Meridian Park Hospital	Evergreen Prosthetics
Oregon City	Clackamas	Milwaukie
Beaverton transit center	Downtown	Tigard transit center
Airport	Downtown	St. Vincent Hospital
Portland- non stop		
Downtown Portland core (5th and Morrison)	Tom McCall Waterfront Park	OHSU
downtown Portland		
South Waterfront	Downtown	Oregon City
Downtown bus mall		
Portland VA hospital #8 bus		
Rose Garden	Jeld-Wen Park	downtown theaters
Pioneer Square		
Lloyd Center		
Downtown Portland	Eastside Portland	Clackamas
St. Vincent hospital	Scholl's Ferry Clinic	Washington Square
Downtown Portland		
Sherwood	West Linn through Stafford Rd.	Beaverton
Tualatin City not park & ride	Downtown	Beaverton Transit Center (when WES is not running)
PDX airport	Downtown Portland	
Hillsdale	Multnomah Village (if Hillsdale wasn't an option)	
Xerox	West Salem	
Portland Zoo	OMSI	
to run more on Saturdays		
Downtown Portland		
Work	Home	
Xerox	Beaverton transit center	
Bi-Mart in Oregon City	Canby on the weekend	Kaiser in Tualatin
Downtown Portland	Portland State University	
Meridian Park Hospital	Bridgeport Village	
Portland downtown/ Pioneer Square		
Tigard Transit Center	Tualatin Park and Ride	Beaverton Transit Center
Charbonneau to Tualatin Presbyterian	Charbonneau to Tigard and Tualatin	Charbonneau to Polk County

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What key destinations by type of trip would you like to reach in the greater Portland area via fixed-route bus service?		
Destination #1	Destination #2	Destination #3
Church		
Tigard Transit Center	Beaverton Transit Center	
Max Lines		
Downtown Portland		
Beaverton Transit Center	Portland State University	Oregon City Transit Center
Downtown TriMet bus mall		
To down town Portland that connects with Tri Met or CTRAN	From Down Town Portland to Wilsonville	
OHSU		
Wilsonville to Barbur Transit	Barbur Transit to Wilsonville	Wilsonville to Beaverton
Downtown Portland	Barbur Transit Center	
Downtown Portland		
Beaverton TC or Tigard TC	PSU - SW Portland	Nyberg St or Meridian Park
Beaverton Transit Center		
Downtown	Taylor's Ferry Transit Center	PDX Airport
Airport	Downtown	
king city	Wilsonville	
Xerox Wilsonville	Portland transit mall	
Jeld-Wen	Lloyd Center	
Woodburn via 99E	Downtown Portland	Washington Square Mall
Wilsonville		
Downtown		
PDX	Downtown	Beaverton Center/Library
downtown		
Wilsonville		
7175 SW Hoodview Place, Beaverton, OR	8005 SW Boeckman Road, Wilsonville, OR	
Downtown		
Airport	OMSI	
SE Portland		
Downtown Portland	SE Portland	Beaverton
Barbur Blvd & Bertha Avenue		
MAX Red Line to PDX		
Wilsonville	downtown Portland	
Beaverton TC	Downtown Portland	
Lake Oswego		
Wilsonville High School for plays or weekends	Bridgeport - too far to walk from stop	
Spirit Mountain		
Tualatin		
pioneer square	Saturday market	major hospitals
Transit Mall		
Downtown Portland	Oregon City	
Waterfront park area	Entertainment district	

What type of destination(s) are the options you provided?

- Special events, shopping
- Travel
- Family
- Adventure, shopping, farmers market
- Grocery shopping
- Home
- It would be wonderful to have a Wilsonville to Portland trip 2-3 times on Saturday and Sunday mornings with return buses in the late afternoon until 10pm or so
- #1 shopping and restaurants; #2 events in Waterfront Park
- Volunteering
- Destination #1 is shopping
- Charbonneau to various smallish-medium colleges
- Would love to be able to go shopping or out to dinner in Portland without having to drive. An express route or dinner charter that would drop folks off in a restaurant centric area at seven and return to Wilsonville at ten would be a lot of fun
- Destination #1 is home, Destination #2 is work
- Destination #2 is home
- I'm not interested in using the bus
- Shopping - destination #2
- Satisfied with all destinations
- Every need is currently being met

Would you support additional local funding for SMART services to provide the improvements or service to additional destinations that you identified?

- User fee based.
- SMART Service is one of the biggest reasons to live in Wilsonville. It represents a great business attitude.
- If raising fares to extend service.
- Gas is expensive.
- SMART and TriMet are two great services. It would be disappointing to not have a run from Portland, or Beaverton, to Wilsonville.
- Sometimes I drop extra money in the pot (onboard) just because you provide great services to us lucky people in Wilsonville.
- Will more tax money be needed?
- It would be ok if the fare goes up, if the 2X continues to south end of downtown (Portland State).
- It seems cost prohibitive to satisfy every individual's specific locations via public transit. With a big enough draw, some locations can be served by public transit, but for me personally I do not see the value in subsidized public transit if it is not stand along feasible economically and in convenience.

- It would be less than the price of gas and parking to pay SMART.
- I want to keep my bus use to a minimum.
- It is important for citizens of Wilsonville to have greater access to public transportation.
- I would be willing to pay more if it meant maintaining the Dial-A-Ride program.
- If my partner could commute to the Clackamas area, without having to go all the way into Portland, that would rock.
- Because that makes it happen.
- "Additional local funding" is too vague to comment against. Are you meaning a local tax levy?
- I would be willing to pay for service.
- Look into raising the bus fares.
- The smart transit should add improvements to add new stops towards northwards...so people should take bus conveniently.
- Yes. I would pay per ride if needed.
- Depends on service.
- I would pay a reasonable fair for specific destinations.
- But don't tax the local businesses so much they all move out of town! Maybe some better integration with TriMet would work too. Share the 96 route with them and run it all day.
- Unsure.
- I did not identify any improvements or additional destinations.
- Ability to access services of the area establishment increases.
- Add 2 year temporary (note the significance of Temporary) tax of about 5 dollars per house hold per year.
- Increased fares; increased taxes in general; continually seeking grants.
- Depends on amount of funding required to support desired increased services.
- Would support fare increase on 2X if it went all the way downtown; would support fare increase on 1x to support other routes.
- Don't live in Wilsonville.
- I believe in a strong local transit system within the community.
- I believe in mass transit, but have trouble believing it will serve my particular needs. Nevertheless, I would vote to fund it.
- Don't live in Wilsonville, my only use of SMART is for local transportation when I'm at work.
- If it helps people get around without cars in areas that don't usually have bus service and or train- I am all for it.
- If they ran earlier morning I could make it to work on time.
- I would like to see one bus that routes through Villebois and on to the Mentor/FLIR/Xerox businesses.
- I live in Salem; not sure whether local funding needs to come from there as well. If so, I would support it.
- No tax increases or new taxes.

- I guess SMART is doing fine and doesn't require additional funds.
- Charge for evening or in town. Is great service - no other town has it.
- In Wilsonville.
- Not enough personal budget.

Is there anything else you'd like to share that we haven't covered?

- Only because I have a car. But as a senior, many friends don't.
- WES needs to have more trips scheduled and later in the evening.
- Bus trips to Fred's & Target need to be adjusted. Perhaps alternate weeks or different days.
- More services 7 days a week.
- No connection to TriMet on Sundays and very limited on Saturday and evenings is very big obstacle for me. I have missed Portland events and had to schedule plane flights around this obstacle. Last Sunday, I walked to Wilsonville from Tualatin after flying into PDX and traveling as far as I could on TriMet.
- Just moved here from SE Portland- TriMet was very convenient- I used to take the bus every day. I would love to be able to hop on a bus in Wilsonville and go directly downtown.
- Love SMART and TriMet.
- Thanks for moving forward with public transportation in Wilsonville.
- Just started using TriMet WES, buses, or MAX.
- Your rep at booth, Jen, helped me figure out which bus to take to Transit Center/WES. Had been unable to figure out using schedule alone.
- I like the service is- just want some improvement- thank you.
- Route times within Wilsonville are aimed at commuters. Should be more service times for local trips- evenings and weekends.
- Wilsonville should consider using SMART for the schools instead of the contracted service (Edmonds, WA may be an example).
- SMART is excellent service, but would really like more weekend service to Portland and also to Villebois, since that is the location of farmers market.
- Need bus drivers who will handle disabled wheel chair bound and are on time when arriving to their destinations.
- It would be awesome if the WES ran at least several times (maybe once per hour?) between 9am and 3:30pm.
- I would use this service more if it worked for getting to and from classes at PCC. One of my children will need this beginning next fall also as we'll both be at PCC Sylvania.
- The service is one of the best in the Nation, primarily because of the excellent people that work for SMART.

- Would love to have Wi-Fi available on all vehicles to make commute more productive.
- Smart Bus for Wilsonville residents is invaluable. Recent circumstances required me to use Smart Bus for doctor's appointment over a four month period. The Drivers were, courteous, helpful, and punctual. The service is appreciated by public. Thank you so much.
- I wish for longer WES hours.
- Taking a bike on bus logistics, bike parking/locker.
- The trips to medical services are important to me. I can impose on neighbors sometimes but medical appointments are sometimes lengthy and it is almost impossible to get a neighbor who can wait for 2 or 3 hours while I am being treated.
- These services to medical facilities are a blessing to all of us folks who use it. The drivers are courteous and so helpful and caring. Please do not curtail this wonderful aid to those who need it so badly.
- Maybe there should be music or short films on the bus for longer bus rides to entertain passengers especially children.
- "The reasons I do not ride the TriMet 96 are these. The earliest 96 in the morning will not get me to work on time, but the 2X does (6:30 am). The 96 does not come East of I-5 in Wilsonville, while the 2X goes directly to Xerox. I-5 is not reliable (due to traffic) close to downtown, while the 2X - TriMet#12 combination is reliable So, if you extend service to/from downtown, please make sure it meets these criteria.
- Get me to work (Xerox) by 6:30 am.
- Goes directly to Xerox, no change of busses at the Wilsonville transit center.
- Do not take I-5 into downtown. Get off I-5 at Barbur and take Barbur in and out of downtown. Maybe stop at the south end of downtown (i.e. by PSU) to avoid street traffic in downtown itself.
- I pretty much only take Max when going to an event down town, and only then to an event directly served by Max. I would consider WES to and from work and on the weekends, but I find the schedule very limiting. Even if I tried the schedule and it worked for me, I am not sure I would utilize very often. Would be more of a novelty.
- A very simple solution to having a better connection between Wilsonville and downtown Portland would be to have TriMet's 96 bus comes into Wilsonville Station, where all the other transit systems link up (WES, Cherriots, and Canby). Right now it stops in the middle of industrial park central where it's not easy to access and doesn't provide an efficient link to all the transit systems. Please coordinate with TriMet to have the 96 come into Wilsonville Station.
- Oregon Tech needs help. There students depend on SMART and TriMet to succeed and become productive members of society.
- A year ago I was going to the zoo 2 to 3 times a month. I'm not able to do this anymore.
- I buy two separate passes to get into Portland for my job in the morning. I would be happy to pay more for a SMART pass if I did not have to purchase a monthly TriMet pass. And I prefer riding SMART buses to TriMet anyway.

- Besides improving service in the I-5 corridor, SMART should have more frequent in town bus services, i.e. all routes should have at least hourly service all day long - not just rush hour. The city of Wilsonville is not a bedroom community.
- Please make it easier to get to Oregon City, even West Linn.
- I used MAX frequently when I lived in Clackamas. Since moving here, I haven't used it.
- It would be nice if there was an early afternoon run for the Salem 1X (noon).
- Is there any possibility of expanding WES service hours?
- Please extend fixed route service to places like Advance Rd., Villebois & other areas in Wilsonville like the river side of Memorial Park, then there would be less of a need for me to use Dial A Ride.
- Thank you for your excellent service.
- Operate beyond commuter times.
- To get to Lloyd Center from Wilsonville on public transportation involves too many transfers/too much time to be practical now. I would love to be able to walk or drive to a park n ride and take an express bus to/from Lloyd Center. I have kids in school and scheduled events in the evenings and need public transportation that is direct, nor circuitous.
- I have to drive my car to Barbur Transit Center on weekends to get into town by bus. I would love to use WES, but it takes too long to get into town and the service is too infrequent, and again, not on weekends. My trips are mostly social and volunteering, with some medical appointments, but I really feel sorry for those who need transit for work.
- No scheduled service to Landover Area.
- I would like to suggest new stops in Tualatin and other places north of Wilsonville, I live in Tualatin and it takes 1 hr 15 for me to reach home as Tualatin Park & Ride stop is not in Tualatin but around 1.5 miles from the city center. Even if one takes 76 from with Tualatin to Tualatin Park & Ride it costs \$2.50 for that not a cheap option if you have car ...neither economically or time needed for travel.. Additional stop within city will lead to more number of people taking green mode of transportation and in turn will reduce carbon footprint needed.
- It would be great to expand the hours of the Villebois shuttle service. I occasionally need a later shuttle both in the morning and evening (and other shuttle riders have mentioned the same thing). It would be nice to add the service for the summer Farmers Market season as well (June-Sept), running until 8 pm.
- I'd use SMART more often if I could get from Hillsdale to Barbur Transit Center more easily. TriMet is too expensive for such a short ride (3 miles). Parking at the Transit Center is often full unless you get there very early.
- Not sure ridership justifies an increase in frequency during commute hours (7 to 9 and 4 to 6), but I think that would also increase my interest.
- Thanks for asking for feedback. SMART is the best system I've ever seen. Keep up your terrific work.

- Free Wi-Fi would be a great improvement. The trains all have Wi-Fi and none of the buses have it. Also, at the Transit Station a Wi-Fi hub would be a good start and should not be that expensive to add considering the huge benefit it would provide to commuters.
- Next, a food services cart of some sort of comfort station at the Wilsonville Transit Station would be great. We are allowed to take coffee on the bus so how about some soft drinks, coffee and Danish or light snacks like cookies. This would be more friendly and convenient.
- Thanks for listening.
- the bus s should be all the same also with the sat and with the same times too.
- I put this in your other survey, but why not repeat it all here?
- SMART and TriMet need to get their collective act together. The 96 / 2X thing is a shambles. You have centered your entire SMART bus operation around the WES service, and the 96 has been left as the poor, ugly, step-child. Riding the WES is very nice, but the trains go to Beaverton and not to Portland. That said, the WES trains only run for a few hours a day on Mondays to Fridays, and that needs to be fixed. They should be like the MAX, and run all day, every day. Anyway, back to the 96 and 2X thing... There is little to no coordination between the 2 services, except for the last bus to Portland in the evening. For example, if you take the first 96 South in the afternoon, there are no 2X SMART buses when you get to Commerce Circle; you have to walk past the Holiday Inn and over the freeway, and that is no picnic. Then there's the problem of having no parking at Commerce Circle for the morning commuters. Why don't you let Tri Met run the 96 to the WV train station? You let TriMet's trains go there; why not their buses? That way, people could park their car and take the 96 to Portland, and the people riding the 96 to Wilsonville could connect to all of the SMART buses including the Salem bus etc. The frequency of the 96 needs to be improved. Like the WES trains, it too only runs for a few hours a day, M-F. And we all hate having to pay 2 fares to get to Wilsonville. It is probably the hardest place to get to of all of the major suburbs that TriMet serves.
- Not sure how it works. Would love a video demonstrating how to use SMART, etc.
- I would like to see schedule changes so that the 1X (Salem) riders do not have to wait for the WES in the morning and evenings, and schedule changes so that arrival AT work is on the hour or half hour by the last stop. SMART needs to understand that most people who work in offices have meetings that are typically at 8am so arriving at work at 8:10 is not acceptable. This was not an issue before the transit center/WES started up.
- I am disgruntled about the fare to ride between Wilsonville and the Tualatin Park-and-Ride. My employer pays \$650/year in transit tax because I work in Wilsonville. The grand bargain in 1990 was that we would get free transit by giving up Tri-Met for WART. Since then, fares have cynically been imposed on exactly those riders who live outside the city and cannot vote.
- I wish the WES Train was open longer.
- Shopping is also needed by those who are not disabled or elderly.
- If you add service to downtown, just go to the south end of downtown, by PSU. Actually driving through downtown during rush hour would be crazy.

- No parking at Beaverton Transit Center.
- Covered shelter would be great at stops since it rains.
- Yes. I support increasing taxes, particularly on bigger businesses and wealthier individuals. I believe that paying taxes is a good thing. I am a proud liberal, progressive Democrat. Also, as an individual concerned about Planet Earth and its wide array of inhabitants, I am an environmentalist; I always have been an environmentalist. In addition, as a frequent and pleased user of SMART, I am an advocate for public transit/transportation. I am satisfied with SMART's various services and fare structures. I would be willing to pay even more, considerably. Increases in weekend/holiday/mid-day/evening/night-time service to Charbonneau would be a welcome addition. I use the Bus 3's to connect with the 4's, and occasionally the 2x's to other points in Wilsonville and to Tualatin. In addition, I have been on the 2's to Portland before, and on the 1x's to Salem. Willamette University, state capital/capitol buildings, and Lewis & Clark College are easily accessible. Thanks for your wonderful service and for this survey opportunity, too! Oregon Zoo is fun to visit, also, as well. You have some fantastic personnel. Kudos to many of your drivers and others. Keep up the good, stellar work, job, service; I hope! (Dial-a-ride and fixed routes are outstanding.) An appreciated rider/user of Smart's services, I am. Appreciative, indeed.
- I would utilize the WES, however, it does not operate on the weekends.
- Thanks for providing this service! It would be nice if there was a "last call" bus that runs a loop route like Tualatin TC to Wilsonville TC and then follows route 4 and comes back on route 6. Something at 9 or 10 at night so I wouldn't worry as much about being done with dinner or shopping in downtown Wilsonville by 7:30 or 8, and the people who get stuck on the last WES have a way to get back into Portland.
- SMART provides exceptional service. I look forward to continuing to use it.
- It would be good to have a mid day 1x bus (maybe around 1PM or 2PM) from WES to Salem / Salem to WES. Maybe use smaller bus to start and see what the ridership would be?
- Yes. It's about WES. Every day I get off of MXX from Hillsboro at 6:35 - 6:36 pm and WES left at 6:34... Trains from Beaverton at evening should leave 5 min later.
- Safety on where one parks their car.
- TriMet Line 96 should terminate at the Wilsonville Station/SMART Transit Center then it would be a useful alternative to the 2X.
- WES weekend/daytime/evening service (especially weekend) would also be a very useful addition.
- I would use more often if it didn't take 1 hour total to get from N. Barbur/Hamilton to Wilsonville. It takes me less than 20 minutes to drive.
- If you added the above route, I would ride at least 3x a week.
- The main reason I don't use the service is that by the time I drive from NE Portland to Barbur, I may as well just drive the rest of the way to Wilsonville and save 45 minutes each way. If SMART had a connection downtown or even farther north, maybe even on

the east side of the river (gasp), I would definitely take advantage of it, and would be willing to pay more than 1.25 each way.

- This service has been a godsend for me. It allows me to work while commuting, among other things. I wish there were a way to convince or provide an incentive for riders not to talk (loudly) on their cell phones.
- No new taxes.
- I think you guys should also try to talk to TriMet about accepting each other's passes.
- I am not sure if SMART has any influence there, but it would be very useful to have additional bicycle lockers at Barbur TC.
- I would ride the bus more often but it takes 2.5x longer to get to and from work.
- Increase frequency of WES trains and increase morning and evening commute time availability for trains.
- Would like to learn more about TriMet and how to ride.
- Got it all. Like the bus drivers.
- Would like to learn how to use TriMet WES, buses or MAX.
- SMART drivers are great.
- Would like to learn how to use TriMet WES, buses or MAX.
- 10 + A-1 drivers are excellent and helpful to seniors. Very nice. Lucky to have SMART. People talk about it all the time.
- Bernie is good drive. I like the service to the medical center.
- Bus drivers are very nice and courteous. Bernie is the best one there is, so helpful.
- Always feel very grateful. Drivers really nice.
- No. SMART has marvelous staff. Every driver has been wonderful.
- No. SMART's always there.
- Got great drivers.
- If it's available to catch it in Graham's Ferry. If so, time?
- Many would like service at night for the high school plays, and library and other evening events.

Please indicate the zip code where you live:

Please indicate the zip code where you live:	
Zip code:	Number of respondents:
97002	1
97005	2
97006	2
97008	3

Please indicate the zip code where you live:	
Zip code:	Number of respondents:
97013	3
97022	1
97032	1
97035	2
97040	1
97062	3
97068	1
97070	81
97123	1
97124	1
97132	1
97140	1
97201	5
97203	1
97209	3
97212	1
97214	1
97215	1
97219	6
97222	1
97223	2
97224	3
97229	1
97239	2
97301	3
97304	2
97317	1
98604	1
98662	

**Do you have a disability which prevents you from using fixed route services?
 If yes, type of disability?**

- Autism.
- Chronic fatigue & pain, intolerance to temperature extremes & inability to stand for extended periods of time- difficult to use fixed route when there's no seat or shelter because of these limitations.



SMART Transit Integration Project General Survey

THANK YOU for participating in this survey about transit services in the Wilsonville to Portland Corridor. By completing this survey, you will be automatically entered into a drawing for a \$75 VISA gift certificate.

Operated by the City of Wilsonville, SMART is studying ways to provide better service at lower cost. SMART is assessing possible ways of integrating fixed-route services for commuters and door-to-door services for the elderly and individuals with a disability within the *Wilsonville to Portland I-5 corridor*. SMART currently provides services to/from SMART Central at Wilsonville Station to the Barbur Transit Center via its 2X service. SMART currently only provides medical trips when delivering door-to-door service outside of Wilsonville.

1. In the past year, how often have you used SMART transit scheduled (fixed route) and/or Dial-A-Ride (door-to-door) services? check one

- | | |
|--|--|
| <input type="checkbox"/> 5 or more days per week | <input type="checkbox"/> 1-4 days per month |
| <input type="checkbox"/> 2 to 4 days per week | <input type="checkbox"/> Less than 1 day per month |
| <input type="checkbox"/> Once per week | <input type="checkbox"/> Never (<i>skip to question 7</i>) |

2. How often do you ride SMART's Route 2X? check one

- | | |
|--|--|
| <input type="checkbox"/> 5 or more days per week | <input type="checkbox"/> 1-4 days per month |
| <input type="checkbox"/> 2 to 4 days per week | <input type="checkbox"/> Less than 1 day per month |
| <input type="checkbox"/> Once per week | <input type="checkbox"/> Never |

3. What improvements would make you more likely to use Route 2X or use it more often? Check up to three

- More frequent weekday service
- Earlier morning service (begin when? _____)
- Later evening service (until when? _____)
- More frequent Saturday service
- Sunday service
- Easier transfers between bus routes
- On-board WiFi
- Motor coach seats (added comfort/footrest/recline)
- Improved accommodation for people with disabilities
What type of improved accommodation? _____
- Other _____
- None – Service meets my needs

4. What SMART services do you most frequently use? *check all those that apply*

- Scheduled transit service to destinations within Wilsonville
- Scheduled transit service north to Barbur Transit Center
- Scheduled transit service south to Salem
- Scheduled transit service east to Canby
- Dial-a-Ride service to destinations within Wilsonville
- Dial-a-Ride service to destinations outside Wilsonville
- Other _____

(If you do not use Dial-A-Ride service, please skip to Question 6)

5. How do each of the following factors influence your decision to use Dial – A – Ride instead of the fixed route bus? *Check one box for each statement*

• ***I have a disability that prevents you me from using fixed route services.***

- Does not apply to me. Somewhat applies to me. Significantly applies to me.

• ***I cannot access a bus stop within a reasonable distance.***

- Does not apply to me. Somewhat applies to me. Significantly applies to me.

• ***I do not have a safe and accessible route to the bus stop.***

- Does not apply to me. Somewhat applies to me. Significantly applies to me.

• ***The bus stop lacks a comfortable place to wait for the bus.***

- Does not apply to me. Somewhat applies to me. Significantly applies to me.

• ***Other*** _____
_____.

6. How important are the following factors in your decision to use SMART? *check all those that apply*

- No car / choose not to drive
- Not able to drive
- Saves gas money
- Avoids congestion
- Environmental concerns
- Other _____

7. If you never ride SMART, please indicate which factors impact your decision to not ride at this time? Check all that apply

- Bus fare is cost prohibitive
- The bus stop is not near enough for me
- I do not feel safe waiting at the bus stop
- I don't feel safe riding the bus
- I'm not sure how to use the bus to get where I need to go
- There are too many transfers to get to where I need to go
- SMART is too infrequent for my needs
- The bus does not start early enough in the morning
- The bus does not run late enough in the evening
- Regardless of the convenience of the bus, I prefer to drive
- Other: _____

8. What key destinations would you like to reach in the greater Portland area via fixed-route bus service?

1. _____

What type of trip is this?

- Work Medical
- School Social
- Other _____

2. _____

What type of trip is this?

- Work Medical
- School Social
- Other _____

3. _____

What type of trip is this?

- Work Medical
- School Social
- Other _____

9. Would you support additional local funding for SMART services to support the improvements or service to additional destinations that you identified? Yes

No

10. In the past year, how often have you used TriMet's WES, buses, or MAX?

- 5 or more days per week 1-4 days per month
- 2 to 4 days per week Less than 1 day per month
- Once per week Never

11. Is there anything else you'd like to share that we haven't covered?

Would you be able to provide demographic information for us?

Zipcode: _____

Age: _____

Do you have a disability which prevents you from using fixed route services?

Yes ___ No ___

If yes, type of disability?:

- Mobility impairment
- Sight impairment
- Other _____

What is your income range?:

- 0 to \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 and up

Would you care to stay in touch to receive project updates? This information will be kept separately from anonymous demographic information in a database.

Name: _____

E-Mail: _____

THANK YOU - WE APPRECIATE YOUR TIME AND FEEDBACK!

APPENDIX D COMPILATION OF STAKEHOLDER NEEDS ASSESSMENT INTERVIEWS

A total of 18 in-person or telephone interviews were conducted with key partners and stakeholders. Interviewees included three representatives of human service providers for seniors and mobility-challenged, two transportation service providers (i.e. TriMet, Ride Connection), five major employers in Wilsonville, five representatives of potential new service destinations, and two public agencies. The goal of the interviews was to inform partners and key stakeholders of the project, obtain input to inform the needs assessment, identify other potential partners and interested parties, and begin to identify service delivery options.

Potential interviewees were initially identified by SMART staff and the consultant team. A personalized letter from Stephan Lashbrook, Transit Director, provided project background and solicited participation in the interviews. Interview questions were tailored to the particular audience and results were recorded with attribution to encourage candidness.

COMMON QUESTIONS (ASKED OF ALL INTERVIEWEES)

How familiar are you with SMART services?

- Pretty familiar, as they are in Wilsonville. Not in depth. Seems to be well-thought of in community.
- Use SMART most days of the week.
- Reasonably.
- Pretty familiar.
- To the extent of how they serve the retirement community know a lot in terms of what they can and cannot do.
- Familiar with service, not specific routes or times. Know they got money for expanded service.
- Very familiar. Ride Connection's TRIP program serves Wilsonville; provides limited travel training.
- Not very familiar. Barbur Transit is the most used Park-n-Ride for OHSU.
- Low to moderate level. We do have material at PSU re: the services.
- Not at all.
- Know a little bit about it. Should know more.

- Fairly familiar – known them for quite a few years. Part of Tri-Met and pulled out of TriMet. Use payroll tax and grants and local funds to operate. They are business finance through payroll tax.
- Familiar with service, not specific routes or times. Know they got money for expanded service.
- Not very familiar.
- Unfamiliar. Contact Metro’s SW Corridor Plan staff for better information.
- Very familiar but surprised that SMART is making door-to-door trips to Portland.

What are the strengths of SMART?

- It does a lot of good local commutes, reaches other towns. For their needs, in looking at their needs, would be good to expand hours of operation (for night classes, etc.)
- Timing is good. Fits with work times and it fits with other transit connections.
- Convenience. Buses stop here, the students use the service well, satisfaction is high.
- Great resource. Helped develop the alternative transportation policies. Helped teach employees benefits of alternative transportation.
- Those who serve their community, take people to out of town doctor appointments. They do an incredible service. They are very patient. They have limited routes and limited time, but within that, great job.
- Appointments after 2 pm for Wilsonville residents are not possible because of the lateness of the return trip.
- They really try to do all they can to help their populations to get to different doctor appointments, personal. Strive to do a good job. Not often turned down.
- Haven’t heard complaints. Well regarded and comprehensive. Medical trips important to clients it serves. Frail and sickly folk is burden to get to OHSU on lift, etc. Very valuable.
- Unknown.
- Not sure. Impression overall, the integration with Wilsonville is helpful, because the TriMet is not particularly good and bridging that access is positive.
- Don’t connect with Wilsonville. Most of what they do is community relations work. Most of what they need, the residents deal with OHSU.
- Don’t see a need for SMART to connect to the South Waterfront. Maybe when lightrail comes down the line, maybe that’s the time to have the conversation, years down the road when the capacity and the need is there.
- Like their attitude. They believe in universal access – they’re service is designed as much as possible, for people regardless of physical, mental, or economic disadvantage. Not trying to segregate parts of the population.
- Haven’t heard complaints. Well regarded and comprehensive. Medical trips important to clients it serves. Frail and sickly folk is burden to get to OHSU on lift, etc. Very valuable.

What could be improved about SMART?

- Later hours. Would be nice for earlier hours. Also sensitive to safety. Some classes start at 8 am. Have 630 students, building is busy from 8 am to 10 pm.
- Limited times, sometime wish that it operated during gap times.
- It relates to the students, one of the main improvements would be hours of operation. The service stops at 10. Classes are until 9:50 pm. If there were later hours, something at 10 or 10:10 pm that connected to a transit center that would be great.
- Inability to get discounted TriMet passes in conjunction with SMART (many employees take WES).
- If they had more drivers, or if they could have their drivers out until later in the day, it would serve many more residents. Many of them have appointments in downtown Portland during the afternoon and they can't use SMART because of return time limitations.
- More availability. Sometimes they are just packed. No room for adding someone or just slammed for certain time slots. Monday, Wednesday and Friday are packed; give a lot of dialysis trips. Friday afternoons really booked, so try to have our residents have appointments earlier in the day so there is less challenge later in the day.
- Direct route to OHSU /Marquam Hill would be helpful. From OHSU people can go to South Waterfront easily.
- Not familiar with hours of service, but there is always room for that. No fare, which is great, except for Salem/Wilsonville, so SMART had to go along with it. Could see SMART growing – they are bound by their City and their revenue of the City, would like to see able to connect more with other parts of the county, to create some seamless connections. South Clackamas Transportation District, mostly commuter service, and smaller cities that could use special needs transportation, etc. As congestion increases, maybe SMART could do some kind of streamlined system to help mitigate congestion (more park and rides to catch SMART and get to work). More emphasis on transportation options, carpooling, bike share, etc.
- No specific suggestions.

MAJOR EMPLOYERS

What is the commute shed for your employees? Would you expect any significant changes in commute patterns over the next 5-10 years?

- Basically, Portland Metro Area, Beaverton, Hillsboro, South Salem, Gresham, Canby, coming from all over. Some work/live near, but they come from everywhere. Couple from Newberg as well. In the future – probably increasing, looking to get 1,000 students. Also, a lot of people have moved to Wilsonville so this is good. Local students take advantage of SMART.
- People are arriving from anywhere the transit span reaches west of downtown Portland. Not aware of folks crossing downtown center to reach them, (maybe it happens). Haven't done a thorough internal question here to see if we know all. We see people coming up from Salem on the chariot buses, and also from Hillsboro. No changes in future anticipated.

- They are coming from west side, some from Portland, some from SE Portland, south of Salem. It is difficult to see where the majority are from.
- Lot of them coming from Beaverton, Tigard, Lake Oswego, several in OR City, some Hillsboro. Beaverton, some north of Highway 26, some south. Primarily Central West Side. (Not many in NE or N Portland). Don't expect a lot of change. If anything, seeing more employees commuting in from Salem.
- Zip code analysis. Information done through Tri-Met as employer in Beaverton. Q1 of each year, survey info provided to city and breakdown by zip code of current employee residences done in house by company. Also provided set of data that shows by interval when shift times start and end. Not connected to zip codes, covering same number of employees, but not tied to zip codes. 30% at shift = 30% distributed evenly. Extensive CBRE report/analysis. Provided through service, gives you slices employee data information in many different ways. Drive time, competitive, demographic report in terms of existing population and what exists in Wilsonville today. Provided it to City. Some discussion of special needs (6-12 of 1400), but no solution. Currently have transportation, smaller TriMet buses, rarely cab. Mostly through TriMet. Most are in chair of some sort. Don't know locations off top of head – in Washington County. Not currently part of employer program with TriMet/Metro. In previous years, not luck in partnering with TriMet to obtain value add employee program. No distribution of passes at work site. Biggest hurdle is cost of joining that program. Survey as part of State's eco-program? Every year, required to get out to employees, not required to respond but highly encouraged. Approximately 95% response that advised between 40% and 45% does not drive to work = public transportation or other.
- 32% come from Portland; 22% come from Sherwood/Tualatin/Tigard/Wilsonville/LO; 13% from Beaverton; 7% from Hillsboro to Forrest Grove; The balance are spread out from Vanc, WA to Salem, OR and from Monmouth to Gresham. Yes, we will reduce in size by about 50%.

What is the volume of transit use by your employees? What would you expect in terms of future (5-10 years) transit demand?

- Used to have two campuses in two parts of town, would say conservatively, 70 – 150 students if the transit is working well, students will use it. Would say of the employees, maybe 3-4 people (they live in town) and use it during inclement weather.
- Hard to quantify, would say it's in dozens, daily, not hundreds. (Have about 1,000 employees). Seems to be a steady growth in the demand, the number of people using the transit is increasing. Subjectively it seems so.
- Have 632 students, in the last survey, 50% were interested in using SMART services. However, of those, whether they use it depended on availability. For those with night classes, forced to drive/carpool. Students now have a carpooling service they use online. There are lots of students looking for a solution to public transit. Having a forum on April 29 about this issue, at 3:30 pm (he will check). They have a sustainability community looking into solutions.
- Probably 90% commute with private vehicle. 10% is carpool, public transit, walk, or bike. Don't see a shift.
- Don't foresee changes. People want to maintain carless culture so have to figure out how to get people into/out of Wilsonville. Probably hire from Wilsonville area over time and

may shift public transportation need. Short-term (18 months) don't expect major changes = high on public transportation.

- As far as I know fewer than 5 people use SMART.

How is your business addressing state requirements related to reducing single-occupant vehicle use?

- No data on this at the moment. Interesting question. (Supporting SMART). Not a corporate transport manager. Representative transit user.
- Through the alternate transportation program, reward people who carpool, walk, bike, they get paid \$2 per/day for those activities. For bus/train, they are reimbursed 100% for their cost.
- We have offered subsidized transit which was only used by one person. We also sponsored a car pooling board and call in center which was not used.

What incentives or constraints factor into transit use by your employees (e.g., paid transit passes, parking limitations)?

- No, have 50 employees. Would use a program to increase transit use. Right now parking is free for staff and students.
- No transit passes. There is a social constraint – the company tends to be relatively high-paying, so people are in possession of their own vehicles and drive to work. There is a mental picture that “we aren't the people who use public transportation”.
- Hours are limiting for students. If later, would solve 90% of the problems.
- The one thing that SMART is missing, a large group of employees that drop kids off at day-care and they need their vehicle in case of emergencies. Only have two employee cars to use.
- Have huge parking constraints, 380 spots. Overflow and shuttle, but not optimum. With move expect to eliminate by more than doubling parking. Should be sufficient if public transportation ridership remains. City helpful to find few additional spaces here and there. Does parking drive carless culture? Probably to some degree, but not significant. In survey, some people have cars but do not drive or want to drive to Wilsonville. Average age of employee around 25. Millennials.
- Our employees work a multiple of shifts starting at several start times....4:00am, 6:00am, 8:00AM, 2:30PM, 4:00PM,etc Many of them work 12 hour shifts and work 3 days one week and 4 days the next. Transit does not usually run at 4:00am or 6:00 or on the weekends when they work as normal workdays.

What would make transit use more attractive to your employees?

- Hours of operation, safety, where they would be dropped off. (If Washington Square / Clack Town Center?) Central drop off or places on the way.
- Think certainly would there be a pass provided, a financial incentive that was more apparent, they would do so. Frustrated that the company won't do passes or pre-tax purchase of tickets, is perceived as more trouble than it's worth. (Not a rep statement of the corporation).
- Better hours.

- If able to get a yearly pass through TriMet, the biggest thing is just getting people started, it's pretty nice afterwards. Also, it's an obstacle being in Wilsonville – no restaurant next door.
- Discounted fares. Ease of commute from Washington County. Also when not during core rush hours. City supportive and trying to fill gaps during mid-day. Making adjustments to shuttle from Barbur Blvd and Beaverton Transit Center, but not WES or MAX. Currently have Millikan Way and Beaverton Creek flanking and WES station behind.
- The bus stop is on 95th – our plant is at the other end of Freeman St. I think the walk is prohibitive, especially in the dark for our many female production employees....considering the hours.

Are there shift timing factors that affect transit use?

- High rotation all day, 8 – 10 am.
- No.
- They have people that arrive at 6, 7, 8 am, some front-end employees say they'd take the WES but it doesn't arrive early enough.
- Mid-day, stop and start with WES. Some early morning and late evening. Whatever we can do to make it easier for these “professional transit users.” No cross-pollination between TriMet and SMART. Going to have both TriMet and SMART pass to get down to Wilsonville. Bridge that gap. Talked to TriMet, but lead to revenue/cost sharing discussions.

What do you see as the opportunities for integrating special needs transportation with fixed route services in the I-5 corridor? Constraints?

- Having service available for students to get home in a non-stressful way. Not four-five transfers.
- Don't have a need. Have one person unable to drive. He bikes to the train and takes the train home. Doesn't apply.

What types of services in the Wilsonville-Portland I-5 corridor would be most beneficial to your employees?

- Perhaps lunch service to Wilsonville.
- Need to investigate.
- If the Westside Express went to Salem.
- The only reasons we hear for not using transit is the number of connections that have to be made. Services that provide fewer connections might have more success.

What services could SMART provide that would benefit your business?

- Think the school would assist with financing measures to support transit for students.
- Not a good answer currently.
- They do a great job. Any question/need, is answered, they go above and beyond.
- Unknown.

What options should SMART explore to finance expanded transit services to your and other businesses?

- A return on investment pitch to businesses has not been made as well as it could have to get the businesses on board. Can count the numbers (gas to run the car, vs. how much money spend as a per ticket purchaser, it's worth the while in gas, never mind other costs).
- One thing that would be beneficial, do have some bike racks, but a lot of employees that bike, they can be from \$2,000 - \$5,000 so secure bike racks would reduce that barrier a bit more. At the transit center "bike and ride".

How can we best outreach to your employees?

- Anytime to send info, send to Abbie or Mateo (Mateo is associate provost) and the secretary can disperse to students.
- Think this has been done before – in the facility. Those work well. Just needs a better pitch, to show its value for money and it's available. Also twist the arm of the company to do more in terms of providing access to tickets, passes, etc.
- Connect with Dr. Mateo Aboy.
- Scott – scott.sloat@flir.com
- Director of site operations for Beaverton. Primary point of contact, then assign to project manager to help work through programs. Jillene is primary point of contact unless get into timely project. Newsletter distribution, etc. Start move in July, but don't finish until mid-September. Excellent employee communication channels.
- We forward your emails now as they are appropriate.

ELDERLY-DISABLED COMMUNITY

How would you describe the type and volume of SMART system use (fixed-route or Dial-a-Ride) by your clientele?

- Their population, when they were more independent, used to use SMART, but now because of memory loss, physical challenges, they need to go with Metro West or similar for example. Currently 30% uses SMART (used to be 50%). Mostly medical/dental appointments, Wilsonville (2nd), Tualatin (has most because of Legacy Hospital), Oregon City (once in awhile), Tigard (3rd), Beaverton (once in awhile), Portland (4th).
- Really just depends on the kind of people we have in the facility. Long term care population, maybe two people use SMART (usually they have family to go with them.) It depends on their age, the ability of the caregiver. Understand that SMART can't do the wheeling in and out. Kind of depends on who is in the facility at the time. Most are rehab patients coming from the hospital, and if SMART can accommodate and a family person can accompany them. But if both legs are elevated it's really hard for SMART to accommodate.
- Don't have any or reliable transportation. HHH programs from social services for seniors and disabilities to chemical dependency, low income housing, mental health, etc. Highly vulnerable individuals without resources so public transit key to stability and remaining in communities. 70 people in Villebois with mental illness so hard to come to clinics. Pay

additional \$60k to SMART to bring people closer to town. Great to not have to pay that. Villebois did not build out at pace intended to so 70 people are isolated, so pay extra money for those trips. Limits ability for those with jobs to get into town. Wilsonville to Oregon City connection? Tough because several transfers so challenge. Direct link from Wilsonville to Oregon City is needed. It is the missing link. County Buildings in Oregon City. Or even downtown bus terminal. Fair reciprocity. No solution presented yet in Clackamas County buy in from TriMet and have many smaller service providers including rural campus.

- Ride Connection serves much of Portland elderly and disabled population. Demand is for recreation and supportive services outside Portland; there is a reluctance to go Downtown with this population. Medical is the greatest demand.
- High demand for Clackamas County nutrition services and access to senior centers.

What are the primary destinations of your clientele for medical services; for life style training; for social and recreational activities? Who are the primary providers for these services?

- Assisted living clientele, door to door medical/dental appointments, physical therapy, occupational therapy. The other door to door service is only in-town, take some residents to Wilsonville for shopping/banking/accounting (for the more independent people) Have a lady here who goes to Senior Center for the choir practice once a week.
- Portland, some in Tigard. One doctors facility in town. Mostly are out town.
- Lots to Providence, Good Sam, some to OHSU.
- Medical, jobs access and workforce training for those populations. Good local service to support services, grocery shopping, etc. Possibly VA, OHSU, satellite offices and central health care operations. Don't know top providers, but those are trips with most services going outside of boundaries of the County. Heavy hitter. Hospital and dialysis treatment centers there. Highest cost services, limited by insurance as to which providers they can go to. Typically three times per week, so a lot of miles going to Wilsonville. Relatively closer than OHSU. DD community? Workshops, job training, etc? Don't know off hand, but Pat DD programs person to see if particular sites people going to. How doing it today?

What additional key destinations need to be served in the greater Portland area, e.g., Downtown Portland, South Waterfront, OHSU, etc.?

- Specifically, many go to Good Samaritan in NW Portland. Also OHSU (waterfront and on the hill). Some to Lake Oswego as well.
- No, not really. Population varies so much, haven't really had a challenge with that.
- Will go to the waterfront. Very rarely have they had someone SMART couldn't take because of location. Won't go to Woodburn or Canby (and sometimes that's needed).
- Good question about overlap with TriMet. Think connectivity to primary transit centers like Barbur rather than direct service to certain areas like downtown Portland. Need to connect to existing network. Direct would be nice, but may not be best use of resources. Not as familiar with heading south other than service to Salem. Good system in Salem-Keizer area, so connect to those transit services is best possible objective. Always increased frequency, access points to services, but duplication or overlay not encouraged.

What would make transit use (fixed route or Dial-a-Ride) more attractive to your clientele?

- More open times in the afternoon for later return. Drivers are extremely polite and considerate, know the residents, know if something is off.
- No.
- For paratransit, vulnerable and need door to door service, barriers for paratransit transfers range from timing issues (LIFT pick up at 11:15 and your drop shows up at 11 and TriMet not till 11:45 inside 3-wall glass structure). Range from amenities at stops (not reasonable for closing, heat and security), to timing issue, transfers and can't wait for other service to show up. Mechanism to have a seamless transfer system to go from one vehicle to the next without significant delay in service. Not the way it works right now. Have to use special transportation to alleviate those issues.

What do you see as the opportunities for integrating special needs transportation with fixed route services in the I-5 corridor? Constraints?

- Specifically for her building, the assisted living building, no opportunities, because they can't go by themselves. For the independent living campus, it would be helpful to integrate these services since they can travel on their own.
- Cannot think of anything. Does a great job getting folks where they need to go. Would need a bigger vehicle.
- Get to Tualatin, general medical trips to take SMART fixed route and connect to community shuttle or TriMet? Absolutely, travel trainer program and other that right connection offers. Don't know about screening up front. EZ shuttle help try to find fixed route options that are doable. Always look at least cost along with best for customer and capabilities. Good screening and evaluation, travel training based on needs of client. Not all rides need to be paratransit, but some do for those eligible.

What types of services in the Wilsonville-Portland I-5 corridor would be most beneficial to your clientele?

- For the independent community, a more reliable connection between the medical areas. It's an aging population, they need a lot of medical assistance and need easier transfers and clear connection understanding to assist with age related or medical mobility or disability issues (i.e. hearing impaired). The regular connection/transfer process is very difficult for this community without assistance.
- No.
- Standard items, having stops and routes to go near areas where low income populations live, stops close by and operate at hours useful to people, good transfers without wait, basic amenities available at bus stops, wouldn't want to be at bus stop right now (raining) without cover, reciprocity for low income individuals having to pay multiple fares is very difficult. All of these together would be helpful, any type of transit so overall public uses them.
- Longer trips are required to meet the demand for access to Portland-area medical services: VA, Casey Eye Clinic, Portland Clinic, Sunnyside, new Kaiser Hospital in Hillsboro, St. Vincent's. Access to job placement sites for DD clients is particularly challenging due to their locations. Demand for transport to dialysis centers is increasing;

difficult to coordinate. Interested in being part of a pilot project to coordinate rides to centers. Tualatin Senior Center not readily accessible for non-driving seniors. Challenges include: scheduling, availability of service on both ends, multiple transfers. From Wilsonville, accessing hubs makes the most sense: Barbur Transit Center, Clackamas County Services Center, OHSU. Why would SMART want to expand its service area when there are adequate transit connections at Barbur Transit Center? Beef up what exists, especially for dialysis and medical visits. Without additional resources, very difficult to expand services. There are opportunities to partner with Ride Connection. SMART would need to fund as Ride Connection is at capacity. Opportunity to explore volunteer program to provide door-to-door service through partnership with Disabled Veterans of America using both their own and Ride Connection vehicles. Friends and family model (Riverside, CA as model). Transportation Reaching People program.

What consequences would you expect if SMART is no longer financially able to provide services outside of Wilsonville? What options should be explored to finance continued or expanded on-demand services in the I-5 corridor?

- It would be very difficult. Many of our residents don't have family locally. It would mean for them that they have to pay for services like EMS or MetroWest to take them to their appointments, or pay private parties (which is much more expensive). It would be a huge impact. Not sure what the solution would be. They used to charge \$2 each way. Went up to \$3. Everyone still thinks it's really reasonable for the service provided. So maybe bumping it up a little bit would be the solution.
- They would be up a crick. SMART is so great, and the Wilsonville businesses pay for it. The only other options would be MetroWest. It would really hurt them if that funding was stopped or cut way back.

How can we best outreach to your clientele?

- Go through Anna for assisted living. For the independent living, mail delivery (big event to receive mail). Or even have SMART come to visit, there are activity directors and have SMART make an appt with them to make a presentation in the resident council meeting. That would be a good way to provide information.
- Through Mary Beth.
- Maintain lines of communication. At information and resources meeting on Thursday. What is available and how access, range from going to community meetings to direct with service providers to help them. Make connection between service providers and SMART is helpful to get pointed in right connection. Most offices have information through the County. Some value to more public outreach or marketing, don't know how to target these populations. Monthly information and resource meeting. Library is another venue for outreach. Service provider meeting, very well attended.

TRANSPORTATION PROVIDERS

Both TriMet and Ride Connection representatives were interviewed as transportation providers. Responses, however, are incorporated into Public Agency and Elderly-Disabled Community sections below.

REPRESENTATIVES OF POTENTIAL DESTINATIONS

What is the commute shed for your employees or travel shed for visitors (students for academic institutions)? Would you expect any significant changes in these patterns over the next 5-10 years?

- There are approximately 20,000 visitors and employees a day coming from all over the region and Southwest Corridor. Daily commuters from as far as Salem. Would guess that it's 1/3 employees and 2/3 visitors.
- Has survey data to show where students are coming from. Have a map from one survey to show mode share by origin to PSU. But it doesn't break out well. They don't have a graph/data to show Wilsonville. They have SW Portland and Washington County. May be able to pull data from specific Zip Codes, (send to Ian) they can pull to see what applies. May be able to give additional data (based on Zip Code) go through PSU's parking software (to issue permits) – and can see how many parking permits are issued to people with x- zip codes. Also sell reduced rate for students/employees, and can also cross-tab that by zip code. There are some restrictions, it will be aggregated. Have TriMet for students and TriMet/CTRANS for employees. (Cost for this, and what's available from the transit provider). Would be interested in talking to Wilsonville about SMART partner (to purchase tickets for students). PSU puts about \$1.2 million a year into transit subsidies. Between that and the infrastructure costs for light rail, have seen a good return on that. The survey shows current mode split data. Transit is by and large the way. Maintain a small supply.

What is the volume of transit use to your location? (query re: number of transit users, origin of travel, etc.) What would you expect in terms of future (5-10 years) transit demand? What circumstances would be driving any anticipated changes in demand?

- Approximately 40% of trips are via transit. This will continue to go up. They are almost at their parking cap for staff, students and employees. Also lightrail coming to South Waterfront will increase transit trips.

How great is the demand for additional transit service (fixed route or Dial-a-Ride) to your location from the Wilsonville area? Currently? Over next 1-2 years? Over next 5-10 years?

- Will always have parking available for patients which could decrease amount of staff, student and employee parking. Biggest demand during rush hour. TriMet has 4-6 express lines serving OHSU during rush hour.

What attributes (span, frequency, time of day) of such services would be of most benefit?

- Rush hour for employees. Disabled 9 am - 5 pm Tuesday - Thursday - when the clinic is open. Direct route to OHSU from Wilsonville without having to go downtown would be great.

What issues do you see associated with integrating special needs transportation with fixed route services to your destination?

- As long as information is provided (pamphlets) to patients with route information and dial-a-ride options there shouldn't be many issues.

What would be the most important destinations to be served by SMART – for fixed route service? For Dial-a-Ride service?

- Marquam Hill - OHSU, VA and Shriners. Downtown to OHSU/Marquam Hill takes too long. OHSU is biggest employer and medical destination. Connection to South Waterfront is important as well.

PUBLIC AGENCIES

What do we need to be aware of in terms of plan or policy direction related to services within or affecting transit services within the Wilsonville-Portland I-5 corridor?

- They should be aware of public transportation State Management Plan, and Operator Guidebook. Also Oregon Transportation Plan. ODOT is moving toward more intermodal design. Really want the system to be looked at as a whole, and see how transit can make the system flow better. We need better system planning, more modes, their needs. MPO's doing good work that way, but in looking at Wilsonville's growth and it's growth potential. It's a neat place, like the walkability, as far as policy, the only thing is looking at the system as a whole, look at intermodal transportation. Not money for new roads, so people have to be able to move.
- Don't have any or reliable transportation. HHH programs from social services for seniors and disabilities to chemical dependency, low income housing, mental health, etc. Highly vulnerable individuals without resources so public transit key to stability and remaining in communities. 70 people in Villebois with mental illness so hard to come to clinics. Pay additional \$60k to SMART to bring people closer to town. Great to not have to pay that. Villebois did not build out at pace intended so 70 people isolated, so pay extra money for those trips. Limits ability for those with jobs to get into town. Wilsonville to Oregon City connection? Tough because several transfers so challenge. Direct link from Wilsonville to Oregon City is needed. It is the missing link. County Buildings in Oregon City. Or even downtown bus terminal. Fair reciprocity. No solution presented yet in Clackamas County buy in from TriMet and have many smaller service providers including rural campus.
- SW Corridor Plan: 2022 target date for implementation. Surveys show strong cross corridor (east-west) demand for services. Looking at enhanced bus service with 2-5 year incremental improvements. July 2012: narrowing of options; followed by refinement over next year. June-July, 2014: EIS. 2016: decisions made on specific projects
- SW Corridor Plan looking at enhanced bus service rather than BRT or LRT. PCC Sylvania is a potential node in the corridor. Wilsonville should be participating in corridor plan process. City will support expanded transit services as they do for C-Tran. Dedicated bus or HOV lane will be needed to make travel through Portland portion most functional.
- Clackamas County Social Services contracts for E&D transport. Ride Connection is developing an IT clearinghouse as a pilot project. Role of technology.

- TriMet undertaking Southwest Service Enhancement Plan this Fall; planning area is larger than SW Corridor Study. Route 76 service will not change except that there will be more service in the future. Potential to extend Route 2X to Downtown. Route 2X could help feed Tualatin-Sherwood service.
- Travel patterns show significant movement from South Hillsboro in an arc down to Tualatin-Sherwood and on into Wilsonville. In terms of SMART services, TriMet would support drop off only (closed door) service to Portland that does not siphon off TriMet customers. Survey for SW Corridor Plan indicates a greater demand for local service than for Downtown service.
- Contact Malu Wilkenson at Metro. With Stream Global, expect challenges with work shift times. TriMet interested in coordinating services with SMART for Stream Global.

What type of demand for future services (fixed-route commuter and E&D) is projected for the corridor?

- It's really going to increase. The run between Salem and Wilsonville – they are so packed. Not just commuters, everyone. People are willing to commute longer distances for a good job, if we can provide an efficient lane for them to travel.

What do you see as the opportunities for integrating special needs transportation with fixed route services in the I-5 corridor? Constraints?

- Think a path of travel to accessible stops near freeway entrances would be really helpful.
- Contact TriMet's LIFT program.
- Contact LIFT – Pam Elmore. TriMet requires LIFT passengers to participate in training in order to be eligible to use LIFT services.

What would be the most important destinations to be served by SMART – for fixed route service? For Dial-a-Ride service?

- Portland, #1. Probably the downtown area. WES good connection to parts, but also connecting with Salem transit south.
- South Waterfront makes sense but it may be very crowded, would provide eastside access. Contact Art Pierce re South Waterfront logistics.
- South Waterfront would provide eastside access.

How can we best involve you and your staff in this project?

- Periodic briefings. (4)
- Just send her e-mails, invite her to meetings, and she can spread the word around ODOT.

CLOSING COMMON QUESTIONS

What haven't we covered that's important to you?

- All covered. Biggest concern, the fact that it does rain, and there is limited bus shelter capacity where the stops are. That's an issue and comment many make. The ease of funding the operations that we travel around. Not too many are able to commute solely on SMART. Quite a few need the extensions of the network to make that practical. Many

- take the #2 to transit center, and the exchange to use others (Chariot bus, WES, SMART, TriMet).
- Mike G. at SMART is great. He's always really tried to work with her constraints, and at times he says no, but understands. Becky is also really helpful.
 - Clackamas County Social Services contracts for E&D transport. Ride Connection is developing an IT clearinghouse as a pilot project. Role of technology.
 - Are Wilsonville SMART tickets transferrable to TriMet?
 - Important that Wilsonville keeps its ability to provide good alternatives for transit.

Any other comments, questions or concerns?

- The transit integration theme. We don't have too many people here who qualify for elderly/disabled. Not that we don't have it from time to time, we don't have a number of people with disabilities. One with developmental abilities uses SMART services, and does it well, likes it, but doesn't like standing in the rain. And upset if not on time as well. Have success with integration where we are, and where people need support, the service is satisfactory. Buses have lifts, and etc. Occasionally have mobility issues, and sometimes find it hard to step up and down, and those things are challenging. Over time, fleet should evolve to easy access for all.
- Would love a follow-up presentation with options for the students.
- They may have some funding available to get the night option, in partnership with SMART.
- SMART provides excellent service. People on the phone are great as far as they can accommodate. Only good things to say about SMART. They do an incredible job.
- Need more! Anything SMART can do would be great. Teresa is expert for the department so she is the one to work with. Happy to help.
- Need to gauge what would be helpful to the VA. I know they have VanPool. Not sure if they serve Wilsonville. They have a large disabled population.
- Interviewee indicated that he didn't have information for us, but would be open to Wilsonville SMART contacting him. The VA participates with transit by purchasing tickets at a reduced rate from TriMet/CTRANS and their employees use it. He knows that current Wilsonville home-based employees drive to the park and ride at Barbur and carpool in to the VA together. There is opportunity for Wilsonville SMART partnering it seems, but no more info. Jeff had no info about how clients/patients of the VA arrive to and from the hospital. He is in HR, not patient services.
- Send request to Tom re: survey of Route 96 riders.

How would you like to be kept updated?

- Email. (3)
- Yes. Happy to act as conduit into the company, subject he feels strongly about.
- Let them know about future opportunities to participate. Love to support the project.
- Email. Also, send him website and survey information and they will put it on their blog that gets thousands of readers.

CITY OF WILSONVILLE DEVELOPMENT STAFF WORKSHOP

A presentation was made on April 9, 2013 to staff in the City's development services departments. Following an informational presentation on the project, the consultant team engaged staff in a group discussion revolving around the following questions:

1. What changes in travel patterns can we expect over the next 10-15 years? What is anticipated in terms of new large employers, new assisted living centers or other generators of transit riders?

- Check in on Southwest Corridor Plan and how it may affect travel patterns.
- New Stream Global call center is moving from Beaverton on City's west side; 1400 employees; 50% non-auto assumed
- Villaboiss expansion -- potential for 700 multi-family units and additional community housing
 - Improved SW Barber St. connection within next 5 years
- Coffee Creek development -- 1500-2000 jobs projected
- Active adult living units-- 800 units at North Park
- Assisted living center in Tualatin to open shortly
- Road projects
 - SW 124th connection to Tualatin-Sherwood Highway (ODOT project)
 - Canyon Creek Road improvements
 - Boone's Ferry Road improvements (construction in 2013)
- Potential Zerox downsizing
- Nyberg Road/I-5 shopping center development
- Large sports store development in Tualatin
- Residential development at Bridgeport Village
- Potential extension of WES south to Salem

2. What are potential new destinations in the greater Portland area that may generate sufficient demand to merit consideration for service?

- South Waterfront
- Downtown Tigard
- Connection to Milwaukie LRT
- PSU
- PCC Sylvania
- Timbers games
- Festivals
- Zoo
- Airport
- Amtrack
- Eastside connection via I-205
- Woodburn outlet mall

3. What are the opportunities for integrating special needs transportation with fixed-route services in the I-5 corridor? Constraints?

- Ensuring that not duplicating service provided by Tri-Met
- To get Dial-a-Riders on fixed route service
 - May require cash reward
 - Will need to be as convenient as possible
- Message: increasing demand/declining revenues. Goal is to tweak very expensive special transportation services in favor of expanding service outside of Wilsonville
- Need to explore the question about whether or not the City wants to continue the practice of providing on-demand services outside of its jurisdiction when it is not required do so.

4. What would make SMART services more efficient? More attractive to users?

- Faster, more frequent service
- More effective in terms of destinations
- Improved access to services, e.g. sidewalks, shelters
- Less and more expensive parking = more transit use
- Buses that run empty are poor advertisement
- Constant messaging is required
- Potential for apps is great/growing

Miscellaneous Comments

- Identify what trends in rider origin/destination have changed since the last Transit Study.
- Review North Willamette Valley commute shed (Salem to Portland) and how that affects demand for services

APPENDIX E COMPILATION OF STAKEHOLDER SERVICE ALTERNATIVES INTERVIEWS

INTRODUCTION

As part of the public involvement program for the Transit Integration Study -- Phase 2, interviews with key stakeholders were conducted in August-September 2014. Interviewees were identified in consultation with SMART staff and included representatives from groups that had participated in Phase 1 interviews. Several Phase 1 interview participants, however, were non-responsive to repeated contacts to arrange interviews. In preparation for the interviews, participants were provided flyers describing the proposed service improvements. Those flyers included survey questions that largely replicate the interview questions below.

Interview results are organized both by the affiliation of the stakeholder and the primary area of the interview focus -- out-of-town medical shuttle or Route 2X expansion options.

PROPOSED OUT-OF-TOWN MEDICAL SHUTTLE FOCUS

Stakeholder Affiliation	Contact Information	Comments
Human Service Providers		
1 Clackamas County Health, Housing & Community Services Social Services Division	Cindy Becker/Teresa Christopherson Cindy: 503-650-5696 or 503-930-6894 cbecker@co.clackamas.or.us Teresa: 505-650-5718 teresachr@co.clackamas.or.us	Interviewed in both phases
2 Marquis Care Center	Mary Beth Taennler 503-682-2840; mtaennler@marquiscompanies.com	Interviewed in both phases
3 Springridge Court	Anna Bourne 503-694-2800; abourne@srg-llc.com	Interviewed in both phases
Transportation Providers		
4 Ride Connection	Julie Wilckie/Elaine Wells/Cora Potter (503) 528-1725 elainew@rideconnection.org	Interviewed in both phases

QUESTIONS

1. What is your general reaction to the proposed change to the out-of-town medical service?
2. What is your sense about how your clientele may feel about this proposed new service?
3. How likely would you clientele be to use a shuttle bus to access out-of-town medical services?
4. What factors would most affect your clientele’s use of such a medical shuttle?
5. Do you think your clientele would more likely support such a medical shuttle if the Tualatin area was served three days a week and OHSU was served two days a week? (in comparison to 5 days/week to the Tualatin area)
6. How would support change if the Tualatin area was served three days a week and two day-a-week Dial-a-Ride service was offered over a limited service area?
7. Are the identified stops and schedule adequate?
8. Assuming that SMART has the ability to run the shuttle 5 days per week, what are the most important days?
9. Should additional funding be sought to operate the shuttle 6 days, including on Saturdays?
10. How can we best outreach to your clientele?

RESPONSES

Marquis Care Center

Out-of-Town Medical Shuttle

- The proposed medical shuttle would be “amazing”. Demand for Metro West service exceeds their capacity; have to book several days out; cannot obtain service between 10:00 am – 2:00 pm. This would be a less costly alternative to Metro West.
- Tualatin area is an appropriate focal point, especially if there is improved Route 2X service to OHSU.
- Service demand is spread out during the week; generally 9 am – 4:00 pm. There is minimal demand for Saturday service; Monday-Friday service should be the focus.
- No adverse reactions from clients would be expected, unless service is limited to attended clients (can be a challenge to find family members or friends to accompany).
- The focus on outreach to care centers is appropriate; too difficult to outreach to individual clients.
- Desires to be kept in loop.

Springridge Court

Out-of-Town Medical Shuttle

- Any exchange (loss) of on-demand services in favor of a shuttle would have adverse consequences. Majority of clients are too elderly or physically impaired to be able to use a shuttle; not an ambulatory population.
- Scheduling of appointments would also be extremely challenging; there's no easy group of appointments and no particular emphasis on the Tualatin area.
- Not opposed to concept but feel it will not work for them.

Ride Connection

Out-of-Town Medical Shuttle

- Historically, Ride Connection has had difficulty making medical shuttles work due primarily to difficulties in scheduling with doctors' offices and clinics. Dialysis clients are particularly hard to coordinate schedules with; requires very proactive outreach with senior centers, doctors' offices and medical clinics.
- SMART is cautioned about the potential for a shuttle costing more than on-demand services.
- There is a large unmet need for access to dialysis centers.
- While targeting service to the Tualatin area makes some sense, a considerable number of Wilsonville residents are seeking access to OHSU, Veterans Hospital, St. Vincent and Portland-area hospitals. Assessing historic demand statistics may help define whether and where service should be targeted.
- Peak medical trip times are 9:00-11:00 am and 1:30-3:30 pm.
- Consider designing a shuttle route that has a centralized location as its destination where clients can comfortably wait between arrivals, e.g. coffee shops. From this centralized location, clients can then transfer to a taxi to reach their specific destinations.
- In lieu of a shuttle, SMART may want to consider how to encourage groupings of trips. If a shuttle is provided, consider having customers pay a portion of the trip cost.

Route 2X Extension Options

- For 2X service into Portland, the South Waterfront will be an important destination/transfer point when the Orange line is in operation.

Miscellaneous

- Ride Connection will be taking over the existing Tualatin commute shuttle later this year and redesigning the service in early 2015. Keep them informed; they may be opportunities to coordinate service.

Clackamas County Health, Housing & Community Services

Out-of-Town Medical Shuttle

- Generally, the shuttle concept is a good idea if it preserves services that might otherwise be reduced or lost.
- With the shuttle system, there would still be a need to provide demand responsive service to those unable/unwilling to use the shuttle. The concept of grouping trips makes sense if SMART can still provide individualized service to those needing specialized services.
- The Tualatin area as a destination makes sense if that's what the demand analysis shows. The OHSU/VA facilities will still need to be served, however.
- If frequent (e.g. hourly) service is provided, scheduling logistics with doctors' offices and medical clinics will be easier. Scheduling pick-up for dialysis and chemotherapy patients will be a challenge.
- Monday-Friday service best corresponds with schedules for doctors' offices and medical clinics. There will likely be demand for transport to Saturday dialysis and chemotherapy services.

Route 2X Extension Options

- If WES is providing express service, wouldn't there be duplication with all-day Route 2X service?
- Are these options a more cost-effective way of providing service than improving the frequency and hours of the existing Route 2X?
- SMART already has great connections; is this really needed?
- If low ridership on Route 2X is the issue, has SMART worked with employers to provide transit use incentives?
- A mid-day service to South Waterfront would get some use by those accessing OHSU, Veterans' Hospital.
- These options would not take any significant amount of pressure off of the need to provide paratransit services. Seniors might like the service for purposes of recreation/shopping/socialization.

PROPOSED ROUTE 2X EXTENSION OPTIONS FOCUS

Stakeholder Affiliation		Contact Information	Comments
Major Employers			
5	Mentor Graphics	Please contact: Bill Chown bill_chown@mentor.com 503-685-1537	Interviewed in both phases
	Precision Interconnect / Tyco Electronics	Joyce Sorlien 503-673-4767 Joyce.Sorlien@tycoelectronics.com Neil Ghosh 503-673-4596 Neil.Ghosh@te.com	In Phase 1, no time for interview; communicated via email; In Phase 2, no response
6	Rockwell Collins	Patti Matzie - TC coordinator Michelle Sanford- HR 503.404-0656 Patricia.Matzie@rockwellcollins.com	In Phase 1, no response
	FLIR Systems	Scott Sloat 503 498-3801 scott.sloat@flir.com Nordis Taylor 503-498-3547 Nondis.taylor@flir.com	Due to change in personnel, request for interview referred to another party; no response to date.
	OIT – Oregon Tech	Mateo Avoy/Abbie Allan	Little information gleaned in Phase 1; no response in Phase 2
7	Convergys (Stream Global Services)	Jillene Jensen Director, Site Operations Office: 503.626.2800 X8202003 Mobile: 360.608.4453 jillene.jensen@stream.com	Interviewed in both phases
Potential Destinations			
8	OHSU	John Landolfe 503-494-2555 Landolfe@ohsu.edu	Interviewed in both phases

QUESTIONS

1. What is your general reaction to the proposed Route 2X service options?
11. How do you think these 2X service options will affect transit use by your employees?

12. Which destination in the Portland area – Downtown or South Waterfront – do you feel would be more important to serve with an extension of the 2X route?
13. Which of the two options being considered do you feel would be favored by your employees?
14. If only midday direct service were provided to Portland on Route 2X, how likely would your employees be to use this service?
15. What incentives or constraints could factor into Route 2X use by your employees (e.g., paid transit passes, parking limitations)?
16. 7. What issues or questions would you have about the integrated Route 2X/TriMet Line 96 service?
17. Are there other options for extending service to Portland that should be considered?
18. What other concerns or comments do you have about SMART’s proposal for extending its service to Portland?
19. How can we best outreach to your employees to explain these service options and get their input?

RESPONSES

Mentor Graphics

Route 2X Extension Options

- Staff distributed flyer/survey to employees through display boards and in-house employee publications. Minimal response was received, with little useful information according to staff.
- Only 2% of employees use transit, with most of these using WES; very few employees ride Route 2X.
- Direct 2X service to Downtown supported but would be unlikely to impact any large number of employees.
- Desires to be kept in loop as project moves forward.

Convergys (formerly Stream Global Services)

Route 2X Extension Options

- Staff distributed flyer/survey to employees through display boards. Surveys returned directly to SMART.
- Major impacts to employees not anticipated; Mid-day service may elicit some use but shift employees typically use personal transportation because WES not available.
- Option 2 provides more flexibility than Option 1.
- To date, employees have not commented on desired changes to SMART service.
- Desires advance notice of any changes in service.
- Questions/Comments:
 - When would changes go into effect?

- Be clearer that there is no change in fare.

Oregon Health Sciences University

Route 2X Extension Options

- Staff distributed flyer/survey to employees through internal OHSU website, with a focus on Wilsonville-based employees.
- Barbur Transit Center (TC) service is very popular with OHSU employees, especially the access to express service to Marquam Hill. Extending service beyond Barbur TC would help meet demand.
- If extending service into Downtown, some type of South Waterfront stop would be desired. Extension to an area near the tram would be of greatest benefit, or on the west side of the Gibb Street pedestrian bridge.
- Mid-day service would benefit clients more than employees, although 1:00 pm and 3:00 pm shifts could benefit.
- Direct service is the best option; the faster the access, the greater the likelihood of use.
- Question: When would changes go into effect?

Miscellaneous

- OHSU's April, 2015 Transportation Fair would be an opportunity for SMART outreach.
- OHSU would consider providing SMART passes to employees.

Rockwell Collins

Route 2X Extension Options

- Barbur Transit Center is the primary destination for transit users; loss of access to the TC would be a concern.
- Only 8 employees use route 2X regularly; 4 of these go into Portland (or beyond).
- Direct downtown Portland service would be desirable, but only if access to the Barbur TC is maintained.
- Downtown would be the preferred destination over South Waterfront.
- Mid-day direct service to Portland would be beneficial for certain shifts (5:30-6:00 am and 2:30-4:00 pm); could attract more users.

MEDICAL SHUTTLE AND ROUTE 2X FOCUS

Stakeholder Affiliation		Contact Information	Comments
9	ODOT Public Transit Division	Sherrin Coleman (503) 986-4305 sherrin.k.coleman@odot.state.or.us	Previously headed up ODOT's Disabled Mobility section; Interviewed in both phases.
10	TriMet	(503) 962-4883 MillsT@trimet.org	Contact made by Nelson/Nygaard

QUESTIONS

1. How well do you feel these changes respond to the goal to integrate special needs transportation with fixed route services in the I-5 corridor?
2. What functional concerns would you have about SMART providing these services within the Wilsonville-Portland I-5 corridor?
3. Are there other types of services that would provide the best bang for the buck for SMART that should be considered?
4. What do we need to be aware of in terms of plan or policy direction that could affect or be affected by these proposed changes in service in the Wilsonville-Portland I-5 corridor?
5. What do you see as the opportunities resulting from these changes in service? Constraints?
6. What do you see as factors in successful implementation of these changes?

RESPONSES

ODOT Public Transit Division

- Because out-of-town medical is not a required service, no official position on the proposals. SMART is to be complemented for its efforts to attempt to ensure such service is continued.
- Important to coordinate with both other public transportation providers and with the human service community.
- Other transit agencies have been considering shuttle services to address increasing demand and costs of access to medical services; no specific examples to suggest, however.
- Perception that there is increasing demand from seniors/persons with disabilities within the region for access to Downtown Portland shopping and recreational activities.

TriMet

- TriMet open to discussing the possibility of SMART paying TriMet to extend Line 96 to SMART Central. This should save SMART a significant amount of funds and would allow TriMet to remove the portable toilet at Commerce Circle.
- Issues regarding TriMet being responsible for ADA service alleviated by determination that Line 96 qualifies as a commuter line and therefore isn't required to provide ADA service.

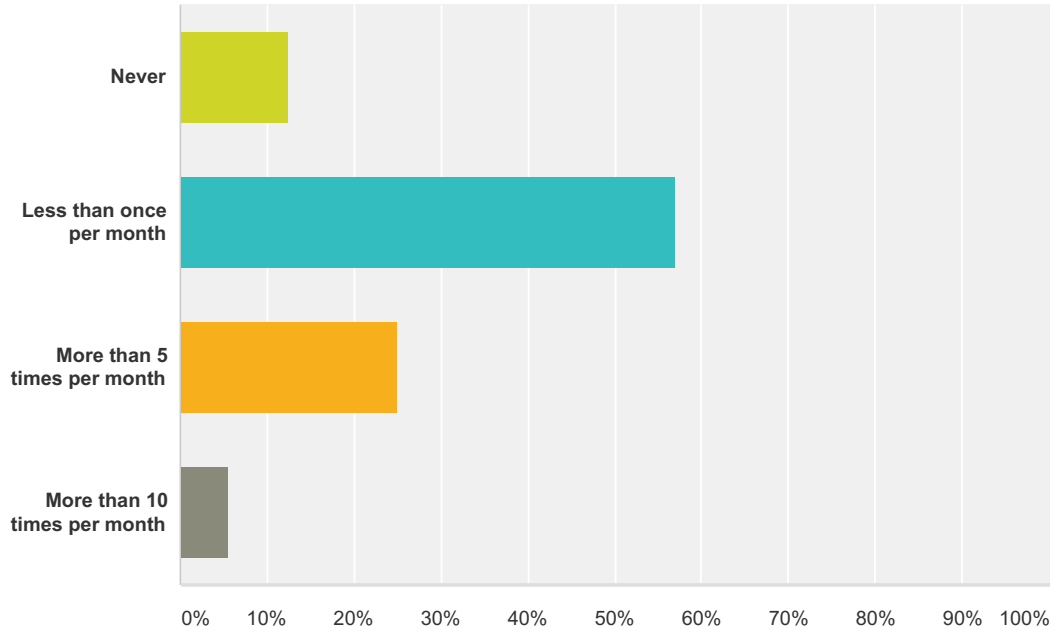
APPENDIX F SERVICE ALTERNATIVES COMMUNITY SURVEY

OUT-OF-TOWN MEDICAL SERVICE

Out-of-Town Dial-a-Ride Questionnaire

Q1 How often do you use SMART's dial-a-ride service for medical trips outside of Wilsonville?

Answered: 72 Skipped: 4



Answer Choices	Responses
Never	12.50% 9
Less than once per month	56.94% 41
More than 5 times per month	25.00% 18
More than 10 times per month	5.56% 4
Total	72

Out-of-Town Dial-a-Ride Questionnaire

Q2 What are your three most frequent locations when using SMART's dial-a-ride service for medical trips outside of Wilsonville?

Answered: 70 Skipped: 6

Answer Choices	Responses
1)	100.00% 70
2)	68.57% 48
3)	40.00% 28

#	1)	Date
1	Kaiser clinic in Tualatin	10/1/2014 1:55 PM
2	Tualatin Legacy Hospital	10/1/2014 1:53 PM
3	St Vincents/ Providence Medical Center	10/1/2014 1:51 PM
4	Lake Oswego - Physical Therapy	10/1/2014 1:48 PM
5	Dishman Center	10/1/2014 1:45 PM
6	Meridian Park Hospital	10/1/2014 1:44 PM
7	Legacy Medical group	9/18/2014 8:21 AM
8	Tigard	9/18/2014 8:17 AM
9	Legacy Meridian Park - Bridgeport	9/18/2014 8:16 AM
10	Dental clinic Lake Grove	9/18/2014 8:14 AM
11	Gabriel Park	9/18/2014 8:13 AM
12	Kaiser Permanente Beaverton	9/18/2014 8:10 AM
13	Lake Oswego	9/18/2014 7:47 AM
14	Legacy Meridian Tualatin	9/18/2014 7:45 AM
15	Medical Building on 65th near hospital #1 and #2	9/18/2014 7:43 AM
16	Portland VA Medical Center	9/18/2014 7:42 AM
17	St Vincent's Hospital	9/18/2014 7:40 AM
18	St Vincents	9/18/2014 7:38 AM
19	Eye healthy northwest - 1955 NW Northrup PDX	9/18/2014 7:37 AM
20	Legacy Meridian Park medical center	9/18/2014 7:36 AM
21	Meridian Park Medical offices	9/18/2014 7:25 AM
22	Kaiser Tualatin Med offices	9/18/2014 7:24 AM
23	Sherwood	9/17/2014 10:36 AM
24	Would use Transit to Med Ctr	9/17/2014 10:35 AM
25	Legacy Meridian Park Hospital Tualatin	9/17/2014 10:32 AM
26	Anticoagulation clinic near hospital	9/17/2014 10:30 AM

Out-of-Town Dial-a-Ride Questionnaire

27	Lake Oswego	9/17/2014 10:29 AM
28	Sunnybrook Clinic	9/17/2014 10:22 AM
29	Meridian Park Hospital	9/17/2014 10:20 AM
30	Kaiser Med Center in Tualatin	9/17/2014 10:19 AM
31	Providence Bridgeport	9/17/2014 10:17 AM
32	Tualatin Kaiser Clinic	9/17/2014 10:14 AM
33	Providence Medical Center	9/17/2014 10:13 AM
34	Pulmonary clinic- lovejoy street	9/17/2014 10:10 AM
35	Legacy Mericdian Park Hospital	9/16/2014 2:55 PM
36	Legacy Meridian Park Medical Center	9/16/2014 2:52 PM
37	VETS clinis WEST Linn	9/11/2014 2:08 PM
38	St. Vinvents- MD & Mammograms	9/11/2014 2:07 PM
39	Dentist- Portand 123nd st	9/11/2014 2:03 PM
40	Portland	9/11/2014 2:00 PM
41	St. Vinvents	9/11/2014 1:53 PM
42	Providence st. Vinvents Hospital	9/11/2014 1:51 PM
43	OHSU Casey eye institute	9/11/2014 1:49 PM
44	Kaiser Sunnyside	9/11/2014 1:46 PM
45	St. Vincent, soon to be Laske Oswego	9/11/2014 1:35 PM
46	Kaiser Sunnyside	9/11/2014 1:34 PM
47	Kaiser Tualatin Clinic	9/11/2014 12:29 PM
48	Merdian Park complex	9/11/2014 12:27 PM
49	Kaiser Tualatin	9/11/2014 12:25 PM
50	Hospital of Blood test	9/11/2014 12:19 PM
51	VA Portland	9/11/2014 12:18 PM
52	Legacy Meridan park center, Tualatin	9/11/2014 12:16 PM
53	St. Vinvents HOsital East Pavilion	9/11/2014 11:59 AM
54	Meridan Park Hospital	9/11/2014 11:56 AM
55	Meridian Park Medical	9/11/2014 11:54 AM
56	Kaiser Medical Office Tualatin	9/11/2014 11:52 AM
57	Meridian Park Hospital	9/11/2014 11:50 AM
58	Casey Eye Institute	9/11/2014 11:49 AM
59	Eye Clinic- sw 65th Ave Tualatin	9/11/2014 11:48 AM
60	Legacy Meridian	9/11/2014 11:43 AM
61	St. Vinvents East Pavilion	9/9/2014 2:59 PM
62	Sherwood Providence & Providence Bridgeport	9/9/2014 2:57 PM
63	Sunnyside - Kaiser facilities	9/9/2014 2:55 PM
64	Fresenic Medical Care, Shollsferry Dialysis	9/9/2014 2:53 PM

Out-of-Town Dial-a-Ride Questionnaire

65	Meridan Park HOspital, & surrounding offices	9/9/2014 2:48 PM
66	VA Hospital	9/9/2014 2:43 PM
67	Kaiser Sunny Side Dr. Barrett	9/9/2014 2:41 PM
68	Meridian Medical Center	9/9/2014 2:40 PM
69	OHSU - WATERFRONT / HILL	9/9/2014 2:36 PM
70	Meridian Hospital	8/12/2014 2:22 PM
#	2)	Date
1	Kaiser eye clinic in Clackamas	10/1/2014 1:55 PM
2	Tualatin medical offices	10/1/2014 1:53 PM
3	OHSU Bond Street	10/1/2014 1:51 PM
4	Lake Oswego - Dentist	10/1/2014 1:48 PM
5	Coq clinic	9/18/2014 8:21 AM
6	Tualatin	9/18/2014 8:17 AM
7	Legacy Meridian Hospital	9/18/2014 8:16 AM
8	OHSU on the Hill and Waterfront	9/18/2014 8:13 AM
9	Tualatin	9/18/2014 7:47 AM
10	Lake Oswego	9/18/2014 7:45 AM
11	OHSU	9/18/2014 7:42 AM
12	Lake Oswego	9/18/2014 7:40 AM
13	Meridian Park	9/18/2014 7:38 AM
14	Tualatin dialysis	9/18/2014 7:36 AM
15	Kaiser sunnyside hospital	9/18/2014 7:24 AM
16	Beaverton- St. Vincents	9/17/2014 10:36 AM
17	Would use for PDX	9/17/2014 10:35 AM
18	Tualatin	9/17/2014 10:29 AM
19	Tigard Dental Clinics	9/17/2014 10:22 AM
20	Tualatin	9/17/2014 10:20 AM
21	Meridian Dr.sProvidence-St Vincent HOspital	9/17/2014 10:17 AM
22	Tigard Kaiser Dental office	9/17/2014 10:14 AM
23	Providence Hospital	9/17/2014 10:13 AM
24	Meridian Park Hospital	9/17/2014 10:10 AM
25	St. Vincent Medical Plaza	9/16/2014 2:55 PM
26	Main Bets Hospital	9/11/2014 2:08 PM
27	Beaverton Dentist & Dermatologist	9/11/2014 2:07 PM
28	Doctor- Sunnyside Kaiser	9/11/2014 2:03 PM
29	Bridgeport	9/11/2014 2:00 PM
30	Down Portland Dr. Offices	9/11/2014 1:53 PM
31	PT Clinic WEST	9/11/2014 1:51 PM

Out-of-Town Dial-a-Ride Questionnaire

32	West Liam Medical clinic	9/11/2014 1:49 PM
33	SunnyBrook Medical Kaiser Sunnyside	9/11/2014 1:46 PM
34	Kaiser Tigard	9/11/2014 1:34 PM
35	Kaiser Interstate Clinic	9/11/2014 12:29 PM
36	Clinic for podiatrist	9/11/2014 12:19 PM
37	OHSU- Riverfront	9/11/2014 12:18 PM
38	Legacy clinic 65th st.	9/11/2014 11:59 AM
39	Legacy Dr. visits	9/11/2014 11:54 AM
40	Tualatin Dialysis	9/11/2014 11:48 AM
41	Dentist	9/11/2014 11:43 AM
42	Retina Northwest	9/9/2014 2:59 PM
43	OHSU	9/9/2014 2:57 PM
44	Tualatin - Clinic	9/9/2014 2:55 PM
45	OHSU	9/9/2014 2:48 PM
46	Kaiser Sunny Side Dr. Welburn	9/9/2014 2:41 PM
47	VA in Portland	9/9/2014 2:40 PM
48	Kaiser Sunnyside	8/12/2014 2:22 PM
#	3)	Date
1	Lake Grove medical office	10/1/2014 1:53 PM
2	Legacy Meridian	10/1/2014 1:51 PM
3	Tualatin/Legacy	10/1/2014 1:48 PM
4	SW Barnes Rd Portland 97225	9/18/2014 8:16 AM
5	Beaverton Area	9/18/2014 8:13 AM
6	West Linn VA Clinic	9/18/2014 7:42 AM
7	Tualatin	9/18/2014 7:40 AM
8	Kaiser eye clinic in Clackamas	9/17/2014 10:22 AM
9	Dental SE Powell- Portland	9/17/2014 10:17 AM
10	Sunnyside Eye clinic and Sunnybrook clinics	9/17/2014 10:14 AM
11	Providence Demotological clinic	9/17/2014 10:13 AM
12	Mercantile Plaze- Lake Oswego	9/16/2014 2:55 PM
13	OHSU	9/11/2014 2:08 PM
14	Providence- yearly	9/11/2014 2:07 PM
15	NewBurg	9/11/2014 2:00 PM
16	Loren Rice, Dentist	9/11/2014 1:51 PM
17	65th Medical clinic	9/11/2014 1:49 PM
18	Kaiser Dental Office in Tigard	9/11/2014 1:46 PM
19	Kaiser Sherwood	9/11/2014 1:34 PM
20	Kaiser Sunnyside Clinic	9/11/2014 12:29 PM

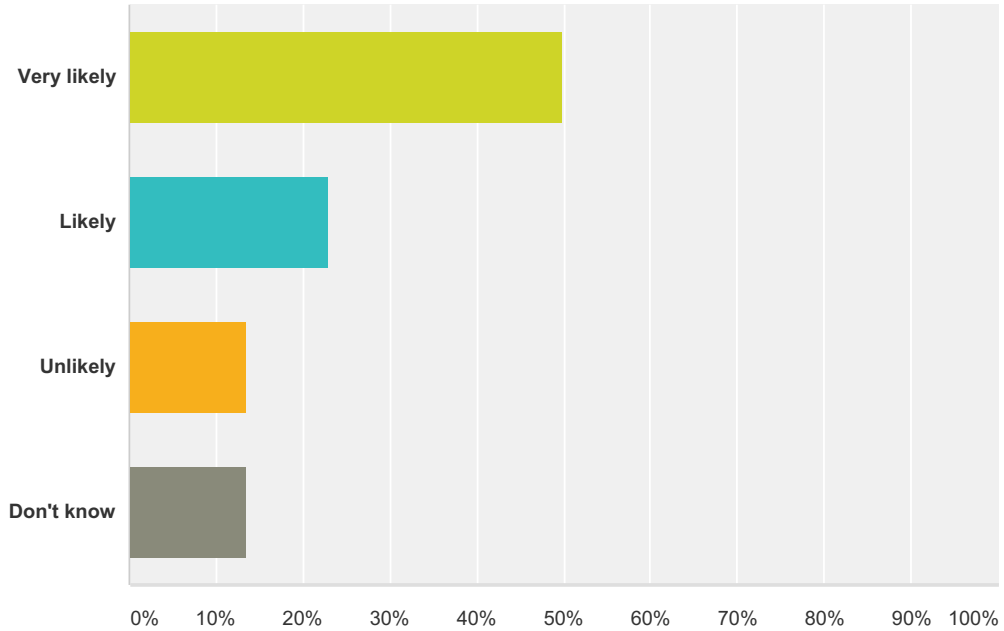
Out-of-Town Dial-a-Ride Questionnaire

21	Eye clinic for vision	9/11/2014 12:19 PM
22	OHSU on hill near VA	9/11/2014 12:18 PM
23	Retina Northwest new location- Mercantile Center Lake Oswego	9/9/2014 2:59 PM
24	Advantage Medical on Hall Blvd.	9/9/2014 2:57 PM
25	Tualatin - Dentist	9/9/2014 2:55 PM
26	Lake Oswego Mercantile Village	9/9/2014 2:48 PM
27	Lake Oswego Medical	9/9/2014 2:40 PM
28	Clackamas County Health Dept.	8/12/2014 2:22 PM

Out-of-Town Dial-a-Ride Questionnaire

Q3 How likely would you be to use a shuttle bus to access out-of-town medical services?

Answered: 74 Skipped: 2



Answer Choices	Responses
Very likely	50.00% 37
Likely	22.97% 17
Unlikely	13.51% 10
Don't know	13.51% 10
Total	74

#	If unlikely, why?	Date
1	Very unlikely	9/18/2014 8:10 AM
2	Could not get there [to shuttle]	9/18/2014 7:45 AM
3	Cost and Time	9/18/2014 7:36 AM
4	Locations are in town	9/18/2014 7:25 AM
5	I don't understand how this shuttle work. How do we get farther than Tualatin?	9/17/2014 10:17 AM
6	My decision is a toss up, I just dont know	9/11/2014 11:56 AM
7	my husban drives me to appointments	9/11/2014 11:50 AM
8	I dont have adress that you will pickup at,so you tell me.	9/10/2014 4:23 PM
9	Don't know in advance when appointments are	9/9/2014 2:59 PM
10	my destinations are no on the list	9/9/2014 2:57 PM

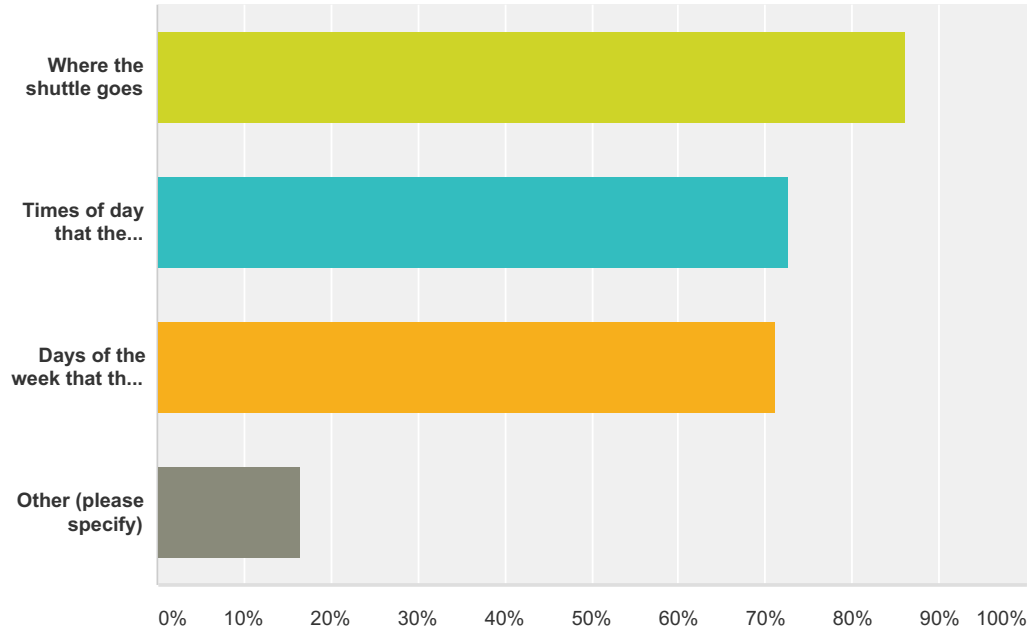
Out-of-Town Dial-a-Ride Questionnaire

11	I have my own transportation	8/12/2014 2:22 PM
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Out-of-Town Dial-a-Ride Questionnaire

Q4 What factors would most affect your use of a shuttle for access to out-of-town medical services?

Answered: 73 Skipped: 3



Answer Choices	Responses
Where the shuttle goes	86.30% 63
Times of day that the shuttle runs	72.60% 53
Days of the week that the shuttle runs	71.23% 52
Other (please specify)	16.44% 12
Total Respondents: 73	

#	Other (please specify)	Date
1	Excellence of schedules and drivers	10/1/2014 1:51 PM
2	To be able to get to Gabriel Park Area	9/18/2014 8:13 AM
3	No alternative	9/18/2014 8:10 AM
4	I live alone and on senior budget yet cost me \$65 round trip I can't afford, cost too much, I like SMART Transit (it costs less)	9/18/2014 7:36 AM
5	I don't drive so I use and need the dial-a-ride	9/17/2014 10:36 AM
6	Does it go to the places I need to go?	9/17/2014 10:17 AM
7	Llive is difficult when you are a blind old stick Changig vehicles would be too much!!	9/11/2014 2:07 PM
8	Availability all day everyday	9/11/2014 11:59 AM
9	never use	9/11/2014 11:50 AM
10	If shuttle goes to Mercantile Center in Lake Oswego	9/9/2014 2:59 PM

Out-of-Town Dial-a-Ride Questionnaire

11	My Physical condition	9/9/2014 2:55 PM
12	Roy Acker is disable- hard for him to transfer	9/9/2014 2:43 PM

Out-of-Town Dial-a-Ride Questionnaire

Q5 What's the single most important factor that would influence your use of a shuttle bus to access out-of-town medical services?

Answered: 62 Skipped: 14

#	Responses	Date
1	Because I can't manage getting my husband to appointments any other way	10/1/2014 1:55 PM
2	Would use out of town service only if it is a bus serviced destination	10/1/2014 1:53 PM
3	I would have to move to a less pleasant facility	10/1/2014 1:51 PM
4	Cost and timely arrival and return	10/1/2014 1:48 PM
5	Limited driving	10/1/2014 1:44 PM
6	I am not driving anymore and this is the way I now get to doctor appointments	9/18/2014 8:21 AM
7	If no other means to get medical transit	9/18/2014 8:17 AM
8	We don't have a car	9/18/2014 8:16 AM
9	dental needs	9/18/2014 8:14 AM
10	GETting to Dr appointment in Gabriel Park Area	9/18/2014 8:13 AM
11	My decision is based on when I get an appointment at the clinics	9/18/2014 8:10 AM
12	None	9/18/2014 7:45 AM
13	Time availability	9/18/2014 7:43 AM
14	Not too long or difficult ride	9/18/2014 7:42 AM
15	The schedule for planning appointments	9/18/2014 7:40 AM
16	Cost	9/18/2014 7:36 AM
17	Scheduling	9/18/2014 7:25 AM
18	Route	9/18/2014 7:24 AM
19	Frequent Pick-up don't want to wait for hours	9/17/2014 10:35 AM
20	100% sure of transportation	9/17/2014 10:32 AM
21	Schedule	9/17/2014 10:29 AM
22	Where it will go	9/17/2014 10:22 AM
23	That is stops at Meridian Park Hospital	9/17/2014 10:21 AM
24	Convenience and Time availability	9/17/2014 10:19 AM
25	That it will pick me up at get me there on time.	9/17/2014 10:17 AM
26	Being able to make medical appts.	9/17/2014 10:15 AM
27	convenience and assitance	9/17/2014 10:13 AM
28	Must be EARLY AM 8 or 830	9/17/2014 10:10 AM
29	availability to make appoinments in those limits	9/16/2014 2:55 PM
30	unable to driver myself	9/16/2014 2:52 PM

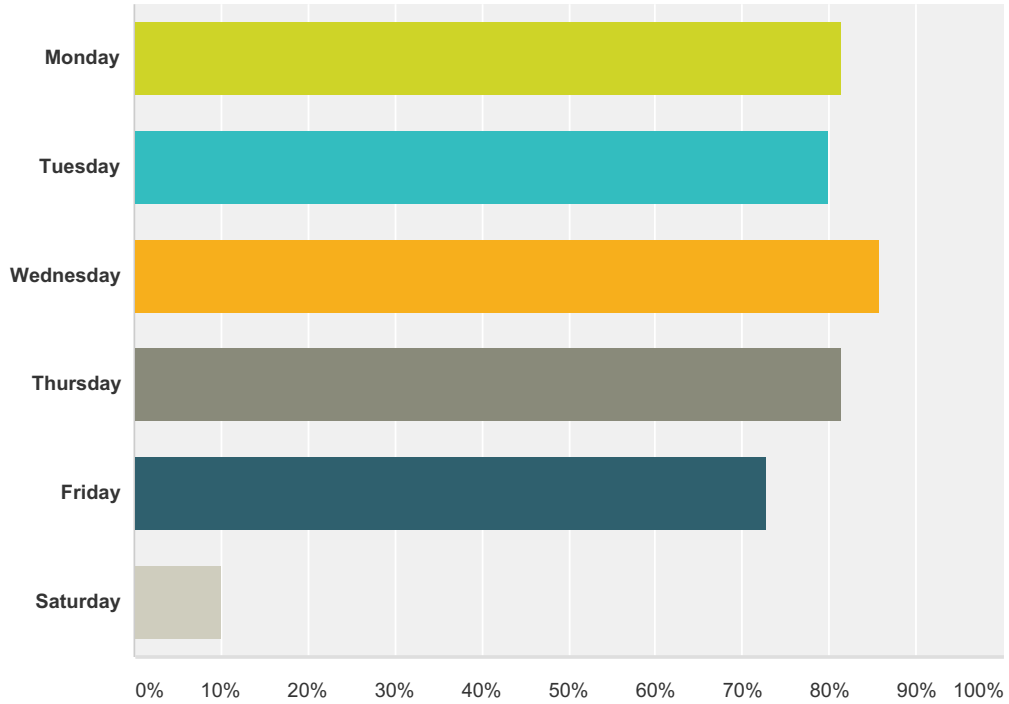
Out-of-Town Dial-a-Ride Questionnaire

31	Getting there on time	9/11/2014 2:08 PM
32	Too difficult time consuming frustrating	9/11/2014 2:07 PM
33	Where it goes	9/11/2014 2:03 PM
34	Some are keeping appointments and not having to cancel appt.	9/11/2014 2:00 PM
35	I can not drive the distance to the Dr.s office	9/11/2014 1:53 PM
36	Time of Day	9/11/2014 1:51 PM
37	The bus is the only way to get to a medical facility	9/11/2014 1:49 PM
38	when eyes are dilated in Clackamas eye center	9/11/2014 1:46 PM
39	Macular-Deg in eyes	9/11/2014 1:35 PM
40	Necessary	9/11/2014 1:34 PM
41	Where it goes then day/week then time of day	9/11/2014 12:25 PM
42	times	9/11/2014 12:19 PM
43	Frequency of trips	9/11/2014 12:18 PM
44	availability of transportation on short notice	9/11/2014 12:16 PM
45	need	9/11/2014 11:59 AM
46	Unable to drive myself	9/11/2014 11:56 AM
47	Time of Appointment- availability	9/11/2014 11:54 AM
48	Have enough available for Dr. appointments	9/11/2014 11:52 AM
49	Essential Service, reliable	9/11/2014 11:49 AM
50	I have no car	9/11/2014 11:48 AM
51	To have the shuttle include Canby	9/11/2014 11:43 AM
52	pickup at both ends	9/10/2014 4:23 PM
53	All of the above	9/9/2014 2:59 PM
54	Days my Dr. is working	9/9/2014 2:57 PM
55	Where the shuttle goes	9/9/2014 2:55 PM
56	Illness to my husband	9/9/2014 2:53 PM
57	Access to and from my home	9/9/2014 2:48 PM
58	Not any	9/9/2014 2:43 PM
59	An early enough appt. so that I can get home	9/9/2014 2:41 PM
60	Availability including the scheduled routes	9/9/2014 2:40 PM
61	Frequency, wait time for the bus/shuttle. Late afternoon, evening run	9/5/2014 10:44 PM
62	Only if I had no other transportation	8/12/2014 2:22 PM

Out-of-Town Dial-a-Ride Questionnaire

Q6 Assuming that SMART has the ability to run the shuttle 5 days per week, what are the 5 most important days? (please check up to 5)

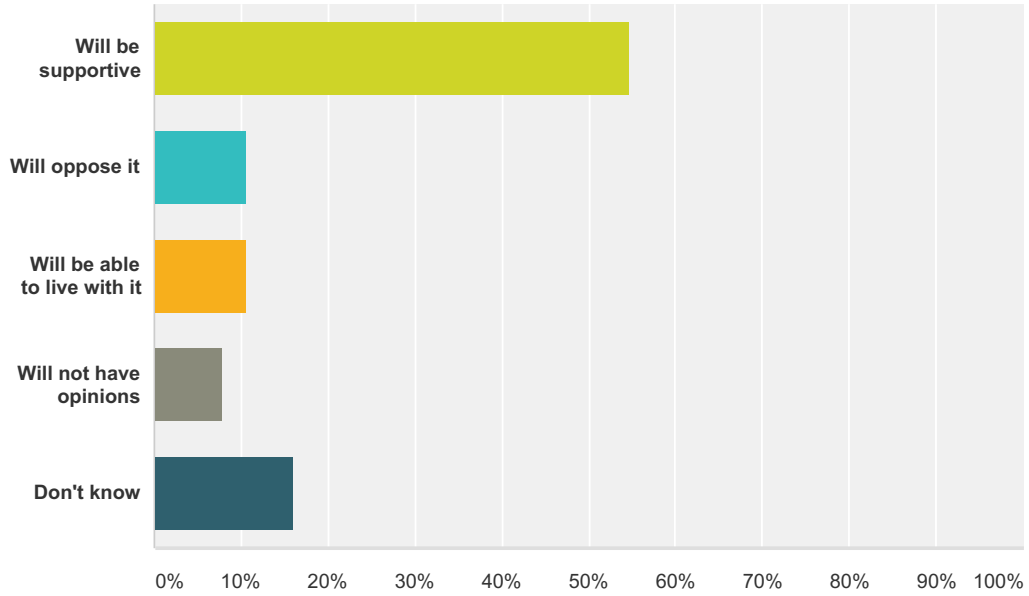
Answered: 70 Skipped: 6



Answer Choices	Responses
Monday	81.43% 57
Tuesday	80.00% 56
Wednesday	85.71% 60
Thursday	81.43% 57
Friday	72.86% 51
Saturday	10.00% 7
Total Respondents: 70	

Q7 What is your sense about how other seniors and persons with disabilities may feel about the proposed shuttle bus to access out-of-town medical services?

Answered: 75 Skipped: 1



Answer Choices	Responses	
Will be supportive	54.67%	41
Will oppose it	10.67%	8
Will be able to live with it	10.67%	8
Will not have opinions	8.00%	6
Don't know	16.00%	12
Total		75

Out-of-Town Dial-a-Ride Questionnaire

Q8 What other concerns do you have about SMART's proposal for continuing to provide access to out-of-town medical services?

Answered: 55 Skipped: 21

#	Responses	Date
1	No concerns - I have nothing but praise for the services provided by Smart Transit.	10/1/2014 1:53 PM
2	I cannot thank the City and WCC enough. These rides are life and death for me. A thousand thanks!	10/1/2014 1:51 PM
3	Just that it continues - long waits upon arrival and returns - picking up 3 people or more = too long to return ride	10/1/2014 1:48 PM
4	When a husband is in VA Hospital that the wife could ride SMART and be able to visit her husband	10/1/2014 1:44 PM
5	I will want them to continue	9/18/2014 8:21 AM
6	I just think its great that SMART can provide for seniors and disabled people these services.	9/18/2014 8:17 AM
7	None - you're doing a great job. WE are very grateful to have SMART. The drivers are all especially pleasant. A+.	9/18/2014 8:16 AM
8	It is very important to seniors that don't have transportation to have this service	9/18/2014 8:14 AM
9	Not being able to get to my doctor who is in the Gabriel Park area and TriMet does not go there at any reasonable hours. I think it would be better to combine the shuttle with the current dial-a-ride. Using the shuttle for the more frequent runs and the dial a ride for the less frequent ones like to places away from the freeway (Gabriel Park Area)	9/18/2014 8:13 AM
10	We see another hit on our independence and will oppose it. We don't navigate as well as when we were younger. Walkers, canes and wheelchairs are realities we accept only because we have no choice. Now again, we face a loss to our well being. I understand this is a financial decision for SMART. For single seniors who are widowed or divorced, on a fixed income, no children or family in state or town, with increasing health problems it is a blow. We would like to be as independent as possible and having to manage our medical appointments with shuttle schedules is an additional stress. It has been very helpful to call and arrange for the DIAL A RIDE SERVICE. One of my grandmothers told me that we don't understand the problems of older people until we ourselves get old. I did not anticipate my present life when I was younger with a spouse and children, life plays unpleasant tricks on us now again we are being asked to adapt, make changes.	9/18/2014 8:10 AM
11	I haven't used this very often but it was comforting to know it was there if I needed it. I no doubt will have to depend on my children more one reason I moved to Wilsonville was because of the bus service.	9/18/2014 7:47 AM
12	Need help from home to doctors could NOT get to a shuttle	9/18/2014 7:45 AM
13	We need transportation above all	9/18/2014 7:43 AM
14	Please include Portland VA and WEst Linn VA in your plans. Using TriMet is too difficult and that's why I live in Wilsonville! Thanks! :)	9/18/2014 7:42 AM
15	Please also continue dial-a-ride. Would require shuttle pick up in Charbonneau.	9/18/2014 7:40 AM
16	How much will it cost me? And what time of day for the bus to run? I can't afford an arm.	9/18/2014 7:36 AM
17	Just very satisfied with quality of service to date	9/18/2014 7:25 AM
18	Am still looking for a dial-a-ride to Newberg Hospital	9/17/2014 10:36 AM
19	Cost to the public. (Wilsonville)	9/17/2014 10:32 AM
20	Don't know enough to comment	9/17/2014 10:29 AM
21	none	9/17/2014 10:21 AM
22	Concerned about the time it would take to be picked up , dropped off and returned. I wouldn't want to spend a whole day in transport for a 30 min doc. appt.	9/17/2014 10:19 AM

Out-of-Town Dial-a-Ride Questionnaire

23	I have NO other way to get to these medical appts. I have been so grateful you provide this service.	9/17/2014 10:17 AM
24	I would love to have transportation to CANBY	9/17/2014 10:15 AM
25	none	9/17/2014 10:14 AM
26	Being legally blind. I appreciate the service beyond words! Sincere thanks. A fare raise would be acceptable	9/17/2014 10:13 AM
27	I love the way it is now	9/17/2014 10:10 AM
28	It is so important for seniors and disabled people to be able to get to a doctor when He or she is able to see them. The present Dial-a-ride is such an exceptional service provided by a city! Pleae, do everything possible to keep this benefit.	9/16/2014 2:55 PM
29	My only concern is that you may for whatever reason stop the service. It is necessary and appreciated by al who use it. You may even increase the fare.	9/16/2014 2:52 PM
30	NONE> SMART has always provided great service	9/11/2014 2:08 PM
31	I am very worried about your proposal your service has been wonderful. We may have to move back to Beaverton. most doctors take no new medicare patients in this area. Maybe you should raise your rates a few dollars.	9/11/2014 2:07 PM
32	I don't have except if there is a need due to financial constraints that the service can't be able to go to certain places	9/11/2014 2:03 PM
33	Thank you all for doing this	9/11/2014 2:00 PM
34	Paul is going on 87 not able to drive would be LOST without the SMART bus!!!	9/11/2014 1:53 PM
35	Early AM Services to Reach Hospital for 7am Surgery	9/11/2014 1:51 PM
36	The bus is a life saver... especially a bus to OHSU	9/11/2014 1:49 PM
37	It is necessary to have someone drive when my eyes are dilated. Sunnyside is very far for e to drive from Wilsonville also. I am 92 years old.	9/11/2014 1:46 PM
38	*****	9/11/2014 1:34 PM
39	Bus may not be close enough to pick up and delivery services	9/11/2014 12:29 PM
40	none	9/11/2014 12:27 PM
41	The SMART bus system has been a wonderful life saving system for me. Imagine having this low cost rides to meet my distance medial needs!!! THANKS	9/11/2014 12:25 PM
42	Cost is minimal	9/11/2014 12:19 PM
43	none	9/11/2014 12:18 PM
44	The service was very important to me when I was undergoing treatment & unable to drive, 2.5 years ago. It could be run with a smaller less expensive to run vehicle	9/11/2014 12:16 PM
45	Will support if service continues as is	9/11/2014 11:59 AM
46	My concern is that too many times its the wrong time of day, your shuttle is full, etc.	9/11/2014 11:56 AM
47	Missing the return trip. Getting early appt. so no to miss the return home	9/11/2014 11:54 AM
48	see letter	9/11/2014 11:48 AM
49	Continue the excellent service, thank you	9/11/2014 11:43 AM
50	Your map does not include (sunnyside etc), some of my locations	9/9/2014 2:55 PM
51	I count on it being available when I need it.	9/9/2014 2:41 PM
52	Must go to VA in Portland. Will this service be available for Vererans as was dial -a-ride. Would like SMART to stop closer to Costco where I get my hearing aides.	9/9/2014 2:40 PM

Out-of-Town Dial-a-Ride Questionnaire

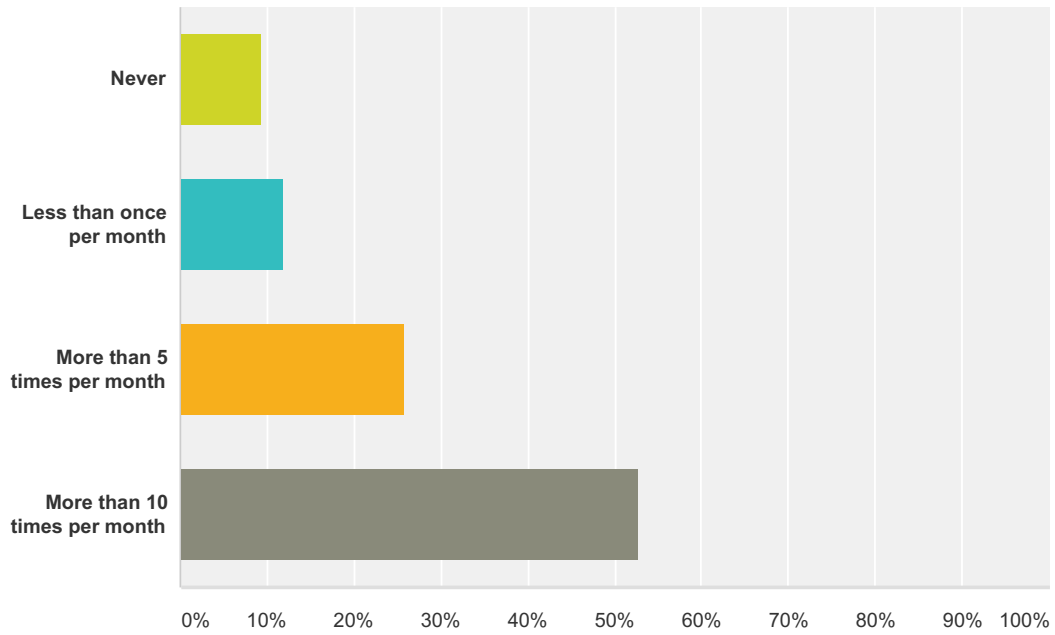
53	I am impressed. Need to let people know and the times of operations. Some appointments are at 4 pm. Are there scheduled returns for 5, 5:30, 6, 6:30 pm. The route needs to move to swing closer to the Assisted living facility so you do not need to have a separate bus run from there to a pick-up spot. There is a shelter already in that area. Next to the Honda dealership.	9/5/2014 10:44 PM
54	I really feel you need a bus out earlier... Like 4:30 am... There's no way to get downtown before 6:00 am	8/21/2014 5:38 AM
55	The Wilsonville businesses that support SMART's budget will probably disagree that it should not be subsidizing the needs of people for out-of-town medical services. These services should be run through the county health department or other service agency that subsidizes the medical needs of those on disability, NOT Wilsonville business owners.	8/12/2014 2:22 PM

ROUTE 2X ALTERNATIVES

Route 2X Questionnaire

Q1 How often do you use SMART's 2X service?

Answered: 127 Skipped: 4

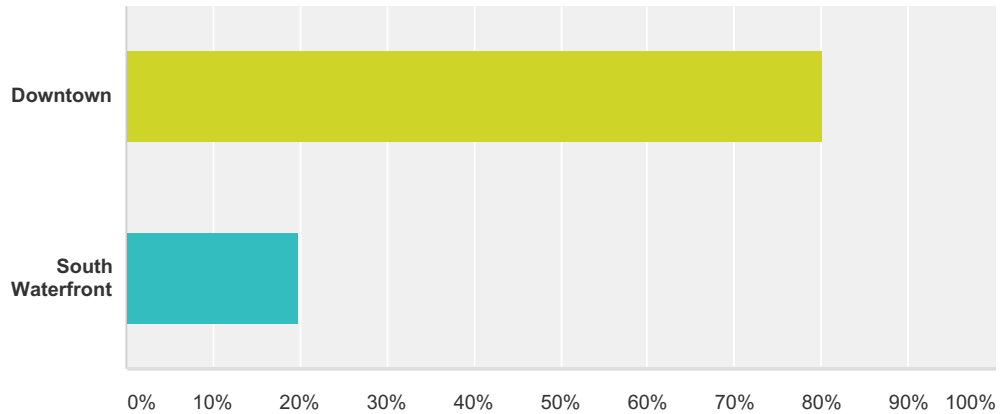


Answer Choices	Responses	Count
Never	9.45%	12
Less than once per month	11.81%	15
More than 5 times per month	25.98%	33
More than 10 times per month	52.76%	67
Total		127

Route 2X Questionnaire

Q2 Which destination in the Portland area - Downtown or South Waterfront - do you feel would be more important to serve with an extension of the 2X route?

Answered: 106 Skipped: 25



Answer Choices	Responses
Downtown	80.19% 85
South Waterfront	19.81% 21
Total	106

#	Why?	Date
1	A more central stop for those who work downtown	10/1/2014 1:41 PM
2	None	9/18/2014 8:51 AM
3	Closer to Portland	9/18/2014 8:46 AM
4	more transfers	9/18/2014 8:44 AM
5	THat's where I go!	9/18/2014 8:42 AM
6	Downtown provides easier and nore transfer options and is more convenient for those living in downtown/sw portland	9/18/2014 8:40 AM
7	Children can enjoy in water fountain and pleasant view	9/18/2014 8:24 AM
8	I don't really have a preference.	9/17/2014 3:42 PM
9	You can get anywhere downtown afromt he southwaterfront	9/16/2014 2:49 PM
10	connections to trimet system main system without make transfers	9/16/2014 2:46 PM
11	more businesses	9/16/2014 2:43 PM
12	more centralized	9/16/2014 2:41 PM
13	more destination/transfers	9/16/2014 1:58 PM
14	more destination	9/16/2014 1:57 PM
15	shorter walking distance to businesses	9/16/2014 1:56 PM

Route 2X Questionnaire

16	Neither	9/16/2014 1:54 PM
17	For shopping or restaurants or any event that are organized in downtown.	9/15/2014 1:46 PM
18	Closest to Barbur/where I live	9/15/2014 1:45 PM
19	Neither, the TrMet 12 does that. No need for SMART to waste resources but I would pay more to have downtown route and keep barbur	9/15/2014 1:43 PM
20	Neither wold inpact me. I pick up at Tualatin P&R	9/15/2014 1:39 PM
21	Better access to my needs	9/15/2014 1:36 PM
22	Either would work -more people need to get tot he downtown area	9/15/2014 1:34 PM
23	Not much at souther waterfront for me. I am a student at PSU. but live near the Barbur TC. I really use the 2x to go to Tualatin	9/15/2014 1:32 PM
24	Because I live in EAST PORTland, If 2x goes downtown, I can connect to the max directly. no need totake 12 or 94. I would take it twice as much!!!	9/15/2014 1:25 PM
25	both because itis needed	9/15/2014 1:19 PM
26	My wife and I both work downtown	9/15/2014 1:17 PM
27	Both mey wige and I work in Downtown	9/15/2014 1:16 PM
28	Closer to more stops and locations	9/15/2014 1:13 PM
29	I drive about 2 miles to Barbur TC each weekday, park and thake 2x to Wilsonville. I don't need to use TriMet to get there	9/15/2014 1:12 PM
30	Avoid downtown traffic	9/15/2014 1:06 PM
31	Seems like it would e est to accomoate our seniors and other citizens needing ohsu access	9/15/2014 1:01 PM
32	There is more bus connections	9/15/2014 12:35 PM
33	Only get on and off at Barbur	9/15/2014 12:22 PM
34	Barbur Transit Center. Most useful stop to transfer to other bus lines	9/15/2014 12:18 PM
35	I only go to Barbur	9/15/2014 12:13 PM
36	none- I don't go to Portland	9/15/2014 12:08 PM
37	Transi Mall connection	9/15/2014 12:06 PM
38	more transfers to other buses	9/15/2014 11:57 AM
39	Easier access to downtown	9/15/2014 11:39 AM
40	Becasue I to more for that area	9/15/2014 11:37 AM
41	OHSU ACCESS	9/15/2014 11:36 AM
42	NEITHER	9/15/2014 11:33 AM
43	EASy Access to rest of transit systems	9/15/2014 11:29 AM
44	I think it would be used more often on work days	9/15/2014 11:09 AM
45	More access to Trimet.	9/13/2014 12:18 PM
46	I live close to the south water front - SW meade and SW first is my location	9/13/2014 11:44 AM
47	gets me where I want to go/or close,	9/10/2014 4:26 PM
48	I currently commute to downtown Portland for work at least 3 days a week and would love a direct bus route (train would be better!) from Wilsonville to Portland. South waterfront would require a transfer- a more centrally located downtown stop, preferably on the south end of town, would be great.	9/10/2014 1:14 PM
49	more transfer options	9/8/2014 1:16 PM

Route 2X Questionnaire

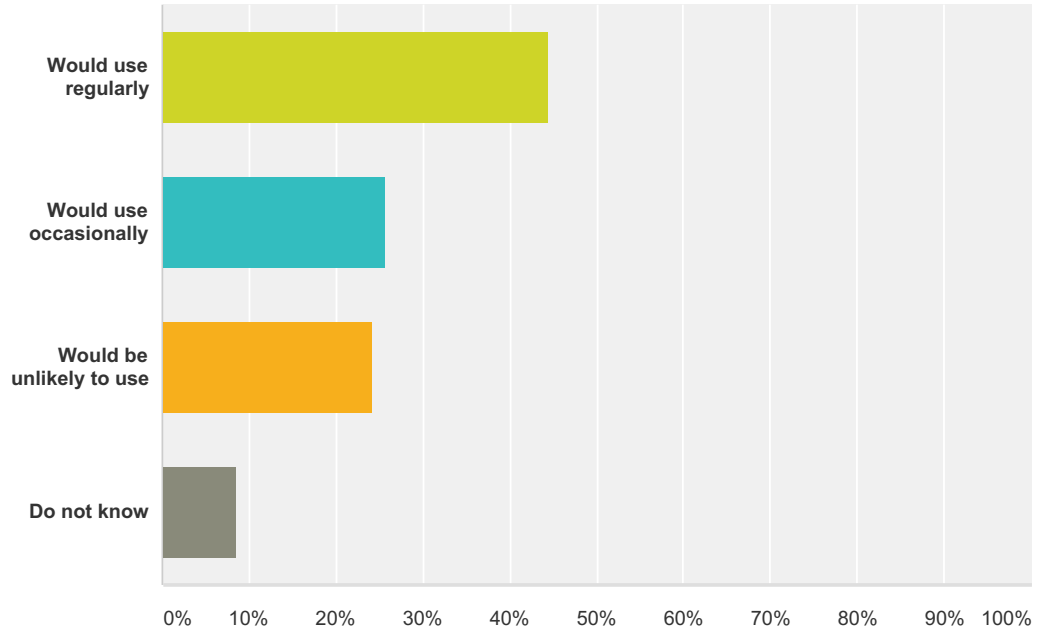
50	Neither, I catch it at Barbur TC since I live right next to it.	9/7/2014 2:35 PM
51	Easy access to more resources, including businesses and public transportation.	9/7/2014 10:24 AM
52	Going all the way downtown would give more access to more bus and max routes.	9/6/2014 7:32 AM
53	Easy access to everything	9/5/2014 2:58 PM
54	more options downtown	9/4/2014 5:15 PM
55	More connections out to the suburbs	9/4/2014 9:52 AM
56	Better connection to red/blue line MAX.	9/3/2014 10:28 AM
57	closer to my connecting buses & max	9/3/2014 10:13 AM
58	This is where PSU is located, a transfer stop to PCC, where all offices and events take place.	9/3/2014 8:50 AM
59	Connections to busses.	9/3/2014 8:29 AM
60	Living in NE Portland, the connection would be much easier for me to get to.	9/3/2014 8:18 AM
61	It would be the most direct connection to busses that I already use.	9/3/2014 7:51 AM
62	Because it's central and offers another route to the city	9/3/2014 7:38 AM
63	Availability for more riders and possible connection with the max	9/3/2014 5:10 AM
64	Direct Access to the Trimet Hub I.E buses, MAX	9/2/2014 9:02 PM
65	Its a more centered location for living spaces	9/2/2014 7:11 PM
66	Closer to my bus stop	9/2/2014 6:21 PM
67	Centralization of Trimet	9/2/2014 6:15 PM
68	More convenient. CONNECTING TO OTHER ROUTES ON TRI MET	9/2/2014 5:58 PM
69	Because it is closer to where the current route of the 2X and it would make sense to be the next stop added.	9/2/2014 5:35 PM
70	because that's easier for me	9/2/2014 5:32 PM
71	My destination is usually around Macadam.	9/2/2014 5:25 PM
72	more accessible	9/2/2014 5:24 PM
73	I live in Tualitan, but I know a lot of people at my work who commute from downtown.	9/2/2014 5:12 PM
74	A one shot to downtown and all the various transportation options from there (not to mention the businesses) would be invaluable	9/2/2014 4:54 PM
75	Central to Trimet MAX/Bus Lines, shops, and attractions.	9/2/2014 4:43 PM
76	Neither, I do not travel to or from downtown Portland.	9/2/2014 3:48 PM
77	makes for a faster Trip for the 2x. riders will still be taking TriMet but they'll have the options of PSC or the 35 and the Tram (from OHSU).	9/2/2014 1:16 PM
78	Connection to bus mall and C-Tran routes	9/2/2014 7:28 AM
79	You could maintain a more predictable schedule if you follow the TriMet 94 route into downtown, not the Trimet 96 route into town (i.e. use Barbur, not I-5). That would put the busses near PSU, not south waterfront.	9/1/2014 7:02 PM
80	Commuters trying to get to downtown Portland	8/29/2014 10:55 PM
81	Easier to make connections to other transportation	8/28/2014 1:27 PM
82	Occasionally I would go downtown after work	8/27/2014 9:30 AM
83	Traffic in downtown in rush hour is horrible. Avoid driving SMART buses in actual downtown. It will be more efficient to connect to streetcar and new MAX at new south waterfront MAX station.	8/27/2014 7:42 AM
84	downtown offers a wider offering for customers to connect to appropriate transfers as well as offering a potential increase in customers looking to take advantage of wilsonville locations.	8/26/2014 3:10 PM

Route 2X Questionnaire

85	Because all major transit lines run through downtown Portland. The south waterfront is only a bandage solution. Currently, riding to Beaverton TC in some cases is also considerably out of the way with few to no alternatives dependent on one's work schedule.	8/26/2014 2:28 PM
86	TriMet transfers happen on the bus mall; not in SOWA. The 96 serves both.	8/26/2014 2:09 PM
87	direct max service	8/26/2014 1:59 PM
88	More connections to TriMet buses and light rail lines are in downtown. South Waterfront service may work once light rail opens in 2015, but not until then.	8/26/2014 11:20 AM
89	Trimet 96 already serves downtown.	8/26/2014 7:40 AM
90	Lots of ways to get downtown, not lots to get to s waterfront	8/25/2014 7:34 AM
91	none, there are already two lines from trimet running downtown. the 12 and 94, plus also the max goes there	8/22/2014 9:57 AM
92	Need to make connections	8/22/2014 5:56 AM
93	I would not know since I do not have to travel into Downtown or South Waterfront.	8/21/2014 2:29 PM
94	I would not take the 2X to either destination since Barbur Transit Center is where I board and depart.	8/21/2014 2:23 PM
95	I know a lot of people that need to be downtown by 6:00 am and it's impossible to do by transit.. Or at least get us up to Barbur Tc by 5:30 so we can get downtown	8/21/2014 5:57 AM
96	Better for more people, although I live in South Waterfront area	8/19/2014 6:45 PM
97	More offices	8/18/2014 10:23 PM
98	not sure	8/13/2014 9:56 AM
99	Connecting to the businesses and services in downtown would be great, but not at the expense of losing the Barbur Transit Center stop - it is critical to those of us attending PCC-Sylvania.	8/12/2014 2:15 PM

Q3 How likely would you be to use Direct All-Day Route 2X service to Portland (Option 1) if provided?

Answered: 128 Skipped: 3

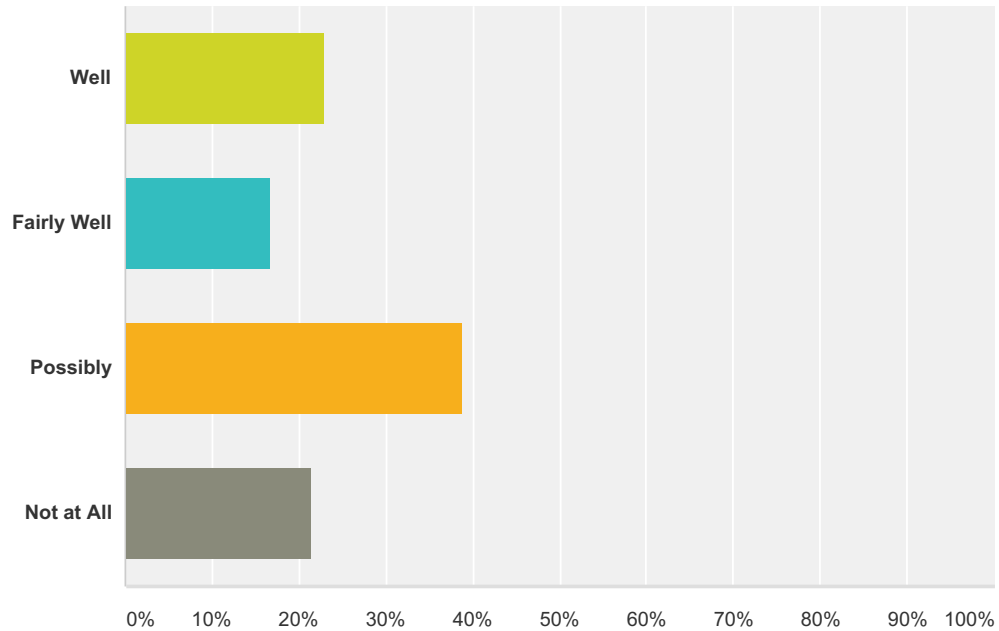


Answer Choices	Responses
Would use regularly	44.53% 57
Would use occasionally	25.78% 33
Would be unlikely to use	24.22% 31
Do not know	8.59% 11
Total Respondents: 128	

Route 2X Questionnaire

Q4 If Direct All-Day Service (Option 1) cannot be provided for cost or logistical reasons, how well would Integrated Route 2X/Line 96 Service (Option 2) work for you?

Answered: 126 Skipped: 5



Answer Choices	Responses
Well	23.02% 29
Fairly Well	16.67% 21
Possibly	38.89% 49
Not at All	21.43% 27
Total	126

#	Why?	Date
1	I could catch the 96 from tualatin park and ride	9/18/2014 8:51 AM
2	creates better options and coverage for riders	9/18/2014 8:48 AM
3	depends on times	9/18/2014 8:44 AM
4	It would work	9/18/2014 8:42 AM
5	Less convenient, but still do-able	9/18/2014 8:40 AM
6	I have no good way to get from where I live to Rte. 96 without an extra 5-10 miles of driving or 30+ minutes of bus riding, each way.	9/17/2014 3:42 PM
7	It would allow me to use the SMART to and from work	9/16/2014 2:49 PM
8	not sure where 96 goes	9/16/2014 2:43 PM
9	I only ride to/from Tualatin P&R	9/16/2014 1:56 PM

Route 2X Questionnaire

10	It would be only a part of a trip from home to, which would more than double my time it takes 2 extra buses.	9/16/2014 1:54 PM
11	Paying both SMART and TriMet no. I could be paying TriMet only now. I don't want to.	9/15/2014 1:45 PM
12	I would use smart to get downtown one time a week on tights or on weekends only.	9/15/2014 1:43 PM
13	no impact	9/15/2014 1:39 PM
14	TriMet 96 is always stuck in the traffic and never reroutes. I would have to leave earlier.	9/15/2014 1:34 PM
15	I don't want to pay double fares for SMART and TriMet	9/15/2014 1:32 PM
16	MOre on the weekends would help also	9/15/2014 1:27 PM
17	The 96 doesn't get on the freeway till almost Tigard where it proceeds to get stuck in the terwiliger curves with everyone else on route to PDX. Also doesn't start running until 3 pm or so. ONLY reason I take it is b/c I have a monthly trimet pass anyway. Would IOve and pay for alternative.	9/15/2014 1:25 PM
18	convienant	9/15/2014 1:19 PM
19	Woud connect to downtown Portland	9/15/2014 1:17 PM
20	It wil still get me to downtown	9/15/2014 1:16 PM
21	Gets me to where I need to go	9/15/2014 1:13 PM
22	no convenient access to Rout 96 from where I live. Would have to take a TriMet bus to downtown first, or drive to Tualatin PR, which is already most of the way to Wilsonville	9/15/2014 1:12 PM
23	If it is all that is available, I guess Id't make it work	9/15/2014 1:06 PM
24	Direct would be nice as it gets you there quicker and easier (no worries about transfers) but I could handle option 2 fine	9/15/2014 1:01 PM
25	Only use Barbur transit	9/15/2014 12:22 PM
26	I will take it from Barbur transit center	9/15/2014 12:18 PM
27	I only go to Barbur Transit	9/15/2014 12:13 PM
28	Since WES service times don't work for me I use the 2X ine in order to get to work on time. 96 does not sstop at Tigard TC	9/15/2014 12:08 PM
29	Prefer not to transfer	9/15/2014 12:06 PM
30	I always ride to barbur transit center	9/15/2014 11:57 AM
31	I walk about a mile for this not more	9/15/2014 11:39 AM
32	Not great - 96 never has room for my bike	9/15/2014 11:36 AM
33	I almost always use 96 and 2X	9/15/2014 11:29 AM
34	I am not from this area	9/15/2014 11:09 AM
35	Routes between my location and tualatin are inconsistant	9/13/2014 11:44 AM
36	unknown	9/10/2014 4:26 PM
37	There's always a risk with transfers than a bus will be late and a connection missed.	9/10/2014 1:14 PM
38	It would cost to much more just to get to where I need to catch it.	9/7/2014 2:35 PM
39	The 96 does not run frequently enough	9/6/2014 7:32 AM
40	If I had to use it, I would.	9/5/2014 2:58 PM
41	The only reason I do not use the 96 when I have to take 2X now, is that the 76 connection to Beaverton is better for me	9/4/2014 9:52 AM
42	My work schedule is 11a-10p.	9/3/2014 11:35 AM
43	I have carpool backups	9/3/2014 10:44 AM

Route 2X Questionnaire

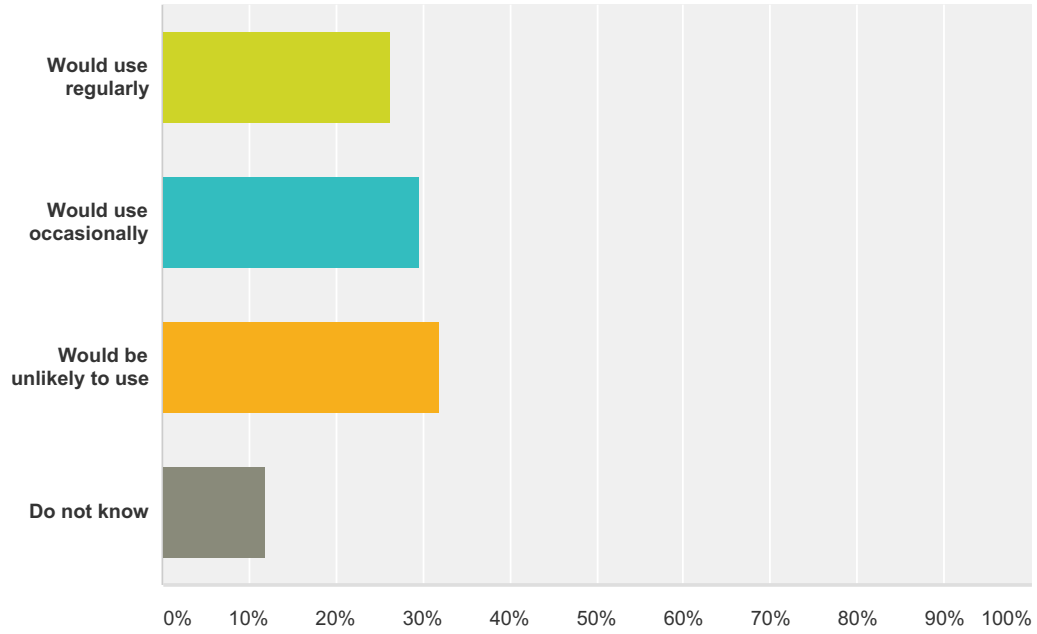
44	Transfers add time and \$\$\$	9/3/2014 10:28 AM
45	Requires looking into. Time factor an issue as well.	9/3/2014 8:29 AM
46	Too many connections & would take much longer than other options available	9/3/2014 8:18 AM
47	96 Doesn't run on Holidays	9/3/2014 7:55 AM
48	Another Transfer ticket for Trimet, Thus increasing Cost	9/2/2014 9:02 PM
49	Own a vehicle but when it's down I use this line	9/2/2014 6:15 PM
50	I would still be able to reach my destination with relative ease in comparison to what it is now.	9/2/2014 5:35 PM
51	I usually do my changes at Barbur.	9/2/2014 5:25 PM
52	some of the connections and time addition make it less convinent - can tip the need to drive instead of take transit	9/2/2014 4:54 PM
53	Not sure.	9/2/2014 4:43 PM
54	I only travel to and from Barbur Transit Center to Wilsonville	9/2/2014 3:48 PM
55	there are times when I need to get to Tualatin from DT Portland mid-day and the 2X would really work for that. That might be once a month.	9/2/2014 1:16 PM
56	2X and 96 schedules are not well integrated at this time.	9/2/2014 7:28 AM
57	Currently, WES-Trimet #12 is a better backup to the 2X-Trimet #12/#94 route. If you chose Option 2, I would often use the WES instead (even though it requires an additional bus for me to get to Wilsonville station).	9/1/2014 7:02 PM
58	96 bus stops are inconvenient to downtown Portland	8/30/2014 11:12 AM
59	I can find better connections in my own neighborhood	8/27/2014 9:30 AM
60	Direct (option 1) is better. Connections between two routes that only every half hour is scary.	8/27/2014 7:42 AM
61	without looking into specific scheduling, a potential change of work locations would be highly considered.	8/26/2014 3:10 PM
62	Integrated service still means Convergys employees are paying twice for their ride home. This amounts to hundreds per year. We're talking about an extra hour or more (each direction) sometimes on the current scheduling. Missing a connection only compounds this wasted time which becomes depleted energy which becomes reduced productivity and general contentment. If SPs are scheduled to work as late as 9,10,11pm, then a direct shot to Portland is the only acceptable solution. I don't understand how this was not negotiated before or during the move to Wilsonville. This anonymous individual was certainly vocal about it. Ask Chak.	8/26/2014 2:28 PM
63	Well, provided that SMART fixes currently broken connection times with the 96 @ Tualatin.	8/26/2014 2:09 PM
64	i use the 76 to beaverton transit center	8/26/2014 1:59 PM
65	I live near the Barbur Transit Center, so it would be convenient for me only if Route 2X still made a stop at Barbur TC before continuing on into downtown Portland.	8/26/2014 11:20 AM
66	Line 96 runs directly from the Tualatin P&R to downtown. It's fast and easy.	8/26/2014 7:40 AM
67	I really need to get to Barbur transit center	8/25/2014 7:34 AM
68	Line 96 does not go to Tigard Transit Center	8/22/2014 9:57 AM
69	If it runs earlier	8/22/2014 5:56 AM
70	I only use SMART transit to commute to and from work.	8/21/2014 2:29 PM
71	I only use SMART to commute to and from work. If I had to use trimet as part of my commute it would be more costly and take more time. I used to take the 96 line to Wilsonville but started using SMART because of the lack of service provided by trimet. There have been times when the 96 line service was not in service due to lack of drivers.	8/21/2014 2:23 PM
72	Only provided it ran early enough	8/21/2014 5:57 AM
73	I ride the 96 all the time; in the afternoons, there is no connection at Commerce Circle, which is a pain.	8/19/2014 6:45 PM
74	No reasonable connection to my home from there	8/19/2014 4:25 PM

Route 2X Questionnaire

75	Not nearly as convenient as direct service.	8/18/2014 10:23 PM
76	I live in SW Portland and there will be no good way for me to get to Xerox from there.	8/13/2014 9:56 AM

Q5 How likely would you be to use the integrated Route 2X/TriMet Line 96 service (Option 2) if provided at peak times?

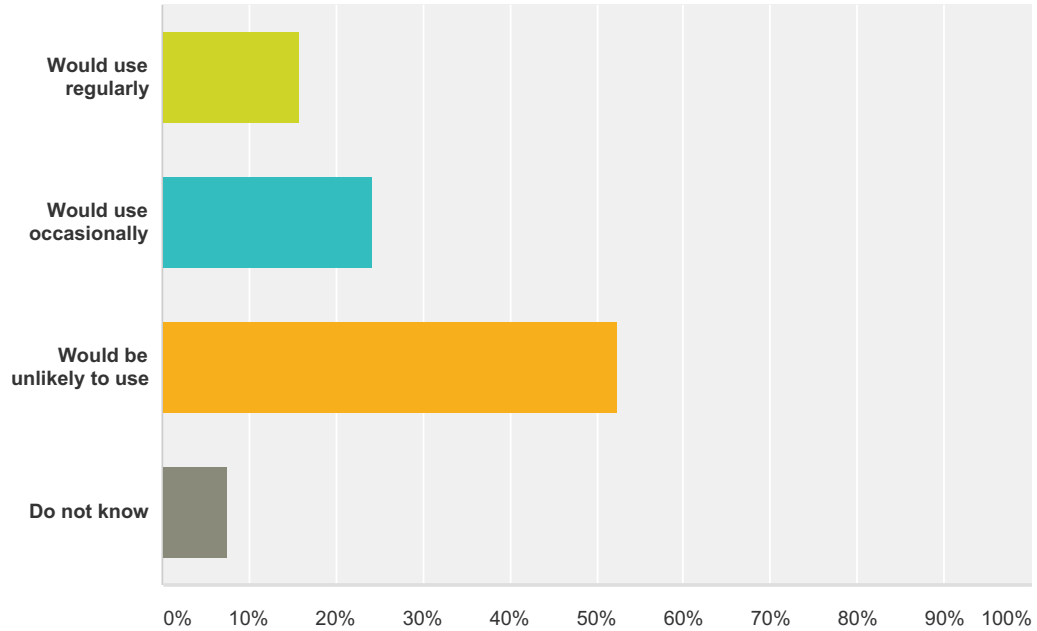
Answered: 125 Skipped: 6



Answer Choices	Responses
Would use regularly	26.40% 33
Would use occasionally	29.60% 37
Would be unlikely to use	32.00% 40
Do not know	12.00% 15
Total	125

Q6 If only mid-day direct service were provided to Portland on Route 2X, how likely would you be to use this service?

Answered: 120 Skipped: 11



Answer Choices	Responses	
Would use regularly	15.83%	19
Would use occasionally	24.17%	29
Would be unlikely to use	52.50%	63
Do not know	7.50%	9
Total		120

Route 2X Questionnaire

Q7 What issues or questions would you have about either of the Route 2X options being considered?

Answered: 79 Skipped: 52

#	Responses	Date
1	Late night from Portland to Tualatin	10/1/2014 1:41 PM
2	Trimet covers downtown Portland very well. Connections from Barbur transit center are very easy. If the fare were transferable that would help.	9/18/2014 8:51 AM
3	Increase in fares? What other stops would be available along route?	9/18/2014 8:48 AM
4	More runs to Salem	9/18/2014 8:48 AM
5	Cost to the passengers? How early and late would it run?	9/18/2014 8:42 AM
6	My opinion is SMART bus should operate on Saturdays and Sundays also i.e. weekends because Mon-Fri every day office. We can go out in weekends if bus is available because we don't have car.	9/18/2014 8:24 AM
7	Why is the Barbur stop being bypassed? I have a very convenient arrangement right now: drive 2 miles from where I live in SW Portland (Hillsdale) to BTC, park at the park and ride, then take SMART 2x to Wilsonville. Total commute time is about 40 minutes. Dropping Barbur means that if I want to catch the 2X, I either need to drive an extra 5 miles and 20+ minutes, in the wrong direction (and no park+ride at the downtown 2x stop), or find a TriMet bus to take me from near my home, again an extra 5 miles and 20+ minutes in the wrong direction (and extra bus fare on top of that). Then I have an extra 10 minutes or so from downtown to Wilsonville compared to BTC.	9/17/2014 3:42 PM
8	The more direct rout is best for me. Travel time is the most important	9/16/2014 2:46 PM
9	none	9/16/2014 1:57 PM
10	Will the normal 2x schedule still apply?? If Barbur is not services, cold those passengers overload the Tualatin P&R lot?	9/16/2014 1:56 PM
11	My issue is that I need the Barbur TC service in am and pm to get to and from work. I would pay a larger fare to keep it. I need it everyday.	9/15/2014 1:43 PM
12	I catch the 2x that meets up with the 76 at Tualatin P&R. How would this change impact the 2x's ability to service TriMet 76 running off peak hours	9/15/2014 1:39 PM
13	Use I205 up to Clackamas town center	9/15/2014 1:30 PM
14	Weekend service needs to be extended	9/15/2014 1:27 PM
15	What about a staggered approach? Every other 2x goes to Barbur, Everyone other 2x goes to Downtown/waterfront?	9/15/2014 1:25 PM
16	I would work good and it should be considered	9/15/2014 1:19 PM
17	Some issues with question 4. I am pretty much a rush hour commuter. Eliminating Barbur stop! IF this stop is eliminated, I have no good options for getting to 2x- they either involve an extra bus trip or lots of extra driving. from my house . Taking a bus to downtown is a 15-20 minute trop on the wrong direction, even before I 've caught the 2x	9/15/2014 1:12 PM
18	Currently the first 96 of the morning into Wilsonville does not hook up with the 1st 2x into Wilsonville at commerce circle. If option 2 is selected, please fix that.	9/15/2014 1:06 PM
19	I would hope that these options run on the weekend. I live/work in Wilsonville but love to visit Portland on the weekends. I hate to drive downtown, so either of these options would be awesome if offered on the weekends. Even just Saturday is good.	9/15/2014 1:01 PM

Route 2X Questionnaire

20	Option 2 route 2x/trimet line 96 would not work for people that finish work early. people would have to wait a couple of hours for the bus 96. It should also be considered that if you miss the bus.. that is it. you are stuck. Because it only runs on peak hours.	9/15/2014 12:35 PM
21	I use 2x during rush hour to and from Barbur transit	9/15/2014 12:22 PM
22	Why do you need to change it? I used SMART to Barbur Transit am route	9/15/2014 12:13 PM
23	Why is Barbur TC service being removed? Why isn't there an option to continue service to Barbur TC?	9/15/2014 12:11 PM
24	Don't change it	9/15/2014 12:08 PM
25	Oregon city T/C this woul provide East Portland/Gresham connection to Max. Also an eastside option to Downtown Portland & the Airport Clackamas Max connection.	9/15/2014 12:05 PM
26	Why would 2x not be able to stop at Barbur transit center?	9/15/2014 11:57 AM
27	don't have any	9/15/2014 11:39 AM
28	Trimet buses need more large bike racks to accommodate combo bus bike commuters	9/15/2014 11:36 AM
29	If you lose Barber, you lose me as a rideer	9/15/2014 11:33 AM
30	I like the mid day option when 96 is not running	9/15/2014 11:29 AM
31	none	9/15/2014 11:09 AM
32	What about weekends? Some kind of weekend service would be helpful.	9/14/2014 9:41 AM
33	Is there more weekend service being considered?	9/13/2014 12:18 PM
34	I would love if there was a mid day 2x From Portland to Wilsonville (southbound).	9/13/2014 11:44 AM
35	I would be less likely to use it if it ended at the waterfront, and much more likely to use it came into downtown.	9/10/2014 1:14 PM
36	weekend service to Smart Central	9/8/2014 1:16 PM
37	I catch the bus only at Barbur TC since I'm a block away from that site. I use your bus because it still costs less to get to work in Wilsonville during the week than taking trimet and transferring	9/7/2014 2:35 PM
38	I find that it is convenient to use as long as it stops at Tualitin P&R, and at Barbur Transit Center. The original route of the 2X was beneficial and does not need changing for me.	9/6/2014 7:32 AM
39	N/A	9/5/2014 2:58 PM
40	would the cost change if integrated with 96	9/4/2014 9:52 AM
41	They would not be offered on weekends, when I would need to take the service.	9/3/2014 11:36 AM
42	With no mid-day service, it is not possible to use public transit for partial-day appointments, etc. For commuting to work, I need service to extend into later hours.	9/3/2014 11:35 AM
43	The proposed documents do not indicate is this would cover any weekend day(s). Please clarify.	9/3/2014 10:28 AM
44	none	9/3/2014 8:29 AM
45	would this be available on weekends?	9/3/2014 8:29 AM
46	We need options for weekends and holidays. A lot of business do not shut down for either of these days and it makes it very difficult to find options to get to Wilsonville during these times.	9/3/2014 7:55 AM
47	How much of the day would "all day" be considered? I would like to be able to take the bus in form downtown and would need a option that would run as early a 5:30am.	9/3/2014 7:51 AM
48	WOULD This service include; WEEKEND SERVICE!!!!!!	9/3/2014 7:38 AM
49	I like the Barbur Transit center stop its at a bus stop for Trimet AND is very close to PCC Sylvania , I moved my work and transpiration schedule so I can get dropped of there and take the 12/94 where I need to.	9/2/2014 9:02 PM
50	Them not happening	9/2/2014 7:11 PM
51	will service on the routes increase during non-peak hours as a result? Or does this affect only peak hours?	9/2/2014 6:21 PM
52	I still want to be able to make my connections later in the day.	9/2/2014 5:25 PM

Route 2X Questionnaire

53	Just as long as current schedules are held up I have no issue with what is added.	9/2/2014 5:12 PM
54	I'm simply happy that some real alternatives to easier transit to inner PDX are being looked at	9/2/2014 4:54 PM
55	I don't understand why if the ridership is up by 5% for 2X it would be necessary to make changes.	9/2/2014 3:48 PM
56	I've been hearing a lot of Tualatin residents and employees wanting something from downtown to Tualatin during the mid day and I could see the 2x Option 2 doing that very well. They'd get off at the Tual P&R and catch the 76 into downtown Tualatin or Meridian Park Hospital.	9/2/2014 1:16 PM
57	The 2X to downtown option provides the most connections to other transit routes, even if it does make it harder for people going to OHSU. The 2X-96 option will work but is less convenient, even if the schedules are better integrated.	9/2/2014 7:28 AM
58	There needs to be a better connection to get from the Trimet 96 stop to east of I-5 in the morning, if Option 2 is selected.	9/1/2014 7:02 PM
59	Can bikes be carried so remainder of commute can be via bike? Wi-fi would make it appealing so commute time can maximized.	8/29/2014 10:55 PM
60	I live approx 2mi from Barbur Transit. I do ride my bike to Barbur Transit and have a bike locker I use to secure my bike. If the 2x no longer would stop @ Barbur Transit, I would likely commute to Tigard Transit and catch WES. I reviewed the schedules and determined it would add 15 minutes to my morning commute and almost 45 minutes to my end of day commute. At this time my commute is 50min each way. Each time you have to make a transfer it can add 5-10 minutes and if you miss the connection it can add 20 minutes. By riding my bike to catch the 2x I eliminate having to worry whether TriMet is on time or not. This allows my commute times to be more in my control.	8/27/2014 9:30 AM
61	A direct route to downtown is best. Connections between infrequent routes is problematic during high traffic times. I work at Xerox (east of I-5), so even a direct 96 route from Wilsonville station to downtown requires a connection for me. For me, extending the existing 2X route to downtown (south waterfront) would be the much preferred option.	8/27/2014 7:42 AM
62	How long between each trip? This has to be convenient.	8/27/2014 7:15 AM
63	Again, option 2 is a considerably lesser solution. If transferring with a bike (which one needs to supplement the insufficient transportation options, especially in the evening when frequency is considerably reduced or non-existent), one must hope and pray that there is a space for their bike on the connecting line. Otherwise, the same concerns of additional cost (paying for SMART and Trimet separately) and ride time still remain.	8/26/2014 2:28 PM
64	I have already submitted this form and answered the questions above, so will just submit comments/questions. Has there been consideration of reducing the number of trips to and from Barbur, but maintaining some service? I don't remember the survey, but was there a section to determine how many people live where the Barbur Center is significantly more accessible than Tualatin or downtown? I know that you can't please everyone, and that there is a market for people coming from downtown but, in effect, there are quite a few people being "stranded" by cutting the service from Barbur completely.	8/26/2014 2:12 PM
65	I think a \$3 fare is pretty reasonable; but please keep in mind the *total* fare. With service to downtown, many riders (like myself) would be enticed to come back to SMART or start riding SMART when there was no option previously. Many of those people (like myself) will *always* have a TriMet transfer, though. You really have to look at what happens *beyond* downtown. I live in SE Portland. Option 1: TriMet SE Portland to downtown - \$2.50 SMART 2X downtown to Mentor - \$3.00 \$5.50 total one-way fare (ouch!) ^^ I would not do this. I would either bike to downtown Portland or drive. However, consider that as much as dislike the 96, it not only includes a ride from downtown to Tualatin, but also 2 hours of TriMet transfer time. Then my trip looks like this: TriMet SE Portland to downtown - \$2.50 96 to Tualatin - FREE (included with the transfer) Tualatin to MGC - \$.50 \$3.00 total fare -- this is great! So the idea of working with the 96 (provided that SMART guarantees a smooth transfer at Tualatin) might be the better way to go -- simply because now you have a \$3 fare that *also* includes 2 hours of TriMet transfer time.	8/26/2014 2:09 PM
66	a third option that would take care of the access to downtown Portland by having the 2X go directly to Beaverton transit center	8/26/2014 1:59 PM
67	I think Route 2X should travel between Barbur Transit Center, Tualatin P&R, and the Wilsonville WES Station without all of the in-town stops which consume so much time. It makes the 2X not an option for me since I commute on Route 1X to Salem every day. If the 2X had a more direct route to the Wilsonville WES Station, then I would ride that bus every day, but since it takes almost an hour to get from Barbur TC to Wilsonville WES, I drive instead.	8/26/2014 11:20 AM

Route 2X Questionnaire

68	I favor running 2X to Tualatin P&R only and reducing the fare. (I don't ride farther than Tualatin.)	8/26/2014 7:40 AM
69	Sounds like you have already made up your mind. But, PLEASE do not drop Barbur transit. Try an extended route still using Barbur. More people get on and off at Barbur than at tualatin.	8/25/2014 7:34 AM
70	Eliminating Barbur Transit Center would force me over to the WES train or back to my car. The 96 goes nowhere near where I live in SW Portland, and from what I've seen of TriMet's 12, it certainly doesn't integrate with Smart today.	8/22/2014 11:10 AM
71	Middle of the day doesn't make any sense to me at all.. Earlier and maybe later, and a couple on sunday	8/22/2014 5:56 AM
72	When taking the 2X to work in the morning all the passengers get on at Barbur Transit Center. Very rarely does any passengers board or get off at Tualatin Park & Ride. In the evening going home only 1 or 2 passengers will get off at Tualatin Park & Ride.	8/21/2014 2:29 PM
73	When I take SMART to work every morning all the passengers are boarding at Barbur transit center. Very rarely does passengers board at Tualatin Park & Ride.	8/21/2014 2:23 PM
74	Why can't you get us out of town earlier?? And at least run a couple times on Sunday.. I reall	8/21/2014 5:57 AM
75	I use the 2x bus line 3 or 4 times a week to get to work. I ride back and forth often from barbur transit center to Tualatin park and ride. So if the barbur stop closes I won't be able to use the smart bus at all.	8/20/2014 8:36 AM
76	Will punch cards still be available? Will the 2X still serve Commerce so that we don't have to pay 2 fares all of the time?	8/19/2014 6:45 PM
77	I am concerned that there will no longer be a stop. at Barbur. This past week at Barbur there were sometimes only 2 people, though several times 9. Have you thought about continuing the stop at Barbur only during peak times, possibly only once an hour? I usually take the 8:27AM bus from Barbur, sometimes the 7:57, sometime the 8:57 or 9:27. If only half of these ran, I would adjust my schedule to take it. There are probably other commuters who would do the same. Likewise for the evening commute north. How about a poll to see if that would work?	8/19/2014 4:25 PM
78	Two stops to get downtown is just not convenient. Direct service would be ideal.	8/18/2014 10:23 PM
79	Connecting to PCC-Sylvania is critical!	8/12/2014 2:15 PM

Route 2X Questionnaire

Q8 Are there other options for extending service to Portland that should be considered?

Answered: 71 Skipped: 60

#	Responses	Date
1	Would be hugely helpful	10/1/2014 1:41 PM
2	No. You have your space focus on doing what you do best.	9/18/2014 8:51 AM
3	Is it possible to extend the hours of operation for line 96?	9/18/2014 8:48 AM
4	One rate to Salem and to Portland	9/18/2014 8:48 AM
5	The WES to run every day and fully hours not just for 4 hours in the morning and 4 hours afternoon	9/18/2014 8:46 AM
6	What about on Saturday or Sunday?	9/18/2014 8:42 AM
7	Its very good idea, people who does not have car can travel to Portland by bus. Because I use SMART daily 2 or 3 times more in a month more than 40 times I will use and travel on SMART. Very good friendly nature drivers I like SMART.	9/18/2014 8:24 AM
8	Extending to downtown is a perfectly fine idea. Just don't bypass the Barbur stop. Get off I-5 at BTC, like now, get back on at or near Terwilliger.	9/17/2014 3:42 PM
9	Connection with the systems of transportation are critical . Wait time between transfers	9/16/2014 2:46 PM
10	option 2 is good	9/16/2014 2:44 PM
11	how long would it be between bus pickups?	9/16/2014 2:43 PM
12	none at this time	9/16/2014 1:58 PM
13	none	9/16/2014 1:57 PM
14	Keep Barbur TC	9/16/2014 1:54 PM
15	Into downtown from Barbur . Don't skip Barbur.	9/15/2014 1:45 PM
16	Raise fare, keep Barbur, as it is a major stop going into Portland anyway, so expand and keep Barbur and raise fare.	9/15/2014 1:43 PM
17	Not sure about Portland, but the Beaverton expansions have been appreciated (8x)	9/15/2014 1:39 PM
18	Barber is a better alternative to I5	9/15/2014 1:34 PM
19	I am open to any option that continues to stop at the Barbur TC	9/15/2014 1:32 PM
20	Use I205 up to Clackamas town center	9/15/2014 1:30 PM
21	As I live in EAst Portland and commute to Wilsonville by public transit, I would like to see an express service up the 205 corridor at least to Clackamas TC, ideally to Gateway.	9/15/2014 1:25 PM
22	YLO: get the commute connected	9/15/2014 1:19 PM
23	Enough buses to meet the demand- it would be popular	9/15/2014 1:17 PM
24	That there would be enough buses seating to meet the demand	9/15/2014 1:16 PM
25	Run on Barbur Blvd between Barbur TC and Terwiliger. Keep the Barbur TC stop. Go on I5 between Terwiliger and downtown/south waterfront, as well as wouth of Barbur TC.	9/15/2014 1:12 PM
26	96 TriMet- all day and routed on east side of I5(past Mentor, OIT, etc.)	9/15/2014 1:06 PM
27	Maybe driving the SMART bus to a nearby max station. Whenever we go DT, we drive to Beaverton TC to take the max	9/15/2014 1:01 PM

Route 2X Questionnaire

28	none	9/15/2014 12:22 PM
29	why do you need to extend to Portland ? trimet is available from Tualatin and Barbur	9/15/2014 12:13 PM
30	Go to Portland via Barbur Blvd instead of I5, during rush hour it will be quicker and offer more service options	9/15/2014 12:11 PM
31	People use the WES to connect to Max ine in Beaverton which takes them to Portland faster than a bus line	9/15/2014 12:08 PM
32	Should work on weekends. (sat & sun)	9/15/2014 11:53 AM
33	Possibly	9/15/2014 11:39 AM
34	not now	9/15/2014 11:37 AM
35	If current 2x was eliminated I would have to use the 96	9/15/2014 11:36 AM
36	Love It!	9/15/2014 11:29 AM
37	none	9/15/2014 11:09 AM
38	Need to have a later return time. 8pm as that last bus is too early. Maybe have hourly until 8pm and then one last bus at 10pm. There are events downtown that I like to attend but don't get out until well after 8.	9/14/2014 9:41 AM
39	Rail! There needs to be a better option than WES, which is indirect, off the I-5 corridor and requires most commuters to transfer to a bus or the MAX. Clearly, I-5 cannot handle the additional traffic that is added to it each day. As this region continues to grow, public transportation needs to offer an alternative to the I-5 corridor, as just one accident or weather incident turns I-5 into a parking lot. I would love to see SMART and Wilsonville be a leader in improving options for commuting on I-5. I grew up where rail from the suburbs to the city was the norm, and I think we can make that happen here too.	9/10/2014 1:14 PM
40	weekend service to Smart Central	9/8/2014 1:16 PM
41	Don't extend it	9/7/2014 2:35 PM
42	I would prefer that the updated route does not cross the Barbur Transit Center stop off the list.	9/6/2014 7:32 AM
43	N/A	9/5/2014 2:58 PM
44	direct to Lloyd center	9/4/2014 5:15 PM
45	Would be great if there was a 7:28 Wes from Wilsonville to Beaverton	9/4/2014 9:52 AM
46	Extend service on weekends? Even every 2-4 hours would make it possible to travel north and back home.	9/3/2014 11:36 AM
47	Mid-day WES Service	9/3/2014 11:35 AM
48	none	9/3/2014 8:29 AM
49	I feel this is the most beneficial/cost effective option	9/3/2014 8:29 AM
50	We need options for weekends and holidays. A lot of business do not shut down for either of these days and it makes it very difficult to find options to get to Wilsonville during these times.	9/3/2014 7:55 AM
51	I love the idea of running into downtown, also regular runs to Beaverton TC would be an excellent addition for a lot of people midday when and in the later hours when the WES is not running.	9/3/2014 7:51 AM
52	WEEKEND SERVICE!!!!!!	9/3/2014 7:38 AM
53	WES to start and end later, and maybe a weekend (limited) service but as the trains they Run WES isn't known to be moved. Or if you can I know it may be impossible but talk to trimet about extending the 94 (or possibly a new line) to the Wilsonville Transit center. If we can share stops with Salem(Chariots) why can't Trimet share stops with us?	9/2/2014 9:02 PM
54	More buses to connect Wilsonville to other parts of Portland metro area.	9/2/2014 7:11 PM
55	none that I know of, besides Trimet extending WES service hours	9/2/2014 6:21 PM
56	I know a lot of my coworkers would like later options for getting to Portland.	9/2/2014 5:25 PM
57	I'd love it if the WES's hours were increased.	9/2/2014 5:12 PM
58	Any line that hooks up directly with a MAX line expands Wilsonville area access to major PDX metro hubs - as well as them to us! Green line, Blue/Red line (both ends!), Orange line routes to those = fantastic	9/2/2014 4:54 PM

Route 2X Questionnaire

59	No, I travel to and from Wilsonville during Rush Hour times.	9/2/2014 3:48 PM
60	I would like to see the 2x continue to stop at Barbur Transit. If it doesn't make financial sense to do it every trip then run it until 9a and start up @ 3p to cover the main commute hrs to and from Wilsonville. This would likely accommodate most everyone I ride with who originate @ Barbur Transit This meets the goals of employers that contribute to the costs by giving their employees a reasonable and accommodating way to ride transit to and from work.	8/27/2014 9:30 AM
61	The Trimet 96 could come to the east side of I-5, pass by Xerox, FLIR, Mentor Graphics, Oregon Tech, etc..	8/27/2014 7:42 AM
62	Any straight shot to downtown Portland for all hours that Convergys Wilsonville contracts operate with a buffer before and after. Nothing more, nothing less. This would allow paying once to SMART for those who would no longer need Trimet once in downtown Portland.	8/26/2014 2:28 PM
63	No. but i defintely feel there should be later buses each night between wilsonville and salem! 637 last bus doesnt vut it- 730 should be last bus	8/26/2014 1:16 PM
64	I like Option 2 better than Option 1. Traffic gets backed up on I-5 every night coming back into Wilsonville, so the 2X on-time performance will plummet if Option 1 is chosen.	8/26/2014 11:20 AM
65	No.	8/26/2014 7:40 AM
66	Barbur is a VERY important destination. Many of us live near there and then work (and also shop and spend money) in Wilsonville. I understand extending for better access for medical care. But please don't drop Barbur.	8/25/2014 7:34 AM
67	Have Wes run another train 1/2 hr. Earlier... Need to have service start sooner... Max line does	8/22/2014 5:56 AM
68	People need to get downtown earlier	8/21/2014 5:57 AM
69	Saturdays and Sundays when the WES and 96 do not run at all	8/19/2014 6:45 PM
70	Commuter rail is utterly necessary. Taking WES to Beaverton and then the MAX downtown is far too circuitous.	8/18/2014 10:23 PM
71	Working with PCC for one of their bus lines to cross with the SMART bus schedule.	8/12/2014 2:15 PM

Route 2X Questionnaire

Q9 What other concerns of comments do you have about SMART's proposal for extending its service to Portland?

Answered: 77 Skipped: 54

#	Responses	Date
1	As people rely on SMART for transit they have fit it into the schedule of there lifes any disruption is a disruption to these lifes. Thank you for taking time to hear my input.	9/18/2014 8:51 AM
2	Riders who regularly use 2X to get to the Barbur transit center.	9/18/2014 8:48 AM
3	I said this elsewhere, but if Barbur is dropped, I will almost certainly become a car commuter instead of a 20-times-per-month SMART 2x user. My 2x commute would grow from about 40 minutes to 70-75 minutes each way, vs. 30 minutes by car, and that doesn't even consider the extra cost of TriMet bus fare or downtown area parking.	9/17/2014 3:42 PM
4	Keep Barbur stop. It doesn't make that much of a time difference to add/keep it.	9/16/2014 2:49 PM
5	none thanks	9/16/2014 2:44 PM
6	none that I can think of	9/16/2014 1:58 PM
7	No concerns. I think it would be a major convenience.	9/16/2014 1:57 PM
8	not stopping at Barbur. Why does it not say anywhere on this survey that BARBUR stop will be closed?	9/16/2014 1:54 PM
9	It should be there on Saturdays as well.	9/15/2014 1:46 PM
10	I would pay more for a monthly pass that got me from Barbur to Wilsonville and Barbur to Downtown. But if you skip Barbur I might as well only take TriMet.	9/15/2014 1:45 PM
11	That I would have to modify my daily routine majorly to get to work.	9/15/2014 1:43 PM
12	I appreciate the idea, and I am sure lots of people like having no fare in town, but wouldn't integration into TriMet be an easier solution for creating a better Portland to Wilsonville transit connection?	9/15/2014 1:39 PM
13	I'm worried that 2x won't go to Barbur TC and would skip over me. I would be stuck with TriMet.	9/15/2014 1:32 PM
14	All SMART is thinking about is westside. Please think of the eastside connecting with Green line	9/15/2014 1:30 PM
15	I wish you guys the best, your service is great and of these changes will make my life easier.	9/15/2014 1:25 PM
16	It would be considered and it'll work	9/15/2014 1:19 PM
17	If this route excludes the Barbur TC stop I wil most likely go from being a 20X per month SMART rider to being a car commuter. without the Barbur stops using 2x would become both much more time consuming and much more expensive.	9/15/2014 1:12 PM
18	I am happy to hear the possibilities of the 2x updates. More access to Portland is needed and either option seems helpful and successful.	9/15/2014 1:01 PM
19	TriMet is accessible at Tualatin and Barbur	9/15/2014 12:22 PM
20	The existing services is good. I would advise against it. Thank you	9/15/2014 12:18 PM
21	I am willing to pay more to continued service without a Barbur TC stop. I won't use the 2x at all.	9/15/2014 12:11 PM
22	You will screw up peoples ride to work a lot	9/15/2014 12:08 PM
23	Am very supportive of option 1 at transit mall. Would ride every weekday.	9/15/2014 12:06 PM
24	I live in Multnomah Village area, Current2x rute is perfect for my needs. I f 2x services would be extended to Portland, termination of Barbur transit center stop would be really unfortunate for me. Would it be possible to keep Barbur transit stop?	9/15/2014 11:57 AM
25	It will be good so that everyone can go in bus who don't have cars	9/15/2014 11:53 AM

Route 2X Questionnaire

26	I love the fair its convenient for me	9/15/2014 11:39 AM
27	I like the current 2X route and would rather pay a little more for it than see it eliminated during peak am/pm hours	9/15/2014 11:36 AM
28	Removing Barbur is completely wrong, I have been riding SMART to Barbur for 7 years. This causes a hardship	9/15/2014 11:33 AM
29	none	9/15/2014 11:09 AM
30	Please fill in times when the Wes isnt running- mid day and after 7pm- to and from portland	9/13/2014 11:44 AM
31	As a new resident to Wilsonville, I am completely supportive of any increased, efficient, public transportation options to downtown Portland. They key, I think, is to keep the trip downtown to under an hour (ideally, 45 minutes or so) to induce commuters to leave their cars at home. My husband commutes to Salem so any increase in frequency to the Salem line will also be utilized by this family! Visiting family members who like to sight-see in Portland, but don't drive, would be thrilled by direct bus service into the city.	9/10/2014 1:14 PM
32	weekend service to Smart Central	9/8/2014 1:16 PM
33	It's my only resource for getting to Wilsonville during the weekdays for work. Other alternatives cost much more.	9/7/2014 2:35 PM
34	N/A	9/5/2014 2:58 PM
35	try to keep costs down or if you do charge the 2.50 try to make the costs interchangeable between the two services	9/4/2014 5:15 PM
36	none	9/4/2014 9:52 AM
37	It certainly makes things more convenient, rather than having to pay two different bus tickets to just pay one.	9/3/2014 11:36 AM
38	Extending light rail service seems like a more efficient use of resources.	9/3/2014 11:35 AM
39	The cost will be larger for a line direct to Portland. This wouldn't be good because I would still have to transfer on a Trimet but and the cost for Trimet and SMART and seperate.	9/3/2014 8:50 AM
40	Good idea!	9/3/2014 8:29 AM
41	weekend hours	9/3/2014 8:29 AM
42	We need options for weekends and holidays. A lot of business do not shut down for either of these days and it makes it very difficult to find options to get to Wilsonville during these times.	9/3/2014 7:55 AM
43	Mostly the run times and cost. Personally I would like a very early morning option, one that could pickup in Portland and then drop off in Wilsonville to make a 6 or 7 am shift. Also that will run late/on weekends to allow greater flexibility in scheduling.	9/3/2014 7:51 AM
44	WEEKEND SERVICE!!!!!!	9/3/2014 7:38 AM
45	try and keep it on weekends also (Portland has a lot of festivals i.e Saturday Market, Rose Festivals) so getting there around 10AM and leaving around 6-7PM gives people time to hang around. Wilsonville doesn't have much of a night life either and I don't see it coming in anytime soon. And sometimes its safer to have the young adults take a bus to and from the "big" city for drinking rather than their cars. Thanks For listening	9/2/2014 9:02 PM
46	Run it all day, early morning to late evening.	9/2/2014 7:11 PM
47	Do it later at night for those who need the transit or be stuck in Wilsonville	9/2/2014 6:21 PM
48	I live in Wilsonville, and would like to see a viable option for getting to Portland for activities on the Weekend, especially Saturday.	9/2/2014 5:25 PM
49	I have none, just as long as current schedules are held up. I think it's great to increase Public Transportation capabilities.	9/2/2014 5:12 PM
50	I think this is a fantastic idea - having a later day/night even a one time trip option would be AMAZING timber games... blazer games... thunder games... concerts... conventions... all would open up to easy 1 shot public transit	9/2/2014 4:54 PM
51	This should be integrated with the WES. We know funding is a large piece of this, but with Stream/Convergys as a new employer, we have a large volume of people that would use the WES throughout the day - AND on the weekends!	9/2/2014 4:43 PM
52	Don't make changes to something that is not broken.	9/2/2014 3:48 PM

Route 2X Questionnaire

53	When I-5 backs up there should also be an option (safety valve, escape route) for the 2X to run down Barbur / Pacific Highway.	9/2/2014 1:16 PM
54	I have used public transportation between Wilsonville and downtown Portland for more than a decade. Of the following three possibilities I would rank them like this (best to worst): first, Option 1; second, Keep things how they are; lastly, Option 2. Making a connection with a bus that uses I-5 into downtown Portland during rush hour will not be reliable. That is why I don't use the Trimet 96 now. If it was a direct route from east of I-5 (i.e. Option 1), the uncertainty would be manageable.	9/1/2014 7:02 PM
55	Option 1 works perfectly for me and most people who commute from Portland	8/30/2014 11:12 AM
56	Worry about maintaining schedules, especially evening commutes. Traffic into and out of the downtown area always seems to be backed up and many times at a standstill on I5, both directions.	8/27/2014 9:30 AM
57	If Option 2 is selected, please consider a combined pass that can be used on both SMART and Trimet. Other systems (e.g. C-TRAN and Trimet) have worked that out.	8/27/2014 7:42 AM
58	Cost compared to Trimet monthly pass. Mid-day coverage is really needed. Thank you for addressing this issue.	8/27/2014 7:15 AM
59	would the 96 trimet route consider an increase in routes?	8/26/2014 3:10 PM
60	I appreciate that this survey exists as an acknowledgement that non-car transportation is difficult every day of the week, and especially so on the weekend. The cost should be a non-issue. If people cannot get to work, then they cannot earn that money and/or reduce costs for Convergys and its clients. Instead of site activities, give people raises. Else, help them get to and fro. Enable employees to stay with their 'employer of choice'.	8/26/2014 2:28 PM
61	I think of the 2X as being for commuters coming into WV. I don't think the connection at SOWA makes any sense. You'd be better off connecting with the bus mall - even if it is only to cross the bus mall at one spot (like the 96 does). I used to drive to Barbur from SE Portland & take the 2X every single day (for many years). Ultimately I decided the cost savings wasn't worth the extra 90 minutes that this added to my day (have to leave early to account for traffic, time to find a parking space at Barbur TC, etc). I'm excited to hear that SMART is considering having a good connection to Portland, though - I'll likely come back to SMART when that's the case.	8/26/2014 2:09 PM
62	this would impact my using 2X to Tualatin park & ride to 76 to Beaverton transit center	8/26/2014 1:59 PM
63	cut service on 2x- rarely do i see people riding to barbur and extended salen service with a stop at the outlet mall as that area is underserved	8/26/2014 1:16 PM
64	Doesn't Option 1 compete with WES service, which is already very expensive per rider to operate (over \$10 per ride)? I think SMART and TriMet should use the WES Station in Tualatin as a hub for local service and build the ridership on WES rather than providing competing services that take away from WES ridership. Route 96 shouldn't go all the way to Wilsonville except during the mid-day when WES doesn't run. Putting more SMART connecting service in place to meet the WES trains whenever they arrive in Wilsonville is efficient and a better investment for the future.	8/26/2014 11:20 AM
65	Question 1 above is malformed. There is no checkbox for somebody who uses the line from 1 to 4 times per month.	8/26/2014 7:40 AM
66	I wish you had gotten feedback prior to making your decision clearly you have put a lot of thought into this already. But dropping Barbur could literally mean some people can no longer keep their jobs in Wilsonville. This has an economic impact to SMART sponsors because everyone I know that works in Wilsonville also shops in Wilsonville	8/25/2014 7:34 AM
67	While I-5 traffic has occasional backups, they are reasonably rare and Smart has several alternate routes. Once you pass Capital Hill going north on I-5 you will see a significant increase in the number of delays at all times of day except early mornings from my experience. One of the reasons I can use Smart is that it is reasonably reliable. TriMet because of its through routes more congested parts of town is not reliable enough for me to build a schedule around. I fear if the 2X goes downtown, you will suffer a similar fate. Hope you pick up enough east-side commuters to make up for the ones dropped on the west side.	8/22/2014 11:10 AM
68	I think it's high time.. But not like the two new lines.. Those are some strange times..	8/22/2014 5:56 AM
69	The only reason I started using SMART was because of the lack of consistency with Trimet. There were several times when the 96 bus line did not provide service because of lack of drivers.	8/21/2014 2:29 PM
70	This would add longer commute times for people who take the 2X to Wilsonville.	8/21/2014 2:23 PM

Route 2X Questionnaire

71	This is really a must... Our town is growing so must the transit.. To help with traffic... If you have one run earlier we could make the connection to 12 to get downtown, or at least catch 96 at Tualatin park-and-ride. As it is we miss the 96 by 5 min or this wouldn't be an issue for me... Maybe if the first bus didn't go through Xerox and and all that other stuff I could make it. considering moving because of this reason alone	8/21/2014 5:57 AM
72	It would be awesome if the 2X route went all the way downtown next to all the other max's and other bus lines!	8/20/2014 3:45 PM
73	Please don't forget the regular riders that already ride your system that you are proposing to cut out.	8/20/2014 8:36 AM
74	Please ensure the buses you use have bright reading lamps. I can read the paper on the 96; on the SMART short buses, not so much.	8/19/2014 6:45 PM
75	It's a great idea! Please do it with as much regularity as possible. Please also extend 1X service to Salem. Some years ago, the last morning bus left Wilsonville at 8:36 AM; now the last bus leaves at 8 AM. Please bring back a later 1X morning option.	8/18/2014 10:23 PM
76	I live in SW Portland and work at Xerox. Without using the 2X from Barbur, my daily commute would double in time and I would have to consider buying a car to use instead.	8/13/2014 9:56 AM
77	Making sure there's a way for Wilsonville students to get to PCC if they don't drive!	8/12/2014 2:15 PM

Route 2X Questionnaire

Q10 Would you be able to provide demographic information for us?

Answered: 16 Skipped: 115

Answer Choices	Responses
Name:	0.00% 0
Company:	0.00% 0
Address:	0.00% 0
Address 2:	0.00% 0
City/Town:	0.00% 0
State:	0.00% 0
ZIP:	100.00% 16
Country:	0.00% 0
Email Address:	0.00% 0
Phone Number:	0.00% 0

#	Name:	Date
	There are no responses.	
#	Company:	Date
	There are no responses.	
#	Address:	Date
	There are no responses.	
#	Address 2:	Date
	There are no responses.	
#	City/Town:	Date
	There are no responses.	
#	State:	Date
	There are no responses.	
#	ZIP:	Date
1	97224	10/1/2014 1:41 PM
2	97217	9/18/2014 8:44 AM
3	97070	9/18/2014 8:43 AM
4	97070	9/18/2014 8:24 AM
5	97239	9/17/2014 3:42 PM
6	97070	9/16/2014 2:43 PM
7	97070	9/16/2014 2:41 PM
8	97224	9/16/2014 1:58 PM

Route 2X Questionnaire

9	97219	9/15/2014 1:45 PM
10	97070	9/15/2014 1:36 PM
11	97002	9/15/2014 1:34 PM
12	97219	9/15/2014 1:32 PM
13	97013	9/15/2014 1:30 PM
14	97070	9/15/2014 1:16 PM
15	97070	9/15/2014 12:05 PM
16	97070	9/15/2014 11:29 AM
#	Country:	Date
	There are no responses.	
#	Email Address:	Date
	There are no responses.	
#	Phone Number:	Date
	There are no responses.	

Route 2X Questionnaire

Q11 demographic age

Answered: 16 Skipped: 115

#	Responses	Date
1	42	10/1/2014 1:41 PM
2	32	9/18/2014 8:44 AM
3	31	9/18/2014 8:43 AM
4	32	9/18/2014 8:24 AM
5	43	9/17/2014 3:42 PM
6	32	9/16/2014 2:43 PM
7	34	9/16/2014 2:41 PM
8	24	9/16/2014 1:58 PM
9	29	9/15/2014 1:45 PM
10	46	9/15/2014 1:36 PM
11	51	9/15/2014 1:34 PM
12	27	9/15/2014 1:32 PM
13	43	9/15/2014 1:30 PM
14	33	9/15/2014 1:16 PM
15	63	9/15/2014 12:05 PM
16	47	9/15/2014 11:29 AM