

## Abstract

In 2002, TriMet adopted a strategic direction known as the Transportation Investment Plan (TIP). The primary objective of the TIP is to establish a Total Transit System by taking a more focused and comprehensive approach to planning and development. A Total Transit System not only consists of bus routes and light rail, it includes customer services and amenities.

Transit Equity, which is an important component of the TIP framework, allocates services and amenities to low-income and minority communities. The US Census data ensures that TriMet's distribution of services and amenities are fair and equitable throughout the system.

## Introduction

This analysis was used to prioritize the determining criteria for the following in the TIP:

Transportation is vital to fully participate in all aspects of society. Transportation is needed to attend school, get to jobs, access health care, or participate in social, recreational or civic activities. When people can't afford a car, public transportation is necessary to ensure that everyone in a community has access to all the activities offered in society. Those people in our community that are most likely to be transit dependent are economically disadvantaged populations. TriMet wants to ensure the allocation of service and amenities is fair and equitable throughout the system. TriMet is committed to providing high quality service to lowincome and minority communities.

### Transit service to Low-Income Neighborhoodsand Communities of Color

Map

TriMet has traditionally planned transit service and on street amenities to achieve the highest ridership potential, without regard to income, race or neighborhood. To determine how service lines up with transit equity goals, TriMet used the latest data from the US Census to look at where minority and low-income populations are located in the District. TriMet then analyzed its service in relation to minority and low-income neighborhoods. The majority of the Frequent Service lines are in North, Northeast and Southeast Portland, providing high quality service to transit dependent and low-income populations. Additionally, these routes are designed for a variety of trip purposes, locations and time, including commuting, medical appointments, special events and school.

### Placement of Bus Stops and Shelters

Map

In 2003, TriMet adopted new criteria to govern how Frequent Service will be expanded. The most important factor in the criteria is ridership. But one of the new factors is the density of the transit dependent population. To determine transit dependency TriMet looks at areas with high proportion of low-income residents, seniors, or persons with disabilities. Because bus stop and shelter improvements are focused on Frequent Service lines, Transit Equity objectives will be met by the criteria already applied to those lines.

### Allocation of New Low-Floor Buses

Map

LIFT provides door-to-door service to eligible people who are unable to use fixed-routeservice because of a disability, or who are unable to navigate the fixed-route system independently. This is a federally mandated service, operated in accordance with the Americans with Disabilities Act (ADA); however, TriMet's LIFT provides more service at a higher quality than required under ADA. LIFT has more than 10,000 registered customers and provides about 3,000 rides each weekday, about 920,000 rides annually. Demand for LIFT service is growing rapidly, currently more than eight percent per year. About sixty-eight percent of the costs for the LIFT program come from TriMet's general fund.

### Service for Non-English Speaking Populations

Map

Non-English speaking populations are growing in the Portland area and many have found the convenience of riding the bus or light rail to be a good alternative to their vehicle. Others simply cannot afford the costs associated with owning and maintaining a vehicle and are dependent on public transportation. Exceptional services to the growing non-English speaking populations are important to attract and sustain riders. TriMet provides a comprehensive spatial analysis using the US Decennial Census to target areas for for many of its informational materials in multiple languages. Guidebooks are printed in six languages other than English, rider alerts and fact sheets are often printed in English and Spanish, and TriMet's website has basic information available in six languages, and the 238-RIDE prompt allows for multiple language response. Ticket Machines have a Spanish option and audio messages on MAX are in Spanish and English.

# TriMet's Transportation Investment Plan (TIP): Ensuring Transit Equity with the US Census