

**AGENDA**

**WILSONVILLE CITY COUNCIL MEETING  
FEBRUARY 6, 2017  
7:00 P.M.**

**CITY HALL  
29799 SW TOWN CENTER LOOP  
WILSONVILLE, OREGON**

Mayor Tim Knapp

Council President Scott Starr  
Councilor Susie Stevens

Councilor Kristin Akervall  
Councilor Charlotte Lehan

**CITY COUNCIL MISSION STATEMENT**

To protect and enhance Wilsonville's livability by providing quality service to ensure a safe, attractive, economically vital community while preserving our natural environment and heritage.

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<b>5:00 P.M.</b>	<b>REVIEW OF AGENDA</b>	[5 min.]	
<b>5:10 P.M.</b>	<b>COUNCILORS' CONCERNS</b>	[5 min.]	
<b>5:20 P.M.</b>	<b>PRE-COUNCIL WORK SESSION</b>		
	A. Transit Master Plant (Lashbrook/Loomis)	[25 min.]	Page 1
	B. Frog Pond Master Plan (Neamtzu)	[60 min.]	Page 7
	C. Meterreader Contract Questions (Rodocker)	[5 min.]	
<b>6:50 P.M.</b>	<b>ADJOURN</b>		

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**CITY COUNCIL MEETING**

The following is a summary of the legislative and other matters to come before the Wilsonville City Council a regular session to be held, Monday, February 6, 2017 at City Hall. Legislative matters must have been filed in the office of the City Recorder by 10 a.m. on 2017. Remonstrances and other documents pertaining to any matters listed in said summary filed at or prior to the time of the meeting may be considered therewith except where a time limit for filing has been fixed.

<b>7:00 P.M.</b>	<b>CALL TO ORDER</b>		
	A. Roll Call		
	B. Pledge of Allegiance		
	C. Motion to approve the following order of the agenda and to remove items from the consent agenda.		

**7:05 P.M. MAYOR'S BUSINESS**

- A. Board and Commission Appointments
- B. Upcoming Meetings

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**7:10 P.M. COMMUNICATIONS**

- A. Bob Gibbs, Town Center Retail Analysis

**7:25 P.M. CITIZEN INPUT & COMMUNITY ANNOUNCEMENTS**

This is an opportunity for visitors to address the City Council on items *not* on the agenda. It is also the time to address items that are on the agenda but not scheduled for a public hearing. Staff and the City Council will make every effort to respond to questions raised during citizens input before tonight's meeting ends or as quickly as possible thereafter. Please limit your comments to three minutes.

**7:30 P.M. COUNCILOR COMMENTS, LIAISON REPORTS & MEETING ANNOUNCEMENTS**

- A. Councilor Starr – Park and Recreation Advisory Board Liaison
- B. Councilor Stevens – Library Board and Wilsonville Seniors Liaison
- C. Councilor Lehan – Planning Commission, CCI and Tourism Promotion Committee Liaison
- D. Councilor Akervall – Development Review Panels A and B Liaison

**7:45 P.M. CONSENT AGENDA**

- A. **Resolution No. 2613** Page 103  
A Resolution Of The City Of Wilsonville, Acting In Its Capacity As The Local Contract Review Board, Approving The Bid Process; Accepting The Proposal Which Will Best Serve The Interest Of The City, And Awarding A Contract To Metereaders, Inc For The Project Known As Meter Readingc. (staff – Rodocker)
- B. Minutes of the, January 5, 2017 and January 19, 2017 Council Page 124  
Meetings. (staff – King)

**7:50 P.M. PUBLIC HEARING**

- A. Ordinance No. 801 1st reading *Placeholder Continue to Feb. 23rd*  
An Ordinance Authorizing Ground Lease Agreement. (staff – Jacobson)
- B. Ordinance No. 802 1st reading *Placeholder – Continue to Feb. 23rd*  
An Ordinance Authorizing Amending Section 6.1 Of The July 6, 2000 Agreement Regarding Water Treatment Plant Design, Construction, Operator And Property Ownership. (staff – Jacobson)

**8:00 P.M. CONTINUING BUSINESS**

- A. **Ordinance No. 804** – 2<sup>nd</sup> Reading Page 144

An Ordinance Of The City Of Wilsonville Amending Wilsonville Code Chapter 5 By Renumbering Section 5.245 As Section 5.250 And Adding A New Section 5.245 To Create A Residential Parking Zone Program, Amending Chapter 5, Section 5.420, To Reference The New Section 5.245, And Amending Section 5.210 To Add A New Subsection 5.210(13). (staff – Jacobson)

Information – No Council action required.

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**8:15 P.M. CITY MANAGER’S BUSINESS**

**8:25 P.M. LEGAL BUSINESS**

**8:30 P.M. ADJOURN**

**8:40 P.M. EXECUTIVE SESSION**

- A. Pursuant to ORS 192.660 (2)(e) Real Property Transactions
- ORS 192.660(2)(f) Exempt Public Records
- ORS 192.660(2)(h) Litigation
- ORS 192.660(2)(a) Employment of Public Officers, Employees and Agents

**ADJOURN EXECUTIVE SESSION**

Time frames for agenda items are not time certain (i.e. Agenda items may be considered earlier than indicated.) Assistive Listening Devices (ALD) are available for persons with impaired hearing and can be scheduled for this meeting if required at least 48 hours prior to the meeting. The city will also endeavor to provide the following services, without cost, if requested at least 48 hours prior to the meeting:- Qualified sign language interpreters for persons with speech or hearing impairments. Qualified bilingual interpreters. To obtain services, please contact the City Recorder, (503)570-1506 or [king@ci.wilsonville.or.us](mailto:king@ci.wilsonville.or.us)



**CITY COUNCIL MEETING  
STAFF REPORT**

<b>Meeting Date:</b> February 6, 2017		<b>Subject:</b> Work Session discussion –Draft Transit Master Plan	
		<b>Staff Member:</b> Lashbrook and Loomis <b>Department:</b> SMART	
<b>Action Required</b>		<b>Advisory Board/Commission Recommendation</b>	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 <sup>st</sup> Reading Date: <input type="checkbox"/> Ordinance 2 <sup>nd</sup> Reading Date: <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable <b>Comments:</b>	
<b>Staff Recommendation:</b> Staff recommends that Council			
<b>Recommended Language for Motion:</b> Not applicable.			
<b>Project / Issue Relates To:</b> <i>[Identify which goal(s), master plans(s) your issue relates to.]</i>			
<input type="checkbox"/> Council Goals/Priorities	<input checked="" type="checkbox"/> Adopted Master Plan(s) Update to 2008 Transit Master Plan	<input type="checkbox"/> Not Applicable	

**ISSUE BEFORE COUNCIL:** Staff intends to provide the Council with background information in this work session to help prepare the Council for a public hearing on the Draft Transit Master Plan. That hearing is now scheduled for March 20, 2017.

**EXECUTIVE SUMMARY:** SMART received grant funding for the preparation of a revised Transit Master Plan (TMP), and work on that Plan has proceeded over the last year, thanks

largely to the dedicated assistance of a citizen Task Force. The updated Master Plan is now in draft form and ready for public review and comments.

At the Council's work session the staff will be prepared to review some of the major service changes that are now under consideration. They include:

The proposed Transit Master Plan calls for some changes to routes and schedules in the interest of efficiency and in response to public comments. These include:

- a) Replacing the Barbur Transit Center with the Tigard Transit Center for the 2X route and running it only during the hours when the WES train does not operate;
- b) Creating a route 2 (in-town) with a focus on improved connections to TriMet's route 96;
- c) Reconfiguring the crosstown route 4, to improve travel times from one side of Wilsonville to the other, with some increases to route 4 Saturday hours;
- d) Creating a Charbonneau Shuttle service and removing Charbonneau from the route going to and from Canby; and
- e) Slightly expanded service to Villebois.

The staff has approached this effort without knowing whether there will be reduced funding/increased funding/or stable funding available for SMART going into the future. It is clear that operational costs will increase over time. What is less certain is the availability of State or Federal grants or the prospect of other local funding after the current fiscal year.

The Executive Summary of the Draft Plan has been attached for Council review. Given that the entire Master Plan contains more than 200 pages, hard copies will be distributed to the Council at the work session on February 6.

**EXPECTED RESULTS:** Council discussion will help to direct Staff and consultants in the completion of a Draft Transit Master Plan document for public hearing.

**TIMELINE:** Grant funds for this project will expire June 30, 2017. By agreement, SMART is required to supply copies of the completed document to both the Oregon Department Of Transportation (ODOT) and the Federal Transit Administration by that date. Public hearings have been scheduled before both the Planning Commission and City Council in March. That should provide ample time for consideration, revision and adoption of the proposed Plan before the June 30 deadline.

**CURRENT YEAR BUDGET IMPACTS:** Funds for the completion of the Transit Master Plan update were included in the City's FY2016/17 budget.

**FINANCIAL REVIEW / COMMENTS:**

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

**LEGAL REVIEW / COMMENT:**

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

**COMMUNITY INVOLVEMENT PROCESS:** A citizen Task Force has worked with SMART staff and consultants for more than a year on this planning process. SMART has completed two

rounds of public outreach in which transit riders, local residents and payroll taxpayers have been invited to share their opinions about SMART and the services it should provide in the future. A final round of outreach is beginning now as the Draft Master Plan is ready for public review. This is intended to give all interested parties ample time to prepare before both Planning Commission and City Council public hearings. SMART staff and consultants have already received over 1,300 public comments through the outreach efforts leading to the preparation of the new Draft Master Plan.

**POTENTIAL IMPACTS or BENEFITS TO THE COMMUNITY** (businesses, neighborhoods, protected and other groups): Adoption of an updated Transit Master Plan may open new opportunities to bring grant money into the community. Also, when implemented, the new Plan is expected to improve efficiencies and to reduce traffic congestion by providing commuters an alternative to travel in single-occupant vehicles.

**ALTERNATIVES:** When the City Council conducts its public hearing on the proposed Master Plan, the Council will have the option of deciding what sorts of changes to SMART's services the Council wants to implement, and which it does not wish to implement. There will be numerous alternatives to consider, including the option of postponing changes to a future date.

**CITY MANAGER COMMENT:**

**ATTACHMENTS:**

- A. Executive Summary of the Draft Transit Master Plan

# Transit Master Plan -- Executive Summary

## 1/24/17 DRAFT

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There are changes ahead for SMART. They could be minor or really quite significant. SMART is facing an uncertain future in terms of funding. One thing that is known is that SMART's operating costs are going up. What is not known is whether there will be increased revenues coming to SMART to cover those costs. If not, SMART will have to reduce levels of service to assure that it operates within a balanced budget.

Residents and business owners in Wilsonville face decisions about the level of service they want – and are willing to pay for. All of the options are on the table, from a robust transit system that continues to grow as it has in the past to one that is gradually diminished in scope and service level over time. SMART is very much a community transit system and the community will make those decisions.

Through the years, SMART has been extremely successful in securing federal, state and regional funding for a wide variety of capital improvements, preventive maintenance, and even some operating revenues. Consider the following:

- \$1-million in American Recovery & Reinvestment Act (ARRA) funds that helped construct an employee break-room and public restrooms at the SMART Central transit center;
- \$2-million in 2010 *ConnectOregon* funds that helped to build SMART's office building and shops in 2013;
- \$3-plus million in Oregon Business Energy Tax Credits (BETC), used mostly as matching money for federal grants to purchase buses; and
- \$1.2-million Clean Fuels grant in 2012 that was used to purchase two compressed natural gas (CNG)-powered buses and two diesel-electric hybrid buses.

The thing that all of those funding streams have in common? They no longer exist. Will there be new sources of state or federal funds to replace those previous sources? Probably, to a lesser extent, but no one knows for sure.

SMART has also enjoyed the support of the local business community which funds by far the biggest share of SMART's operating revenues through payroll taxes. The local payroll tax rate increased from .003 to .0033 in 2006, to .005 in 2008, and has held steady since. SMART has been able to provide a high level of service (by suburban standards) and the local payroll tax rate has remained well below the TriMet rate, which continues to increase annually. Whether it is now time to look for other sources of local revenue beyond payroll taxes, is a tough question facing the City Council.

Please see the section on *Options for Additional Funding* in the Chapter Funding Resources and Financial Realities to see a list of potential revenue sources for SMART.

Today, SMART has a well-maintained fleet that is relatively "young" by industry standards, two recently constructed buildings that are far superior to anything the transit agency occupied in years past, a transit system that has carried over 350,000 people to their destinations in a year (and could carry over 500,000 if asked to do so).

People often ask, "Why doesn't SMART add service to downtown Portland?" or "Why doesn't SMART add a mid-day bus to Salem?" or "Why doesn't SMART add service to Tigard while retaining service to the Barbur Transit Center?" Here are some facts to consider:

- In round numbers, using 2016 costs, a round-trip to Salem takes roughly two hours and costs SMART about \$245. There are approximately 250 transit service days in a year ( $\$245 \times 250 = \$61,250/\text{year}$ ). A round-trip to downtown Portland would cost about the same and one round-trip to Tigard would be about \$158 (just a few dollars less per trip than the cost of our current service to the Barbur Transit Center).
- When considering either adding or reducing service, one must think in terms of round-trips. Adding or subtracting part of a round-trip is generally not realistic.
- Given that the City is projecting increased costs of nearly \$100,000/year to cover the liabilities of the Oregon Public Employee Retirement System attributable to SMART, that equals almost two of those two-hour round-trips every day. If additional funds do not become available, SMART will have to reduce services accordingly.

Wilsonville continues to grow. Like most of the country, the average age of the population is increasing. Demand for transit service is expected to increase. Demand for trips to medical appointments and shopping are expected to especially increase, given changing demographics.

The proposed Transit Master Plan calls for some changes to routes and schedules in the interest of efficiency and in response to public comments. These include:

- a) Replacing the Barbur Transit Center with the Tigard Transit Center for the 2X route and running it only during the hours when the WES train does not operate;
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- e) Slightly expanded service to Villebois; and
- f) Working to expand transportation options for Wilsonville employees and residents.

The Draft Plan also includes a list of possible service cuts if there is not sufficient revenue to cover costs and a list of service enhancements to be implemented if funding is available for them.

The proposed Plan also outlines a range of options for additional local funding. Ultimately, the City Council will have to decide whether any of those options are to be pursued.

The City clearly must continue to lobby for Transit funding at every possible regional, state or federal venue. There is no way to know what funds may become available, but SMART needs to be ready to respond when, and if, grants do become available. Given that grant funds almost always require local matching funds, it is also critical that SMART maintain reserve funds to be used to match state or federal dollars.

The City Council must also continue to assert its established position that land annexed into Wilsonville needs to be made part of the SMART service area, with the City to receive payroll tax revenues from that area to cover SMART's operating expenses.



Public involvement in this process has thus far occurred in two extensive rounds of outreach, both with the overarching theme of, *"What are your priorities when you can't have it all?"* This question was used to generate responses without assuming that existing funding levels will change. SMART heard the following preferences expressed by the public:

1. SMART should put more emphasis on increasing ridership; and
2. SMART should focus more on inter-city service.

Responses to this public input are addressed in both the Transit Demand and Future Bus Routes and Services chapters. Additional public input is now being solicited on this draft Plan. It will not be printed in "final" form until the City Council adopts it. Some changes have to be anticipated. Everyone reading this document is sincerely invited to participate and help to determine Wilsonville's transit future.

Although the draft Transit Master Plan includes considerable information about the Dial-a-Ride services provided by SMART, the Plan does not propose any significant changes to those services at this time. The staff believes, however, that there are possible efficiencies to be gained by making future changes to the out-of-town Dial-a-Ride services that are currently being provided. Upon the adoption of this Master Plan, the staff will recommend a new round of outreach focused specifically on Dial-a-Ride services.

Stephan A. Lashbrook  
Transit Director  
January 24, 2017



# City of Wilsonville Transit Master Plan 2017

DRAFT



- CONVENIENCE
- SAFETY
- RELIABILITY
- EFFICIENCY
- FISCAL RESPONSIBILITY
- FRIENDLY SERVICE
- EQUITY & ACCESS
- ENVIRONMENTAL RESPONSIBILITY



ENVIRONMENTAL RESPONSIBILITY





January 10, 2017

This is the **DRAFT** 2017 Transit Master Plan for the City of Wilsonville. It will remain in **DRAFT** form until adopted by the City Council, after public hearings and deliberation. That means that you still have time to comment on the draft plan and your comments may lead to changes before the plan is finally adopted.

You may submit comments orally at the public hearings before either the Planning Commission on March 8th or City Council hearing on March 20th. You also may submit written comments on paper to Michelle Marston at SMART (see address below) or via the website below:

[www.plansmartwilsonville.com](http://www.plansmartwilsonville.com)

We are grateful for your interest and we welcome your participation.

A handwritten signature in black ink, appearing to read "Stephan Lashbrook", with a long horizontal line extending to the right.

Stephan Lashbrook  
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# Executive Summary

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Stephan A. Lashbrook  
Transit Director  
January 24, 2017

# Introduction

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*Plan Overview – Mission and Goals*

*Plan Organization*

*Public Involvement*

*The Role of the Transit Master Plan*

Public transit service has been a high priority for Wilsonville since 1989, after the City successfully petitioned to withdraw from TriMet. Supported primarily by local businesses and grant funds, SMART provides fare-free service within the City of Wilsonville and charges nominal fares for service to areas outside of Wilsonville. Inter-city service currently includes the Barbur Boulevard Transit Center in Portland, as well as Salem, Canby, and Tualatin. SMART also provides an extensive demand-response system (Dial-a-Ride) with a focus on ADA-qualified riders and on getting elderly and disabled riders to out-of-town medical appointments.

In addition to providing transportation within the City of Wilsonville, SMART serves as an important link in the regional multimodal transportation network. The value of SMART's services is greatly increased by being well connected with other transportation networks, including neighboring transit systems and bicycle and pedestrian networks. These connections increase the level of choice and overall mobility for people in and around Wilsonville, whether they are traveling to jobs, school, shopping, parks, or recreational events. Recognizing the importance of these linkages, the Transit Master Plan (TMP) was developed to help implement the City's overall Transportation System Plan (itself a subset of the Comprehensive Plan<sup>1</sup>).

Another way in which SMART supports effective linkages, is through the SMART Options Program, to promote vanpooling, carpooling, bicycling, walking, telework, and transit. The Options Program is intended to encourage people to travel via any mode other than driving alone in a personal vehicle. Readers of this plan are reminded that, although increasing ridership on SMART buses is important, any alternative form of transportation can help Wilsonville to achieve the goals of the Transit Master Plan.

Public transit provides a valuable alternative for people who might otherwise have no choice but to drive. Transit provides mobility for people who do not have vehicles or cannot drive. For those who use transit as a primary mode of transportation, it is a safe, reliable, and inexpensive option. For those who use other modes of transportation, transit can still serve as a connector. Transit allows pedestrians to walk, people in wheelchairs to roll, or bicyclists to ride for a portion of their trip and provides motorists with the opportunity to drive for part of a trip and then board a bus, especially if there is an available park & ride lot. For others, transit provides the assurance of a viable alternative when the car is being repaired or in the event of inclement weather. Area residents and visitors, whether they ride the bus or not, benefit from reduced traffic congestion and reduced air pollution and greenhouse gas production, as transit reduces overall automobile trips.

1. Wilsonville Comprehensive Plan. <http://www.ci.wilsonville.or.us/269/Comprehensive-Plan>



## Plan Overview

In order for SMART to exist as a viable transportation option for the residents, employers, and employees of Wilsonville, it must be part of an integrated transportation system that considers land use, fixed-route buses, demand-response service, taxis, carpools, vanpools, employer shuttles, bicycles, pedestrians, and innovative strategies to encourage mobility.

The Transit Master Plan provides proposals for improved transit service as well as strategies to help reduce the demand on roads and parking. The Transit Master Plan, with its combined transit and transportation options (TO) approaches, is intended to guide future decision-making for SMART until some point in the future when community growth or other changed circumstances warrant the next Plan update.

SMART has always been focused on providing a convenient, safe, reliable and efficient transit system for the people of Wilsonville. During the preparation of this Master Plan, citizen members of the Master Plan Task Force have added to that by proposing the following mission statement:

*SMART's mission is to provide convenient, safe, reliable, efficient, fiscally and environmentally responsible and friendly transportation services to anyone who wants or needs those services in Wilsonville. SMART services help to attract and retain businesses. SMART is a valued community asset that enhances the quality of life for everyone who lives, works in, or visits Wilsonville.*

This Plan expands on the previous 2008 Transit Master Plan and provides an emphasis on inter-city transit, including connections with other transit providers. In order to implement that mission, SMART's Master Plan Task Force has adopted the following Goals for this planning effort:

*CONVENIENCE. SMART provides services that are convenient, comfortable and easy to use.*

*SAFETY. SMART provides a safe and secure environment for our customers, community and employees through maintenance, training, design, enforcement and the allocation of resources.*

*RELIABILITY. Coordinated and reliable, the Wilsonville community depends on SMART to meet mobility needs.*

*EFFICIENCY. SMART's services are provided in an efficient and cost-effective manner.*

*FISCAL RESPONSIBILITY. The SMART system is fiscally responsible to the community.*

*FRIENDLY SERVICE. SMART provides friendly services that add value to Wilsonville's quality of life.*

*EQUITY & ACCESS. SMART services are accessible and they are provided equitably throughout the Wilsonville community.*

*ENVIRONMENTAL RESPONSIBILITY. SMART conducts its operations with regard for long-term environmental consequences.*

## Plan Organization

Prior to this Introduction chapter, the Executive Summary highlights the major issues addressed in this plan.

Following the Introduction, is the chapter on Existing Conditions which provides details on SMART's current routes and services along with data on ridership and historical background information.

The chapter on Transit Demand reveals factors likely to affect future demand for transit service and includes a section on the TMP public involvement process.

The Funding Resources and Financial Realities chapter describes potential funding sources and the overall financial outlook for SMART.

Future Bus Routes and Services in the following chapter detail potential changes to SMART's transit routes, including the primary purpose of each route and how the routes work together to meet identified needs.

The final chapter, Plan Implementation Measures, describes measures that will be taken to achieve the goals set forth in this plan.

The appendices include a glossary of terms used in the TMP, a list of SMART's existing fleet, the City Council Resolution dealing with system expansion, SMART's adopted Title VI program, an Implementation Measures Table, the Corvallis Fee Model, Planning Framework, Wilsonville Neighborhood Characteristics (originally prepared as part of the Existing Conditions Report), Public Involvement summary, SMART financial data, and payroll tax comparison.

## Public Involvement

Public involvement by residents, businesses, and employees is essential to understanding and meeting community needs for transit and other transportation modes. Situated on I-5 between Portland and Salem, Wilsonville serves the area as a transportation hub and an important employment center. Large numbers of people commute to work in Wilsonville, and a large percentage of local residents commute to other communities for their employment. In addition to this hub, Wilsonville serves as an in-between point for those traveling to and from Portland and Salem.

The following values have guided the TMP's public involvement process:

**Realistic:** be clear about the project constraints, objectives, and parameters;

**Inclusive:** reach out to everyone, including those who don't use computers or face other barriers;

**Meaningful:** provide timely information that is accurate and easily accessible; and

**Transparent:** make decisions public with key project materials available on the website and City buildings.

### **Decisions and Roles:**

The Wilsonville City Council is responsible for the adoption of the Transit Master Plan Update. The project provided public briefings to Council during the engagement process.

The Transit Master Plan Task Force is an advisory committee of residents, transit riders, and community organizations who have served as a sounding board during the public involvement and update processes.

A more detailed look at SMART's public involvement efforts and the results can be found in the Transit Demand chapter under Public Input.

## **The Role of the Transit Master Plan**

The Transit Master Plan is a document that assesses a broad look ahead to the type of transit system and supportive transportation options required to meet Wilsonville's transit needs as a community. In addition to identifying the transit needs of Wilsonville residents and employees, SMART must also ensure that the transit plan update is consistent with federal, state, and regional goals and objectives, as well as the local city comprehensive plan. The hierarchy of plans is such that federal goals and strategies tend to be broad, while state, regional, and local plans provide more detail about required specific actions and implementation strategies. Overall, these goals and objectives contribute to:

- providing safe, efficient, accessible, and equitable transportation;
- providing mobility to people of all ages and incomes; and
- reducing air pollution, greenhouse gas production, energy use, and traffic congestion.

State, regional, and county strategies place a strong emphasis on transit-oriented design of land uses near transit facilities.

The Wilsonville Transit Master Plan provides a tool for local implementation of transit and Transportation Options (TO) related provisions in the Oregon Transportation Plan (OTP), the Oregon Transportation Planning Rule (TPR), the Regional Transportation Plan (RTP), Americans with Disabilities Act (ADA), and the Tri-County Coordinated Transportation Plan for Seniors and Persons with Disabilities (CTP). Goals, objectives, and implementation measures of our local transit plan must support the City's overall goals as well as the county, regional, state, and federal goals. The TMP also builds on previous local plans, studies and reports. The chapter on Plan Implementation Measures (in addition to Appendix E) displays how SMART measures respond to these policies and plan listed above. This document will be used to guide future decision making and implement a transit system that fits the needs of the Wilsonville community.

This chapter contains a brief overview of the various transportation plans that affect the SMART Transit Master Plan.

## **U.S. DOT**

The United States Department of Transportation goals target transportation infrastructure, congestion, reliability and access. Federal strategies are designed to produce improvements in these measures of mobility throughout the U.S. transportation network in an effort to improve commerce and air quality, reduce energy consumption, and improve the quality of life.

The federal government has also stated: "It is our obligation to ensure that transportation is not only safe and efficient, but that it is also accessible. Transportation must be within reach of all Americans, including those with low incomes, the elderly, and persons with disabilities. Where barriers to accessibility exist, we will seek to eliminate them."

For many years the U.S. Congress has enacted transportation legislation that has included funding to implement the stated goals. SMART, like other transit agencies across America, has come to rely on that funding in its annual budget, particularly to fund the replacement of aging buses.

## **FAST Act**

The current federal transportation legislation, Fixing America's Surface Transportation (FAST) Act, is a federal law signed by President Obama on December 4<sup>th</sup>, 2015. This act authorizes 305 billion dollars to go to various transportation improvements, public transportation systems, programs, research, and safety upgrades for networks across the country. This act took effect at the beginning of 2016 and will continue on until 2020. The FAST Act did not actually guarantee that funding would be provided for transit over the life of the bill.

## **ADA**

The Americans with Disabilities Act (ADA) requires SMART and all other public transit agencies that operate fixed-route local systems to provide paratransit or other special service to individuals with disabilities who have difficulty using fixed-route services. The law requires that SMART provide ADA service that is comparable to the level of service provided to individuals without disabilities, who can use the fixed-route system.

It should also be noted that the ADA requires the City to provide accessible facilities of all kinds. That includes everything from accessible public buildings to translation services for the hearing impaired to sidewalks and curb-ramps that meet ADA construction standards.

## **State of Oregon - Statewide Planning Goal 12**

Oregon's Statewide Planning Goal 12 is to provide and encourage a safe, convenient and economic transportation system. The State's Transportation Planning Rule (TPR) is designed to implement Statewide Planning Goal 12. The TPR promotes the development of safe, convenient, and

economic transportation systems that are designed to reduce reliance on the automobile so that the air pollution, traffic, and other livability problems faced by many urban areas can be avoided.

The TPR requires that metropolitan planning organizations (MPOs, including Metro) prepare and adopt regional transportation plans consistent with the State Transportation Plan (STP). Local jurisdictions are also required to adopt Transportation Systems Plans (TSPs) consistent with the Regional Transportation Plan (RTP) for their jurisdictions. The local TSP establishes a system of transportation facilities and services adequate to meet identified local transportation needs consistent with the adopted elements of the Oregon Transportation Plan (OTP). The local TSP should also be consistent with the TSPs of both Washington and Clackamas Counties.

The TPR permits regional planning agencies to adopt alternative standards in order to comply with the TPR. Metro has adopted an alternative standard based on non-single-occupant-vehicle (SOV) modal splits. These goals, if met, would result in satisfying the vehicle miles traveled (VMT) requirements of the TPR.

### **Climate Smart Strategy 2014**

The Climate Smart Strategy was created in response to a state mandate to provide the Portland metropolitan region with a strategy for reducing greenhouse gas (GHG) emissions from cars and small trucks. The document includes nine key policy recommendations in reducing GHG from light duty vehicles, three immediate actions that focus on transportation funding, a toolbox of possible actions for 2015-2020 and regional framework plan amendments.

A region-wide system of convenient, frequent, accessible and affordable transit is one of the central tenets of the Climate Smart Strategy. In fact, the Strategy calls for an investment of \$12.4 billion by 2035 to assure that transit can replace GHG-producing private cars and small trucks. It should be noted, however, that the region has not yet effectively taken steps to implement the investments called for in the Climate Smart Strategy. This will receive more discussion at the regional level as Metro finalizes a Regional Transit Strategy as part of the 2018 Regional Transportation Plan.

Although many of the provisions of the Climate Smart Strategy have not yet been implemented, SMART has attempted to lead by providing inter-city transit services that would not otherwise exist, by taking steps to improve fuel mileage of diesel buses, acquiring diesel-electric hybrid buses, utilizing natural gas as a bus fuel for a portion of the local fleet and by attempting to secure grant funding for battery-electric buses (which produce no GHGs to operate).

### **Employee Commute Options (ECO) Program 1996**

In 1996, the Oregon Legislature passed a series of laws designed to protect air quality in the Portland metropolitan area that included Employee Commute Options (ECO). The Oregon Department of Environmental Quality (DEQ) then established a set of Administrative Rules to

implement the law. The ECO rules set more specific goals for trip reduction than the TPR, and specifically target businesses with more than 100 employees. The ECO rules require these businesses to provide commuting options to encourage employees to reduce single-occupancy vehicle (SOV) commute trips. For instance, Wilsonville currently has more than 25 businesses with more than 100 employees, each of which must provide their employees with options that have the potential to reduce SOV trips to worksites by 10 percent within three years of the employer's plan. They are also required to maintain the trip reductions as long as the ECO rules are in effect.

Although the ECO rules place requirements on individual employers and not on the City of Wilsonville, SMART's Options staff assists employers in preparing their plans to meet those requirements. The City also performs its own ECO analysis although not required to do so.

### **Oregon Public Transportation Plan (OPTP) 1997**

The OPTP is the public transportation element of the Oregon Transportation Plan required by Oregon's TPR. ODOT is just beginning the process of updating the OPTP. The OPTP provides guidance for the development of transit, rideshare, and transportation demand management services throughout Oregon. The OPTP sets first priority on service to those who are most dependent on the public transportation system (seniors, people with disabilities, low-income, and youth). The plan describes transit service as a lifeline for many people in need of transportation to medical appointments, employment, and educational services.

The OPTP also recognizes the value of transit service to serve those who use transit by choice, especially commuters. These services have a positive impact on traffic congestion, air quality, community livability, and protect and enhance the quality of life in Oregon's larger communities.

In order to effectively meet the transportation needs of the State's residents, the OPTP emphasizes the importance of coordination and cooperation between jurisdictions as a means of achieving a comprehensive, interconnected, and dependable public transportation system. The 1997 OPTP also set a minimum level of service for transit of 1.7 service hours annually per capita in cities of 2,500 or more by 2015. SMART exceeds the minimum level of service, providing 1.9 hours of service per capita in 2014.

The ODOT Policy Advisory Committee and the Technical Advisory Committee is currently updating the OPTP with the intention of completing the Plan in 2018.

### **Oregon Transportation Options (TO) Plan 2015**

The purpose of the Oregon Transportation Options Plan (TO) is to establish a vision and policy guidance that supports and advances TO program activities and suggests ways to integrate TO into transportation planning and investments. The plan also supports TO program activities and integration with capital investment planning at the local and regional level. The Oregon Transportation Options Plan is committed to providing investment and awareness within the

current state of the system so that people can make informed decisions on how to travel in a way that has a healthy impact on our economy, environment, and society.

## **The Role of Metro and the Regional Transportation Plan (RTP)**

Metro is empowered to coordinate the preparation of the Regional Transportation Plan and has an elected council of representatives from throughout the region. The Joint Policy Advisory Committee on Transportation (JPACT) and Metro council share decision making authority on funding and both serve as decision makers for the Metropolitan Planning Organization (MPO).

Metro is a unique regional government for the Portland area and Wilsonville is the southernmost community within Metro. Besides regional planning authority, as the Metropolitan Planning Organization Metro has authority over the distribution of federal transportation funds to the region. Given that SMART, and the rest of the Wilsonville City government, depends on federal transportation grants, coordination with Metro is critical.

Metro is responsible for preparing and updated Regional Transportation Plan (RTP) every four years. The region is now operating under the 2014 RTP, while preparing the 2018 RTP. The RTP establishes regional transportation policies, objectives and actions to meet projected transportation needs in the Portland Metro Region. The RTP is an important tool in the implementation of Metro's 2040 Growth Concept, linking urban form to transportation and serving all forms of travel. Metro's 2040 Growth Concept is a long-range plan that provides policies on how to develop sustainably as a region. The RTP also includes project lists from every jurisdiction in the region which hopes to receive some share of federal transportation money. The RTP sets single occupancy vehicle (SOV) modal targets for the Metro Region; these are the percentage of trips made in and to an area by carpool, transit, walking, and bicycling. The non-SOV modal target for Wilsonville is 45-55%. This target is difficult to achieve but standards that SMART is committed to work towards.

RTP policies that apply to transit include:

- Provide an appropriate level, quality, and range of public transportation options to serve this region and support implementation of the 2040 Growth Concept;
- Expand the amount of information available about public transportation to allow more people to use the system;
- Continue efforts to make public transportation an environmentally-friendly and safe form of motorized transportation;
- Provide transit service that is fast, reliable and has competitive travel times compared to the automobile;
- Improve efficiency to maximize use of existing transportation system;
- Ensure equity and affordable transportation choices;
- Provide an appropriate level, quality, and range of public transportation options to serve persons with disabilities; and
- Encourage the location of elderly and disabled facilities in areas with existing transportation services and pedestrian amenities.

## **Regional Transportation Functional Plan (RTFP) 2014**

The Regional Transportation Functional Plan (RTFP) is a Metro document that identifies the procedures necessary in order to meet the goals that are laid out in the Regional Transportation Plan (RTP). These procedures include changes in the region's systems for streets, transit, bicycles and pedestrians that are dependent on the nearby cities and municipalities. In addition the RTFP lists performance targets that should be met within a specific goal period and how they are supposed to be achieved by way of collective planning and organization.

## **Regional Active Transportation Plan (ATP) 2014**

The ATP provides a vision, policies and actions to connect active transportation, such as walking and biking, to public transit within the Metro region. An emphasis on developing safe conditions for walking and biking near transit centers will help to integrate active transportation with public transit.

Policies in the ATP include:

- Complete active transportation network.
- Make it safe to walk and ride a bicycle for transit.
- Ensure that the regional active transportation network equitably serves all people.
- Support populations that are already driving less by making it easier to drive less.
- Increase levels of funding dedicated to active transportation projects and programs and develop a pipeline of projects.
- Better integrate and connect transit, walking and bicycle networks.
- Make walking and bicycling the most convenient, safe and enjoyable choices for short trips less than three miles.
- Utilize data and analyses to guide transportation planning.
- Include bicycle and walking improvement in roadway preservation projects whenever possible to make all streets in the region complete streets.

## **Tri-County Coordinated Transportation Plan for Seniors and Persons with Disabilities (CTP) 2016**

This document seeks to support the creation of a regionally coordinated transportation system that is efficient, effective, and founded on present and future need of elderly and disabled riders. Although the CTP addresses the provision of specific transportation services and coordination among providers, it also emphasizes land use and design which support and encourage walking and transit. An update of this plan was completed in June, 2016, with the participation of SMART staff.



## **Southwest Corridor Transit Project/Shared Investment Strategy (SWCP)**

The planning for this project began in 2011 after being identified as a regional priority in Metro's 2010 Regional High Capacity Transit System Plan. The SWCP is on-going and works to improve a range of high capacity transit, bicycle, roadway and pedestrian access in southwest Portland and southeast Washington County. This project included an investment strategy, transportation and land use plans, and an analysis of transit alternatives.

By the summer of 2016, this project had evolved to the point where the Steering Committee recommended moving into the environmental review stage considering alternative light rail alignments. Although the actual construction of a new light rail line generally along Highway 99W may seem to have little direct impact on Wilsonville, it could actually have a significant impact on SMART. For that reason, Wilsonville has advocated for an alignment that would bring light rail through Tigard and as far south as Bridgeport Village in Tualatin. A fully functional and frequent-service light rail system to that location will become a focus for future SMART routes and schedules (much as the WES train is, but with more frequent train arrivals and departures). In simple terms, having frequent-service light rail access in Tualatin will mean that SMART should never have to provide any more fixed-route service north of Tualatin, in that corridor. It will also generate a renewed call for high-capacity transit improvements along the I-205 corridor.

## **Clackamas County Transportation System Plan 2013**

In addition to provisions for efficient, affordable transit service, the Transit Chapter of the Clackamas County Transportation Plan strongly emphasizes the link between land use and transportation. It calls for increasing transit use by encouraging land use patterns, development designs, and street and pedestrian/bikeway improvements that support transit. It also calls for requiring major developments or road construction projects along transit routes to include provisions for transit shelters, pedestrian access to transit, and/or bus turnouts where appropriate.

The Clackamas County Transportation Plan sets a goal of transit service within 1/4 mile of most residences and businesses within the Portland Metropolitan UGB.

## **Washington County Transportation System Plan 2015**

Washington County's Transportation Plan places a strong emphasis on regional connections and on strategies to increase transit efficiency and access. The Plan calls for improving bicycle and pedestrian access to transit stops. It also calls for road improvements and for private development in close proximity to major bus stops and commuter rail stations. Existing and proposed light rail stations are to include appropriate features to support and complement existing and future transit services.

# Existing Conditions

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## Summer 2016

The following table of contents applies to this chapter only. The content includes the conditions in place prior to the preparation of the Transit Master Plan.

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## Overview

South Metro Area Regional Transit (SMART) is operated by the City of Wilsonville and is supported by a Wilsonville payroll tax and grant funding. SMART's payroll tax rate is currently 0.5 percent and was last increased in October 2008, in order to help fund services to improve connections with TriMet's commuter rail services. This amount is considerably less than the rate levied on businesses in the TriMet District (Portland area), and lower than or equal to the rate charged by any of the other transit agencies in Oregon which collect a payroll tax (refer to Appendix K).

SMART currently provides fixed-route service within the City of Wilsonville and operates connecting service to Canby, Tualatin, Salem, and Portland. Door-to-door Dial-a-Ride (DAR) services are provided by SMART within the Wilsonville area, and to medical appointments in Portland and other nearby cities for Wilsonville seniors, people with disabilities and, when capacity allows, the general public. The SMART Options Program promotes alternatives to driving alone and provides employers with assistance in designing and implementing commute programs at their worksites.

SMART staff work cooperatively with regional partners, including TriMet, Salem-Kaiser Transit (Cherriots), Canby Area Transit (CAT), Multnomah, Clackamas and Washington Counties, and Metro to ensure equitable access, coordinate transit services and support regional mobility programs and projects.

## History

Prior to 1989, transit service in Wilsonville was provided by the Tri-County Metropolitan Transportation District of Oregon (TriMet). At that time, the transit service in Wilsonville consisted of one TriMet route, which only operated during peak commute hours. In 1988, the Wilsonville Innovative Transportation Association was formed to look at alternative methods of providing transit service at a better cost/benefit ratio for local businesses. In 1988, the City of Wilsonville successfully petitioned to withdraw from TriMet's service district, effective January 1<sup>st</sup>, 1989.

For the first two years, the City contracted with Bucks Ambulance Service to provide rides on a demand response basis. In 1991, Wilsonville began to provide demand-response service on its own. Wilsonville also contracted with TriMet to extend Route 96 into Wilsonville, providing Wilsonville residents and employees with transportation between Wilsonville and Portland. In an effort to create a more professional image for its transit system, the City decided to change its name from Wilsonville Area Rapid Transit (WART) to South Metro Area Rapid Transit (SMART) in 1993 and to South Metro Area Regional Transit in 2007. 1993 was also the year when SMART began providing service to Tualatin Park & Ride, Barbur Transit Center, and Oregon City Transit Center. The Oregon City service was discontinued in 2002 due to low ridership and resources were reallocated to improve services to Portland.

In 1994, SMART began providing the in-town service that had previously been contracted service. Ridership increased dramatically between 1994 and 1995 and new routes were introduced in 1995, 1996, 1998, 2003, 2009 and 2014. Currently, SMART operates seven fixed routes (two of which are commuter express routes) as well as Dial-a-Ride, non-emergency medical trips, and special shuttle services for older adults and people with disabilities. Situated on I-5 between Portland and Salem, Wilsonville serves as a transportation hub and has established itself in the past two decades as an important employment center in the Portland metro area with employment figures almost equal to the City's population. Large numbers of employees commute to jobs in Wilsonville from Portland, Salem, Sherwood, Gresham, Vancouver, and many other locations. In addition, people commuting between Portland and Salem travel through Wilsonville, either by driving, using Salem-Keizer Transit (Cherriots) or TriMet to connect to SMART.

## Planning Context

The planning context and policy framework for this Transit Master Plan Update is dependent upon a wide variety of local, regional and state plans, policies and regulations. These documents not only define and shape when and how growth will occur in Wilsonville, but how mobility, housing and employment will function and what key policies, goals and principles should be considered.

SMART's role is to use this contextual framework to plan and build a transit system that can meet the challenges and opportunities of the future.

### TriMet Boundary

For many years, Wilsonville's growth has been primarily to the north. This has included land outside of TriMet and land within the TriMet boundary. Wilsonville has maintained the position that, as land is annexed into the City, it should be served by SMART and payroll taxes generated within the area should go to help cover the costs of providing SMART's services. In December, 2015, Wilsonville's City Council adopted Resolution 2562 (see Appendix C), leaving no question about the City's intention in this regard. Not surprisingly, this has put SMART at odds with TriMet.

The issue of the SMART/TriMet interface has two on-going concerns:

- TriMet service territory within the City of Wilsonville; and
- The location where TriMet LIFT buses meet SMART Dial-a-Ride buses to transfer passengers (the parking lot of the Coffee Creek Correctional Facility).

The prison, being a major employer that happens to be within Wilsonville's City limits, while still within the TriMet District boundary, is a focal point for both issues. The City actually reached a written agreement with the Oregon Department of Corrections (DOC) before the prison was occupied. That agreement specified that the DOC would pay the City a fee in lieu of taxes, in order to support SMART's services. The City has never collected any of that money as the

prison has continued to pay in-lieu fees that go to TriMet.

The TriMet LIFT and SMART Dial-a-Ride connection point is an on-going concern. There is little disagreement that the parking lot of the Coffee Creek Correction Facility is a somewhat inhospitable location for elderly and disabled riders (many of whom rely on wheelchairs or other mobility devices) to be dropped off from one bus to wait for a bus from the other transit provider. This is especially true when traffic congestion or missed communication leaves the rider stranded for long periods of time.

The City has, for some years, urged TriMet to consider another location to serve as the connection point. The management of Wilsonville's Holiday Inn has even offered space for the purpose. TriMet's position has been that they are prohibited by law from providing this service outside their district boundaries. SMART staff finds that argument to be ironic, given that TriMet's Route 96 buses stop regularly outside the Holiday Inn, on SW 95<sup>th</sup> Avenue.

# System Overview

SMART is a full service, dependable, public transportation system offering a convenient and easy way to travel within Wilsonville and outlying areas, including Canby, Salem and the south end of Portland. SMART is operated by the City of Wilsonville and funded primarily by the business community through a local payroll tax.

## Fixed-Routes

The current SMART fixed-route system consists of seven routes (two of which are commuter express routes) serving the community of Wilsonville and beyond. The SMART Central Station is the main transit terminal in Wilsonville. Routes typically begin and end their runs at SMART Central. SMART Central Station opened in 2009 and offers intermodal connections between SMART buses and TriMet's Westside Commuter Rail (WES), Canby Area Transit, and Salem Cherriots. In addition, SMART also connects with TriMet route 96 at Commerce Circle. This TriMet Route offers service from Wilsonville to Portland averaging every 30 minutes during peak commute times.

SMART's local and inter-city services are illustrated on the map which follows and described in more detail. The full SMART system operates weekdays. Limited service on route 2X and route 4 is provided on Saturdays. Weekdays, the hours of operation vary by route, but SMART has vehicles on the road as early as 5:00 a.m. and as late as 9:15 p.m.

## Dial-a-Ride<sup>1</sup>

SMART provides door to door demand-response transportation services for customers unable to use the fixed route system. The demand-response paratransit service is primarily within Wilsonville but SMART also takes eligible passengers from Wilsonville to medical appointments throughout much of the Portland area and provides special shuttles for the Wilsonville Community Center by providing transportation to senior lunches and shopping excursions. The four distinct types of paratransit services in Wilsonville are described below:

### **General Public Dial-a-Ride (DAR)**

All Wilsonville residents, regardless of their age or disability status, may ride the DAR service. However, ADA-eligible customers are given priority when scheduling DAR trips. DAR trips must be scheduled at least the day before and up to two weeks prior to the trip. Trips are scheduled within two hours of the preferred pick up time. Customers can call SMART on weekdays between 7:00 a.m. – 6:30 p.m. to schedule a DAR trip.

Dial-a-Ride trips can be scheduled for weekdays between 5:30 a.m. and 7:15 p.m. There is limited DAR service on Saturdays and no service on Sundays.

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<sup>1</sup> Transit Integration Study (2014)

### ***ADA Paratransit***

ADA Paratransit services are provided for Wilsonville residents with disabilities that prevent them from riding fixed-route service. Eligible riders cannot be denied a trip within SMART's local service area when local buses are in operation. Riders must submit an eligibility form and their disability must be certified by a medical professional to be eligible for service under the ADA.

### ***Out-of-Area Medical Trips***

In addition to DAR services within Wilsonville, SMART offers transportation for medical purposes outside of Wilsonville. This service is open to Wilsonville residents age 60 and older as well as to those with disabilities. Customers must pre-qualify for the service before requesting their first trip.

### ***Out-of-Area Non-Medical Trips***

For non-medical Dial-a-Ride trips outside the SMART local service area, transfers to TriMet LIFT service are made at Coffee Creek Correctional Facility on Day Road. Passengers are responsible for scheduling the TriMet end of the trip which includes being certified as eligible for LIFT and paying the appropriate fare.

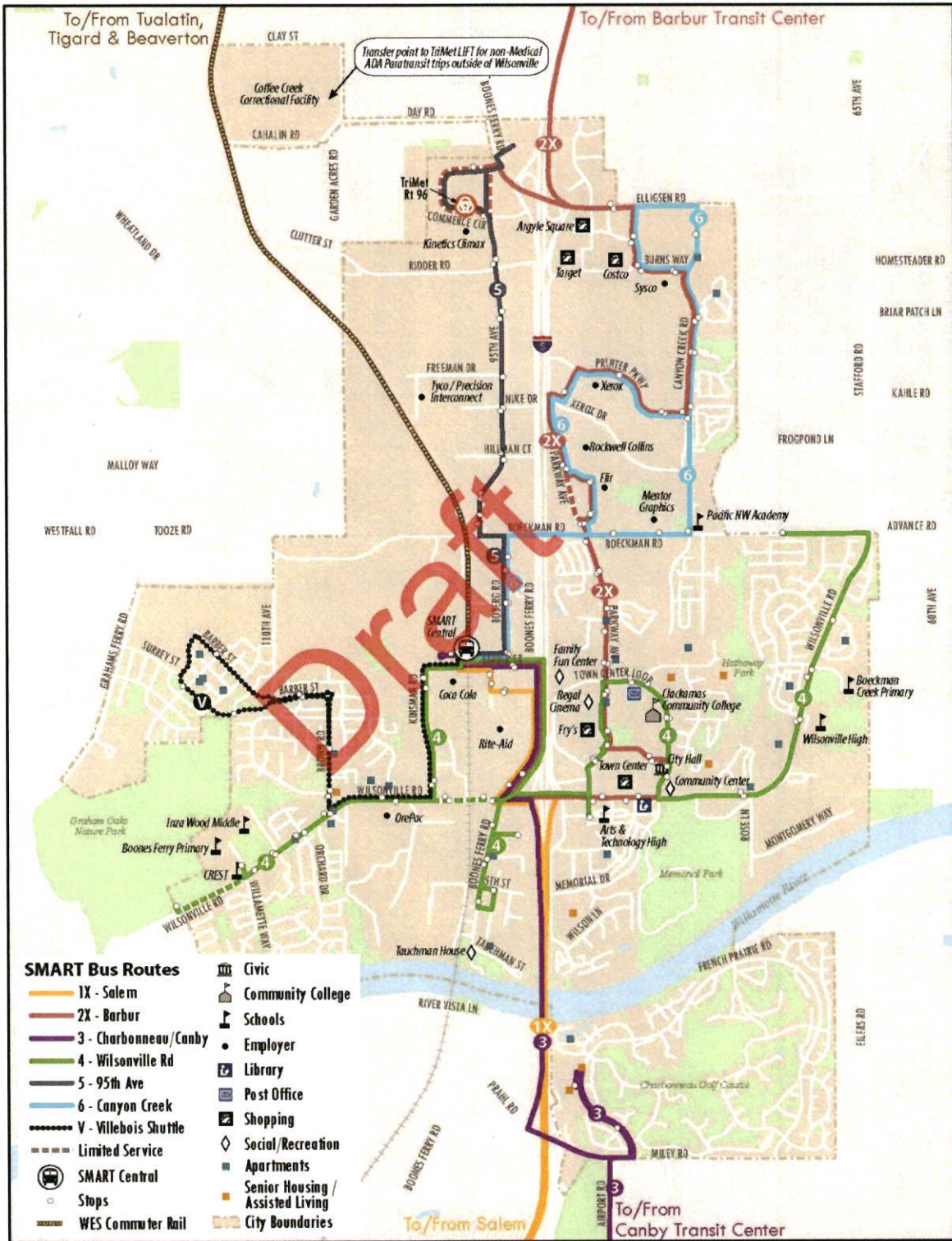
### **Other Services**

SMART offers the following additional services:

- **Shopper Shuttle** - SMART operates door-to-door shopper shuttle service five days a week to Safeway and Fred Meyer stores in Wilsonville for seniors and supportive housing residents. No fare is charged.
- **Community Center Senior Lunches** - SMART operates pre-scheduled, door-to-door service to Wilsonville Community Center for senior lunches.
- **Farmers Market Trolley** - SMART operates the trolley in the summer months with stops around Wilsonville to the Farmers Market located in Villebois. This is in addition to other various special events SMART participates in the community.

# Map of Current Fixed-Route Services

## Local Transit Services





Route <sup>2</sup>	Service Type	Name	Termination(s) / Major Transit Centers	Other Major Destinations	Weekday Headway	Weekday Service Span	Saturday Headway	Saturday Service Span /
1X <sup>3</sup>	Intercity	Salem	Salem Transit Center	State Capital	30-60 min	4:30 a.m.-10:00 a.m. 3:30 p.m.-8:00 p.m. No midday service	No Service	No Service
2X	Intercity	Barbur	Tualatin P&R Barbur Blvd Transit Center	Wilsonville City Hall Mentor Graphics Xerox campus Argyle Square Commerce Circle	20-60 min	5:00 a.m.-9:45 p.m.	60-120 min	8:15 a.m. – 5:45 p.m.
3	Intercity	Charbonneau Canby	Canby Transit Center	Springridge at Charbonneau	60 min	6:00 a.m.-9:15 a.m. 3:30 p.m.-7:30 p.m. No midday service	No Service	No Service
4	Local	Wilsonville Road East/West	Boulder Creek Apts. or Mentor Graphics Boones Ferry Primary School or Graham Oaks Nature Park	Boeckman School Wilsonville H.S. Civic Center Town Center Loop Inza Wood Middle School	30-60 min	5:00 a.m.-7:45 p.m.	60-120 min	8:30 a.m.-5:30 p.m.
5	Local	95 <sup>th</sup> Avenue	Pioneer Cemetery	Pioneer Cemetery, Commerce Circle	30 min	5:30 a.m.-10:15 a.m. 3:15 p.m.-7:15 p.m. No midday service	No Service	No Service
6	Local	Canyon Creek	Argyle Square	Mentor Graphics Xerox campus Argyle Square	30 min	6:30 a.m.-10:05 a.m. 3:15 p.m.-7:39 p.m. No midday service	No Service	No Service
7	Local	Villebois Shopper Shuttle	Villebois		5 a.m. & 2 p.m. trips	6:07 a.m.-6:45 a.m. 5:07 p.m.-5:45 p.m.	No Service	No Service

<sup>2</sup> Table from Transit Integration Study (2014)

# Fares

SMART service is free for trips within Wilsonville, including both fixed-route and DAR service. Trips outside of Wilsonville require a fare. The inner-city portion of route 2X does not require a fare, while fares are charged for trips north of Commerce Circle, i.e., to/from Tualatin Park & Ride or Barbur Transit Center.

## Fixed-Route Fares

The table below summarizes fixed-route fares and passes for riding SMART routes. Inter-city routes that provide connections to other cities and other transit providers require a fare. Longer-distance trips require higher fares than shorter trips. SMART does not accept transfer receipts from other transit providers (other than Cherriots passes on the shared route 1X) and other providers do not provide a discounted fare for passengers transferring from SMART services.

Riders can pay cash or purchase a monthly pass for either the 1X or the 2X/3 routes. An “All Pass” allows use of all inter-city routes (1X, 2X, and 3). Reduced-price passes for seniors, people with disabilities, students, and youth must be purchased in person at Wilsonville City Hall.

**Fixed-Route Fares & Passes**

Fare Category	Fare Type	1X (Salem)	2X (Portland) 3 (Canby)	4,5,6,7 (Wilsonville)
Adult <sup>1</sup>	Single Ride (cash)	\$3.00	\$1.50	Free
	Monthly Pass	\$85.00	\$35.00	
	Monthly “All” Pass <sup>3</sup>	\$120.00		
	20-Ride Punch Card/Pass	Requires 2 punches	Requires 2 punches	
	40-Ride Punch Card/Pass			
Discounted <sup>2</sup>	Single Ride (cash)	\$1.50	\$0.75	
	Monthly Pass (One Route)	\$42.50	\$17.50	
	Monthly “All” Pass <sup>3</sup>	\$60.00		

Notes: (1) Adult fares are for persons age 18-59. (2) Discounted fares must be purchased in person at City Hall and are for seniors age 60+, persons with disabilities, Medicare card holders, youth age 5-17, and students 18-23 with valid student ID. (3) An “All” Pass is valid on all intercity routes (1X, 2X, and 3X). Source: SMART website.

## Dial-a-Ride

Dial-a-Ride trips within Wilsonville are free. Inter-city DAR services are \$3.00 for each trip. A monthly pass for DAR services outside Wilsonville (limited to medical trips) is also available for purchase, but few passengers use it.

### Dial-a-Ride Fares and Passes

Fare Type	Local	Intercity
Single Ride (one way) (cash)	Free	\$3.00
Monthly Pass		\$50.00
Punch Pass		2 punches

Source: SMART website

# Wilsonville Community Profile and Characteristics

Once a small farming community, Wilsonville has transitioned into a well-planned city with a mix of high-tech industries, small businesses, and a variety of housing types.

A strategic southern “gateway” to the Portland-Vancouver Metropolitan area – Wilsonville’s small town lifestyle, coupled with high quality neighborhoods, popular amenities and good jobs have grown the city’s population continuously over time, even during the most recent economic down turn. In a population study completed by Portland State in July 2016, the estimated population for the City of Wilsonville was roughly 23,700 people.

Wilsonville is also home to several major employers and an employee base of more than 18,000. Wilsonville weathered the “Great Recession” better than most communities in Oregon and is now seeing increases in employment figures and building permit requests. In 2012, Convergys, a world-class customer management firm, located a call center in Wilsonville and brought over 1,100 new employees to the City. Additionally, Oregon Institute of Technology – Wilsonville campus has expanded to over 800 students in its first few years of existence.

These strong growth trends are expected to continue over the next 20 years. Metro forecasts indicate that by 2035 population and employment opportunities in Wilsonville will increase by nearly 50%.

## 2014 Wilsonville Residential Land Study

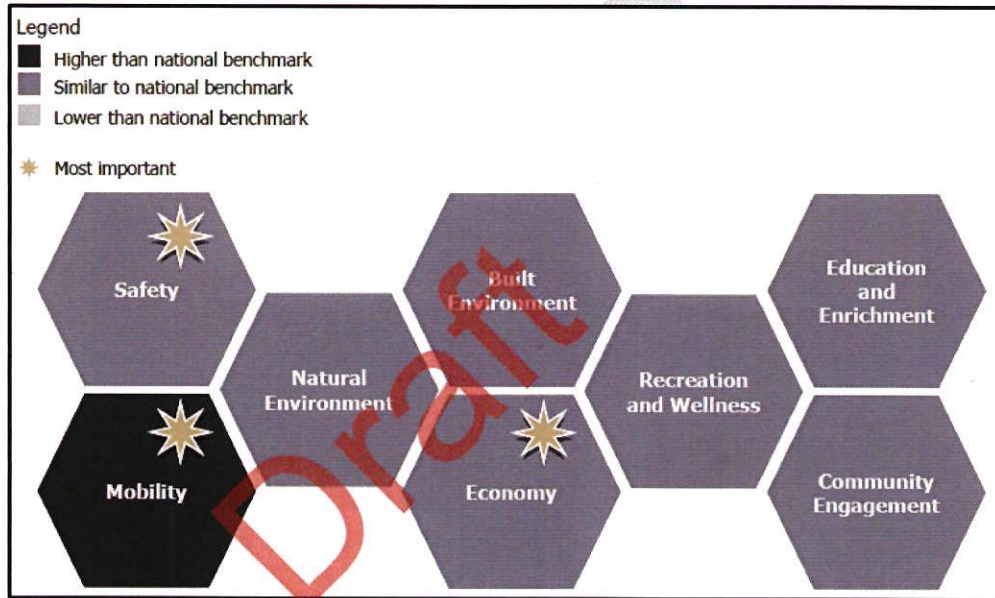
PERCENT OF WORKERS WHO COMMUTE IN, 2010			
<b>92%</b> (16,029 out of 17,072) Wilsonville	<b>93%</b> (18,827 out of 20,142) Tualatin	<b>85%</b> (10,221 out of 11,961) Oregon City	<b>92%</b> (34,142 out of 37,034) Tigard
PERCENT OF WORKING RESIDENTS WHO COMMUTE OUT, 2010			
<b>83%</b> (5,114 out of 6,157) Wilsonville	<b>88%</b> (9,501 out of 10,816) Tualatin	<b>86%</b> (10,589 out of 12,329) Oregon City	<b>86%</b> (17,917 out of 20,809) Tigard

A high percentage of Wilsonville workers and residents are commuters. The majority of workers (92 percent) commute into Wilsonville from other areas of the Portland Metro region. The top cities providing Wilsonville businesses with workers include Portland, Beaverton, and Salem / Keizer. The commuting trend is also true of local residents. Of the 6,157 working residents of Wilsonville, over 83 percent commute to jobs in nearby communities.

The following section provides a more detailed look at Wilsonville commuters, transit riders and residents from a neighborhood perspective. This section acts as an overview of neighborhood land use, demographic trends highlighting existing transit services and usage, offering a perspective on future opportunities for transit increasing ridership, mobility and access within in each area of Wilsonville.

## Quality of Life

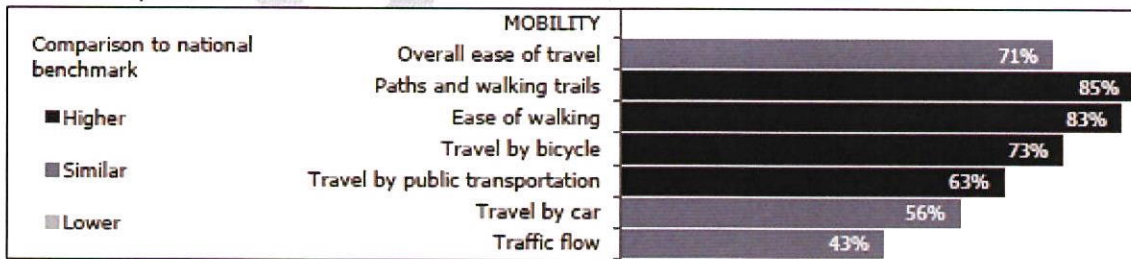
The National Citizen Survey (NCS) gathers opinions of Wilsonville residents regarding various aspects of the City to determine its livability. The NCS defines livability as how desirable a place is to live. Overall, residents rated the quality of life in Wilsonville as good or excellent. The visual below shows eight aspects of the community, the color of each aspect reveals how residents rated the section compared to the national benchmark. Stars on an aspect indicate residents identified it as important to the community. By displaying what facets are most important and their quality, the community can highlight its values and strengths. The mobility sector scored excellent, higher than the national benchmark, and was also labeled as an important aspect to the community.



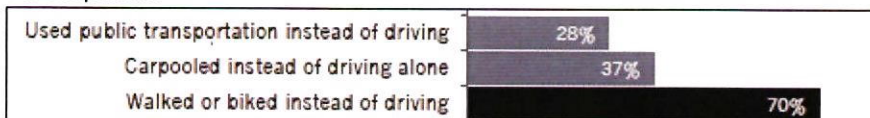
National Citizen Survey. Wilsonville Livability Report. 2016.

More specific ratings related to mobility within the areas of community characteristics, governance, and participation can be seen below:

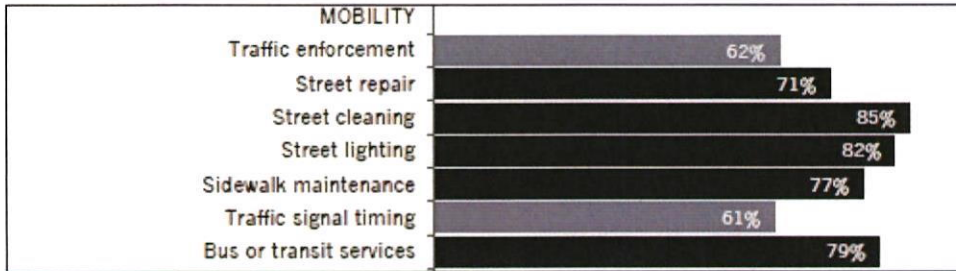
### Community Characteristics-



### Participation-



## Governance-



According to the NCS report, “About 8 in 10 residents positively rated the availability of paths and walking trails, ease of walking, bus or transit services, street cleaning and street lighting in Wilsonville as excellent or good...when asked to write in their thoughts about Wilsonville’s biggest priority in the next five years, around 4 in 10 participants responded that traffic, roads and transportation was the top priority for the City”. From this study it can be concluded that although mobility scored very well and is considered a strength of Wilsonville, there are still opportunities for improvement. These improvements include enhancing transportation options like biking and carpooling, as well as making public transportation a more appealing option than driving a personal vehicle.

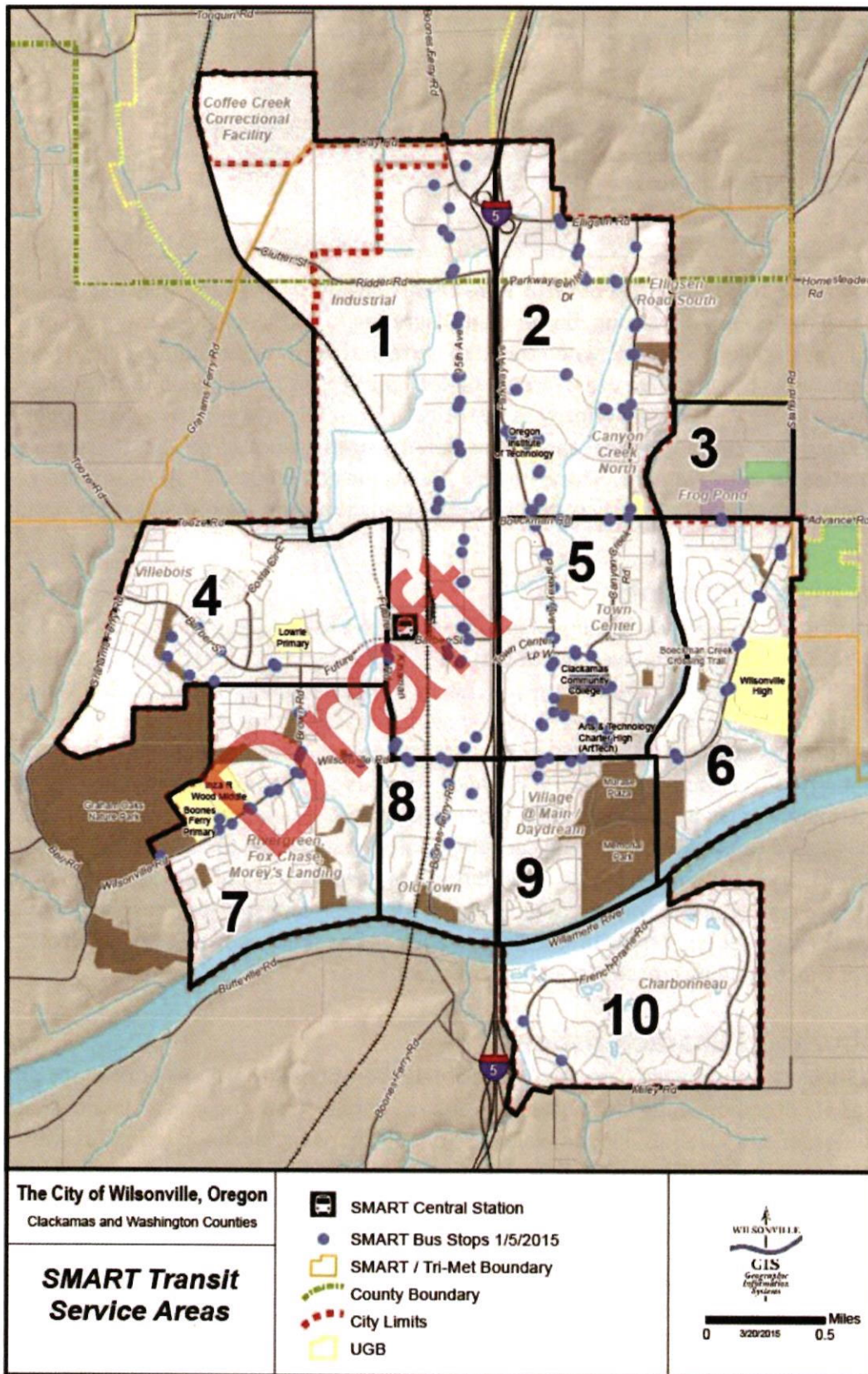
## Geographic Constraints

Those attempting to achieve mobility of any kind face two major geographic constraints in Wilsonville --The Willamette River and Interstate-5. The combination of these obstacles can make it difficult for SMART to efficiently provide its services to areas in and outside Wilsonville. For example, extra consideration needs to be taken into account for the Charbonneau neighborhood, located across the Willamette River from the rest of Wilsonville. SMART crosses the Willamette River using Interstate-5; however, the bus service is frequently delayed by traffic. Also, on-ramps from Oregon 217 and Interstate 205 funnel into Interstate 5 (north of Wilsonville), and the freeway lacks the capacity for adequate traffic to flow, creating additional congestion in and around Wilsonville. In addition, weaving motions of vehicles south of the Boone Bridge contribute to congestion by slowing the speed of traffic (and resulting in many serious traffic accidents). Traffic on the freeway delays bus times, just as it delays all other traffic, for those heading crosstown and out-of-town.

## Neighborhood Characteristics

Within City limits, Wilsonville has many diverse neighborhoods. These neighborhoods offer a broad variety of opportunities for businesses and residents – from the Westside Industrial Area to Town Center and Villebois – Wilsonville has very distinct neighborhood identities with very different transit needs. The ten neighborhood areas are described in more detail in Appendix H. Included at the end of each neighborhood narrative is a map that highlights key activity locations, transit amenities and other elements of interest within the area.

The Wilsonville service area map, on the following page, provides an overview of how SMART has chosen to divide the City in order to analyze transit needs within the neighborhoods and better plan future transit services. The demographics for each area are presented in table format following the map.



	Wilsonville All Areas	Area 1 Westside Industrial	Area 2 NE Neighborhoods	Area 3 Frog Pond	Area 4 Villebois	Area 5 Town Center	Area 6 SE Neighborhoods	Area 7 SW Neighborhoods	Area 8 Old Town	Area 9 Village at Main / Daydream	Area 10 Charbonneau
<b>Population (Census 2010)</b>											
Total Population	19,509	1,704	2,018	N/A	1,681	1,418	3,683	4,383	584	1,566	2,472
% < 65 years of age	13%	*	4%	N/A	7%	17%	7%	3%	2%	13%	68%
% > 15 years of age	19%	*	21%	N/A	22%	17%	23%	28%	17%	24%	3%
% non-white	15%	*	14%	N/A	15%	15%	16%	18%	32%	17%	2%
<b>Income (Census 2010)</b>											
Median Household Income	\$ 55,443.00	*	\$ 56,023.00	N/A	\$ 61,750.00	\$ 56,811.00	\$ 61,750.00	\$ 57,708.00	\$ 61,750.00	\$ 48,600.00	\$ 57,462.00
Population in Poverty	10%	*		N/A							
<b>Employees/Employers (Census-LEHD)</b>											
Total # of Employees in Wilsonville	17,027	6,257	6,720	N/A	38	2,116	231	245	510	687	223
% Commuting to Wilsonville for Work	93%	94%	93%	N/A	85%	88%	88%	87%	94%	88%	89%
Total Employers ≤ 100 employees											
<b>Employed Residents</b>											
# of Residents that Work	8,106	406	1,342	N/A	611	653	1,880	1,290	161	640	1,123
% that Commute to another City	84%	86%	91%	N/A	80%	77%	82%	80%	79%	78%	94%
<b>Housing</b>											
Median Housing Price	\$ 358,400.00		\$ 350,700.00		\$ 353,800.00	\$ 442,100.00	\$ 358,600.00	\$ 359,100.00	\$ 357,700.00	\$ 290,400.00	\$ 355,000.00
Total Housing Units	8,487										
% Multifamily											
<b>Bus Stops</b>											
Total # of Stops	151	34	42	2	10	25	8	14	10	5	2
% with shelters											
% with benches & schedules											
<b>Pedestrian / Bike Amenities</b>											
% of Streets with Sidewalks											
# of Bike Racks											
<b>Weekday Ridership</b>											
Fixed-Route (Boarding/Alightings*)	2462	822	399	1	13	453	261	232	177	93	11
Dial-A-Ride (Pickup/Drop off**)	142	8	11	0	20	56	4	9	19	2	13
Registered ADA Riders											
<b>Schools</b>											
Primary/Elementary School	3										
Middle School	1+										
High School	2										



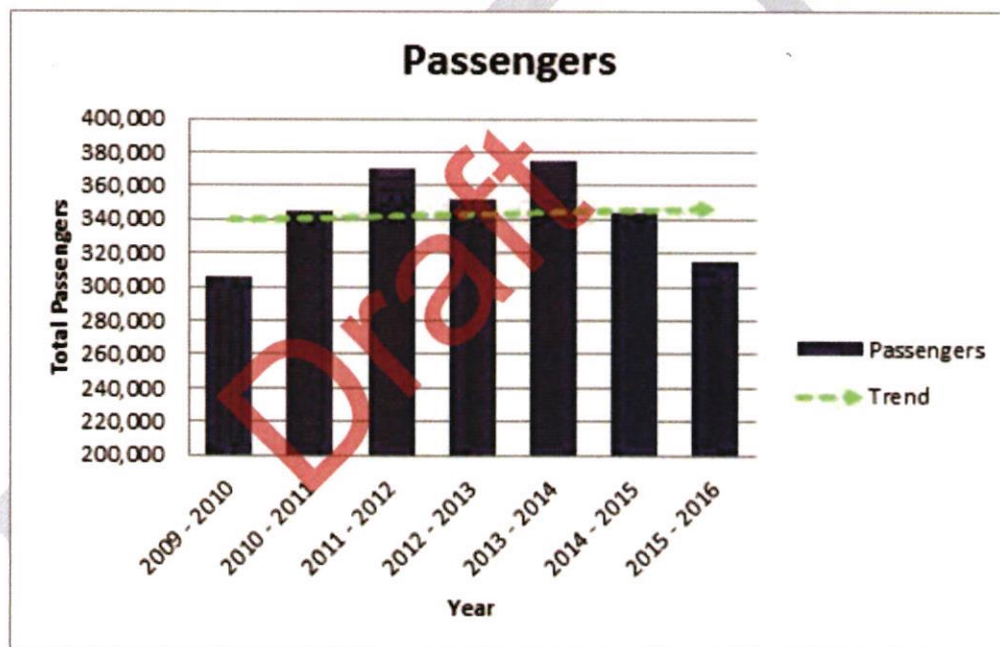
# System Performance

## Fixed-Route

### Ridership

SMART operates its full services Monday through Friday from 5:00 a.m. to 9:15 p.m. In addition, SMART provides reduced services on two of its routes and limited Dial-a-Ride system on Saturdays from 8:30 a.m. to 5:30 p.m.

Over the last five years, SMART system ridership has been varying between 325,000 to 350,000 passenger trips per year. The variation may be due to a variety of factors including service changes, employment or shift time fluctuations or internal counting errors. SMART should have more confidence around all operational numbers as we move to a computerized on-board passenger counter and other real-time operational information in 2017.



### Productivity

Productivity measures how efficiently a transit agency is providing its services. The general goal is to provide the most amount of services for as many riders as possible for the lowest possible cost. Productivity can be measured in a variety of ways, standard measurements include:

- Cost/revenue mile – cost/revenue miles are calculated by dividing the cost to provide the service by the distance the bus travels while in-service (e.g. picking up passengers).
- Cost/revenue hour – cost/revenue hours are calculated by dividing the cost to provide the service by the number of hours the vehicles are in-service (e.g. are picking up passengers)
- Cost/passenger trip – cost/passenger trip are calculated by dividing the cost to provide the service by the number of passengers (unlinked trips) that boarded the vehicle.

- Passenger trips/revenue hours – trips/hour measures the average number of riders on any given bus throughout the day.

When looking at productivity there are two numbers that can be used. The fully loaded cost (this includes the entire operating budget including all administrative costs) or the operating costs, this includes only the key expenses required to run the vehicles.

Below is a table that highlights the difference between the two costs. For planning purposes, SMART will use the operating costs figure to assess the impacts of route changes or additions on the budget.

Productivity Measure	Fully Loaded Cost (Admin + Operating)	Operating Cost Only
SMART's 2015 Cost/Revenue Mile	\$8.41	\$5.61
SMART's 2015 Cost/Revenue Hour	\$123.69	\$84.81
SMART's 2015 Cost/Passenger Trip	\$12.86	\$9.54
SMART's 2015 Trips/Hour	8.9	8.9

Since 2008, when the last TMP was approved and the WES service changes were put in place, SMART's service hours have increased by over 35 percent, operating cost saw a 16 percent increase while ridership has seen just over a 4 percent increase.

### **Fixed Route & Equity**

In addition to productivity measurement, SMART is also committed to ensuring that transit services are provided in a fair and balanced way throughout Wilsonville. To that end, SMART has worked to establish measures that monitor equity issues and ensure compliance with Federal Title VI Civil Rights standards for our fixed-route system. The specific measures are outlined below. Dial-a-Ride has a different measurement criteria for equity. While DAR system equity is based on the fixed-route service area, the specific measurements address federal Americans with Disabilities Act (ADA) standard and can be found on the following page.

### **(Vehicle) Passenger Load Factor**

Standards for passenger capacity are used to determine if a bus is overcrowded. SMART's standard for all routes for Maximum Load Factor is 1.5 (Meaning that a bus that seats 20 passengers should not exceed a total of 30 passengers – 20 seated; 10 standing), except in the case of freeway express buses traveling more than 55 mph. In this case the load factor is 1 which means a bus that seats 40 passengers should not exceed 40 people. SMART rarely meets the maximum load factor threshold.

### **On-Time Performance**

On-time performance is a measure of trips completed as scheduled. SMART has set a standard that at least 85 percent of all trips will run on time for fixed-route service and 90 percent for Dial-a-Ride service. A bus is considered on time if it is within five minutes of the schedule at

any time point, late is defined as more than five minutes after the scheduled departure time, and early is defined as anything before the scheduled departure time.

**Service Availability**

Service availability (service access) is a general measure of the distribution of routes within the SMART service area. SMART’s goal is to ensure that 85 percent of City residents live within walking distance (i.e. no more than 1/3 mile) of a bus stop.

**Dial-a-Ride**

**Ridership**

SMART has updated its computer-aided dispatching software to increase efficiencies in passenger loads, route planning, and fuel consumption. This update has also allowed SMART to increase Dial-a-Ride capacities within all programs as scheduling has become more efficient. The ridership for all Dial-a-Ride programs saw a 53% increase from 2015 to 2016 while no additional services were added. This increase is attributed to the new software as well as other organizational changes to the Dial-a-Ride programs.

**Productivity**

The same productivity standards used for fixed-route can also measure the effectiveness of overall Dial-a-Ride services. The tables below show the costs and productivity associated with each type of DAR service. The column titled ‘operating costs’ is the amount of money it takes for a bus to run a route. The second column titled OC + Admin Costs are the operating costs plus administration costs. Admin costs are monies spent on paying drivers or maintenance technicians while the bus is in use.

*General Public Dial-a-Ride (including Shopper Shuttles)*

Performance Measure	Operating Costs (OC)	OC + Admin Costs
Cost/Revenue Mile	\$2.59	\$3.82
Cost/Revenue Hour	\$148.60	\$218.95
Cost/Passenger Trip	\$24.42	\$35.98
Trips/Revenue Hour	6	6

*ADA services*

Performance Measure	Operating Costs (OC)	OC + Admin Costs
Cost/Revenue Mile	\$2.40	\$3.54
Cost/Revenue Hour	\$148.60	\$218.95
Cost/Passenger Trip	\$28.04	\$41.32
Trips/Revenue Hour	5	5

*Out of Town Medical*

Performance Measure	Operating Costs (OC)	OC + Admin Costs
Cost/Revenue Mile	\$2.55	\$3.75
Cost/Revenue Hour	\$148.60	\$218.95

Cost/Passenger Trip	\$68.95	\$101.59
Trips/Revenue Hour	2	2

**Dial-a-Ride & Equity**

SMART is required to provide service to individuals with disabilities that is comparable to the level of service provide to individuals without disabilities who use the fixed route system. The service must be provided within a ¼ mile corridor on each side of a fixed route within a service area, unless the route is designated as a commuter route. The specific measures that are looked at to ensure service area provided equally include: Service area/hours, trip denial rates, on-time performance rate, number of missed trips, and length of trip.

SMART has created the following standards for these measures:

**Service Area/hours** – Monday through Friday SMART’s ADA Dial-a-Ride serves the residents within Wilsonville city limits along with any area beyond the city limit that is required by ADA guidelines (if a route runs along the city limit border, SMART will offer rides up to a ¼ mile outside of the city along that route). On Saturdays SMART strictly abides by the ¾ mile distance from a fixed route ADA requirement.

**Trip denials** – A trip that is not provided to an ADA eligible customer within an hour of the request trip time, even if the customer agrees to a different trip time. The one exception to this rule are appointment times. Appointment times are required to be scheduled up to an hour before the requested ride.

**On-time performance** – On time is a trip that arrives within 30 minutes of a scheduled pick up time is considered on-time. No early pickups are allowed. If a bus arrives early, they are to wait 5 minutes beyond the scheduled time for departure for the passenger.

**Missed trips** – A bus that arrives outside of the 30 minute pickup window (whether a scheduling error or not) and the passenger refuses the ride or is not there is considered a “missed trip”.

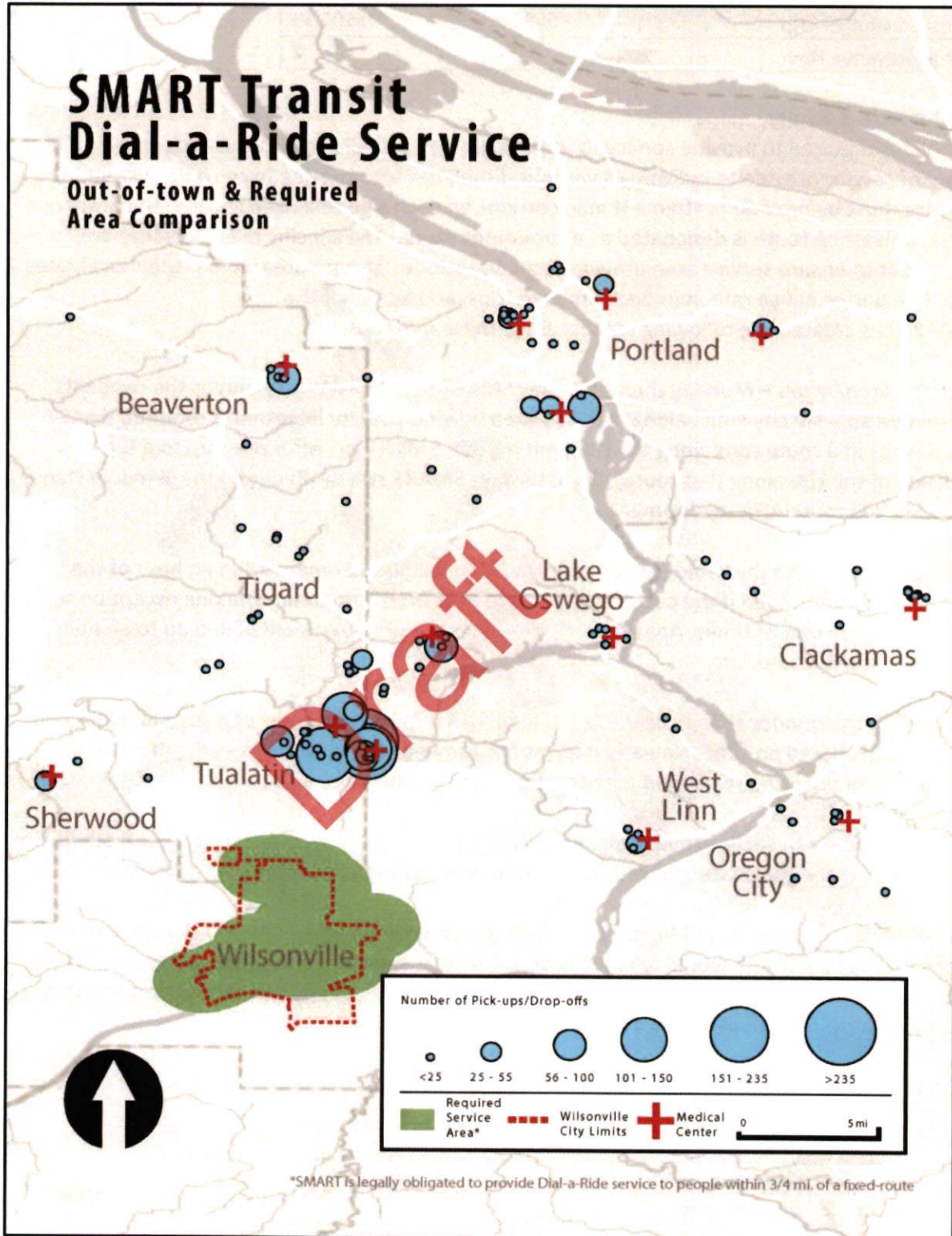
**Excessively long trips for ADA complementary paratransit service** - Any trip that takes longer than what a fixed route would take, considering factors such as wait time and transfer time, is considered “excessively long”. Delays caused by traffic are not considered in a trip’s length of time, as these conditions affect fixed route timing as well.

The table provides SMART’s ADA DAR performance for FY16

	<b>FY16</b>
<b>Trip Denial rate</b>	0%
<b>On-time performance rate</b>	94.9%
<b>Number of missed trips</b>	0
<b>Number of excessively long trips</b>	0

# SMART Transit Dial-a-Ride Service

Out-of-town & Required  
Area Comparison



\*SMART is legally obligated to provide Dial-a-Ride service to people within 3/4 mi. of a fixed-route

SMART DAR Out-of-Town and Required Service Comparison Map 2016

## Transfer Locations & Connections to Other Systems<sup>3</sup>

SMART Central serves as the primary transit center within Wilsonville, co-located with TriMet's Wilsonville WES station. SMART Central features connections to TriMet WES commuter rail, a 400 space park & ride as well as 48 bicycle lockers. To allow transfers between SMART routes and WES, SMART routes are timed to pulse with WES arrivals and departures. SMART schedules list the arrival time of WES trains and generally leave five minutes after WES arrivals. As an example of regional connections, a WES train arrives in Wilsonville at 7:25 a.m.; four minutes later a route 6 bus leaves SMART Central, destined for the businesses along SW Parkway; arriving at Mentor Graphics at 7:33a.m. Meanwhile, other passengers catch the 2X at the Barbur Transit Center at 6:27 a.m., bound for SMART Central, where they will catch a 7:30 a.m. 1X bus for Salem. Several major transfer locations outside of Wilsonville allow for transfers from SMART to other providers, including TriMet (Tualatin Park & Ride and Barbur Transit Center), Canby Area Transit (CAT) and Cherrriots.

### Major Transfer Locations to/from SMART Routes

Name	Location	Transit Operators/Routes Served		Destinations
SMART Central	9699 SW Barber St, Wilsonville	All SMART Routes	TriMet WES Commuter Rail	Throughout Wilsonville and regional connections. WES only operates during peak periods.
95 <sup>th</sup> Avenue & Commerce Circle	SW 95 <sup>th</sup> Avenue & Commerce Circle	SMART 2X (some trips) and Route 5	TriMet Route 96	Portland. Allows transfers to the TriMet Route 96 during peak periods.
Civic Center	Town Ctr E & Wilsonville Road	SMART Route 4 and 2X		Allows boarding on Wilsonville's eastside to Route 2X Barbur Transit Center.
Tualatin Park-and-Ride	SW 72 <sup>nd</sup> Ave & Bridgeport Rd, Tualatin	SMART 2X Barbur	TriMet Routes 36, 37, 38, 76, 96	Connections throughout Washington County including Beaverton, Tualatin, Tigard, Lake Oswego, paratransit connections at the Coffee Creek Corrections facility, SW and downtown Portland. Route 96 only operates during peak periods.
Barbur Boulevard Transit Center	9750 SW Barbur Blvd, Portland	SMART Route 2X Barbur	TriMet Routes 12, 64, 94	Connections to downtown Portland; 64 connects to Marquam Hill/OHSU (peak only); 94 connects Sherwood to Portland (peak only).
Canby Transit Center	NW 1 <sup>st</sup> Ave & N Ivy St, Canby	SMART Route 3	CAT Orange Route (99E)	Orange Route connects Woodburn to Oregon City.
Salem Transit Mall	285 Church St NE, Salem	SMART Route 1	All Cherrriots Routes	Connections in the greater Salem region.
Coffee Creek Correctional Facility	24499 SW Grahams Ferry Rd	SMART DAR	TriMet LIFT	ADA Paratransit trips in the TriMet service area.

<sup>3</sup> Transit Integration Study (2014)

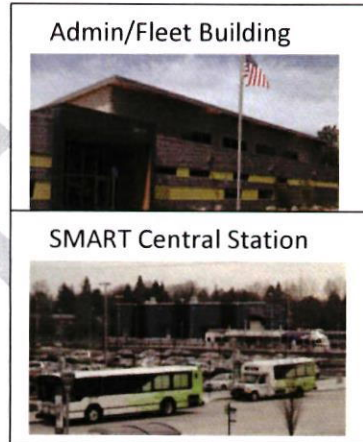
# SMART Capital Facilities & Fleet

A transit system requires facilities and fleet in order to provide service. The following is a brief overview of the existing capital investments that have been made to operate the SMART system.

## SMART Administration & Fleet Maintenance

The Wilsonville SMART Administration and Fleet Maintenance Facility is located at 28879 SW Boberg Road. This building houses the SMART Fleet, the City/SMART Maintenance and Transit Operations Divisions.

The Administration and Fleet Maintenance building, which was completed in 2013, includes sustainable features to increase efficiency and reduce environmental impacts. The facility also includes a Compressed Natural Gas (CNG) fueling station for SMART's CNG buses.



## SMART Central & Wilsonville Station WES Station

SMART Central Station is Wilsonville's transit hub. It was built and completed as part of TriMet's Wilsonville WES Station in 2009. The hub includes the WES station, park and ride facility, a 12 bay transit center and 48 bicycle lockers for those who want to combine bicycling and transit trips. The Station, which is located on Barber Road, is just around the corner from the SMART Administration and Fleet Maintenance Facility.

## SMART Transit Fleet

SMART maintains a fully wheelchair-accessible fleet of 30 active revenue vehicles. The active fleet consists of a wide range of vehicles including everything from small cutaway vans used in Dial-a-Ride service to heavy duty 40' buses, used primarily on inter-city routes. In addition to these active vehicles, SMART maintains a small contingency fleet of older vehicles that are used only when absolutely necessary. Details on the existing fleet can be found in the Appendix B.

## Bus Stops & Amenities

SMART currently has more than 150 bus stops within the City of Wilsonville. Some stops are solely poles and signs while others have benches, shelters, schedule displays, lights and garbage cans.

## ROUTE 1X – SALEM

Route 1X – Salem is a commuter express service that runs from SMART Central/Wilsonville WES Station to Salem. The route makes three key stops in Salem at the Market Street Park & Ride; the Salem Capital Building and Salem’s Cherriots Transit Center.

### Operational Statistics (FY 2015-16)

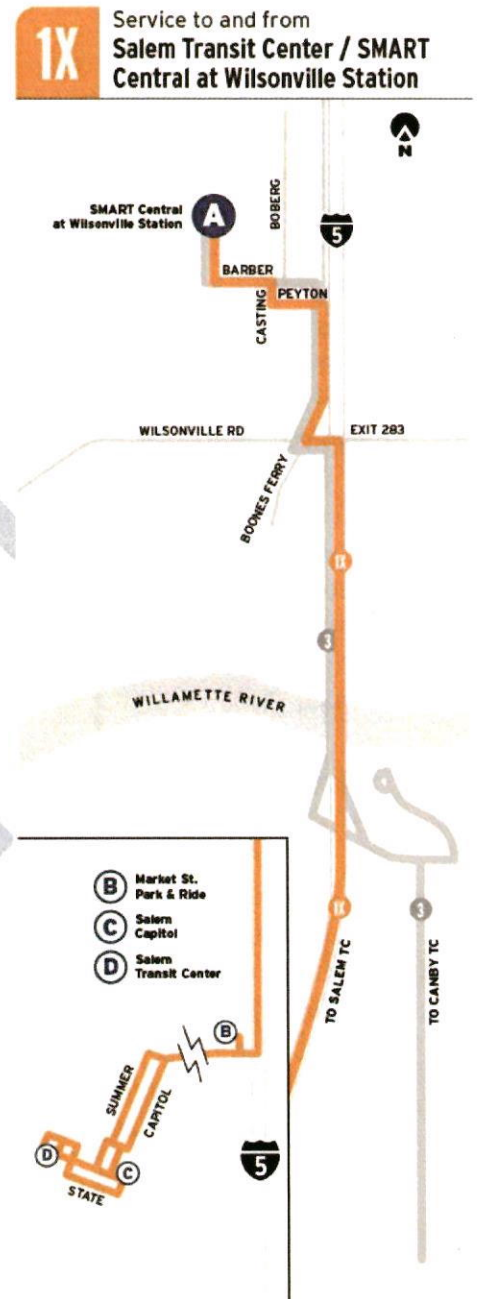
	Weekday
SMART Revenue Hours	3,406
Number of SMART Buses	2
Overall Cost to SMART	\$369,326
Annual Ridership SMART Only	44,471
Cost per Ride (SMART)	\$8.30
Average Riders/Hour (SMART)	13.1

### Overview

- Third highest ridership route. Averages about 171 riders on SMART services/day. Cherriots service carries a similar amount on their system;
- The route uses about 7% of SMART’s overall operating costs, but carries about 14% of the overall ridership;
- SMART provides more daily service than Cherriots (16 trips to 10);
- Several SMART trips are at their maximum passenger load during legislative session (7am bus); other SMART trips have very few riders

### Food for Thought

1. How much inter-regional service should SMART provide? For whom? Does this route meet that standard?
  - About 3.2% of Wilsonville workers live in Salem (500)
  - About 2% of Wilsonville residents work in Salem (150)
2. Does this route work well? Are there ways to improve ridership? Efficiency?
  - Split service between Cherriots/SMART differently
  - More service at key ridership times, cut service at the fringe.
  - More marketing to Wilsonville workers
  - Look for more State investment in inter-city service
  - Enhance coordination opportunities on to Portland
  - Look to others to provide this inter-city service.
  - SMART has discouraged standees on the 1X for safety reasons. Is it worth the expense of adding tripper buses so everyone has a seat?





## ROUTE 2X – BARBUR

Route 2X - Barbur provides all day service from Wilsonville to TriMet's Barbur Transit Center in SW Portland. The route currently serves portions of Old Town, Village at Main, Town Center and Northeast Neighborhood areas, then heads north on the I-5 Freeway to TriMet Tualatin Park & Ride before ending its run at Barbur Transit Center. During peak periods the bus also provides service one-way to Commerce Circle. Weekdays, the route operates every 30 minutes during the peak commute hours and hourly during the mid-day. Saturdays, the route operates hourly from 8:30 a.m. to 6:00 p.m.

### Operational Statistics (FY 2015-16)

	Weekday	Weekend
Revenue Hours	13,710	498
Number of Buses	4	1
Overall Cost	\$1,486,269	\$54,000
Ridership (Passenger Trip)	72,676	3,087
Cost per Ride	\$20.46	\$17.49
Riders/Hour	5.3	6.2

### Overview

- Averages 279 riders/day; but carries just less than six riders/revenue hour;
- Weekday route 2X is about 22% of SMART's total ridership, but uses about 28% of total operating budget;
- Four vehicles required to provide the service during peak and 3 during the off peak;
- Only route to serve multiple neighborhoods on eastside and to directly connect neighborhoods with eastside employers.
- One of two routes to operate on Saturday;

### Food for Thought

1. Who does this route serve? What is its target market?
  - Is it trying to serve too many markets?
2. How much regional service should we provide – for whom?
3. Why does this route see less regional ridership than route 1X despite more employees?
  - Not truly direct service – has important local ridership role;
    - Could be split between local/regional service
  - Doesn't go to downtown Portland
  - Can this route play a larger role in reducing out of town DAR costs?
4. What is the local role for this route?
5. Will switching to Tigard increase ridership?
6. How could this service meet the needs of more people?



### ROUTE 3 – CHARBONNEAU/CANBY

Route 3 – Charbonneau/Canby provides weekday commute hour service between the Wilsonville SMART Central and the City of Canby. The hourly service currently makes one stop in Charbonneau.

#### Operational Statistics (FY 2015-16)

	Weekday
SMART Revenue Hours	1,910
Number of SMART Buses	1
Overall Cost to SMART	\$207,109
Annual Ridership	12,911
Cost per Ride (SMART)	\$16.04
Average Riders/Hour (SMART)	6.8

#### Overview

- This used to be a coordinated service with CAT Transit in Canby. Cuts to the Canby services have impacted schedule times and ridership.
- Averages 50 unlinked passenger trips per day;
- Carries about 4% of SMART’s total riders; is about 4% of the budget.

#### Food for Thought

1. What is the target market for this service?
  - Is this the right type of service for the market?
2. How much regional service should we provide – for whom? Does this route meet that standard?
  - About 3% of Wilsonville workers live in Canby (450)
  - About 1.5% of Wilsonville residents work in Canby (120)
3. Are there more efficient ways to meet the needs?
  - Change service in Charbonneau and realign service in Wilsonville to meet needs?
  - More service at key ridership times, cut service at the fringe
  - More marketing to Wilsonville workers
  - Lobby for more state investment in inter-city service



## ROUTE 4 – WILSONVILLE ROAD

The route 4 – Wilsonville Road provides east/west crosstown service within Wilsonville along the Wilsonville Road corridor.

The service operates from 5:00am to 8:00pm weekdays with 30 minute service during peak commute hours and hourly service midday and evening. It also provides hourly service on Saturday from 8:30 a.m. to 5:30 p.m. Route 4 is the only route to serve the Southwest Neighborhood, Old Town, Village at Main, and the Southeast Neighborhood directly. It provides transfers to and duplicates route 2 in the Town Center area.

### Operational Statistics (FY 2015-16)

	Weekday	Weekend
Revenue Hours	10,682	429
Number of Buses	3	1
Overall Cost	\$1,158,291	\$46,518
Ridership (Passenger Trip)	106,890	5,108
Cost per Ride	\$10.84	\$9.11
Riders/Hour	10	11.9

### Overview

- Averages 411 unlinked passenger trips;
- Weekday route 4 carries about 32% of our total riders per day, and averages about 22% of our total operating budget.
- Uses four vehicles to provide the services during peak and three during the off peak;
- Only route to serve neighborhoods on westside and directly connect neighborhoods with eastside; retail/shopping and City Hall;
- Only one of two routes to operate on Saturday;
- Service is duplicated by route 2X in some areas.

### Food for Thought

1. Are there better ways to meet the needs of neighborhoods off Wilsonville Road?
  - Express service along Wilsonville Road during peaks or all day?
  - Higher service frequency on route 4 for less deviations?
2. Is ridership impacted by route 2X duplication?

## 4 Service on Wilsonville Road / SMART Central at Wilsonville Station



3. What role does route 4 play in connections between residential areas key areas of town?
4. There has been considerable debate in old town about whether bus service is wanted or needed in the neighborhood.
5. How much service and what type of service do westside neighborhoods (Fox Chase & Morey's Landing) need or want?
6. Are there other ways to ensure route 4 allows efficient transfers between WES without a layover at SMART station?
  - Does route 4 need to provide the transfer to/from WES?

DRAFT

## ROUTE 5 – 95<sup>TH</sup> AVENUE

Route 5 – 95<sup>th</sup> Avenue is a commuter route that provides 30 minute service during commute times only. Route 5 runs along the west side of I-5 between SMART Central and Commerce Circle – serving the Western Industrial Area almost exclusively. The route provides transfer opportunities with TriMet route 96 at Commerce Circle but is not specifically scheduled for this transfer.

### Operational Statistics (FY 2015-16)

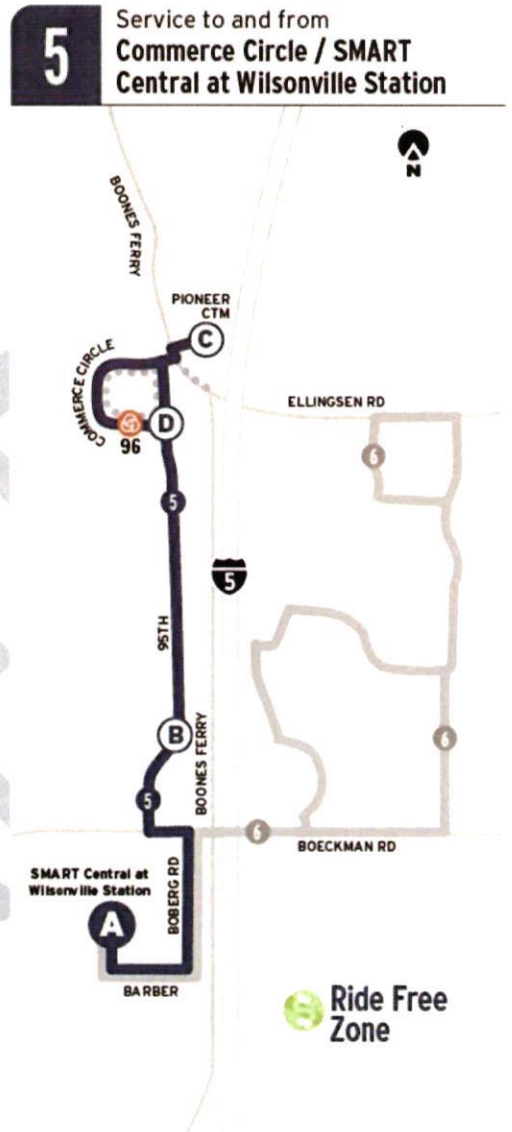
Revenue Hours	2,651
Number of Buses	1
Overall Cost	\$287,458
Ridership (Passenger Trip)	18,098
Cost per Ride	\$15.88
Riders/Hour	6.8

### Overview

- The route schedule focuses on WES Arrivals. It serves as a key connector for businesses on the Westside to WES & SMART Central;
- The route does not provide any direct connection from Westside Industrial to Wilsonville residential;
- Uses one vehicle to provide service; and averages 70 unlinked passenger trips per day;
- Carries about 6% of SMART's total riders per day, and averages about 5.5% of the total operating budget;
- Ridership fell during the economic downturn, but is slowly rebuilding.

### Food for Thought

1. The key target market for this route are employees in the Westside Industrial Area.
  - Employees are commuting from (Portland 11%); Wilsonville (7%); Tualatin; Tigard; Beaverton; Hillsboro (12%).
2. Does the service meet the need? If not, what would be more effective?
  - Direct connections to residential areas?
  - Better timed transfers with TriMet Route 96?
  - Service throughout the day?



## ROUTE 6 – CANYON CREEK

Route 6 – Canyon Creek is a commuter route that provides 30 minute service during commute times only. Route 6 runs along the east side of I-5 between SMART Central and Argyle Square, serving major employment sites and residential areas in the Northeast Neighborhood. It meets all morning WES trains; and meets most evening WES trains.

### Operational Statistics (FY 2015-16)

Revenue Hours	2,285
Number of Buses	1
Overall Cost	\$247,771
Ridership (Passenger Trip)	22,793
Cost per Ride	\$10.87
Riders/Hour	10

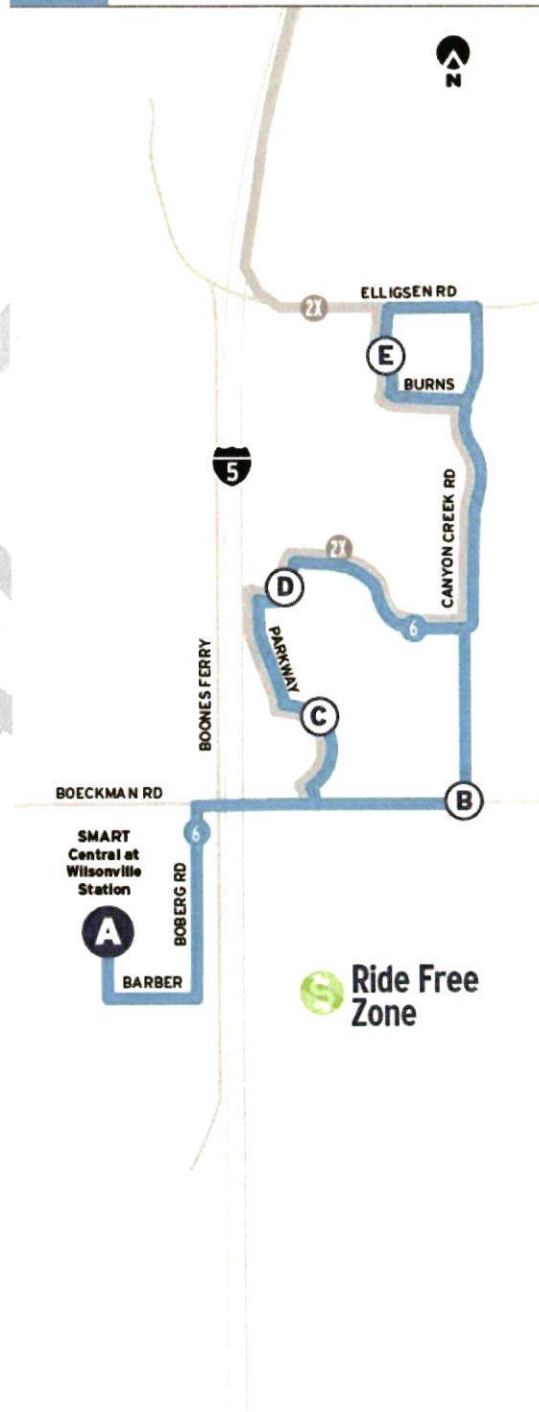
### Overview

- Carries about 7% of SMART's total riders per day, and averages about 4.75% of the total operating budget.
- Schedule focused on WES Arrivals. The route serves as a key connector for businesses and residents on the Eastside;
- Uses one vehicle to provide service;
- Averages 88 unlinked passenger trips per day;
- Overlaps with route 2 and route 4 on Boeckman.

### Food for Thought

1. What are the key factors that make this service work?
  - Mix or residents/employees served?
  - Strong connections to WES & SMART Central?
2. What impact does service duplication have on ridership?

## 6 Service to and from Canyon Creek / SMART Central at Wilsonville Station



## ROUTE 7- VILLEBOIS

The route 7 – Villebois provides four commute hour trips (2 morning / 2 afternoon) from SMART Central at Wilsonville Station to the Villebois Neighborhood.

### Operational Statistics (FY 2015-16)

Revenue Hours	387
Number of Buses	1
Overall Cost	\$41,964
Ridership (Passenger Trip)	2,843
Cost per Ride	\$14.76
Riders/Hour	7.3

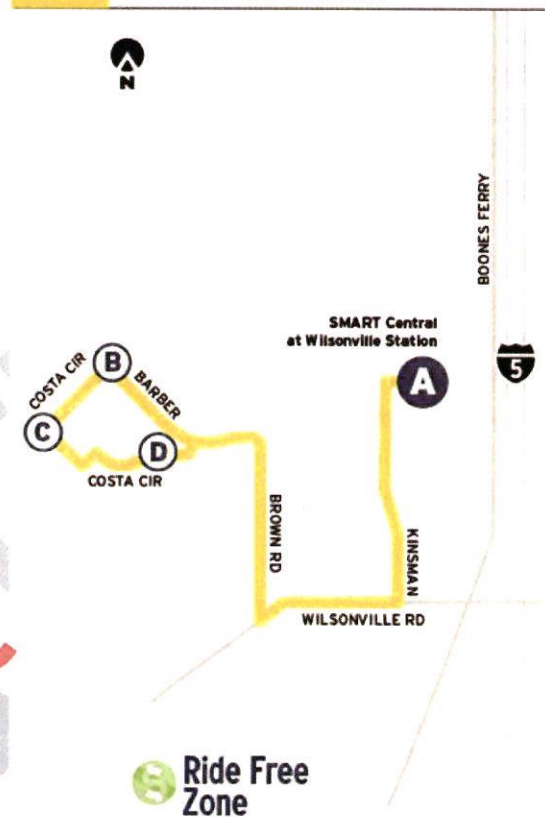
### Overview

- Route 7 started in 2009 as a way to begin serving this growing “transit oriented” community.
- Ridership has been limited but could be due to limited service hours.
- Carries about 1% of SMART’s total riders per day and averages about 1% of the total operating budget.
- DAR use in the Villebois community is high relative to other neighborhoods and could potentially be transferred to fixed-route if there was more service.

### Food For Thought

1. What level of service is appropriate for this neighborhood?
  - Built as “transit oriented community”, does that designation make a difference?
2. What type of connections does this neighborhood need (want) to the rest of Wilsonville?
3. When/how should transit service be expanded (related to development)?

## 7 Shuttle service to and from Villebois / SMART Central at Wilsonville Station



### VILLEBOIS SHOPPER SHUTTLE

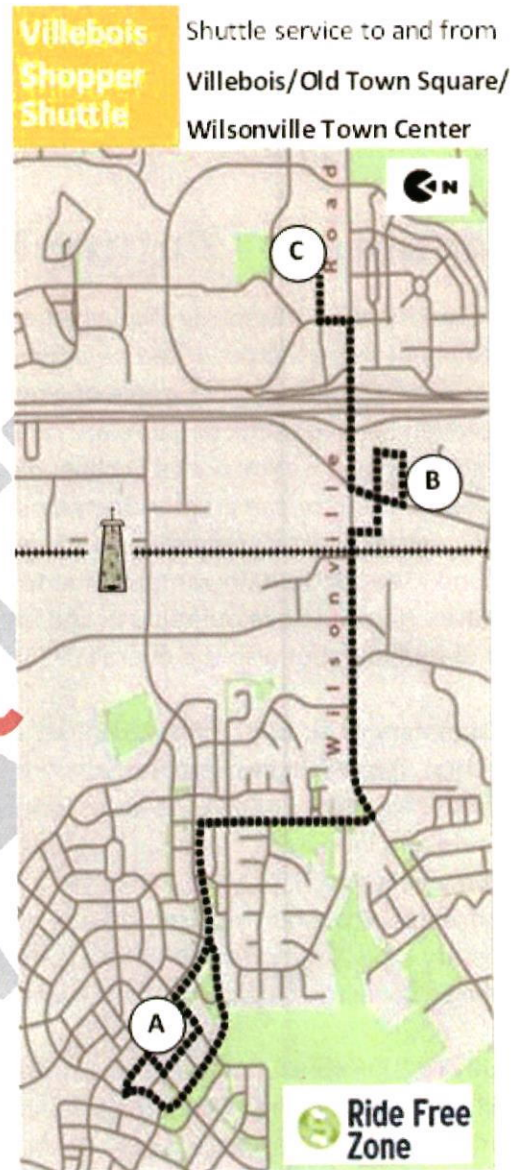
After seeing high ridership in the Villebois neighborhood on SMART's Dial-a-Ride programs, SMART began the Villebois Shopper Shuttle as a pilot program in 2016. The shuttle serves the Villebois neighborhood offering an hourly shuttle to shopping centers along Wilsonville Rd between 9:00am and 4:00pm. Please note that the map to the right is oriented so that North is left.

#### Overview

- Villebois Shopper Shuttle began in February 2016.
- Ridership has increased significantly since inception and is averaging 65 rides a day
- Being a shopper shuttle gives the route flexibility to make drop offs in designated areas.
- In calendar year 2016 the Villebois Shopper Shuttle carried over 5% of total rides.

#### Food for Thought

1. What level of service is appropriate for this neighborhood?
  - SMART is looking into options to transition from a pilot program shopper shuttle to a deviated fixed route or regular fixed route service.
2. What type of connections does this neighborhood need (want) to the rest of Wilsonville?
  - Should the route make connections at SMART Central?
4. When/how should transit service be expanded (related to development)?
  - Should the route serve more of the Villebois neighborhood (north side)?





# Transit Demand

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*Planning for Future Transit Demand*  
*Factors Likely to Affect Transit Demand*  
*Public Input*

## Planning for Future Transit Demand

There are many continuously changing factors that influence transit ridership. Due to the variability of these factors, it can be difficult to accurately predict the future demand for transit. The price of gasoline is an example of a dynamic factor that influences ridership, but one that has proven hard to predict. There are obvious correlations between the price of oil and transit ridership; when gasoline prices decline, many transit riders return to their private vehicles. Although this factor can greatly change ridership, it is impossible to accurately predict future oil prices. Another factor that influences ridership is population density. As Wilsonville and the Portland Metropolitan Region continue to grow, the demand for transit services is likely to increase. Housing developments in and around Wilsonville are also likely to affect not only the level of demand, but also the overall nature of transit needs.

In a summary of his book from 2015<sup>1</sup>, Jarrett Walker highlights key characteristics for high ridership. Two of these characteristics are frequency and duration of service. Walker states that more frequency allows for more spontaneity and less wait time, giving the individual more freedom and increasing ridership. Duration of service allows for people to ride in the evening and on weekends. This consistency throughout the day and week can promote more ridership because it is a constant service. Another point Walker makes is that sometimes low ridership is necessary to accommodate what the community identifies as important, this could mean increased coverage to areas that otherwise have no access to transit.

A study in 2005 concluded that, "The most significant ridership increases are generally the result of a combination of initiatives or actions. Seldom does a single initiative result in significant or sustained increases."<sup>2</sup> Other studies found that external factors have the largest effect on ridership; such as parking availability, land use, and population density.

One reason why the City has placed so much emphasis on public outreach in this planning process is because there are choices to be made about how much service, and what kind of service, should be provided to different locations. To provide the level of service the community values, the decision-makers need to hear what the public has to say.

Planning for future transit demand relies on many factors that are constantly changing. This makes determining future demands difficult, with lots of room for potential inaccuracies. Future trends and developments, along with customer preferences and availability of funding, help to form the basis for planning future service.

1. Walker, Jarrett. *Human Transit. "Explainer: The Transit Ridership Recipe"*. July 2015.
2. Cambridge Systematics, Inc. *TCRP Research Results Digest 69, Evaluation of Recent Ridership Increases*, p.1.

# Factors Likely to Affect Transit Demand

## Why do some people ride transit? Why don't others?

A seasoned transit manager once said that 35% of the population will not ride transit under anything but emergency circumstances. Assuming that that figure is fairly accurate, that means that the other 65% of the population falls somewhere on a continuum – from those who prefer transit and ride as often as they can, to those who ride regularly but might prefer to be driving, to those who ride only when they are left with no viable alternative. Given that the public has urged SMART to take steps to increase ridership, it behooves us to consider what it will take to get more people out of their cars and onto buses.

Why do some people rely on transit to meet their mobility needs, even if they don't really have to? Why do some people refuse to ride transit even when it could take them where they want to go and save them money?

Here are some reasons that people have given for not riding the bus:

- "I just prefer my own vehicle, even though I'm sometimes stuck in traffic;"
- "I would ride the bus if I felt more safe on the bus or waiting at bus stops;"
- "I would ride the bus if I knew there was a way I could get home in an emergency;"
- "I would ride the bus if it was going where I need to go, without requiring transfers;"
- "I would ride the bus if I did not have to pay a fare to ride (or if I did not have to pay a second fare when I transferred from a TriMet bus to a SMART bus);"
- "I would ride the bus if the bus stops provided better weather protection;"
- "I would ride the bus if the bus had wi-fi so I could accomplish more things while someone else does the driving;"
- "I would ride the bus if the bus was quieter;"
- "I would ride the bus if the bus was more comfortable;"
- "I would ride the bus if I could pay for my ticket with my smart phone;"
- "I would ride the bus if I could bring my dog with me;"
- "I would ride the bus if people did not bring their dogs on board;"
- "I would ride the bus if I was confident that I would arrive at my destination on time;"
- "I would ride the bus if I did not have to walk so far to the bus stop;"
- "I would ride the bus if it did not have any of 'those kinds of people' on it;"
- "I would ride the bus if my friends rode the bus;"
- "I would ride the bus if I knew how to do it without embarrassing myself;"
- "I would ride the bus if I had to pay to park in Wilsonville like I have to in Downtown Portland;"
- "I would ride the bus if SMART provided frequent service like TriMet does. If I could just go to the nearest bus stop and know that a bus will be along soon, I would do it."

Here are some reasons why people have said that they do ride the bus:

- “I hate to drive. I like having a professional bus driver deal with that;”
- “I’m going to be stuck in traffic anyway, so why take my car;”
- “I save more than \$8,000 a year in car payments, insurance, maintenance and fuel, by having one less vehicle in my household. That money goes towards my house;”
- “I know that, if enough people ride the bus, we really are making a difference for the environment;”
- “There is already so much traffic congestion out there, I want to be part of the solution and not part of that problem;”
- “I can take my bicycle along and then I get to decide how much of the trip I want to pedal and how much I want to be on the bus;”
- “Some bus routes really meet my needs and get me where I need to go;
- “I have a disability and I know that every bus is ‘handicap equipped’;”
- “It’s pretty hard to beat a \$3.00 trip from Wilsonville to Salem; “
- “I am really impressed by how clean SMART’s buses are, inside and out;”
- “I was worried about it at first, but a SMART dispatcher showed me how to use the bus to get where I needed to go.”

Clearly, there is only so much that SMART can do to get people to use transit. What can be done really must be done for SMART to maintain its positive public perception.

### **Public Perception of Transit**

Future transit demand relies on the public image of transit. If people perceive it as unsafe or undignified, they are less likely to try it. Current passengers may also be influenced by public perception, even if it doesn't match their experience. A study done by the American Public Transportation Association found that the millennial generation perceives buses as more affordable and better for the environment than driving a car. However, many felt that buses do not allow for enough flexibility with schedules. If transit is viewed as a good way to relax, save money, and help the environment, it may influence more people to ride on a regular basis. Local and regional marketing efforts, as well as national trends, will play a major role in the public perception of transit.

It is known that people who rarely ride and then have a single bad experience on transit are unlikely to try it again soon thereafter and they are likely to tell others about that bad experience. Some young people avoid riding transit because they perceive it as "uncool." On the other hand, many modern young people are choosing not to drive. Still, it is now widely accepted that there are some people who absolutely refuse to ride transit under any circumstances. That is unfortunate for the transit industry but it is a fact to be reckoned with.

### **Population Growth**

According to the Portland State University (PSU) Population Research Center, as of July 2016, Wilsonville had a population of 23,700. Future growth is guaranteed for Wilsonville with ongoing housing development at Villebois and Frog Pond and expansion of the urban growth

boundary (UGB) near Coffee Creek. Based on preliminary Metro household estimates, Wilsonville's population will be in the range of 30,000 by 2030. This growth will create a higher demand on transit, as more people need options to get around, in and out of town.

### **Villebois, Frog Pond, and Other Residential Developments**

The build out of Villebois will result in a total of more than 2,500 housing units to the west side of Wilsonville. In addition, the City is in the process of developing a 500 acre residential area at Frog Pond. This will add single family, detached homes and two more public schools to the east side of Wilsonville. Although such developments create the need for additional bus service, they do not provide much in the way of payroll taxes to fund the transit system. Residential infill within existing City limits will also create some additional demand; however, these areas are likely to be adjacent to existing routes, which are more easily extended or modified to serve new developments.

### **Commuter Rail**

Since early in 2009, WES has provided commuter rail service between Beaverton and Wilsonville with stops in Tigard and Tualatin. Operating on "heavy rail" lines, the WES differs from light rail but it does have the similar advantage of bypassing, and removing traffic from, I-5 and Highway 217. Multiple transit connections exist at each WES stop, with connections to MAX trains at the Beaverton Transit Center. Although ridership on WES remains considerably lower than the original projections of 3,000 to 4,000 per day, ridership has gradually increased in recent years and now averages approximately 2,000 per day. WES continues to provide only commute-hour service, leaving a gap during the mid-day and evening hours. SMART thoroughly revamped local bus service in 2008 to allow for a "pulse" system where buses are awaiting the arrival of WES trains and bringing people to the trains shortly before they depart. This approach provides the best commuter service at least cost, but it only functions during the hours when the WES is running. Service changes proposed in this Master Plan, if implemented, will have SMART filling in with bus service during the hours that WES does not operate. If WES hours are subsequently expanded, SMART will need to reconsider its service routes and hours.

### **Industrial Lands and Growing Employment**

Metro has designated hundreds of acres in the Coffee Creek and Basalt Creek areas just northwest of Wilsonville for future industrial development. Future development of these areas could add to the increasing demand for transit services. Traffic congestion and the need for greater connectivity regionally and locally have increased with population growth. Increased traffic congestion and volatile fuel prices tend to make transit a more attractive option than the automobile. At the same time, local population growth creates a need for more transit service. As individual transit providers increase service frequency and add routes, transfer options also tend to improve, which can lead to increased overall demand for transit. Other improvements in park & ride lots, sidewalks, bike lanes, and trails can also increase the options for connecting with transit and, thus, affect overall demand.

## **Fares**

A fareless transit system helps to attract maximum ridership by making transit more competitive with the automobile. A region-wide fareless system would also provide a significant boost towards efforts to reduce greenhouse gas production. Service times are also reduced as there is no need to collect money or issue tickets at each stop. The typical objective of transit pricing is to increase revenue while minimizing ridership loss. Route and service recommendations in this plan are based on charging fares for new intercity service and maintaining a fare-free service for routes within Wilsonville. The City of Sandy found recently that imposing a one-dollar fare on their previously fareless route to Gresham resulted in a 50% decrease in ridership, which is only gradually beginning to return.

Electronic fares (e-fares) have recently become another payment option for transit agencies. This technology allows riders to pay for fares on their phones or by card. This system has the potential to create a simple, single way for people to pay which is convenient for those traveling to a destination using multiple transit systems. This option is proving to be convenient for many and provide faster ways of payment which may increase ridership. It should be stressed that electronic fares are a likely part of SMART's future, but the conversion from the current system can be expected to be expensive and is not likely to happen soon.

## **Aging Population**

Based on PSU's 2016 population figures and 2010 U.S. Census data, there are approximately 3,300 (14%) Wilsonville residents over age 65. The baby boomer generation has reached retirement age and seniors are accounting for a growing portion of the population. This is likely to create increased demand for SMART's Dial-a-Ride and medical trips. Elderly residents who are less confident in their driving abilities may also add to the increased demand for fixed route transit service. It is important to do further research on SMART's current Dial-a-Ride system to promote maximum efficiency for the expected aging population. SMART will need to find ways to increase efficiencies in services provided to both the aging and disabled populations due to anticipated increasing costs and increasing demands for service.

## **Free Parking**

Free and plentiful parking is a powerful incentive to drive rather than using alternatives such as transit or carpooling. Transit and other transportation options are most successful in areas where parking is constrained or where there is a charge for parking. In Wilsonville, parking is free and plentiful, and is likely to remain that way in the future. This means that Wilsonville may have to work harder to obtain increases in transit ridership and other transportation options.

## **Balancing Needs**

The greatest challenge of transit service planning is finding and maintaining the delicate balance between the many divergent and often conflicting needs of passengers. Although most routes are planned based on a particular passenger need (such as commuting), many routes are also able to effectively accommodate other needs at the same time.

### *Commuter Service vs. Local Service*

The travel needs of commuters are generally very different from the needs of local residents traveling to school, shopping, medical, and recreational destinations. Commuter trips tend to be very time-sensitive, with commuters being less tolerant of frequent stops. On the other hand, local bus riders have a variety of trip destinations and require many stops.

The preferred destinations of commuters and local users are often divergent enough that a single route cannot effectively meet both needs. In many cases, the travel times of commuters and local users are also very different. However, there is considerable overlap in travel times of commuters and students in Wilsonville. This is in part due to the early morning shifts at a number of employment sites that end around 2 or 3 pm. In fact, many employers are now utilizing a wide range of shift times, making it increasingly difficult for SMART to accommodate those workers.

### *Service on Transit Corridors vs. in Neighborhoods*

Limiting transit service to transit corridors ensures a shorter travel time from route beginning to end. It also ensures that neighborhoods do not have the traffic and noise impacts of buses traveling down small streets. While bus service into neighborhoods makes for longer route times and potential neighborhood impacts, it also ensures the greatest level of access, particularly for those who cannot walk very far. The public outreach completed prior to the drafting of this Master Plan has indicated a strong public preference for more focus on inter-city transit service. Unless SMART's budget is increased, implementing this change will tend to mean less in-town service and somewhat more walking for passengers to get to and from buses.

### *Transit Dependent vs. Choice Riders*

Transit serves an important role in providing mobility to people who not have access to automobiles, including the young, old, people with disabilities, and people with low incomes. SMART's first priority must always be to provide transportation for transit-dependent individuals, particularly those with disabilities. However, in order for transit to effectively reduce automobile trips and the overall demand on the transportation system, SMART must also provide a service which is attractive as an alternative to those who drive. Decreased travel times and increased convenience and comfort are most likely to attract additional choice riders.

Although the needs of transit dependent riders and choice riders are not mutually exclusive, they are likely to have differing priorities. Choice riders are likely to place a greater value on fewer stops and faster travel times, whereas transit dependent passengers may prefer more closely spaced stops that allow for shorter travel distance to the bus stop.

### *Coordinating Route Schedules*

If a route schedule is designed to ensure timely connections with a neighboring transit system (which could include buses or commuter trains), it may result in connections that are much worse with another neighboring system or another route within the SMART system. SMART route timing continues to be primarily based on commuter rail schedules during the peak commute hours. SMART is generally moving towards more focus on inter-city routes, based on recent public input.

# Public Input

Public engagement efforts for the TMP update were tailored to reach people in practical and convenient ways so that the updated plan reflects comments from the spectrum of existing system users and potential users. Gaining input from employee break rooms, neighborhood and community gatherings, on-board SMART buses and through mobile electronic kiosks are examples of the project's active public involvement. The complete TMP Public Involvement Summary may be found in Appendix I.

From the outset, SMART directed that the process include the diversity of current and potential system users, and the businesses that support transit through payroll taxes. The following have been the key elements of TMP public involvement:

- Guidance from the Transit Master Plan Task Force
- Development and adherence to a Public Involvement Plan, vetted by key stakeholders
- Consistent, reliable, accessible information
- Representative stakeholder interviews from throughout Wilsonville
- Small group issue-based discussions
- Large community workshop
- Outreach targeted to those with low-income, people with disabilities, Spanish-speaking people, youth and older adults
- E-updates to Interested Parties List
- Online surveys
- Electronic kiosks with bi-lingual information and surveys placed at high visibility locations
- Updates to relevant committees and City Council
- Website with comment function
- Print media
- Outreach at community spaces such as the library, community center and grocery stores

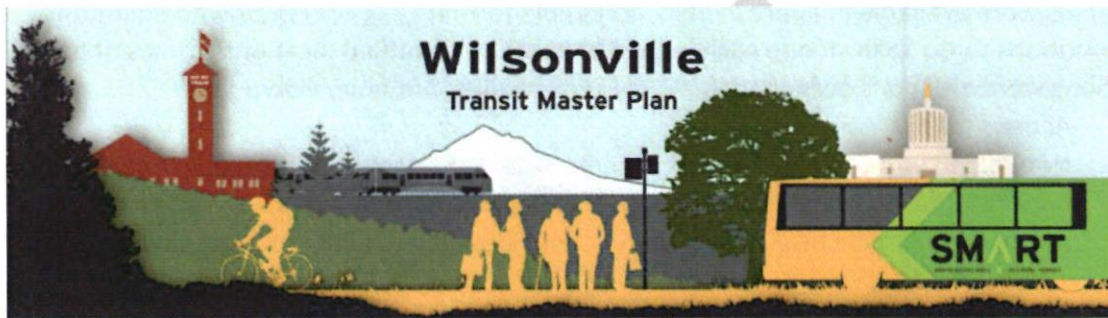


## Forms of Outreach

SMART used public outreach methods to capture a wide net of community voices.

### *Actions taken:*

- Sent e-updates to an interested parties list of over 1,200.
- Distributed of over 10,000 informational bookmarks at grocery stores, retail, public facilities, education institutions, SMART buses, and restaurants.
- Displayed outreach throughout community and businesses.
- Developed and updated TMP specific website: [plansmartwilsonville.com](http://plansmartwilsonville.com)



SMART needed to have a good understanding of the reasons why people do or do not ride transit and what changes could be made to retain and attract riders. Current and potential passengers include people of all ages and residents, as well as employees, visitors, and people connecting to and from other transit systems. To ensure that community sub-groups were represented and community priorities were understood, SMART gathered input from a variety of sources, including:

### *Wilsonville Civic Leaders*

Every community has leaders who connect with a variety of constituencies. Early interviews on how best to reach their networks enhanced the TMP's public outreach by connecting with those who serve on relevant Wilsonville committees, local service organizations, community non-profits, and business networks.

### *Actions taken:*

- Meetings with the Transit Task Force as the advisory body for the TMP Update. Comprised of community members, the Task Force provided input on the public involvement process and reviewed draft TMP materials.
- Network with Wilsonville organizations to place information in their newsletters and links to project website at major milestones.

### *Title VI / Environmental Justice (EJ) Populations*

The goal of this outreach has been to ensure that the impacts and benefits of the TMP are equitably experienced regardless of race, national origin, gender, disabilities, English language proficiency or income levels. In doing so, SMART is committed to a policy of non-discrimination in all actions taken.



Title VI of the Civil Rights Act states:

*"No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."*

*Environmental Justice is defined as "The fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies."*

Materials were available in appropriately accessible formats. Partnerships with community organizations to do Spanish outreach helped at specific, identified locations. Times of day and locations were also considered in effectively seeking all community viewpoints.

*Actions taken:*

- Networked with organizations that serve Title VI/EJ populations to learn best opportunities to reach constituents, including outreach at events and schools.
- Arranged bi-lingual display outreach at faith-based venues serving the Latino community.
- Arranged survey input opportunities at low-income service providers, apartment complexes, and identified shopping venues.
- Incorporated Title VI/EJ perspectives in focus groups.
- Adopted a formal Title VI program (see Appendix D).

*Workshop and Issue-Based Discussions*

SMART serves multiple constituencies with a variety of transportation needs. The public outreach process included large and small discussions, with specific types of users, about the key issues and tradeoffs to gain insights to help shape service alternatives for the master plan.

*Actions taken:*

- Conducted a community workshop with 40 community representatives to provide the necessary understanding of transit planning for well-informed decision-making.
- Organized, recruited, and facilitated seven small issue –based discussions that include perspectives from bicycle and pedestrian users, people with disabilities, older adults, Title VI populations, youth and businesses.
- Facilitated a Transportation Options think tank with a small group of stakeholders.

*Media*

SMART used media to inform the Wilsonville community about the project and about specific opportunities to give input prior to key decisions and project milestones.

*Actions taken:*

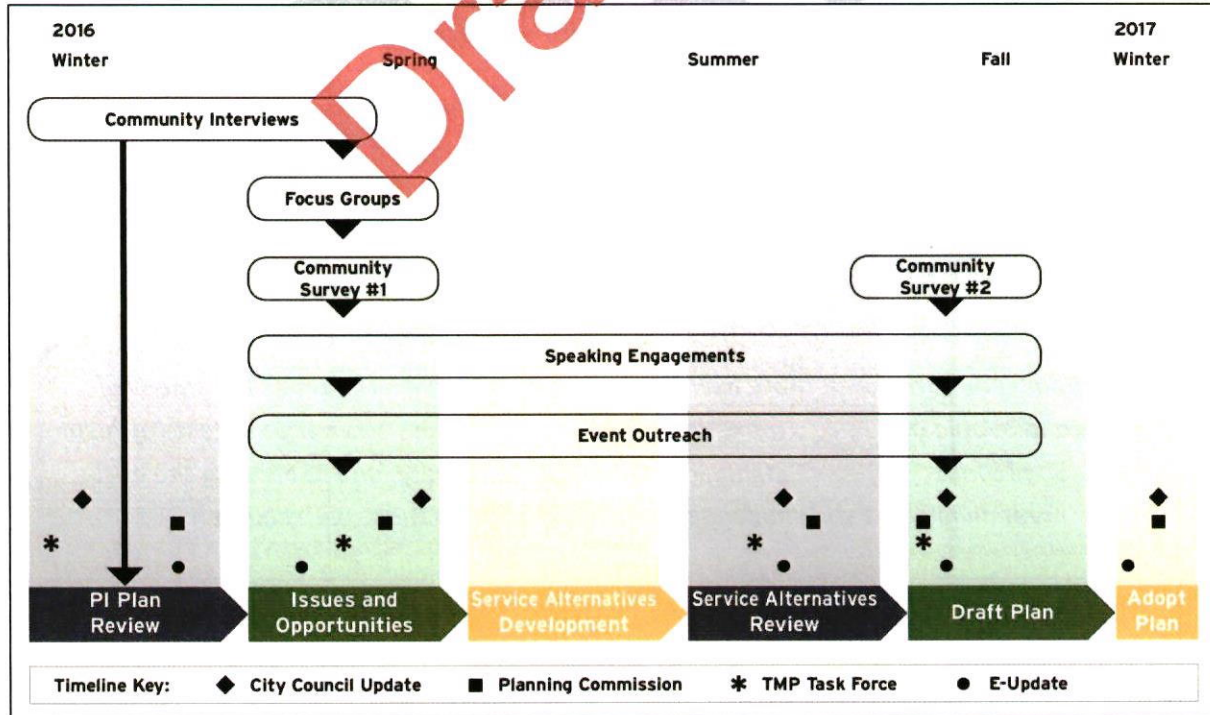
- Released media advisories at key times with project information on how to participate to The Wilsonville Spokesman and the Boones Ferry Messenger.
- E-updates sent to Interested Parties List, including media outlets.

### Online Surveys

SMART administered two surveys in spring and summer 2016. Via the website, electronic kiosks, distributions of paper surveys, and community event outreach, SMART received over 1,300 responses to gain valuable insight into current riders, barriers, and services preferences. Quotes seen throughout this chapter are taken from the public comments received from surveys.

### Three Phases of the Public Input Process

- 1) **Issues and Opportunities Identification:** Discussed project purpose and framework with community partners and stakeholders, and listened to their perspectives on where to focus SMART resources. First community survey was opened to the public in addition to public outreach.
- 2) **Service Alternatives Development:** Based on input from the Issues and Opportunities phase, SMART service planners and Jarrett Walker & Associates developed draft service alternatives. SMART planned for and did outreach at over 40 community events and worksites at this time.
- 3) **Service Alternatives Review:** Reviewed by community partners and stakeholders via multiple and accessible outreach methods to assess proposed service alternatives and potential funding strategies. Second community survey opened to the public.



## Issues and Opportunities Summary

SMART launched its public input with a framing question to help stakeholders understand the trade-offs in delivering transit services with available resources.

*What are your priorities when you can't have it all?*

An initial informative and brief survey administered on line, via electronic kiosks, and at community events posed questions to understand current ridership and the key tradeoffs for SMART to consider in service alternatives development including:

- Who rides SMART?
- What kinds of trips are taken by transit?
- Trips not taken by transit and why?
- Preference on length of trip (short or long), service time, and distance to access transit?

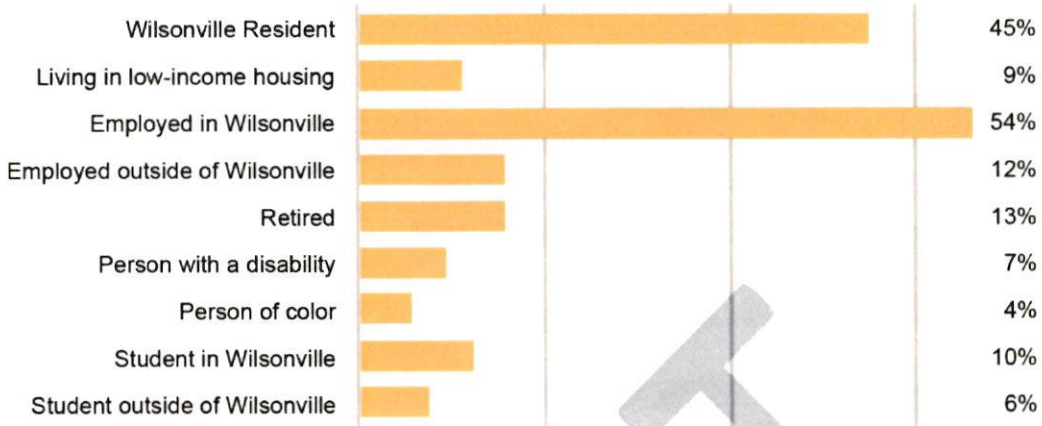
SMART augmented this information with focus groups, display outreach, targeted survey distribution, and a large community workshop.

### Issues and Opportunities Survey Results

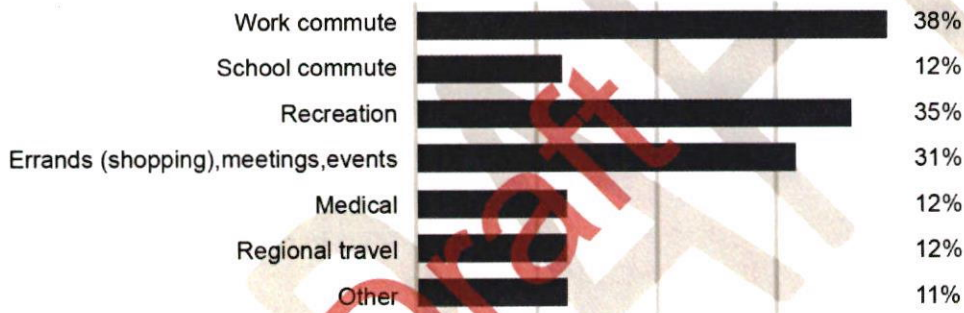
- Respondents mostly identified as employees and residents of Wilsonville.
- Main reasons for using SMART services are for work commute, recreation, and running errands.
- More people would use SMART for work, if available to serve a variety of work shifts.
- Non-riders might be more inclined to use SMART service if it goes to more destinations outside the city and with more frequency.
- Survey respondents felt transit service being provided throughout the day and week was more important than peak-hour service only.

*“Regular service makes it more likely that people will use it. The times become well known and people are able to make use of the buses for cross-town trips outside of rush hour. So provides [sic] connectivity improvements in the city, and deals with the east-west divide that still challenges families, especially those with children.”*

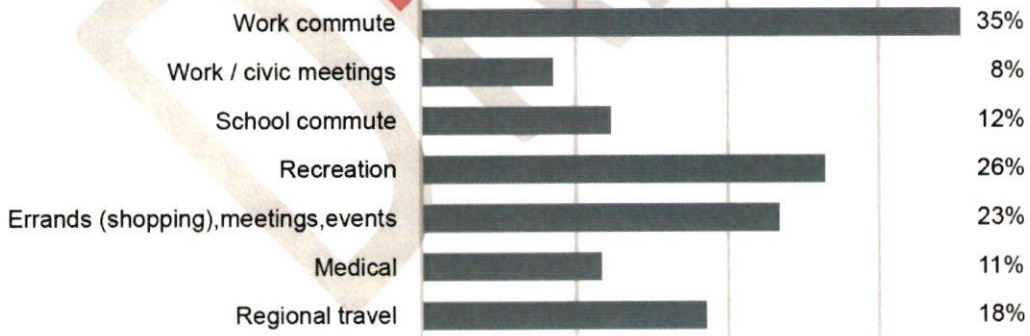
**Who Rides SMART?**



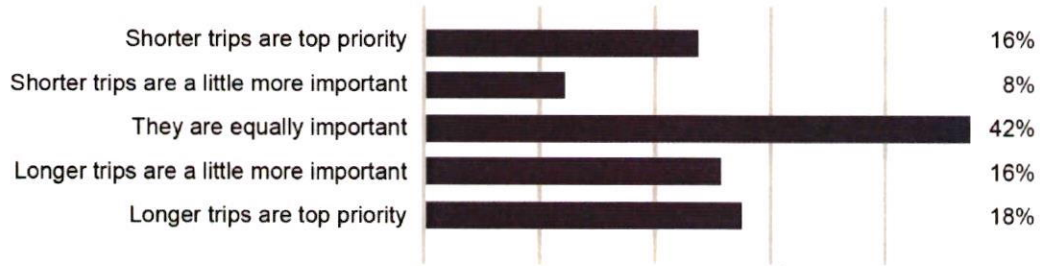
**Which types of trips do you currently use transit for?**



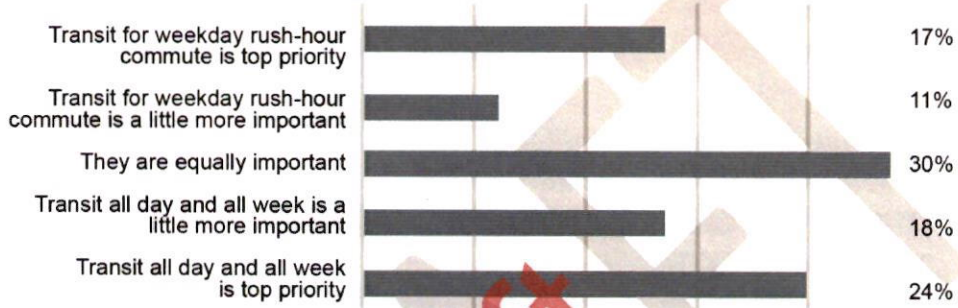
**Which types of trips would you want to use transit for, but currently cannot?**



**Are short or long transit trips more important to you?**



**At what times should SMART primarily target services?**



## Issues and Opportunities Community Workshop and Small Group Key Themes

### 1) Support the economy

- Tourism could be served well with more routes on weekends to Salem and Portland
- More access from airports and other cities important to Wilsonville
- SMART'S role is to provide Wilsonville with a work force
- Important to serve workers in and out of community

### 2) Enhance connectivity

- Proximity of stops near schools for new middle school
- Oregon City is critical location for social services
- Plan for transit in new developing areas
- Target high-density neighborhood and growth in industrial areas
- Stronger connections to Portland
- More WES service
- East to west within Wilsonville take much too long

### 3) Expand service times

- Traditional 9-5 not the norm for many businesses
- Need later service for evening shifts
- More times to address after-school needs
- Weekend service
- Quick service between transit and higher education facilities
- Priority should be given to the shift times with the highest number of workers

### 4) Provide additional transportation options

- Promote ridesharing (vanpooling/carpooling/ridesourcing)
- Explore additional car sharing opportunities
- Explore bike sharing

### 5) Get the word out

- Lack of awareness that service is free in Wilsonville by English and non-English speakers
- "Travel training" needed
- Need to work with employment agencies to reach daily in-flux of temporary workers

### 6) Create partnerships

- Use back-to-school information to highlight SMART services to parents and students
- Include in admission and orientation packets to higher education facilities
- Explore increases in vanpooling
- Create stronger partnerships with Tri-Met and Cherriots for more transportation options

### 7) Explore additional funding mechanisms

- Fix the transit districts' boundaries to match location of businesses
- Businesses are dealing with minimum wage increases
- People wanting more service causes businesses concern about financing
- Address out-of-town Dial-a-Ride costs and demands

## Key Issues and Opportunities Themes

The input of the online survey respondents, stakeholder workshop attendees, stakeholder interviewees, and focus groups participants revealed that SMART could shift its priorities slightly on two key trade-offs with public support:

*More frequent service in places with more activity.  
More service throughout the day and week.*

## Service Alternatives Summary

Based on the results from Phase 1 input, SMART did further outreach to the public with the questions of:

*How to balance ridership and coverage goals?  
How to balance rush-hour service with service other times of day and week?  
How to balance local and inter-city (out-of-town) services?*

To illustrate these service tradeoffs, the second phase of outreach asked about a spectrum of potential service alternatives to gauge the public's priorities. The table on the following page shows the service alternatives spectrum that the public used to balance their wants and needs.



Outreach methods mirrored the breadth of the TMP's initial efforts including a survey, focus groups, and outreach at community events.

## Service Alternatives Spectrum



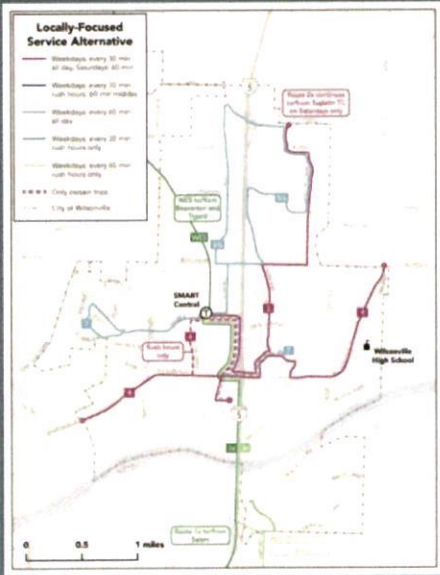
**What are your priorities when you can't have it all?**

**How should Wilsonville balance intercity and local service?**

### Locally-Focused Alternative

**Key Distinctions:**

- Expanded evening service until 11p.m. (Routes 2X & 4).
- Faster east/west cross town service.
- Increased service to Villebois.



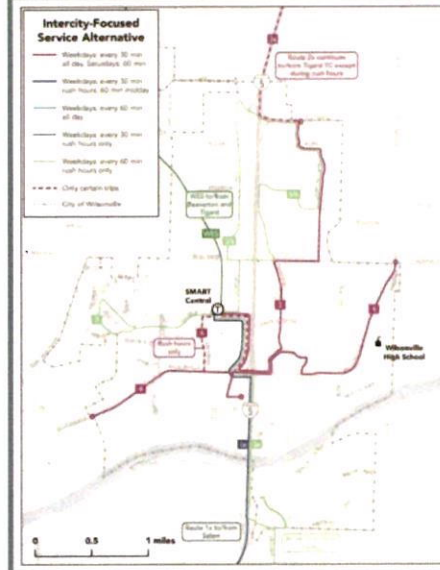
### Common to both Alternatives

- More service on weekdays in the middle and evenings with fewer stop locations.
- More Saturday service with fewer stop locations.
- Because both alternatives increase how often buses come on existing routes (growing ridership), no additional routes are proposed (covering a greater geographic area). This means that some people would have to walk slightly farther, but in exchange everyone gets a more frequent route and a faster, more direct trip.

### Intercity-Focused Alternative

**Key Distinctions:**

- Expanded service to Salem.
- New connection to Tigard Transit Center at times when WES is not running.
- Service will no longer be provided to the Barbur Transit Center, but overall connections to TriMet will be improved.
- Better timed connections to Canby Transit for Oregon City.



For more information, visit:  
[www.plansmartwilsonville.com](http://www.plansmartwilsonville.com)

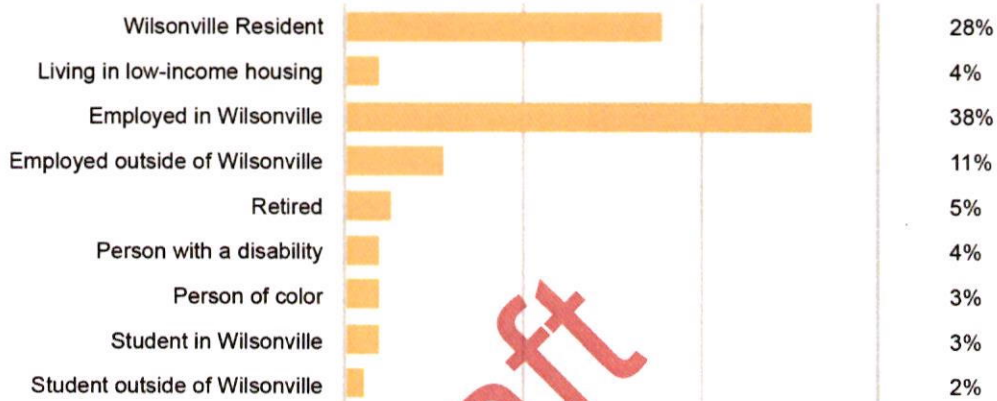




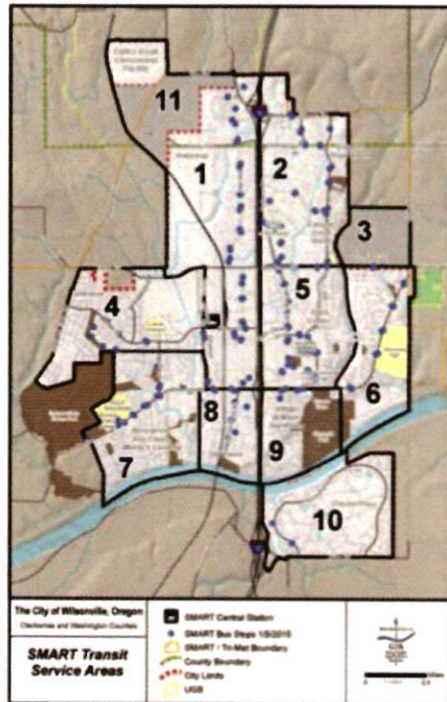
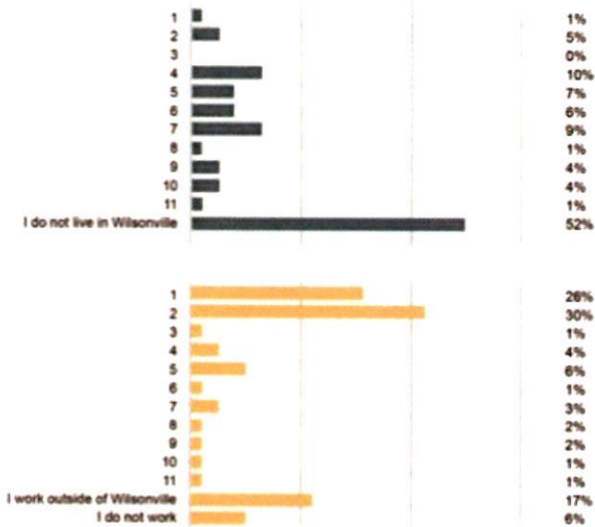
### Service Alternatives Survey Results

The Service Alternatives Survey administered on line, via electronic kiosks, and at community events received over 550 responses. The key question aimed to understand the community's balance between inter-city focused and locally-focused service alternatives. The response data shows the majority is employed in Wilsonville and suggests a favoring towards more inter-city service.

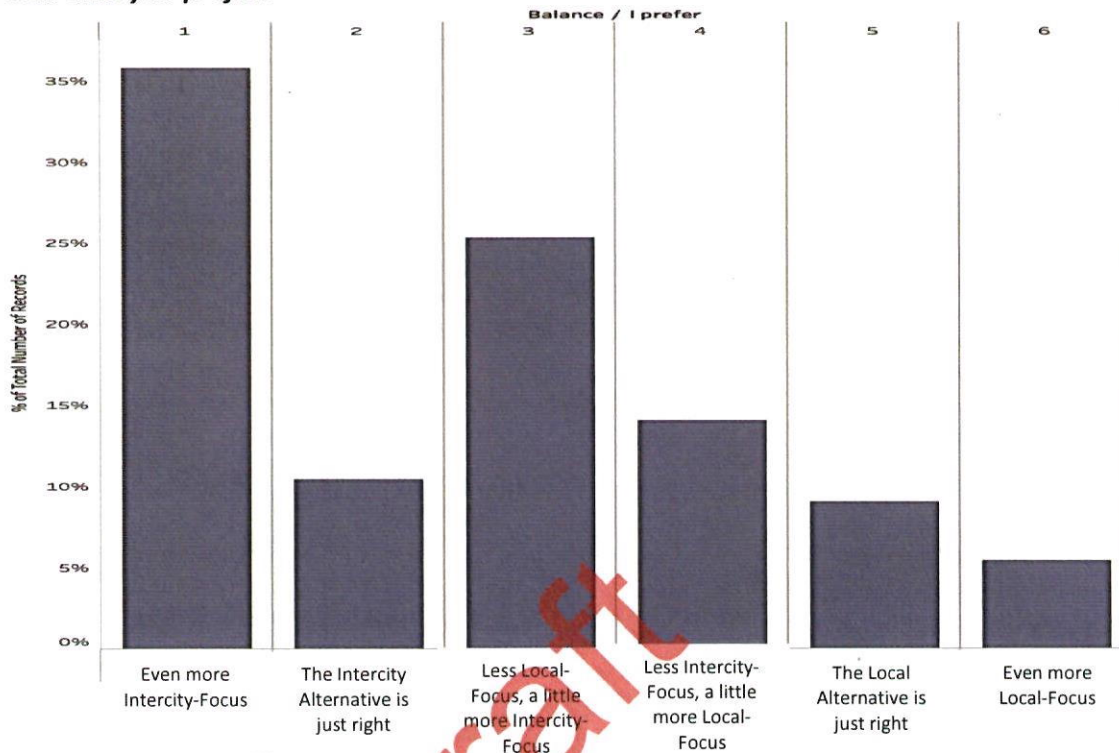
### Survey Respondents



### Where do you live and work?



**Which of the below options comes closest to the balance between Intercity-Focus and Local-Focus that you prefer?**



**Survey Comments**

SMART received over 715 bi-lingual public comments about potential inter-city and locally focused service alternatives, existing SMART service, drivers, and general comments.

**Small Group Meetings Results**

In the first phase of TMP outreach, small groups of stakeholders representing common interests convened to discuss issues and opportunities. For the Service Alternatives Phase, groups were combined to foster dialogue and understanding of the inherent tradeoffs for transit service.

Groups included representatives from business, recreation, retail, education, social service, and City of Wilsonville advisory groups, elected officials, nonprofits, public agencies and private organizations.

**Key themes**

*Preference for more inter-city service*

- Connections to Oregon City remain critical
- Proposed frequencies may be challenging for higher education students
- Focus on rush hour does not apply to many of Wilsonville employer shifts

### Transportation Options

- Explore additional options like ridesharing, car and vanpooling, bike sharing, car sharing, and ridesourcing to augment SMART services
- Involve Chamber of Commerce in this conversation

### Transit Task Force Input

The Transit Master Plan Task Force strongly preferred expansion options which will improve connections to other transit systems and service to neighboring communities, connecting with TriMet bus lines, WES, and other nearby cities. Such services support goals of the City of Wilsonville’s Transportation System Plan (TSP) and the Regional Transportation Plan (RTP) as well as other adopted transportation plans, to create an interconnected and multi-modal transportation system.

### Service Alternatives Results

The TMP public involvement efforts determined community preferences for SMART:

#### *Provide more inter-city service.*

Inter-city service, primarily desired for work commuting, would create more access to neighboring cities such as Tigard, Canby and Salem. This service would use existing resources to better connect with current transit systems like Cherriots and TriMet. Such expansions would support the goals of the Oregon Public Transportation Plan (OPTP) and the Regional Transportation Plan (RTP) to create an interconnected transportation system.

*“...My primary concerns are for those who can't afford cars, or can't drive due to age, to get around. I selected this alternative as it connects more to other transportation, which I think would be better for working adults that don't have cars, and to get cars off the road.”*

#### *More mid-day service.*

Provide transit access to commuters who do not have a traditional work schedule or need to get home early. SMART also plays a supportive role in developing transportation options such as ridesharing by providing informational resources to Wilsonville employers.

*“One of the hardest things about trying to live a low-car lifestyle in Wilsonville is the ability to get to other places outside of commute hours. Wilsonville is small enough to bike or walk around for most trips, despite being a car-first town. Getting outside of Wilsonville is where traffic is worst and connections are hard.”*

# Funding Resources & Financial Realities

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*Overview of SMART Funding Sources*

*Funding Sources- Federal, State, Local*

*Expenditures*

*Service Increases and Revenue Needs*

*Possible Revenue Sources*

*Conclusion*

The days of profitable private community-based transit systems surviving on fare-box revenues are well behind us. In fact, the demise of private systems in the 1960s led to the creation of Oregon's two largest public transit systems: Lane Transit District (LTD) in Eugene and TriMet in Portland. Public transit systems now exist throughout Oregon, with funding provided by a variety of sources – primarily local property taxes, payroll taxes or fees. By comparison, it is interesting to note that transit services in other states are most often funded through sales taxes. Not much of an option here.

When the State legislature created both LTD and TriMet, it authorized those districts to collect payroll taxes from the businesses within their jurisdictions. The business community of Downtown Portland, upset about the demise of private transit providers, actually lobbied the State for the creation of TriMet and supported payroll taxes to fund that system. TriMet remained the region's only transit provider until four communities in Clackamas County were removed from the District and formed their own transit agencies (Molalla, Wilsonville, Sandy and Canby). All four of those transit agencies continue to rely on payroll taxes. Thanks to its robust local job base, Wilsonville continues to enjoy the lowest tax rate of any of the payroll tax-based transit systems in Oregon.

Wilsonville's strong local economy has been a direct benefit to SMART for more than 25 years. With a diverse set of businesses employing more than 18,000 workers, SMART now receives over \$4,500,000/year in payroll taxes. Those taxes have remained remarkably stable in Wilsonville, with only a marginal downturn during the recent "great recession" and very few years without some growth. Unfortunately, some of SMART's other historical funding sources have not fared as well. As noted in the Executive Summary many of SMART's prior sources of state or federal funding no longer exist.

Also noted above, another source of State monies for transit is the Special Transportation Fund (STF), supporting transit services for the elderly and disabled. ODOT has told transit agencies throughout Oregon to expect a reduction in STF funding over the next biennium. At the same time, federal funding for all sorts of transportation investments has been inconsistent and undependable over the last few years, with an uncertain future looking in to

2017. While SMART has done well in competing for state and federal grants for replacement buses, there is no way to know whether that can continue in the future.

Another unfortunate reality is the fact that SMART will see substantial increases in costs as a result of the ongoing liability created by Oregon's Public Employee Retirement System (PERS). Those costs are expected to exceed \$100,000 in expenses to SMART's annual budget in coming years. SMART can reduce its level of service in different ways to save money (as with the two particularly unproductive routes that were canceled in 2016), but doing so can be expected to create hardships for the people who have come to depend on those services.

Because of the future financial uncertainty faced by SMART, this Master Plan has been prepared with a different approach than most such documents. Instead of just studying the best ways to expand service as funds become available, SMART has looked at the painful but realistic prospect that there may be less money to pay for transit services in Wilsonville. In the Future Bus Routes and Services chapter under New Service Priorities if the consideration of how best to deal with:

1. Changes to service with no adverse budgetary impact;
2. Increased levels of service, if revenues increase more rapidly than costs; and
3. Reduced levels of service, if costs outpace revenues.

## Overview of SMART Funding Sources

SMART's largest revenue source is local funding. SMART is largely funded through a payroll tax levied on businesses performing work in Wilsonville (assessed on gross payroll and/or self-employment earnings). In Fiscal Year (FY) 2016-17, this transit payroll tax is anticipated to be \$4.7 million. A much smaller component of local funding includes charges for services, including fare box and transit pass sale revenue. In FY 2016-17, charges for services revenue is anticipated at \$214,080.

In addition to local funding, transit services including operations, capital financing, planning, and Transportation Options (TO) services are also paid for by a mixture of intergovernmental revenue including grants. Intergovernmental grant revenue is comprised of county, state, and federal funds, typically with a required small local funds match component. In FY 2016-17, intergovernmental revenue was budgeted at \$1.2 million.

This combination of local and non-local resources was budgeted in FY 2016-17 to provide a total of \$6.2 million in resources. Not all funding sources can be used for all types of SMART's expenditures, however. Following are descriptions of many of the various programs, their sources, and limitations on their use.

# Funding Sources

## Federal Programs

Nearly all federal funds received directly by SMART are subject to the policies and regulations of the Federal Transit Administration (FTA), with only minimal potential for Federal Highway Administration (FHWA) funding. There are seven federal funding programs that either directly or indirectly come to SMART to support regular operations and capital purchases.

FTA Section 5307 Urbanized Formula Funds are distributed to urbanized areas with population greater than 50,000. The program divides urbanized areas into two primary categories that are determined by the size of the metropolitan area where the transit property is located. Given that Wilsonville is within the Portland Metro region, SMART is within the category of “large urbanized areas with a population above 200,000.”

For large urbanized areas, these funds may only be used for capital expenditures as defined by the FTA. This funding source has been relied upon by SMART and other public transit agencies in large urban areas, but its future is clouded by the uncertainties of federal politics (as in times when Congressional gridlock has resulted in the sequestration of federal funds).

FTA Section 5309 Bus and Bus Facility program funds are distributed through a competitive process by the FTA. These funds can be used only for the purchase of rolling stock or the construction of transit facilities that support transit bus operations. These funds are allocated through a highly competitive process. Future awards are dependent on the specific process outlined by the FTA and the strength of other project proposals competing against SMART's requests for funding. SMART has had a fairly successful track record in securing these and other FTA grant funds for replacement buses, and has been able to modernize the fleet in recent years.

FTA Section 5310 Elderly and Disabled Capital program funds are managed by the Oregon Department of Transportation (ODOT). These funds may be used to make purchases of capital equipment or construction of small facilities. The expenditures must be used to support transportation services for seniors and persons with disabilities. The funds are provided through a competitive grant program administered by ODOT on a biennial cycle. Although the grants come from ODOT, they are FTA funds and follow all federal requirements associated with the program. Projects funded with this program are intermittent and on an as needed basis. A relatively small amount of additional 5310 funds come to SMART as a result of Wilsonville's status as a “direct recipient” of FTA monies. Those funds actually come to the region and SMART's share is determined through a negotiated process involving SMART, TriMet and C-Tran (Clark County Transit, Washington). Federal support of the 5310 program has historically been strong but is now facing the prospect of budget uncertainty.

FTA Section 5311 Small City and Rural Program funds are also managed by ODOT and are allocated on an annual basis by formula. These funds may be used to support operations, capital purchases, and planning activities for general public transit systems providing service in non-urbanized cities with less than 50,000 people and in rural areas. In the past, SMART received approximately \$461,000 from this source. Prior to the 2000 US Census, the City of Wilsonville was not included in the Portland urbanized area and therefore qualified for these funds. After Wilsonville was added to the Portland urbanized area, and after a transition period ending in 2002, SMART was moved from this program to the FTA Section 5307 program. The resulting difference is that SMART now receives a higher annual amount under the 5307 program, but the funds are only allowed to be used for FTA defined capital expenditures.

These first four programs are direct sources of funding that have come from FTA programs either directly to SMART or through ODOT to SMART. Two additional sources of federal funds also are available to SMART and provide funding for programs or specific projects: the Surface Transportation Program (STP) and Congestion Mitigation and Air Quality (CMAQ).

The STP source of revenue is Federal Highway Administration (FHWA) funds that can be transferred into other U.S. Department of Transportation (USDOT) programs. Once the funds have been transferred, they take on the same program requirements and then become the program into which they were transferred. The Oregon Department of Transportation (ODOT) transfers these funds, either at their discretion or in accordance with a legislative directive. One such directive is a five million dollar transfer of these funds into the FTA Section 5310 Elderly and Disabled Capital program on an annual basis. Remaining projects funded with STP funds transferred to FTA programs must compete with other transportation projects such as road maintenance, bridge repair, safety enhancements to roadways, and bicycle / pedestrian improvements.

Similarly, CMAQ funds are transferred to other USDOT programs that fund projects that result in a reduction of air pollution or assist in relieving congestion. The funds are only available in urbanized areas that fall outside of air quality standards set by the U.S. Environmental Protection Agency (EPA). In the Portland urbanized area these funds are administered by Metro, the regional metropolitan planning organization (MPO). SMART used these funds to purchase land for the development of the SMART Central transit center and to support its transportation options (TO) program. Unfortunately, the Portland region (and, by extension, SMART) expects to see a reduction in CMAQ funding as other parts of Oregon are now eligible to receive CMAQ funds that were previously reserved for the Portland MPO.

## State Programs

There have been three important sources of funding available through the State of Oregon: the Special Transportation Fund (STF) and *ConnectOregon*, both administered by ODOT; and the Business Energy Tax Credit (BETC) program, administered by the Oregon Department of Energy (ODOE).

The STF program is funded by a combination of cigarette tax, the non-highway use portion of gas tax, and fees for personal identification cards issued by the Driver and Motor Vehicle Division (DMV) of ODOT. These funds may be used to support operations, capital purchases, and planning for services that provide transportation to seniors and persons with disabilities. These funds are distributed through a combination of formulas and competitive grants. The formula takes approximately 75% of the annual and distributes it on a population basis to a designated STF agency. SMART engages in the competitive process to determine the allocation of the funds to projects within the region. This program has had strong legislative support and is likely to provide a steady level of support for senior and disabled transportation in the past, but is now facing budget reductions. In 2015-16, SMART received \$193,950 in STF funds.

The *ConnectOregon* program is a grant initiative funded by lottery-based bonds to promote stronger, more diverse and efficient transportation options throughout Oregon. This program was created in 2005 by the Oregon Legislature under the name "Multimodal Transportation Fund," to help fund transit, rail, bicycle, pedestrian, air, and marine infrastructure projects. Given that State lottery proceeds are now potentially over-subscribed, it is difficult to determine the future of the *ConnectOregon* program. SMART received \$2-million in *ConnectOregon* funds to help pay for the construction of SMART's offices and shop facilities, completed in 2013.

The Business Energy Tax Credit (BETC) program was a tax credit program for private businesses administered by the ODOE. After a series of controversial decisions, this program was unfunded by the State Legislature, so there will be no more funding opportunities for SMART from BETC. The program was based on a tax credit program to businesses that engaged in practices or support programs that saved energy. The opportunity for public agencies came in a mechanism in the program that allowed private businesses to pass through a portion of their tax credit to a public agency that is involved in saving energy. Public transportation was viewed as conserving energy in that it reduces the number of trips made by single occupant vehicles. SMART received over \$2,000,000 from this program in 2012. However, future availability of funding from any similar program is unlikely, after the negative publicity generated by the prior program.



## Local Programs

Local SMART revenue is generated from a payroll tax, charges for services, investment income, and miscellaneous proceeds.

The primary local source of funding is the City payroll tax. The tax rate that was in place from 1990 to 2006 was 0.3%. In 2006, the rate was raised to 0.33% and in fiscal year 2007 generated \$2,544,000 in revenue for the SMART. In 2008 the tax rate was raised to 0.5%, in anticipation of major service changes, implementing the 2008 Transit Master Plan. Payroll tax funds are used to pay for SMART operations and to leverage funding from federal and state grants. The table below shows the amount of payroll tax revenue received by SMART from fiscal year 1992 to 2016, and the percentage of gain or loss from the previous year. Please see Appendix K for a comparison of payroll tax rates in Oregon.

**SMART Payroll Tax Revenue,  
1992 – 2016**

Fiscal Year End	Payroll Tax Revenue	% Change
1992	\$ 836,214	
1993	\$ 918,014	9.8
1994	\$ 985,117	7.3
1995	\$ 1,148,649	16.6
1996	\$ 1,248,396	8.7
1997	\$ 1,361,647	9.1
1998	\$ 1,648,767	21.1
1999	\$ 1,535,866	-6.8
2000	\$ 1,714,716	11.6
2001	\$ 1,830,887	6.8
2002	\$ 1,874,554	2.4
2003	\$ 1,924,184	2.6
2004	\$ 2,105,301	9.4
2005	\$ 2,082,524	-1.1
2006	\$ 2,233,915	7.3
2007	\$ 2,543,970	13.9
2008	\$ 2,792,901	9.8
2009	\$ 3,412,029	22.2
2010	\$ 3,781,052	10.8
2011	\$ 3,893,919	3.0
2012	\$ 4,048,569	4.0
2013	\$ 3,990,885	-1.4
2014	\$ 4,342,353	8.8
2015	\$ 4,597,118	5.9
2016	\$ 4,638,597	0.9
	<b>Annual Average</b>	<b>7.6</b>

Charges for services are a secondary and much smaller source of local funding. SMART's services within Wilsonville operate without charging a fare. In September 2005, SMART began charging fares for the Salem to Wilsonville (1X) route. Today, routes running to/from Canby, Tualatin, Barbur Transit Center, and Salem charge a fare. In FY 16-17, sales from fares and passes are anticipated to generate \$214,080 in revenue. These revenues are placed in the SMART general fund to provide revenue for capital purchases or operating support. No in-depth review of the costs of collecting and administering the fares has been completed but SMART staff have estimated that it could be costing as much as \$75,000 to generate the \$214,080 in annual revenue.

Additional sources of local funding include investment income and miscellaneous revenues. Investment income generated \$23,390 in Fiscal Year 15-16. Miscellaneous local funding includes proceeds from the sale of surplus property, which typically amounts to less than \$10,000 per year, from the auction sale of old buses.

Wilsonville's 2008 Transit Master Plan assumed that the local payroll tax rate would gradually be increased as more service was provided. While that increase could still happen, that will be a decision faced by the City Council in the coming months or years. The optimistic assumptions of the prior Master Plan may or may not come to pass. SMART now faces the prospect of having to reduce service unless additional revenue is generated from one source or another. What reductions in service are the public ready to support? We know we can reduce some expenses, but every reduction negatively affects someone.

# Expenditures

## Current and Projected Future Costs

The current adopted budget for fiscal year 2016-17 is listed below:

### SMART Expenses

Category	Amount
Salaries and wages	\$ 2,101,650
Employee benefits	\$ 1,205,520
Supplies	\$ 77,029
Professional and technical services	\$ 268,630
Utility services	\$ 91,674
Repairs & maintenance	\$ 51,545
Fleet services	\$ 984,660
Rents & leases	\$ 2,207
Insurance	\$ 59,520
Commuter rail service	\$ 324,157
Community service programs	\$ 1,545
Employee development	\$ 26,942
Fees, dues, advertising	\$ 32,559
Meeting expenses	\$ 3,184
Capital outlay – equipment	\$ 100,000
Capital outlay - buses	\$ 920,195
<b>TOTAL</b>	<b>\$ 6,251,017</b>

As per the City's Five-Year Financial Forecast (FY 2016 through 2021), these expenses are anticipated to increase by at least an annual inflation rate of 2% per year for the foreseeable future, while maintaining roughly comparable levels of service. The most volatile components of SMART's expenses are PERS related costs, salaries, health insurance costs, and fuel. Salaries and wages will grow in general at roughly a 2.5% rate while benefits are projected to increase approximately 4% to 6%.

## Service Increases and Revenue Needs

SMART anticipates future increases in expenses associated with inflation as well as changes to existing service and the addition on new routes, especially in response to City growth. These changes are due to growth in both housing and industrial development. Three key considerations that impact this growth are: the development of hundreds of acres of industrial land in the Coffee Creek and Basalt Creek areas; the completion of Villebois, and new development in the Frog Pond area that is anticipated to add several thousand new residents to the community. Each of these is expected to result in an increase in the demand for transit service in Wilsonville.

## Possible Revenue Sources

Historically, individual states and the federal government have adopted major transportation legislation that has included funding for transit. Heading in to 2017 with newly elected people in critical roles in both Salem and Washington, D.C., there is no way to know whether there will be major transportation legislation and, if so, whether there will be transit funding included.

### Increased Employment

Historically, SMART's payroll tax revenue has grown at a robust rate. Some growth is expected to continue for the next several years as existing businesses experience growth and new developments occur, provided that the economy remains strong. Once the available industrial land has been developed, the only increase will come through business growth, resulting in a slower, but steady level of payroll tax revenue increase. In the interim, SMART staff members remain actively involved in the City's economic development activities – hoping to expand the job base in the community.

The 2008 Transit Master Plan projected that SMART's services would be able to keep pace with growth, and with inflation, through a gradual increase in the payroll tax rate (from .33% to .5% and reaching .673% by roughly 2026). The proposed Master Plan is not based on a similar assumption, but it does anticipate a healthy community debate about the value of public transit and who should pay for it.

### Fare Revenue

Revenue from fares is anticipated to continue to be a small supplemental source of revenue that will serve to help offset costs associated with providing service on particular routes. Currently, SMART charges fares for all routes that travel outside of the City of Wilsonville. Projected annual fare revenue for these routes in 2016 is approximately \$200,000 from pass sales and cash fares.

### Declining Levels of Service

Even if SMART were to maintain current service levels, inflationary factors may outpace additional payroll tax revenues projected to be generated by business growth in Wilsonville. With this prospect facing SMART, additional funding may be needed if SMART is to maintain current levels of service. The only other alternative under those circumstances would be for SMART to reduce service levels. If service levels are continually reduced over time, it could eventually result in a situation where Wilsonville would be able to provide only minimal shuttle service and in-town Dial-a-Ride. If that were ever to play out, some commuters or Dial-a-Ride users could be expected to demand that TriMet again take over this area. As unlikely as that may be, it could be expected to result in a generally low level of transit service and a considerably higher payroll tax rate for Wilsonville businesses.

## Options for Additional Funding

What are SMART's options for future funding? What are the pros and cons of each?

1. Increase payroll taxes:
  - Already opposed by some local businesses. Realistically, it is unlikely that a payroll tax increase would be implemented without local business support;
  - If implemented, it could be a very gradual increase over time; and
  - Could be implemented in conjunction with one or more other options (e.g., operations fee, increased fares, etc.)
2. Increase fares:
  - Works against the regional Climate Smart Strategy to get more people out of their cars and into buses;
  - Fares would have to more than double to cover increased operational costs alone; and
  - Increasing fares can lead to a decrease in ridership.
3. Property taxes:
  - A controversial choice, but could be implemented through a local option levy, just for transit services;
  - Would otherwise require the City Council to take funds from another part of the City budget and dedicate them to SMART; and
  - There is not much nexus between property values and transit demand.
4. Transit operations fee:
  - Could be calculated on a "per-trip" basis (as with the street utility fee);
  - Could be applied on a "per address" basis with possible exemption of payroll tax paying locations; and
  - Please see the Corvallis model for comparison (Refer to Appendix F)
5. Advertising on buses:
  - Signs on the outside buses only;
  - Inside buses only;
  - Inside & outside buses; and
  - Would require an administrative system not currently in place. Who gets to decide what kind of advertising is appropriate?
6. Additional grant funding from:
  - Counties;
  - Region;
  - State; and
  - Federal sources, all of which are uncertain at this time.
7. Public-Private Partnerships:
  - The City could create a "non-federalized" branch of SMART to provide taxi-like service;
  - A direct partnership with Uber, Lyft or other provider for limited service;
  - Vanpool/carpool partnership with local businesses; and
  - Other arrangement with local business (e.g., Microsoft shuttle service).
8. Commercial services at SMART Central:
  - Could include a food cart or coffee cart, providing services to commuters;
  - Could include an informational kiosk with updates on arrivals and departures;

- Not likely to provide much revenue, but could be a lease arrangement.
9. Other Sources:
- None known at this time.

## Conclusion

In the best case, SMART will continue to grow with demands identified by the residents, commuters, and business owners in Wilsonville. Growth will be supported by a variety of funding resources that allow flexibility in system design and support SMART's ability to respond to changing needs. In addition, greater stability for the local payroll tax base may come from a larger number of successful and stable businesses. Currently, a relatively small number of businesses in Wilsonville provide the majority of the payroll tax revenue for SMART. A loss of even one or two of these businesses would create a significant loss in revenue for SMART. For that reason, SMART must maintain a reserve fund and must be prepared to make service cuts if necessary, being mindful of the needs of the businesses that support SMART through payroll taxes.

In the worst case, SMART will focus on maximizing service within available resources in order to serve the mobility needs of commuters, seniors and persons with disabilities, and local citizens. SMART's services are multi-faceted, allowing the overall system to be scaled up or down as resources are available. SMART's first priority will always be to provide services that benefit those in Wilsonville, with services to others as resources allow.

There is no way to know whether SMART will have sufficient funds to continue essentially as it has in the past without an additional infusion of revenue. It appears to be unlikely that state or federal grants will continue as they have. Growth of local payrolls may generate additional funds without any increase in the payroll tax rate, but only time will tell. SMART is ready to reduce some expenses by operating more efficiently, but service cuts always leave some riders very unhappy. These are difficult decisions. The good news is that big changes do not have to be made immediately, if at all. Instead, SMART management can work with other City staff and the City Council to approach changes incrementally, as they become justified by changing circumstances.

# Future Bus Routes and Services

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*The SMART Network*

*New Service Priorities*

*Recommended SMART Routes*

*Transportation Options*

This chapter details service needs, proposed routes, and the purpose of individual fixed-routes as well as how they work together to meet identified needs and form an integrated network. It also looks at vanpools and other transportation options to provide service for specific purposes when fixed route service is not feasible. This chapter focuses primarily on how to effectively meet service demands in view of changing financial realities.

## The SMART Network

The basis of SMART's fixed-route network is to coordinate routes so that they all converge at a primary hub location (SMART Central) at nearly the same time, facilitating transfers between routes. The commuter rail station in Wilsonville (and SMART's adjacent facilities) serve as the community's primary hub location, with bus arrival and departure times generally coordinated with rail service. SMART is primarily commuter focused with some routes not operating mid-day. The coordinated service ensures that a person arriving in Wilsonville on commuter rail at commute times can reach any destination in Wilsonville within 15 minutes of the train's arrival. Connections to employment sites on 95th Avenue and on Parkway Avenue can be considerably faster and connections southward via the 1X can allow a passenger to reach Salem and connect with Cherriots, Salem's transit service. The location of the park & ride lot at the commuter rail station also facilitates multimodal connections at the hub location, as do the provision of designated vanpool and carpool spaces and bicycle parking and storage.

During the peak morning and evening commute hours, service times are coordinated with commuter rail service. However, during mid-day, when commuter rail isn't running, bus routes are scheduled for better connections with other routes, including TriMet and Canby Area Transit (CAT). One of the major changes proposed in this plan will have SMART providing bus service to the Tigard Transit Center during the mid-day, when the WES is not running, effectively replacing the WES service between the two cities. If TriMet someday elects to provide mid-day service on the WES, SMART will be able to substantially reconfigure its northern runs because bus service to Tigard should be needed much less, if at all.

SMART charges fares for all inter-city routes. Currently, the fare charged on route 1X (to and from Salem) is \$3 per ride or \$85 for an unlimited monthly pass. For the 2X route currently

serving Portland at the Barbur Transit Center, as well as service to Tualatin and Canby, the fare is \$1.50 or \$35 for an unlimited monthly pass. Other fare options include an all-zone monthly pass for \$120, discounted punch passes, and reduced fares for seniors, students, or persons with disabilities. SMART does not have a means of creating a one-day pass at this time.

## **Service Goals to Accommodate a Growing Community**

The list below highlights seven service goals SMART has established for accommodating a growing community within budgetary constraints:

1. Provide service to new developments in Wilsonville;
2. Respond to public comments requesting more focus on inter-city transit service;
3. Provide increased opportunities for residents, employees, and visitors to connect to jobs, shopping, parks, and community activities;
4. Facilitate coordination of transportation options (vanpool, walking, biking) with bus transit
5. Facilitate regional and inter-city connectivity;
6. Increase service frequency to improve convenience and coordination between routes; and
7. Extend service times over longer periods to accommodate travel needs.

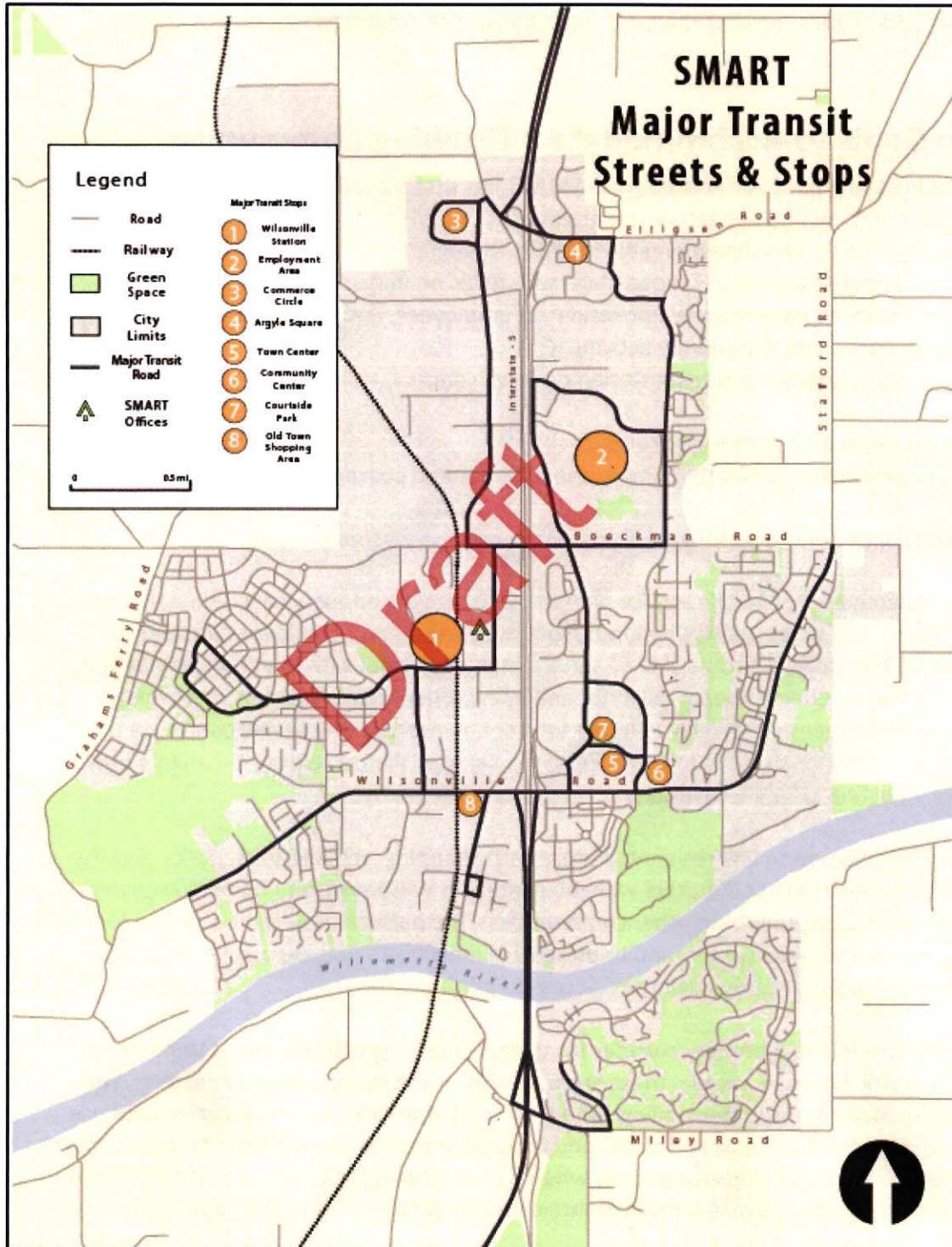
One of the objectives of SMART's service network is to provide bus service within a third of a mile of all developed areas within City limits, so that residents and employees are able to readily walk to bus stops. Current SMART service meets this goal with the exception of parts of Daydream Ranch, Charbonneau, Villebois, and a few other areas. This service coverage goal will be more expensive to achieve in the future, however, as Wilsonville continues to grow and SMART begins to focus more on inter-city service. Please refer to the map below to see SMART's existing 1/3 mile coverage.

Local service is designed to link residential areas with shopping, schools, jobs, parks, and the transit center. It also links commuters with job centers in Wilsonville and helps Wilsonville residents in commuting to jobs in other communities. The network is designed so that local routes connect to inter-city routes, and to pulse with the arrivals and departures of WES trains, providing regional connectivity and access to jobs.

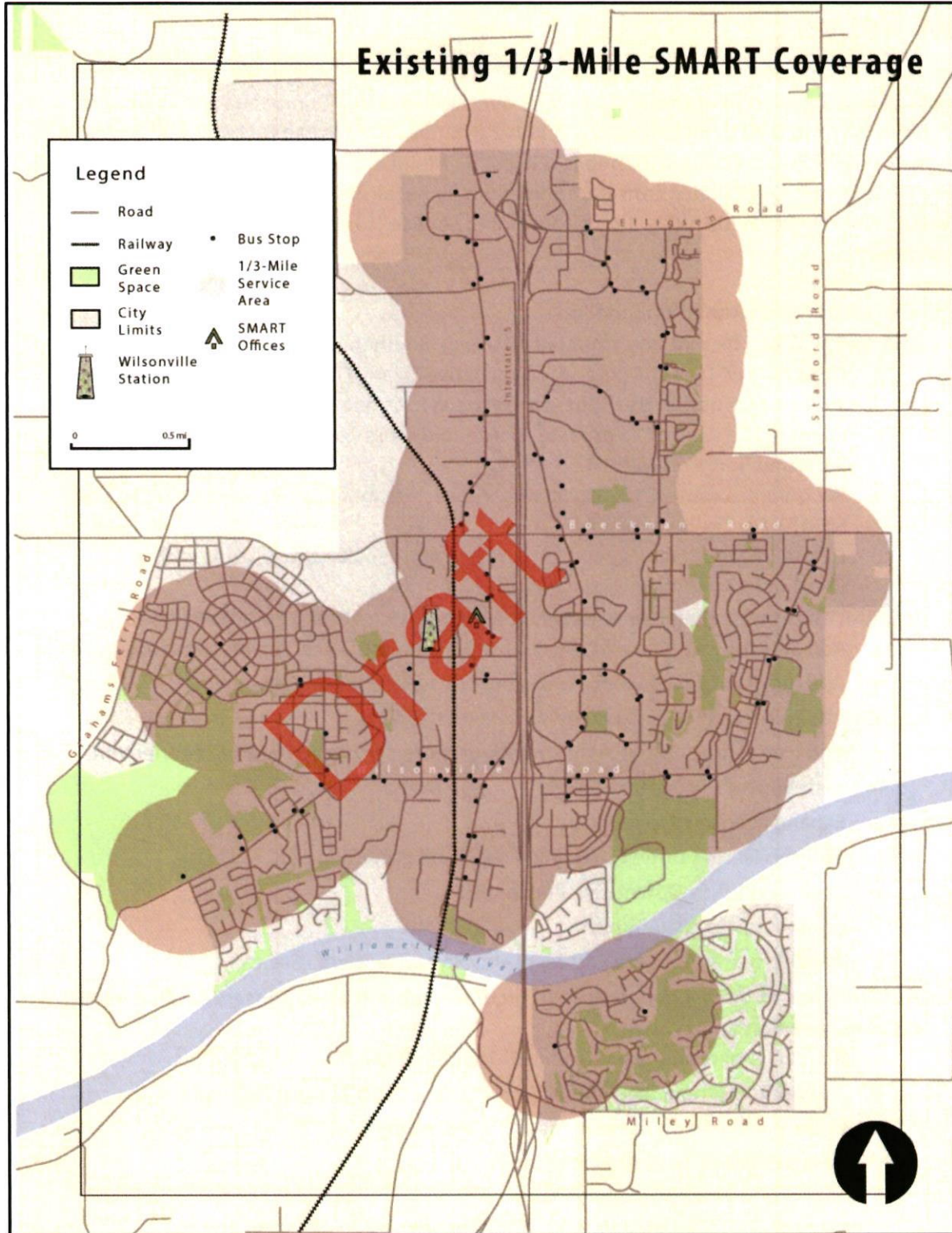
Major transit streets are a primary corridor for transit, receiving half-hour or better service during peak traffic hours. Typically, these streets are also arterials or major collectors. The designation of major transit streets allows the City to set standards for encouraging land use patterns, development designs, and street and bicycle/pedestrian improvements that support transit. Major transit stops receive priority when transit stop upgrades are being considered. Major stops are those which are located at intersections of two or more bus routes, transfer



locations between transit systems, park & ride lots, and shopping centers or other major destinations. See major transit streets and stops on the map that follows.



# Existing 1/3-Mile SMART Coverage



## New Service Priorities

The implementation of new service changes is dependent on availability of funding and the progress of new development projects in and around Wilsonville. Choices have to be made about the level of service to be provided. Relatively minor changes can be implemented by the Transit Director after reasonable public outreach. Major changes to routes or schedules are likely to warrant City Council consideration and may require formal public hearings. The following section looks at SMART's future routes and service levels from three different perspectives:

Service change priorities, based on funding:

- **Changes that can be implemented with little or no financial impact:**
  - a. Drop Barbur Transit Center in favor of the Tigard Transit Center and provide service only during the hours when the WES is not in service.
  - b. Reconfigure route 4 to provide more rapid cross-town service. Add some Saturday hours on route 4.
  - c. Reconfigure route 7 to provide more direct connections between Villebois and SMART Central.
  - d. Delete Charbonneau stops from route 3 and replace those stops with a Charbonneau shuttle.
- **If SMART has more available revenue, the first service enhancements will be:**
  - a. Add Saturday service and hours of service on the 2X to Tualatin and/or Tigard.
  - b. Add more Saturday service and hours of service on route 4.
  - c. Add mid-day or late-morning service on the 1X.
  - d. Add frequency of service on route 5 or more service to improve connections with TriMet's route 96.
  - e. Expand service to Villebois.
  - f. Add service to Coffee Creek and Frog Pond growth areas.
  - g. Begin service to Downtown Portland.
  - h. Begin service to Woodburn.
  - i. Acquire battery-electric buses, especially for in-town use.
- **If SMART has to make cuts because of increased operating expenses, or decreased revenue, the first cuts will be:**
  - a. Reduce geographic area for out-of-town medical (Dial-a-Ride) trips.
  - b. Drop one morning trip on the 1X, returning to 30-minute headway.
  - c. Reduce services to Tualatin, or to Tigard, on the 2X.
  - d. Reduce service to Canby on route 3.

## Recommended SMART Routes

The new services proposed in this plan are determined by three main factors: funding, public input, and ridership. Based on these factors, combined with the existing demand and projections of future demand, SMART has designated the following prioritized fixed-route service changes to meet the transit needs of Wilsonville:

- Switch service from Barbur Transit Center to Tigard Transit Center, with service at off-peak times only to provide service when WES does not operate.
- Separate Canby and Charbonneau service. Initiate a pilot shuttle for Charbonneau at its commercial center and SpringRidge to Town Center for shopper service.
- Streamline crosstown route 4 services and reduce wait time at SMART Central.
- Expand route 4 with the addition of weekday evening service from 7:42 to 9:10 p.m.
- Add one half-hour of morning service and one hour of evening service on Saturdays to route 4.
- Villebois service will retain shopper shuttle with slight reconfiguration to fixed-route.

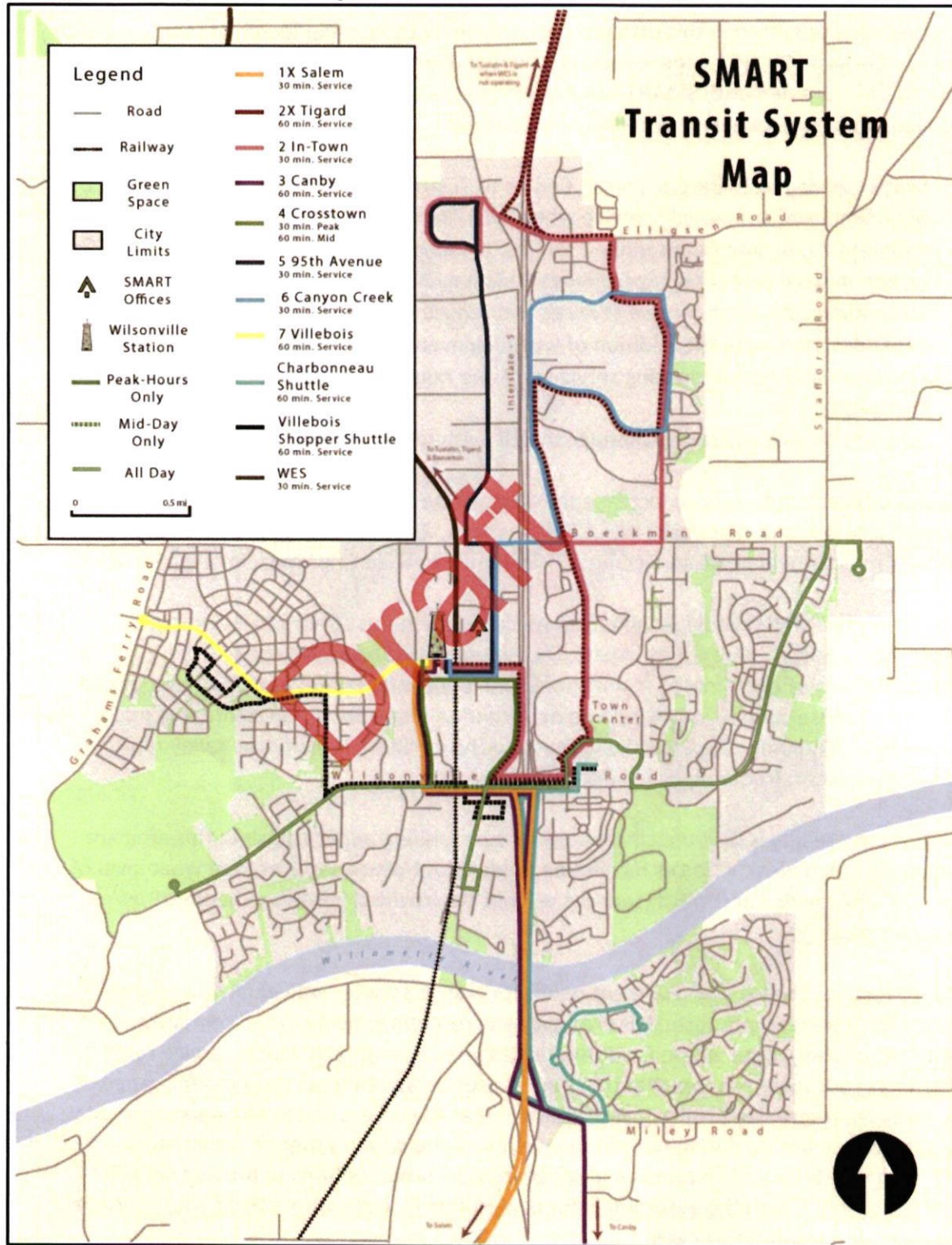
Expansions of fixed-route service increase the area where SMART is required to provide complementary demand-response (Dial-a-Ride) service. This federal requirement can mean that SMART must provide DAR service up to  $\frac{3}{4}$  of a mile outside City limits, in some instances.

In an ideal world, SMART would be able to provide frequent bus service to Downtown Portland, Tigard, Salem, Woodburn, West Linn, Oregon City, Sherwood and Newberg. It would provide closely coordinated connections with Cherriots, TriMet and CAT (Canby Area Transit). All of those connections would be made with a single fare at an affordable price. Transit service throughout the Portland region and the northern Willamette Valley really would be convenient, frequent, accessible and affordable.

The unfortunate reality is that the circumstances surrounding public transit in this area are somewhat less than ideal. Choices have to be made about which services (and what level of service) will be provided and which services will not be provided based on the priorities on the previous page.

In order to balance the various divergent needs for transit service, individual routes are designed with a primary purpose. For example, one route may be designed primarily as an inter-city commuting route whereas another is designed primarily as a local service route. A mix of primary purposes ensures that there are routes to serve the widest possible range of needs. In cases where fixed-route transit cannot meet the access needs of a passenger, Dial-a-Ride service is available during normal service hours and within program parameters. SMART supports the use of vanpools and other transportation options to provide service which is competitive with the automobile for commuters in areas where fixed-route service cannot meet all commuters' needs.

# Proposed System Map



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## **Route 1X – Salem** (service provided jointly by SMART and Cherriots)

*Primary Purpose:* Provide express commuting service between Wilsonville and Downtown Salem. Enhance regional connectivity with Cherriots routes in Salem.

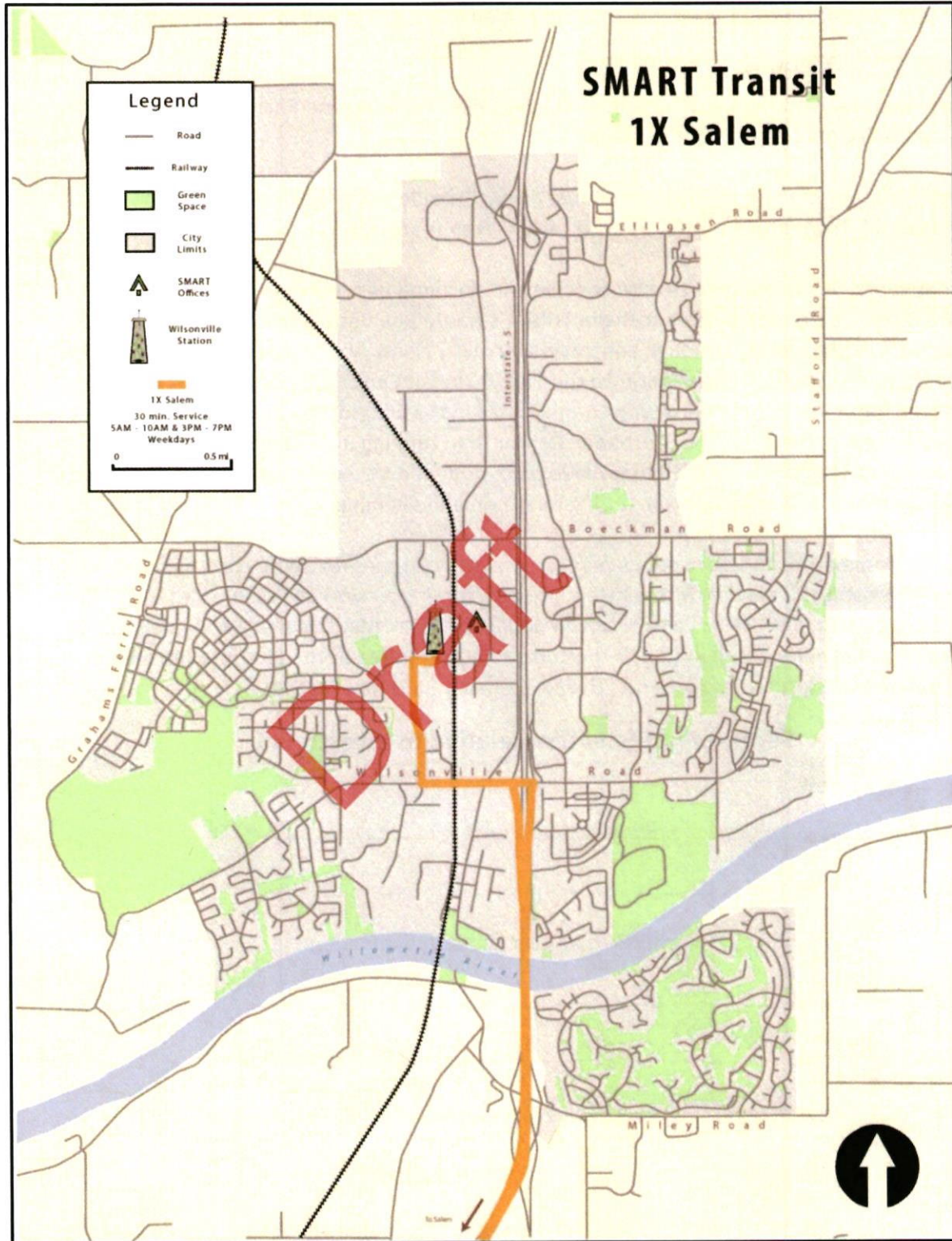
*Possible Secondary Purposes:* Commuting service between Woodburn and Wilsonville. Commuting service between Keizer and Wilsonville. (Note that neither service is available today.)

If additional funding becomes available for SMART operations, adding late-morning and/or mid-day service on the 1X is one of the highest priorities. Given the large numbers of commuters moving in both directions, especially public employees who work in Salem, the 1X tends to be a very busy route. This service is provided by SMART and Salem Cherriots who then share the revenue generated by 1X fares and pass sales. SMART provides 16 daily trips while Cherriots provides 10, mainly because so many State employees live in Wilsonville. That practice has recently been questioned as the public has asked for the addition of mid-day service on the 1X. It is reasonable to expect Cherriots to provide at least as much as SMART to expand service on the 1X. Similarly, if SMART is forced to reduce service because of budgetary constraints, cutting back on 1X service to less than half-hour frequency is something that SMART staff would work to avoid.

Service to Woodburn has been in SMART's plans for more than ten years, but there is no clear funding stream to make it happen. Also, Wilsonville's payroll tax-payers may be reluctant to foster improved access to Woodburn's outlet shopping mall by Wilsonville shoppers.

### **Staff Recommendation:**

- SMART staff recommends that mid-morning and mid-day service to/from Salem not be implemented at this time. However, if Cherriots is willing to add that service, SMART should re-evaluate whether to join them in increasing service.
- Staff supports asserting that Cherriots should match SMART in the total number of daily trips between Salem and Wilsonville and also supports having the State pay for the majority of the costs of 1X service.
- Staff does not support the proposal to increase morning service while eliminating the last evening bus. Staff would not want to create a situation where people are stranded late in the day at either end of the route. If that change is to be made, adding morning service and reducing evening service, staff recommends a significant public information to avoid situations where people are left unaware that the last bus of the day will depart earlier than they have come to expect.
- The continuation of 1X service remains one of SMART's highest priorities. However, if commuter rail service from Wilsonville to Salem ever becomes a reality, it may replace bus service between the two cities.
- Adding Woodburn service cannot occur without a significant infusion of additional funding.



Proposed Route 1X



The current route 2X is proposed to be divided into express and in-town service...

## Route 2X – Tigard

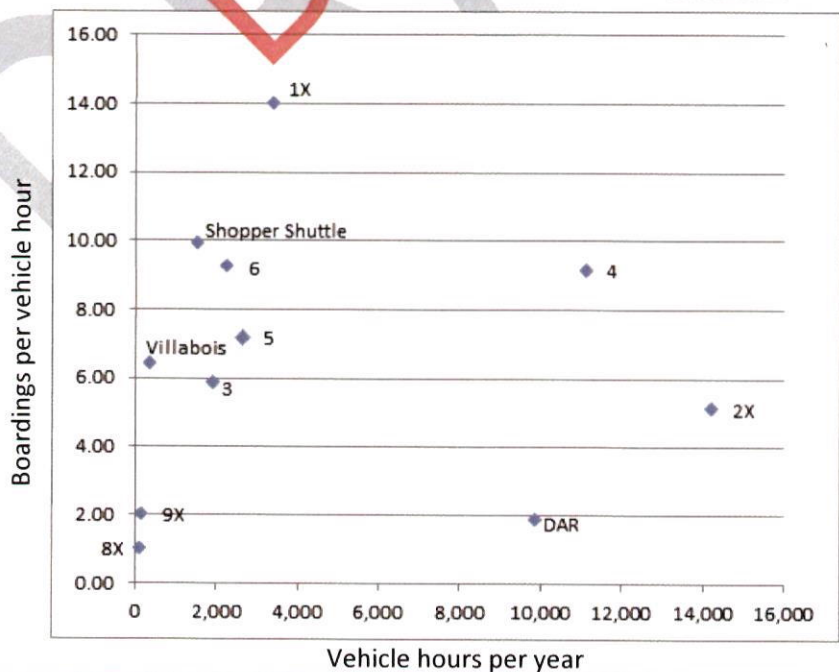
*Primary Purpose:* Commuter service linking Wilsonville, Tualatin, and Portland (or, potentially Washington County and Portland via Tigard).

*Secondary Purpose:* Enhance regional connectivity. Provide passengers with a link to commuter rail, TriMet buses, MAX, Amtrak, and C-Tran (Vancouver).

In recent years, bus travel between Wilsonville and Portland has relied on 2X service to the Barbur Transit Center or transfers to/from TriMet's Route 96. Results from SMART's recent outreach effort show that, although controversial, many riders would prefer to shift SMART's service from the Barbur Transit Center to the Tigard Transit Center. By doing so, Wilsonville would gain improved connections with communities in Washington County, without completely losing connections to Portland. Rather than running at peak hours, a new 2X route to Tigard would rely on WES to provide peak-hour service, while SMART's buses would fill the void when WES does not run, during mid-days and evenings.

Switching from Barbur to Tigard could increase wait/travel times for some current riders (who rely on the existing 2X service, including commuters coming to work in Wilsonville) up to 20 minutes. However, SMART has also received public feedback that this change would provide more options for more people. Due to the current inefficiencies of the 2X route (as seen in the graph below) SMART staff supports the switch from Barbur to Tigard.

**Service Productivities Relative to Investment**



Respondents to recent surveys expressed a strong interest in connecting with MAX and TriMet. It is known that approximately 16,000 people commute to work in Wilsonville from surrounding communities. A significant number live in Portland, Beaverton, Hillsboro and Gresham – all of which are served by MAX lines. The WES trains do provide that connection to MAX at the Beaverton Transit Center. If SMART buses take passengers to Tigard, they will have TriMet bus options to connect with MAX in Beaverton or Downtown Portland.

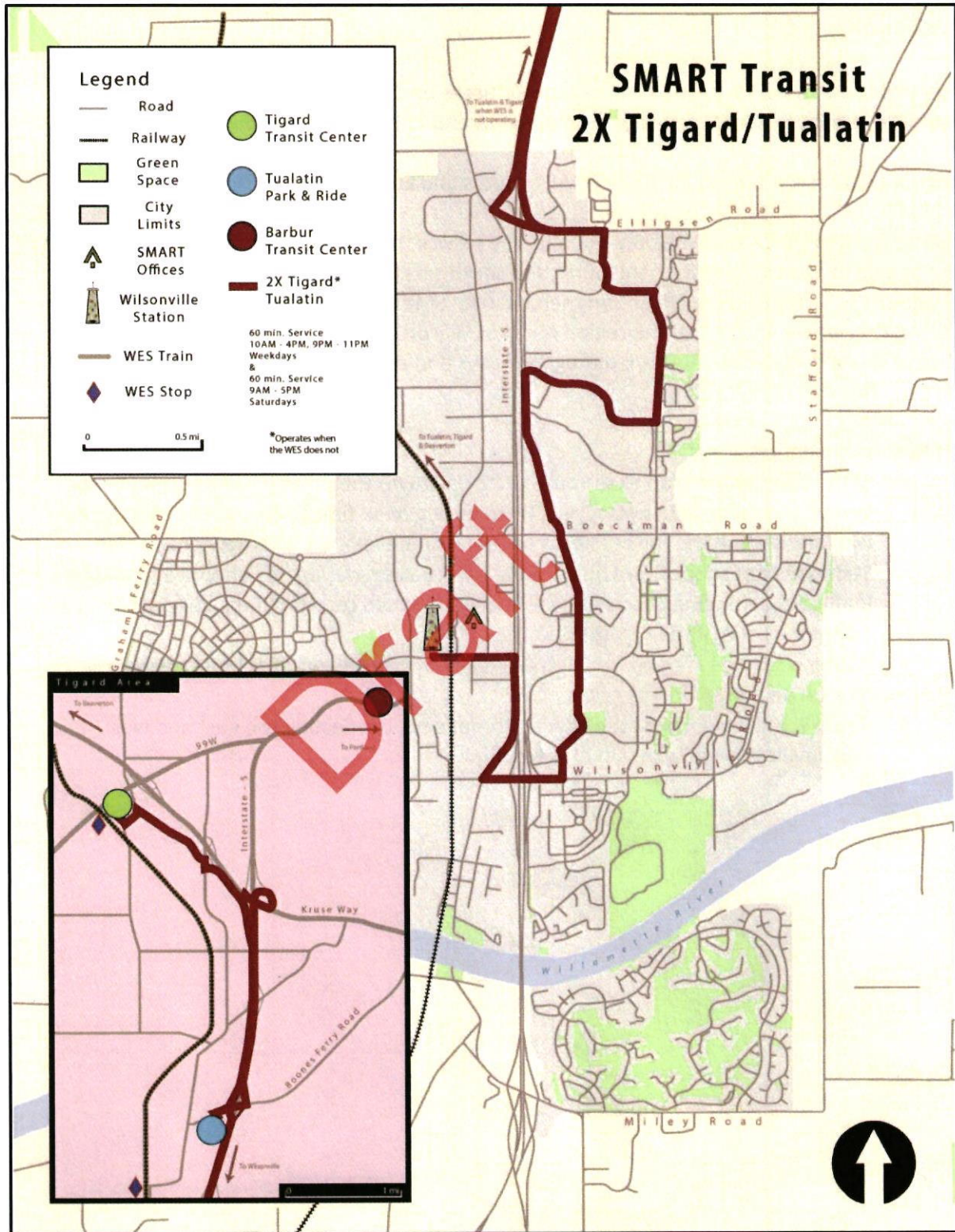
The 2X was never sufficiently funded to provide direct service to Downtown Portland, connecting with TriMet, MAX, and the Portland Streetcar. This service would have allowed transfer-free commuting between Downtown Portland and Wilsonville and would also have provided Wilsonville residents with more convenient access to the airport and various other transit connections. In addition to providing practical travel options for Wilsonville residents and employees, the Downtown Portland-Wilsonville service would have contributed greatly to the goal of an interconnected regional transportation network. Unfortunately, there are both financial and logistical issues with providing that service. It may someday happen, if the Wilsonville community makes it a priority for funding.

It should be noted that the switch from the Barbur Transit Center to the Tigard Transit Center may reduce the likelihood that SMART will provide direct service to Downtown Portland in the future. That is simply because Downtown service has previously been envisioned as either a replacement for the 2X service to the Barbur Transit Center, or an extension of that service from Barbur into Downtown.

Southwest Corridor planning now under way by TriMet and Metro is expected to result in a new light rail line being extended roughly parallel to Barbur Boulevard to Tigard and Tualatin, perhaps as soon as 2025. While it would be premature for SMART to base its current service planning on that planned MAX extension, having a MAX connection in Tualatin (and to a lesser extent, Tigard) will substantially alter how SMART does business. In simple terms, having frequent MAX service to Tualatin would obviate the need for SMART to provide any fixed route service north of Tualatin. This Master Plan should be updated well before service on that new MAX line begins. In the meantime, the City of Wilsonville should actively support regional efforts to bring light rail service to Tualatin because it will greatly enhance SMART's service options for the future.

**Staff Recommendations:**

- Staff supports the switch from the Barbur Transit Center to the Tigard Transit Center, with service at off-peak times only – on one-hour headways.
- SMART will continue to provide service to Tualatin. At this time, it is SMART’s intention to provide that service only when WES does not operate.
- As planned, SMART will include stops at the Tualatin park & ride on trips to/from Tigard.
- The scheduling of the last evening trip to Tigard is still under consideration. Staff supports the plan to reroute the 2 (in-town) such that it will by-pass Printer Parkway in favor of Canyon Creek Road during peak times. This will need to be re-evaluated when the former Xerox campus is redeveloped with new businesses.
- Staff does not support providing service to Tualatin during peak hours at this time. If additional funding becomes available, staff would recommend adding service to Tualatin as one of the highest priorities.
- Staff recommends only a moderate increase in Saturday 2X service at this time. Additional Saturday service could be added if funds become available and the public supports that change.
- Most SMART services are tied to half hour or one hour headways, however, 40 minute headways may be an option on some routes.



Proposed Route 2X

## Route 2 In-Town

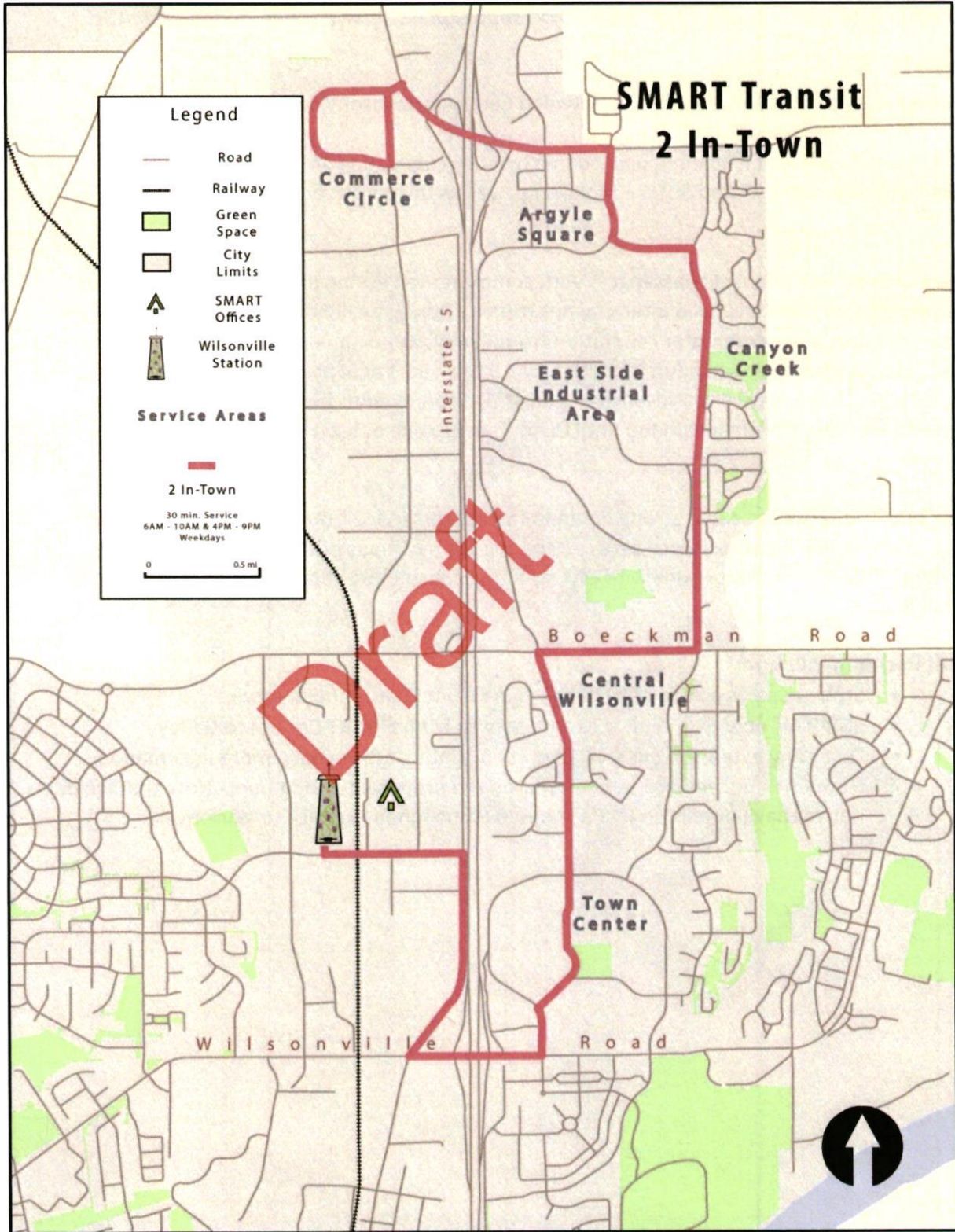
*Primary Purpose:* Local service to link residential areas on the north and south sides of Wilsonville with commercial services, employment, and TriMet's route 96.

*Secondary Purpose:* Connect to other SMART routes and commuter rail.

Separate from route 2X that will only run mid-day service, route 2 would run only during peak times to provide service between the north and south sides of Wilsonville, along with connections to TriMet's route 96 at Commerce Circle. SMART would rely on WES to provide peak-hour service to the rest of the region north of Wilsonville, while SMART's buses would fill the void when WES does not run, during mid-days and evenings with the 2X route. Many have seen this as a logical change.

### **Staff Recommendations:**

- Staff supports the plan to re-route the 2 (in-town) such that it will by-pass Printer Parkway in favor of Canyon Creek Road during peak times. This will need to be re-evaluated when the former Xerox campus is redeveloped with new businesses.
- Staff does not support providing service to Tualatin during peak hours at this time. If additional funding becomes available, staff would recommend adding service to Tualatin as one of the highest priorities.
- Route 2 services are tied to half hour headways; however, 40 minute headways may be an option on this route.
- Route 2 will make connections with Trimet's 96, connecting the east and west Wilsonville at the north end of town.



**Proposed Route 2 In-town**

*Current route 3 is proposed to be split into a Canby express service & Charbonneau shuttle.*

## **Route 3X – Canby**

*Primary Purpose:* Commuting service between Canby and Wilsonville.

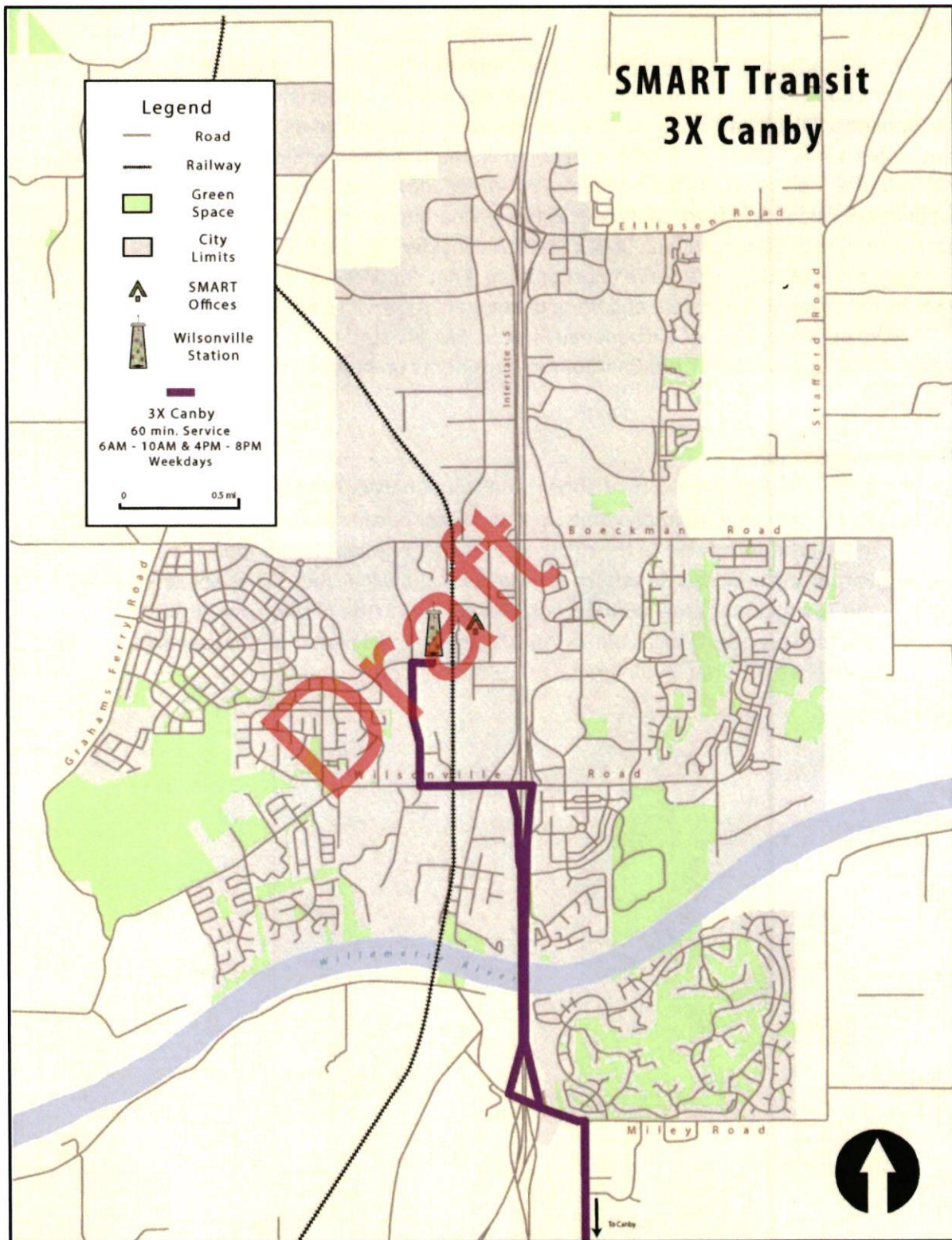
*Secondary Purpose:* Enhance regional connectivity by connecting SMART routes and commuter rail with CAT and SCTD – Molalla (as well as to services and facilities in Oregon City).

The Canby service connects passengers with commuter rail during peak hours and allows for connections to other local and inter-city bus routes. During peak hours, route 3 provides hourly service to the commuter rail station from Canby. Unfortunately, Canby Area Transit (CAT) services were reduced during budget cuts a few years ago, preventing them from providing mid-day service to Wilsonville. Long-term connections between the two transit systems are likely to remain limited until Canby can provide at least some portion of that service.

Recent public input indicated strong demand for transit service from Wilsonville to Oregon City, primarily for access to social services and the main campus of Clackamas Community College. SMART is in discussions with CAT staff and consultants about ways to make that feasible.

### **Staff Recommendation:**

- Staff supports dividing the Canby route from Charbonneau service.
- SMART is now providing 5:30 a.m. service from SMART Central to Canby.
- Delay any extension of service hours to Canby until we have more information from CAT and we have public input on the proposal to add hours. Note that we do not yet have details on CAT's planned grant-funded service to Wilsonville.



**Proposed Route 3X**



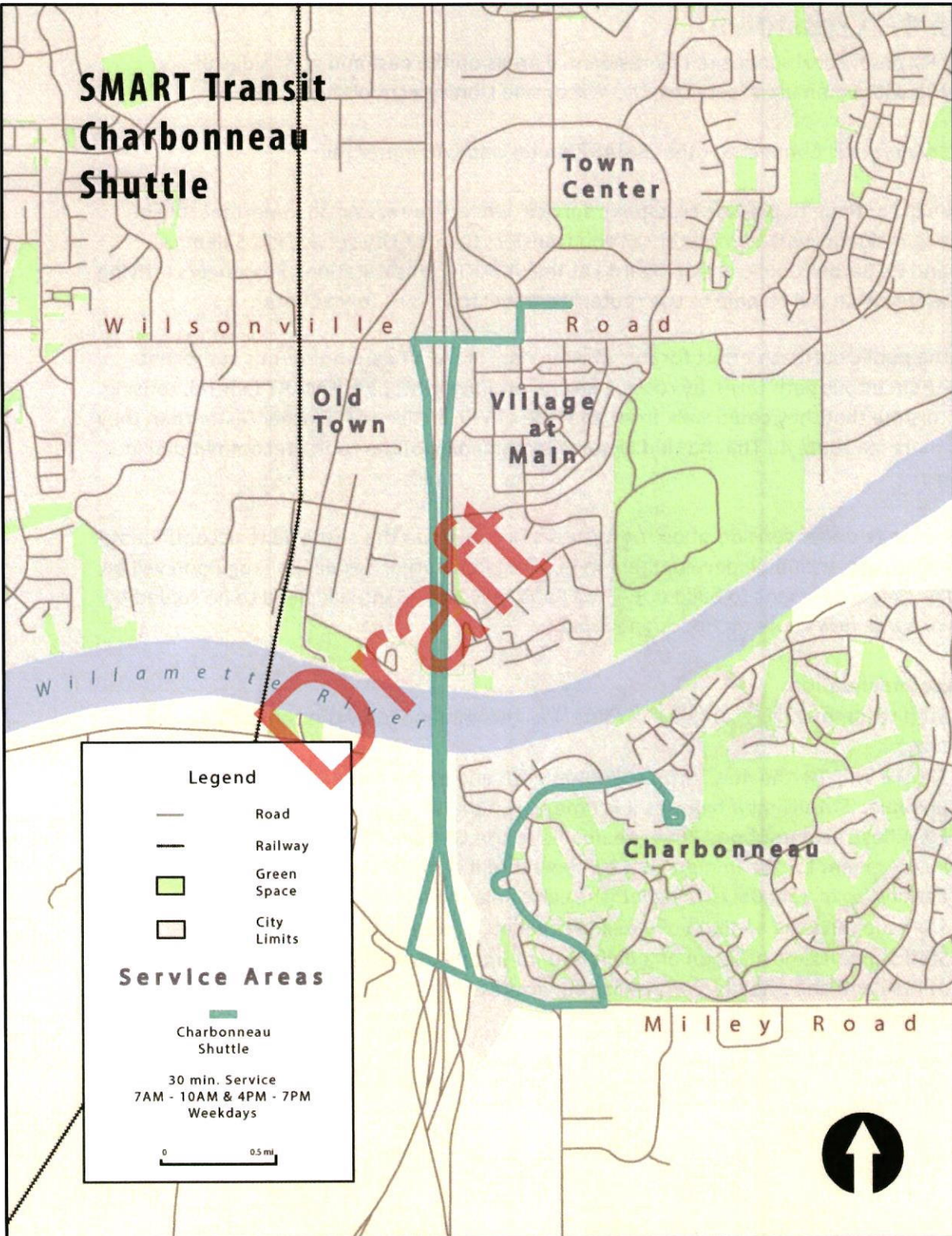
## Charbonneau Shuttle

Currently, there are only two bus stops in Charbonneau. For many people who live on the east side of Charbonneau, this makes transit use impractical -- especially since there is no public parking available at the bus stop at SpringRidge. In recent years, SMART's route 3 has carried only a small number of people employed in Charbonneau, while residents tend to use SMART's Dial-a-Ride service when needed. Previously, SMART received feedback from Charbonneau residents in favor of adding a stop at Charbonneau Village Center and near the eastern entrance to Charbonneau. SMART is now considering operating a shuttle service on a pilot basis, in lieu of route 3 to serve Charbonneau. That shuttle service could loop around French Prairie Drive, if requested, and bring passengers to services on the north side of the river. Before implementing a Charbonneau Shuttle, SMART staff anticipates a focused outreach effort to gain input from Charbonneau residents on how the shuttle could best meet their needs.

### Staff Recommendation:

- Staff supports dividing the Canby route from Charbonneau service.
- Staff is prepared to implement a pilot project shuttle service to Charbonneau (with initial scheduling tied to the needs of SMART's regular Charbonneau riders).
- Part of the new shuttle service to Charbonneau will include "shopper service" to the Town Center area, with deviation to the west side of town on request.
- Shuttle service will focus initially on the commercial center of Charbonneau and on SpringRidge, during peak times.

# SMART Transit Charbonneau Shuttle



**Proposed Charbonneau Shuttle Route**

## Route 4 – Crosstown

*Primary Purpose:* Local service to link residential areas on the east and west sides of Wilsonville with commercial services, the Wilsonville Library, schools and parks.

*Secondary Purpose:* Connect to other SMART routes and commuter rail.

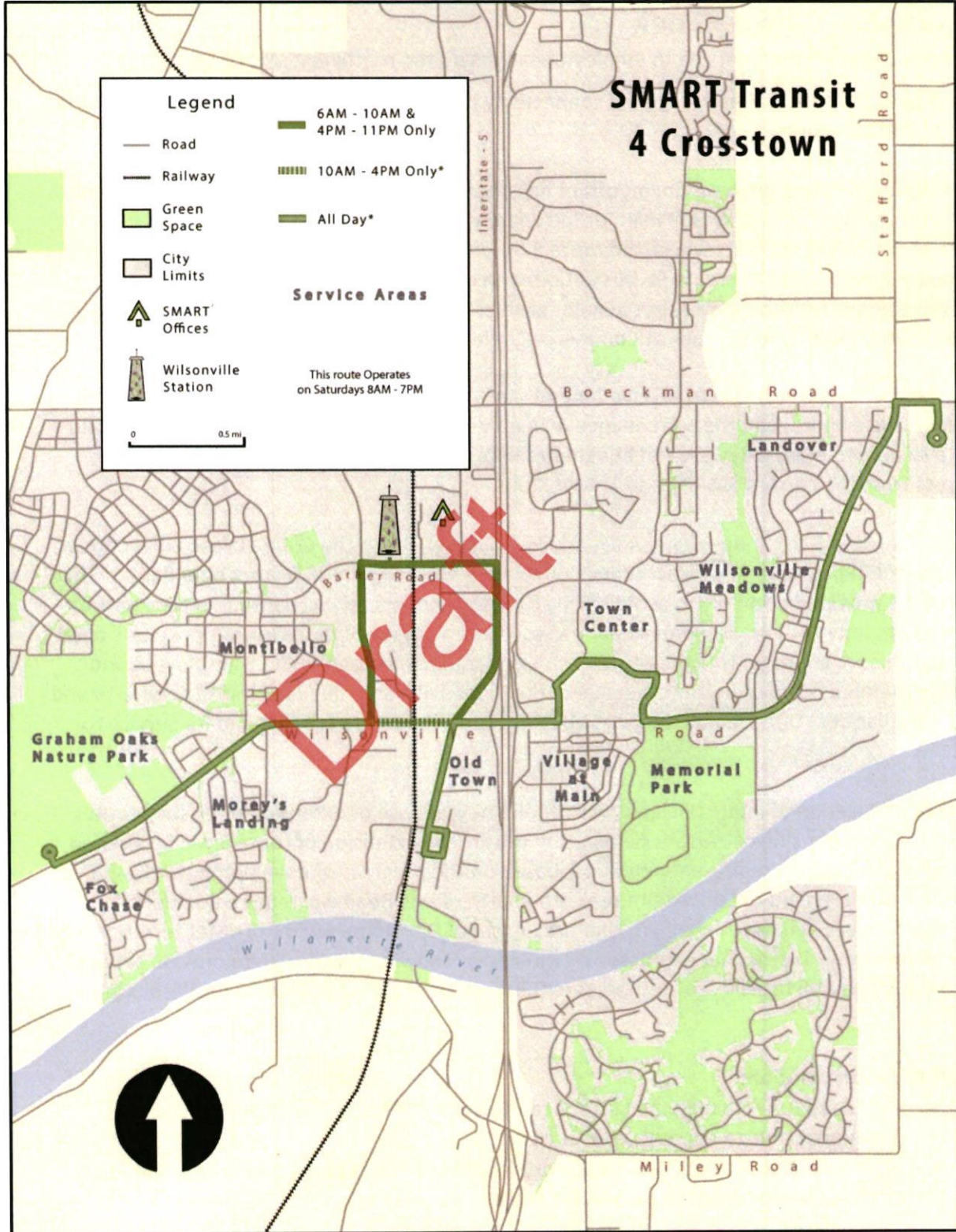
Route 4 will continue to provide crosstown service, while also serving an important role in connecting residents with commuter rail and transfers to inter-city service (1X Salem, 3 Canby, and 2X Barbur Boulevard or Tigard ) at the SMART Central station. Passengers arriving on intercity service will be able to use route 4 to travel to jobs in Town Center.

During the public outreach effort for this Master Plan, SMART heard numerous complaints about the circuitous path taken by route 4 and its prolonged stops at SMART Central, causing people to state that they could walk from one side of Wilsonville to the other faster than they can get there via route 4. That has led to some streamlining of the route, recommended in this Plan.

Another change under consideration for route 4 will extend on the east side to accommodate additional growth, including development in the Frog Pond area. Service to Frog Pond will be needed as that area begins to build out. Frog Pond may also eventually need to be served by route 6 or some new route on Boeckman Road.

### **Staff Recommendation:**

- Staff recommends reconfiguring route 4 as recommended by the consultants (see map).
- SMART will use the new turn-arounds at each end of the route, as soon as possible. SMART staff believes it is time to run the west end turn-around through the Fox Chase neighborhood if we are unable to use Graham Oaks after hours. It may be inconvenient for the immediate neighbors, but it is much safer than having buses backing up in a school parking lot (the current practice).
- Staff supports the addition of weekday evening service from 7:42 to 9:10 p.m.
- Staff supports the addition of a half-hour of morning service (starting at 8:00 instead of 8:30 am) and one hour of evening service (from 5:52 p.m. to 6:52p.m.) on Saturdays.



# SMART Transit 4 Crosstown

**Legend**

- Road
- Railway
- Green Space
- City Limits
- SMART Offices
- Wilsonville Station

**Service Areas**

- 6AM - 10AM & 4PM - 11PM Only
- 10AM - 4PM Only\*
- All Day\*

This route Operates on Saturdays 8AM - 7PM

Proposed Route 4

## Route 5 – Coffee Creek

*Primary Purpose:* Local service to employment sites on the northwest side of Wilsonville.

*Secondary Purpose:* Enhance regional connectivity by linking with TriMet, Commuter Rail, and other SMART routes.

The existing route 5 provides an important link between TriMet's route 96 and employment sites on the west side of Wilsonville. Unfortunately, the scheduling of commuter rail has resulted in timing conflicts where the route 5 bus meeting the WES train cannot simultaneously meet the route 96 bus at Commerce Circle. This is seen as only a minor inconvenience for some riders, but a major problem for others, many of whom choose to drive rather than wait for a bus at Commerce Circle.

SMART has been fortunate to receive federal grant money to make sidewalk improvements where those improvements will enhance ADA access to bus stops. Adequate funding should be available to make sidewalk and bus shelter improvements on Commerce Circle, directly across from the current SMART and TriMet stops.

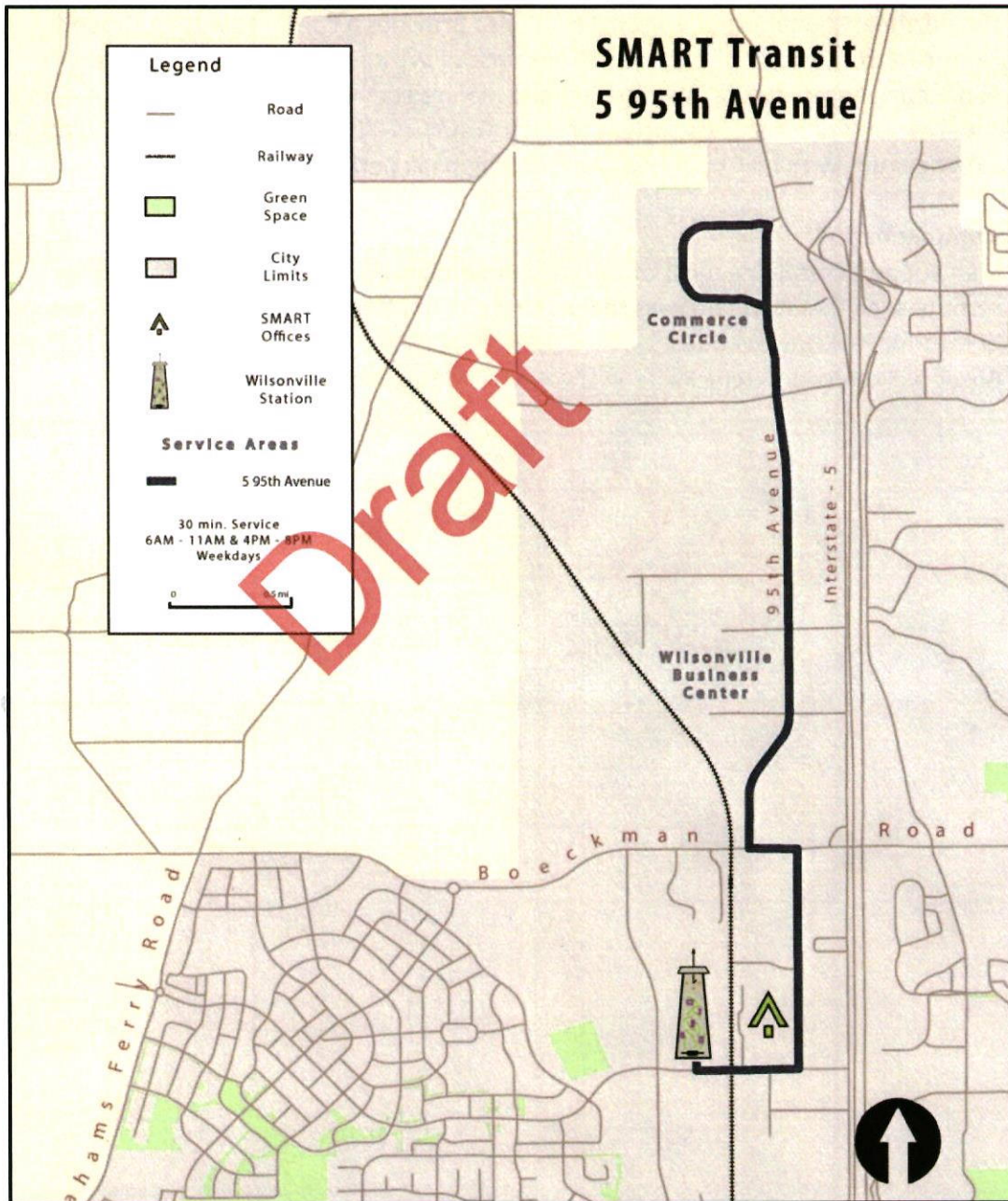
SMART's route 5 continues to provide early-morning service to the Coffee Creek Correctional Facility (CCCF), in spite of the fact that CCCF remains within TriMet's District boundaries. That service is provided primarily to avoid having former prisoners released into a remote part of the community with no other means of transportation. Many of those former prisoners need to make connections with TriMet or Cherrriots. A large percentage of CCCF employees and family members of prisoners live outside of the Wilsonville area and lack transit service to and from the facility. Direct contacts with SMART indicate that there is a demand for service to CCCF.

Future annexation of industrial lands will require new service or extension of existing routes on the northwest side of Wilsonville near the prison. An extension of route 5 will be needed to serve the Coffee Creek area fairly soon, based on the progress of development in that area. Further development of the Basalt Creek area north of Day Road will require additional service to meet demand. However, that area north of Day Road is within TriMet territory and the Mass Transit District has expressed no interest in allowing Wilsonville to provide service and collect payroll taxes from businesses within that area. (See Appendix C for Resolution 2562).

### **Staff Recommendation:**

- Staff supports retaining the current configuration of route 5 with only a minor directional change at Commerce Circle.
- Connections to TriMet 96 are a priority for SMART riders and we are committed to facilitate those connections when feasible.

- SMART staff still must determine how, and when, we provide service to the Coffee Creek industrial area – especially given the new hospital that is about to begin construction on Day Road.
- Given that SMART provides service to various sites within TriMet’s service territory (where TriMet does not), SMART staff takes the position that TriMet can continue to provide service via their route 96 along Boones Ferry Road to Commerce Circle until SMART is prepared to provide service along Day Road to the Coffee Creek area.



**Proposed Route 5**

## Route 6 – Canyon Creek

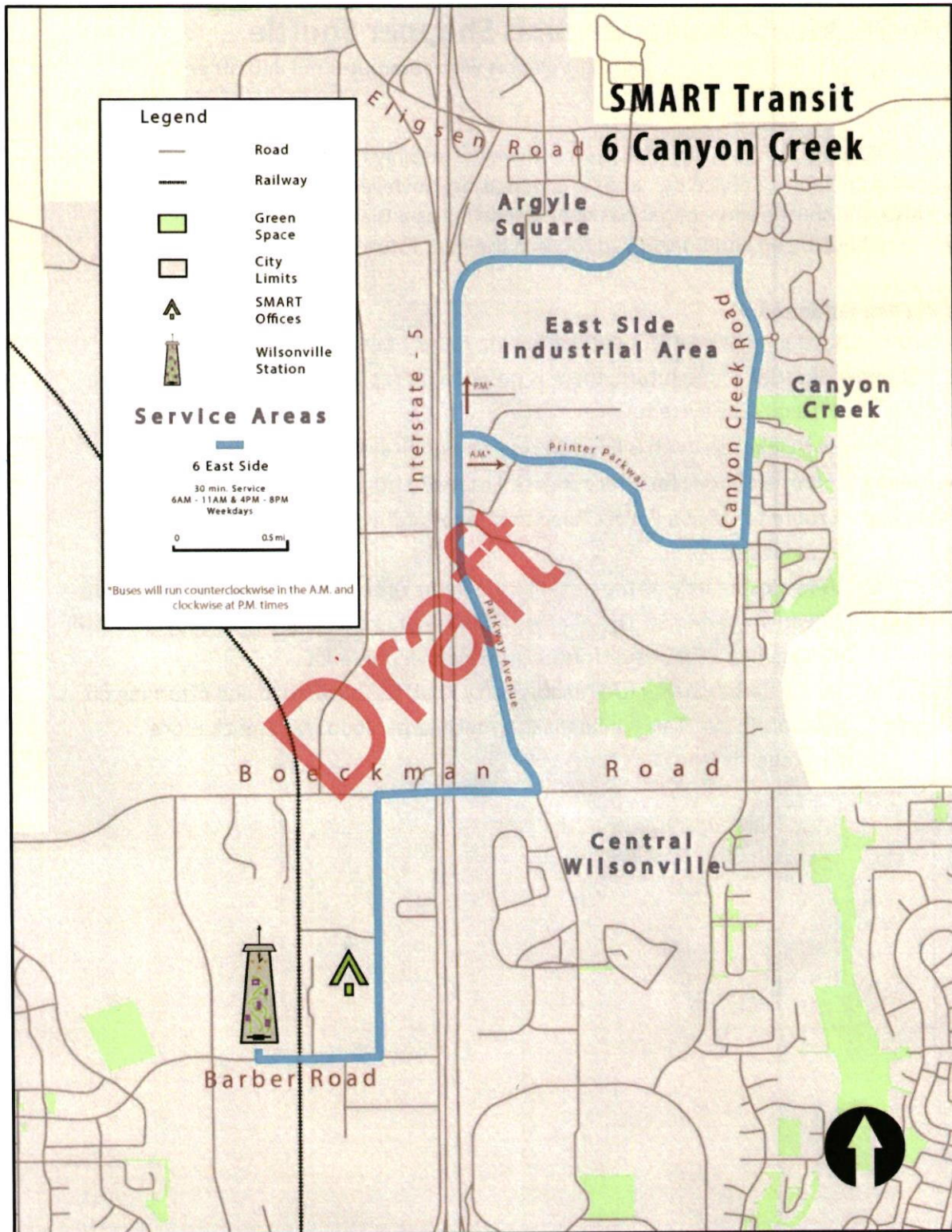
*Primary Purpose:* Local service to connect commuter rail with employment, shopping, and residential areas on the east side of Wilsonville.

*Secondary Purpose:* Connect to other SMART routes.

Route 6 helps to provide an efficient connection between commuter rail and employment sites in the northeast quadrant of Wilsonville. It also provides a connection to outbound commuter rail for residents in the Canyon Creek area of Wilsonville. Route 6 offers hourly service connecting commuter rail with recent and planned development along Canyon Creek North as well as employment sites such as Mentor Graphics, FLIR, DW Fritz, Sysco, and Argyle Square. Service runs with half-hour headways during peak periods.

### **Staff Recommendation:**

- Staff supports retaining most of the current configuration of route 6 with a minor reroute such that it will by-pass the parking lots of Mentor Graphics, Oregon Tech, etc. in favor of Parkway Avenue.
- Buses will run counterclockwise in the A.M. and clockwise at P.M. times.



**Proposed Route 6**



## Route 7 – Villebois and Villebois Shopper Shuttle

*Primary Purpose:* Local service to connect Villebois with commuter rail and other transit routes.

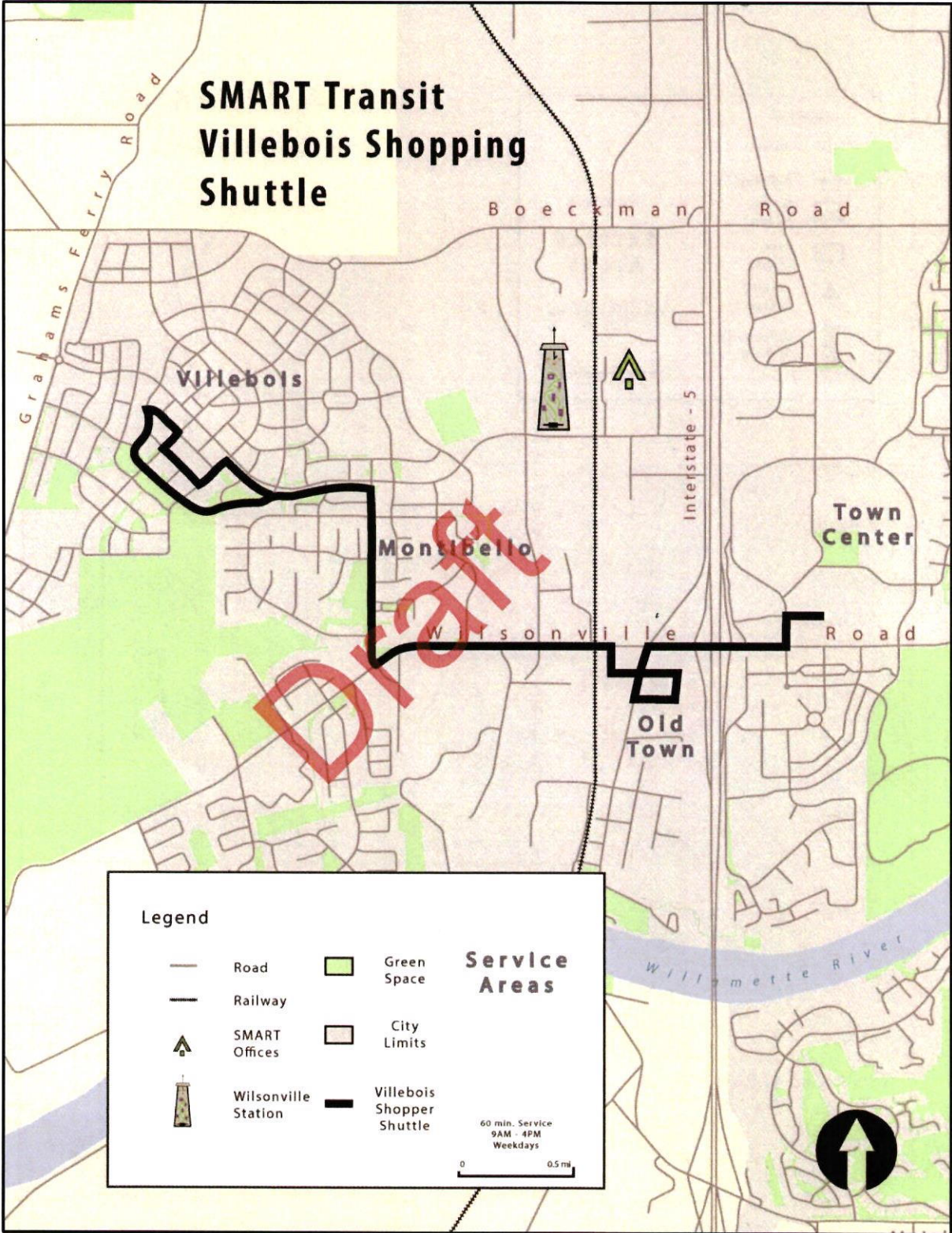
*Secondary Purpose:* Route 7, Villebois, currently operates only Monday through Friday during peak commute hours. Service demands are increasing, however, as Villebois continues to grow. Also, the shuttle service that has been operating as a Dial-a-Ride pilot project is expected to become an additional fixed route in the near future.

### **Staff Recommendation:**

- At this point in time, staff supports retaining route 7 and the separate Villebois Shopper Shuttle. In the future, there is potential to replace them both with a single deviated fixed-route system.
- Continued Villebois growth is likely to require significant changes in the future.
- There are three options for a reconfigured route 7 at this time:
  - a) A route to stay on Barber Road that loops at the Grahams Ferry Road roundabout.
  - b) Using Costa Circle as the turn-around in the route, versus running straight up and down Barber St. This configuration is not as efficient as “a” above, but will provide better coverage for the growing Villebois area.
  - c) Taking Barber Street to Grahams Ferry Road to Tooze Road and returning on Villebois Drive. This would make a much larger loop, with much more coverage.



**Proposed Route 7**



**Proposed Villebois Shopper Shuttle Route**

# Transportation Options

## SMART's Role

SMART can play a role in helping to form transportation options for employers in Wilsonville by assisting in administration and promotion to attract new riders. Initially, SMART Options staff could make more contacts with employers to set up meetings and invite interested employees from target locations. SMART would map home locations and set up potential pick-up locations in order to facilitate formation of vanpools, carpools, and other transportation options.

## Vanpools

Vanpools can serve as a cost-effective alternative to providing new fixed-route service in some locations. Vanpools are typically a good choice for groups of 8 to 15 employees who share a similar commute. Riders generally meet in a specific common location, such as a park & ride lot, and drive to the worksite. Vanpools are typically organized in the destination location, where a concentration of employees with common destinations makes vanpool formation most practical. Vanpools are most likely to be a practical cost-saving option if the one-way commute is at least 15-20 miles; however, vanpools for shorter distances can also be viable where the commute is difficult or congested. A vanpool used as a shuttle between commuter rail and a worksite also has high potential, but would be organized somewhat differently than a conventional vanpool.

A logical step toward vanpool formation would involve securing funding and setting up meetings at worksites to present vanpool options and identify potential riders and drivers. From there, the origin and destination locations can be mapped to determine potential pickup and drop-off points. The potential for vanpooling is very high in Wilsonville in part because of the concentration of large employment sites and the large number of people commuting into the community.

Vanpools are operated in a variety of ways, with both privately and publicly owned vans. The most likely scenario for Wilsonville vanpools is that SMART would apply for funding to subsidize the vanpool. The vanpool itself would be provided by a private company, such as Enterprise. Typically, the cost of the van includes a mileage allowance, insurance, maintenance, and roadside assistance. Without subsidies, a 15-passenger vanpool from Vancouver to Wilsonville (approximately 25 miles each way) would cost approximately \$125 monthly per passenger, with the driver riding for free. A subsidy could reduce the fare to approximately \$95. The fixed cost for the van represents a large percentage of the total cost, so a vanpool from Newberg or Sherwood (14 miles each way) would still cost approximately \$100 per passenger before subsidies. Generally, commuters share the costs of the vanpool and the vanpool driver is allowed to ride for free (and may even be allowed some personal use of the van on weekends).

Employers could also subsidize their employees' vanpool expenses. Currently, tax laws allow an employer to contribute up to \$255 monthly per employee in benefits to commute by vanpool. This amount is tax-free for the employee and a business deduction for the employer. In the event that the employer does not wish to subsidize the employee's vanpool fare, the employee can still have a maximum of \$255 per month withheld from their pay as a pre-tax benefit. Direct payment and pre-tax deduction can also be combined in any proportion, up to a combined maximum of \$255.

## **Commuter Rail Vanpool Shuttle**

Vanpool shuttles between the commuter rail station in Wilsonville and large employment sites could provide a practical alternative to fixed-route service or an interim solution until service is implemented.

SMART could provide a partial subsidy for the vanpool through grant funding, with the employer providing an employee to do the driving. Grant funding may be available to help offset vanpool setup costs. Carpools can also be an effective option, particularly for commutes that are not long enough to make a vanpool cost effective. The SMART Options program works with employers to help set up carpool and other programs at worksites. Implementation measures related to SMART Options are detailed in the Chapter on Plan Implementation Measures.

## **Ridesourcing**

Ridesourcing allows individuals to arrange rides using real-time online applications for pick-up and drop-off by drivers of personal cars in exchange for a fee. Two examples of ridesourcing companies that organize this system, known as Transportation Network Companies (TNCs), are Lyft and Uber. Studies have shown that ridesourcing is primarily used for late night or weekend social trips. Rather than being seen as competition with public transit service, TNCs should be regarded as a logical complement to bus service, which typically has limited service late nights and weekends.

## **Carsharing**

Carsharing provides access for people to use cars other than their own. Carsharing vehicles are either owned by carsharing companies or by individuals willing to share their own vehicle. Examples of well-known carshare companies are Avis Budget Group (owner of ZipCar) and Enterprise. This option provides short-term trips of varying types. Traditional carsharing trips have users return the vehicle at the same location they took it from. One-way trips let users drop off their vehicle at a different location from where they began. Peer-to-peer trips allow car owners to share their cars through a company. Advantages of carsharing include reduced costs of car ownership and less concern about parking space availability.

## **Carpool**

The area around Wilsonville is growing rapidly, and an increasing number of residents from cities such as Sherwood, Newberg, West Linn, and Oregon City work in Wilsonville. These areas are good candidates for vanpools or carpools. According to a Wilsonville Residential Land Study published in 2014, there are more than 16,000 people who commute to Wilsonville for work, mainly from Clackamas and Washington counties. This data shows potential for enhanced intercity service and the importance of maximizing connections to other transit agency services.

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# Plan Implementation Measures

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## *Policies:*

*Increasing Public Knowledge of Transit*

*Improving Service Quality*

*Improving Access to Transit*

*Service Expansion*

*Increasing Efficiency and Improving Air Quality*

*Creating a Sense of Community Ownership*

This chapter presents policies and implementation measures to guide SMART and the City of Wilsonville in meeting the Goals (listed in Introduction) established in this Master Plan.

The policies and implementation measures are intended to ensure that transit and other transportation options, such as carpooling, vanpooling, ridesourcing, bicycling, and walking are viable alternatives, even as the City of Wilsonville grows and the demands for transportation change. Development of transit facilities and services is essential to the livability and economy of the city. Transit provides safe, accessible and direct services to activity centers such as shopping, employment areas, parks, and community functions.

Transit also provides mobility for people who do not have vehicles and those who choose not to drive. For transit to provide a viable transportation option for the residents, employers, and employees of Wilsonville, it must be part of an integrated transportation system that considers public/private partnerships, land use, fixed-route buses, demand-response service, taxis, carpools, vanpools, employer shuttles, bicycles, pedestrians, and innovative strategies to manage mobility (some of which we may have never even considered).

Recognizing the interdependence of transit and transportation options, SMART has integrated a transportation options program (SMART Options) into its daily operations. SMART Options staff members work with employers, community groups, and schools to promote carpooling, vanpooling, walking, bicycling, telework, and transit. Staff also assists employers in designing and implementing programs and assistance with commuting surveys. These efforts and assistance with commuting surveys help employees find practical commuting options and help employers meet the requirements of the State Employee Commute Options program. A task force on transportation options to explore public private partnerships for expanding transportation choices in Wilsonville is another opportunity that SMART staff is working toward.

This chapter presents measures to implement the following policies.

# Policies

*The City of Wilsonville shall:*

**Policy 1:** Increase public awareness of transit and other transportation options, so that customers can make informed decisions.

**Policy 2:** Provide service which is coordinated, convenient, comfortable, and safe.

**Policy 3:** Promote land use patterns and development standards that improve accessibility of transit to pedestrians, bicyclists, motorists, and individuals with special needs.

**Policy 4:** Continue to expand service to meet the demands of a growing population and employment base in Wilsonville.

**Policy 5:** Strive to improve air quality and reduce greenhouse gas emissions as well as traffic congestion by increasing transit efficiency, promoting transportation options, and implementing transportation systems management.

**Policy 6:** Create a sense of community ownership of the transit system by encouraging citizen involvement.

The chapter is divided into six sections, each of which explores options and issues of a specific policy and provides recommended implementation measures.



**Policy 1: Increase public awareness of transit and other transportation options, so that customers can make informed decisions.**

## **Increasing Public Knowledge of Transit**

Marketing and public information are key elements in maintaining and increasing ridership. SMART can provide service that effectively meets passengers' needs, but if people don't know it's there, they won't use it. It is apparent from the SMART's ongoing public outreach program that there is both an opportunity and a need for more marketing of SMART's services. As Wilsonville continues to grow, there are also many new residents and employees who may not have previously heard about SMART. In past surveys, and outreach events, people indicated that SMART ridership would increase if more people knew more about SMART.

There is also a great opportunity to leverage outreach efforts through coordination with other providers and existing resources. The actions that need to be taken in order to get the information to the intended audience are often very inexpensive and represent a good value in terms of increased ridership.

### **Marketing of Services**

#### *Printed Informational Materials*

Printed informational materials regarding SMART services allow for people without access to technology to get information they need. These materials need to be kept up-to-date while also making information available in Spanish. These materials are available to the public and are found at the library, City Hall, in welcome packets for new residents and employees at worksites with 100 or more employees, and at the community center.

#### *Social Media*

Today, many people use social media outlets such as Facebook or Twitter as a means to communicate. SMART will use campaigns through Facebook to reach out to those who use social media as a main source of communicating. This also allows for customers to interact with SMART through updates, 'how-to' videos and more. Studies show that younger generations are more likely to use a variety of transportation options. By using social media, SMART can more efficiently communicate to this demographic.

#### *Participation at Community Events*

Having SMART representatives at Wilsonville community events such as the Wilsonville Farmers Market provide an opportunity for residents and visitors to learn about the public transit system and their transportation options. These markets can also allow for individualized trip planning for passengers as well as information on carpooling. The summer

months provide many opportunities to participate in community events such as the Movies in the Park or the Kiwanis Fun Run.

### *Informational Kiosks*

Informational kiosks are a useful means of providing information on a variety of transportation options in locations where there are likely to be crowds of people. Kiosks can consist of maps and brochures or they can include an interactive computer screen that provides information on transit routes, WES, carsharing, bikesharing, carpools, vanpools, shuttles, bicycle routes, taxis, and local attractions, including restaurants and accommodations. In Wilsonville, the most useful location for a kiosk would be at SMART Central.

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#### Implementation Measure 1.1

Provide signage at all SMART bus stops that indicates which routes stop there and at what times. Provide route maps at major transit stops. Provide information on SMART's website and smart-phone apps.

#### Implementation Measure 1.2

Continue to update new bus schedules that can be easily read and understood by passengers of all ages, and in Spanish. Include a map with points of reference, such as parks, schools, community buildings, park & ride lots, and transfer points.

#### Implementation Measure 1.3

Send out press releases to publicize schedule changes. Recipients of the press releases could include The Wilsonville Spokesman, the Boones Ferry Messenger, the Wilsonville Chamber of Commerce, Tualatin Valley Cable TV, SMART's e-contact list, TMP's interested parties list, schools and employment sites, and various community newsletters. SMART should also provide schedule racks in civic buildings, large businesses, and the Wilsonville Chamber of Commerce and ensure that they are regularly stocked.

#### Implementation Measure 1.4

Publicize services such as Travel Training and SMART Options by creating and distributing brochures and other information.

#### Implementation Measure 1.5

Provide local publicity for national and regional events such as Safe Routes to School, Bike to Work Month, Walk to School Week, Walk to Lunch, and other commuter challenge events.

#### Implementation Measure 1.6

Create one or more transit information kiosks in Wilsonville at locations such as the commuter rail station, the Wilsonville Library, City Hall or the Chamber of Commerce. Provide additional kiosks if they are well received by the public.

#### Implementation Measure 1.7

Participate in community events to increase general public knowledge of SMART services, connections with other transit systems, and options for carpooling, vanpooling, bicycling,

### *Web Site*

The SMART website serves as a valuable reference for current and prospective passengers who want to find out more about routes, schedules, and various transportation options. Wilsonville's different Master Plan documents provide up-to-date information and map resources that create a powerful, user-friendly website to provide information on activities and events in Wilsonville and transportation options for those events.

Many SMART passengers also ride on other transit systems such as TriMet in Portland, CAT in Canby, Cherriots in Salem, or SCTD in Molalla. Transfers between transit systems are made difficult by the lack of information and the lack of fare reciprocity from system to system. Looking at one website will generally not provide all of the information needed to make a transfer to another system. SMART will need to work closely with other transit agencies to ensure that website links and information are regularly up-dated.

Those who visit the SMART website could have access to interactive maps to destinations throughout the city that would include amenities and transportation. The SMART website also provides information on walking and bicycling routes throughout the City.

Another important feature which has been added to the website is a section for employers, providing information on the SMART Options program, including:

- Information and assistance on developing transportation options for the workplace such as carpooling, ridesourcing, or shuttles.
- SMART services offered; such as transportation fairs, designing and conducting surveys, and informational tabling.
- Information on using the Emergency Ride Home Program, which can only be made available when SMART has available staff to provide the emergency rides.
- Information on various incentive programs for employers and details on eligible expenditures.

#### Implementation Measure 1.8

Update the SMART website to include interactive maps and additional transportation program resources for Wilsonville employers as it becomes available.

#### Implementation Measure 1.9

Request neighboring transit systems and ODOT's Rail & Public Transit Division to include information about SMART on their websites and on their schedules

#### Implementation Measure 1.10

Contact the publishers of mapping resources such as the Thomas Guide, AAA, Mapquest, Google, and phone book to provide them with locations for the commuter rail station, transit centers, and park & ride lots, and ensure that these locations are accurately shown on maps and websites.

### *ETA SPOT System*

In the summer of 2016, SMART launched ETA SPOT (Spatial Positioning on Transit), a new application that provides real-time arrival predictions for all fixed-route buses. The app allows for users to make comments and quickly receive rider alerts. This app is available to download for free from the Apple Store or Google Play and is also accessible on the SMART website to any computer. This technology will help people better navigate bus arrival times and give people options in how they want to access information. It is also providing important data on ridership and other information needed by SMART staff.

## **Focused Marketing**

Ensuring that necessary information is readily available and easy to understand will make it much easier for people to ride SMART. These marketing efforts are likely to attract people who already have an interest in riding transit. Additional targeted marketing efforts are likely to attract new passengers and people who had not previously considered transit as a transportation option. Targeted marketing could be tailored to provide specialized information for employees, new residents, schools, or other specific groups. Marketing should include information on carpooling, vanpooling and other alternatives in addition to conventional transit services.

### *Employment Sites*

Employers have a particular interest in attracting the best employees available. The better the transportation options, the better their chances of attracting employees from a larger area. Due to employee turnover, it is important to maintain a presence at employment sites, so that employees are aware of their transportation options. In addition to turnover, employee schedules today are now less often the traditional 9 a.m.-5 p.m. Marketing programs at employment sites should aim to provide a service or benefit in conjunction with the information. Many worksite programs which help to reduce traffic congestion and air pollution also provide a benefit for employees, including flex-time, telework, staggered work hours, parking cash-out, and referred parking for carpools.

Providing additional information on the cost savings over driving and environmental benefits can serve as an added incentive. Low-cost incentives and promotional programs can also serve as effective tools to increase transit ridership and participation in carpools, vanpools, walking and bicycling. Many employers will not be aware of tax incentives for subsidizing vanpool and transit fares, and purchasing equipment such as bicycles, bicycle lockers, and telework hardware. SMART can ensure that they have that information. SMART can also assist in developing and implementing programs at worksites. Establishing strong relationships with employers is essential in ensuring that these programs are well supported.

### *Schools*

Marketing and information for school-age children is particularly important, because travel habits often become ingrained at an early age. The traffic impacts of children switching from car trips to other transportation modes is also higher because parents often have to make two round trips in order to deliver and pick up a child at a destination. Education on SMART and other transportation alternatives can often be integrated into the existing school curriculum. For instance, SMART has sponsored a SMART Art on the Bus program at Wilsonville schools. Students work together in small groups to produce art that depicts buses and other forms of travel. During the process, the costs and benefits of various transportation modes are also discussed. In years past, winning pictures were selected to be included on the exterior wrap of a SMART bus. More outreach to schools can be achieved through class demonstrations such as how to put a bike on the bus or a discussion on how the bus system works. There is also Opportunity for establishing a Safe Routes to School Program at these schools.

### *Seniors and People with Disabilities*

Since many seniors and people with disabilities do not drive, they are more likely to rely on public transit to meet their basic transportation needs. Ensuring that seniors and people with disabilities have ready access to transit information provides them with greater freedom of mobility. Without adequate information, there is a greater likelihood that seniors and people with disabilities will forego some trips altogether or be totally reliant on friends or family to drive them around. Dial-a-Ride is available to qualified individuals by calling 24-hours ahead of time to reserve a ride. If the passengers have sufficient information on fixed-route service, they may be able to use it instead of Dial-a-Ride. This not only provides them with greater flexibility, but it also results in a lower per-trip cost than Dial-a-Ride. In addition to Dial-a-Ride, travel training is a free service provided by SMART and available for those who would like to learn how to use the fixed transit service.

## **Travel Training**

Travel training consists of showing people who have never taken the bus where they need to board and how to read the schedules. A trainer goes with an individual or a group and shows them how it works. This training is extremely valuable, since "fear of the unknown" keeps many people from trying transit even though they would like to. Travel training is a particularly effective tool to introduce seniors and people with disabilities to the benefits of using fixed-route transit.

In December 2016, SMART partnered with Portland-area non-profit Ride Connection to have an employee at SMART offices to provide travel training (RideWise) to seniors and those with disabilities. This service is free to anyone in Wilsonville who qualifies. Information about this service is found in brochures and online and presentations given at the community center, retirement homes, and homes for those with disabilities.

RideWise is an intensive approach to individualized travel training/marketing. This travel behavior change program is modeled on one that originated in Australia and has generated pilot projects in many other areas, including Portland. RideWise has shown great success in getting people to try alternatives to driving alone, such as transit, walking, and bicycling. RideWise uses a survey process to identify people who want more information on alternatives and then provides them with individualized information on how to use the alternatives available to them. Evaluation surveys have shown as much as a 10% reduction in car driver trips. Surveys conducted one and two years later showed these changes to be sustained.

The past success of individualized travel marketing highlights the importance of adequate information as a motivation for using travel alternatives such as transit, bicycling, and walking. Individualized travel marketing projects are labor intensive and fairly expensive to implement, so it could not be implemented in Wilsonville without grant funding. It is likely that individualized travel marketing projects will be considered for regional funding in the future. The City of Wilsonville, with commuter rail and numerous connecting transit systems, is an ideal location for a future individualized travel marketing project.

#### Implementation Measure 1.11

Continue to develop and distribute targeted marketing materials to employment sites, schools, new commercial and residential developments, and other groups. These materials should provide an overview of SMART services including:

- Route schedules
- Transportation options, such as bicycling, carpooling, vanpooling, and telework
- Walk SMART program
- Information of specific interest to the targeted group, whether it be seniors, children, or commuters.

Materials for employment sites should include information on telework, flex time, staggered work hours, and parking management programs. Information for new residents and employees should include an invitation to a free trolley tour of Wilsonville whenever possible.

#### Implementation Measure 1.12

Offer specialized travel training for seniors, students, those with limited English proficiency and other interested groups, with additional travel training for anyone who requests it.

#### Implementation Measure 1.13

Actively pursue funding for public outreach efforts through Metro's Regional Travel Options or Oregon Transportation Options process or other sources.

**Policy 2: Provide service which is coordinated, convenient, comfortable, and safe.**

## **Improving Service Quality**

Attaining a high quality of service is paramount if transit is to be competitive with the private automobile. Providing a safe, affordable, dependable, convenient, and comfortable service is the key to maintaining and increasing the current customer base. Passengers must be assured of quality service free of any discrimination based on minority status, age, gender, ethnicity, or disability. Customers must be confident that the bus will, as much as possible, arrive on time and that the bus is clean, safe, and well-maintained.

SMART can also improve its competitiveness with the automobile by addressing an issue that prevents many people from taking the bus; they are worried they won't be able to get home in the event of an emergency. See the section below on Emergency Ride Home programs.

## **Schedule and Program Coordination**

The coordination of schedules between routes and transit providers is key in assuring that travel times are competitive with the automobile. SMART continues to work closely with TriMet, Cherriots, and CAT, to ensure that connections are convenient and wait times are minimized.

The SMART Options Program provides assistance to employers in setting up transportation options programs at their worksites. However, SMART can get additional leverage for the program by working cooperatively with Metro, Drive Less Connect and other jurisdictions and agencies that support transportation options.

## **Customer Service Monitoring**

Some transit agencies may be unaware of consistent complaints and their resolution if no consolidated records are kept. By maintaining a record of customer service calls, letters, and e-mail along with the resolution or action taken, SMART has been able to assess whether customer complaints are being effectively resolved.

Passenger surveys also represent an opportunity to assess customer satisfaction and the provision of equitable service. Passenger surveys should include demographic questions in order to identify any service inequalities or unmet needs of specific demographic groups.

## **Emergency Ride Home Program**

Nationwide, Emergency Ride Home programs have proven themselves to be an inexpensive insurance policy. They act as a strong incentive, yet few people actually end up needing to use the ride-home feature. The Emergency Ride Home Program in Salem costs less than \$2,500 per year to administer and covers 1,600 commuters.



Programs can be structured so that participants are limited to a specified number of rides each year or quarter. SMART has had only an unofficial guaranteed ride home program for passengers. However, there are no set guidelines and the program is not publicized. Developing guidelines, extending the program to carpoolers, and vanpoolers, and publicizing the program could provide a valuable tool in attracting and retaining passengers. The program also provides a benefit for employers and employees who participate in transportation options programs. When fully staffed, SMART is able to provide emergency rides home.

### **Maintenance, Security, and Vehicle Replacement**

SMART does not keep worn out or unreliable buses in service. SMART staff continues to inspect and repair all buses on a set maintenance schedule to ensure that there are no breakdowns during service hours. Thanks to successful State and Federal grant applications, SMART's fleet is now relatively new (by industry standards). SMART is developing a plan to work with the Transportation Security Administration to better assure system safety and security.

### **On-Board Amenities**

In order to attract passengers away from their cars, SMART must provide service which is competitive in terms of cost, comfort, and convenience. On-board amenities are a way of adding comfort and convenience. If passengers can access the internet, listen to music, watch the news, or relax in comfortable seats, transit may seem more attractive than driving. SMART should survey current and potential passengers to assess the value and cost-effectiveness of any onboard amenity being considered.

**Implementation Measure 2.1**

Coordinate SMART bus route schedules as closely as possible with TriMet, Cherriots, and CAT to ensure that connections are convenient and wait times are minimized.

**Implementation Measure 2.2**

Coordinate with ODOT, Metro, Tri-Met, and the counties of Washington and Clackamas on the development of park & ride areas and transfer stations at freeway interchanges and other major transit stops. Ensure that service is coordinated at park & ride facilities and that they allow for intermodal connectivity.

**Implementation Measure 2.3**

Strive to maintain a record of 85% on-time service on all fixed routes and 90% for Dial-a-Ride.

**Implementation Measure 2.4**

Strive to maintain 100% satisfaction of Dial-a-Ride requests from elderly and disabled passengers.

**Implementation Measure 2.5**

Continue to maintain a record of customer service calls, letters, and e-mail along with resolution or action taken.

#### Implementation Measure 2.6

Conduct passenger surveys in English and Spanish on an annual or more frequent basis to assess customer satisfaction, unmet needs, and provision of equitable service.

#### Implementation Measure 2.7

As much as possible within the constraints of staffing, expand SMART's existing Emergency Ride Home Program to cover commuters who participate in worksite programs as a means to encourage transit, carpooling, ridesourcing, vanpooling, bicycling and walking.

#### Implementation Measure 2.8

Provide regular training for bus drivers in customer service, emergency preparedness, cultural sensitivity, and in conversational Spanish.

#### Implementation Measure 2.9

Assure that all buses have security cameras, including cameras showing what is going on both inside and around buses.

#### Implementation Measure 2.10

Continue to inspect and repair all buses on a set maintenance schedule to ensure that breakdowns are minimized during service hours. Continue to keep buses clean during service and assure that they are thoroughly cleaned at the end of each day.

#### Implementation Measure 2.11

Continue to research and implement new technologies which provide improvements in customer service and are cost effective. Examples include real-time customer information displays, automated stop announcements, regional multi-jurisdictional transit scheduling, dispatch, and other technologies.

#### Implementation Measure 2.12

Research the feasibility and cost-effectiveness of adding passenger amenities, designed to attract new passengers, including those who currently choose to drive.

**Policy 3: Promote land use patterns and development standards that improve accessibility of transit to pedestrians, bicyclists, motorists, and individuals with special needs.**

## **Improving Access to Transit**

Good access to transit means that it is safe, practical, and convenient to get to and from bus stops. It means that when you get to the bus stop, there is shelter and it is well lit and in a safe location. Ideally, transit is located no more than walking distance of all residences and businesses. It also means that people are able to access the information they need to ride transit, such as schedules and maps.

Providing good pedestrian and bicycle networks helps to ensure that there will be good access to transit as well, particularly if pedestrian, bicycle, automobile, and transit are well interconnected. In an ideal situation, a person would be able to use any mode of transportation or combination of modes to reach a destination; this provides the greatest level of choice in mobility. Reality is more likely to present gaps in the pedestrian and bicycle networks which also create problems in accessing bus stops. Unfortunately, it is the people who rely on transit for their basic transportation needs who are most affected by this lack of access.

Other issues which can adversely affect access to transit are the lack of:

- Safe sidewalks
- ADA sidewalk ramps
- Street lighting
- Traffic signals
- Bus shelters
- Information for those with limited English proficiency
- Secure bike parking at destinations

### **General Access**

Factors such as transit shelters and building design and orientation affect all transit users. SMART and the City's Community Development Department need to work closely with new developments to ensure that they accommodate and encourage transit use.

Transit shelters provide improved access by providing shelter from weather, an opportunity to sit down, lighting, and a display of route and schedule information.

Many buildings are designed with a priority for automobile access, making access from the sidewalk difficult or hazardous. Buildings with entrances that front onto parking lots present a particular problem. Bus service within parking lots is generally inadvisable because of the

many hazards from motorists backing out and people walking to and from their cars. However, if a person has to endure a long walk through the parking lot with bags of groceries to get to a bus stop, transit is still not a practical option.

This problem highlights the importance of orienting buildings towards the sidewalk. State, regional, and City policies now strongly promote transit-oriented design. SMART should work closely with other City departments to ensure that pedestrian and bicycle access is expanded and that new developments are designed to be transit friendly.

## **Bus Shelters and Bus Stop Seating**

Bus shelters and benches provide the best protection from the elements and comfort at bus stops. The previous Transit Master Plan included a list of priority locations for shelters. Most of those locations now have shelters. Unfortunately, SMART has had to be selective about adding new shelters to the system because of concerns about the cost of routine shelter maintenance. In fact, some of SMART's older shelters are now in need of major repair or replacement. In the future, an updated bus stop priority list should be based on the following criteria:

1. Number of passenger boardings per day – this criterion leverages limited resources to benefit the greatest number of customers.
2. Designation as a major transit stop - Since major transit stops are often transfer points, shelters are particularly important for these locations.
3. Type of population served - Locations that serve higher concentrations of transit-dependent and lower income populations are given priority for shelter placement. This frequently includes bus stops at medical facilities and public service agencies.
4. Availability of a nearby bus shelter - Shelters are distributed to obtain maximum coverage and equal access.
5. Preparation required - All other criteria being equal, level sites that provide adequate placement area with minimal impact to surrounding properties are preferred.

Bus stop poles with seats also represent opportunities for passengers to sit down while they wait for the bus. Although they do not provide shelter from the elements, they are particularly useful for people who are not able to stand for long periods of time. SMART has installed more than 20 of these seats and they have received a positive response from transit passengers.

### **Implementation Measure 3.1**

Install bus shelters based on the criteria listed above, as funding becomes available. Update future priority lists on an annual basis.

#### Implementation Measure 3.2

Purchase and install seats that attach to bus poles at all Wilsonville bus stops where the following criteria are met:

1. There is currently no shelter at the bus stop;
2. No bus shelter is anticipated to be built at the location in the near future;
3. No other seating is located adjacent to the bus stop and available to the public;
4. Installation of the seating would not present a safety hazard; and
5. There is adequate funding available in the adopted budget.

#### Implementation Measure 3.3

Work with City Engineering staff to require each traffic study to include the effects on transit services, circulation, and access for pedestrians and bicyclists on major transit streets.

#### Implementation Measure 3.4

Amend the City's Comprehensive Plan and the Planning and Land Development Code as appropriate, to include Transit Facility Design Standards.

#### Implementation Measure 3.5

Continue to require new developments on major transit streets to be designed to support transit use through site planning and pedestrian accessibility, including:

- Location of the building frontage and entrance is within 20 feet of the transit stop or transit street.
- A direct pedestrian connection is provided between transit stops and building entrances.

#### Implementation Measure 3.6

Require new developments generating an average of 49 or more peak-hour trips to provide an approved bus shelter with concrete boarding pad, bus stop sign and pole, bench, lighting, information display unit, garbage receptacle and bicycle rack. New developments generating more than 199 peak-hour trips shall also provide a bus pullout and additional bus shelters, if SMART determines it is necessary. New developments generating more than 500 peak-hour trips should also be required to provide on-site circulation to accommodate transit service, including appropriate street design, building orientation, and turning radii.

#### Implementation Measure 3.7

Amend the City's Development Code to require large developments and high employment and/or traffic generators (i.e., those with at least 50 on-site employees) to submit Transportation Demand Management programs to the City indicating how they will reduce transportation impacts, the activities they intend to undertake and how they will implement these activities. All such proposals shall be subject to review by the City Engineer, Planning Director, and SMART. The City will monitor and enforce, if necessary, to ensure plans meet modal targets and are implemented.

## **Pedestrian and Bicycle Access**

Most people who ride transit walk to the bus stop. This is particularly true of the very young and very old. Even a short gap in the sidewalk network or one unsafe crossing can render the trip to a transit stop impractical. Pedestrian access is therefore the key ingredient in assuring accessibility to transit. Bicyclists have a larger “travel shed” than pedestrians but also depend on the ability to store or transport their bicycles. Bike racks are provided on all buses, so that passengers can bicycle at either end of their bus trips. Bicycles are also allowed on buses, by SMART policy, when bus racks are full and there is ample room on the bus. Bicycle storage is also provided at SMART Central.

The Wilsonville Bicycle and Pedestrian Master Plan identifies gaps in the sidewalk network and recommends improvements, based on a number of factors including connections to bus stops. Completing these gaps will greatly improve safe access to transit. In particular, the identified improvements to Boeckman Road will provide pedestrian and bicycle connections between the commuter rail station and residential sites on the east side.

Provisions for safe pedestrian crossings also need to be required of new construction, including, where applicable, curb ramps, bulb-outs, medians or pedestrian refuges, flashers or signals, and traffic calming measures, to ensure that pedestrians can safely travel to and from bus stops.

Encouraging bicycle access to transit allows transit to attract customers from an area beyond walking distance. There are a number of reasons why people combine bicycling and transit:

- Either the origin or destination is not within walking distance of a transit stop.
- They want to get some exercise, but their trip is too long to bicycle the entire distance.
- They may want to go for a recreational ride at their destination.
- They don't drive or don't want to drive.

Some of the obstacles that limit bicycle access to transit are:

- Lack of bicycle parking at the destination.
- Lack of safe bike routes between the origin or destination and the transit stop.
- Shortage of secure bike rack space on the buses.
- Lack of a bikeshare program in Wilsonville.

Although all SMART buses have bike racks with space for at least two bikes, this is not always sufficient. SMART drivers will allow bicycles in the bus if space permits. However, if the rack is full and there is no space in the bus, passengers with bicycles must wait for the next bus. If the rack is full and a passenger has a bicycle inside the bus, he or she faces the possibility of having to disembark if a person in a wheelchair wants to board.

Recently, bike racks which accommodate three bicycles have become available which SMART uses on bigger buses. There is also a possibility of installing vertical racks inside buses, which

would take up little room and not interfere with wheelchair access. Bicycle racks can also be installed on the back of the bus. Lack of visibility makes these racks less desirable, as it is possible for the bus driver to inadvertently pull away while someone is loading or unloading a bicycle. There is also greater potential for bicycles to be stolen from rear racks while a bus is stopped at traffic lights. For those reasons, SMART has not moved towards using rear racks.

#### Implementation Measure 3.8

Improve pedestrian and bicycle connectivity to transit routes to the maximum extent possible, by constructing bicycle lanes, and bicycle parking and storage, sidewalks, crosswalks and other provisions for safe pedestrian crossings such as curb ramps, bulb-outs, medians or pedestrian refuges, flashers or signals, and traffic-calming measures.

#### Implementation Measure 3.9

Continue to purchase bicycle racks which accommodate three bicycles for all new full-sized buses. Investigate the availability of vertical racks to be installed inside the buses.

#### Implementation Measure 3.10

Encourage employers to improve on-site provisions for bicyclists such as weather-protected parking facilities, showers, and lockers at point of destination.

#### Implementation Measure 3.11

Make accommodations for bicyclists and pedestrians at park & ride lots and transportation transfer locations, including bicycle lockers or racks, sidewalks, pedestrian refuges, and marked crossings as appropriate.

#### Implementation Measure 3.12

Develop a loaner bicycle program, or bike sharing program. Bicycles would be purchased by SMART and stored in lockers at the Commuter Rail station/transit center. Program participants could then ride the bicycles from the transit center to their destination and return them to the lockers for return trips.

In order to assure bicycle access to transit, there must also be safe, secure (and ideally sheltered) places to park bicycles. Bicycle racks can be included with the installation of bus shelters, but more secure parking is warranted at locations such as the commuter rail station. The bicycle lockers at SMART Central have proven to be very popular.

### **Automobile Access (Park & Ride)**

Currently, the only park & ride lot in Wilsonville is at SMART Central. This park & ride provides more than 400 spaces and it continues to operate with excess capacity. Additional land for expansion of the park & ride lot has been acquired and can be developed as the need arises.



There may be a future need for an additional park & ride lot in North Wilsonville. Ideally, such a lot would be located near Wilsonville's northern I - 5 Interchange. Complicating any such plans is the short supply of vacant or inexpensive land near the freeway interchange. Having a park & ride lot on the east side of the freeway would also improve transit access for travelers who otherwise have to deal with getting from one side of the freeway to the other.

**Implementation Measure 3.13**

Work with regional, state and private entities to develop funding packages for future park & ride development.

**Implementation Measure 3.14**

Reassess the need for an additional park & ride lot, or expansion of the existing lot, as the community continues to grow. At that time options can be evaluated based on number of spaces projected to be needed.

## **Senior and Disabled Access**

Improving access to transit not only creates a greater sense of freedom and mobility for senior and disabled passengers, it can also prove to be cost-effective over the long run. When people who are elderly or disabled and don't drive are unable to access transit, they have few options. If they cannot find a friend or family member to drive them, then they must use Dial-a-Ride. Although Dial-a-Ride provides mobility, it does not provide the flexibility of fixed-route service since reservations must be made ahead of time. Also, as competition for Dial-a-Ride service increases, other senior and disabled riders will lose Dial-a-Ride opportunities to ADA-qualified riders who are considered to be in the 'first tier' for scheduling. Specific improvements to fixed route service can make it more accessible to many senior and disabled passengers, and also result in cost savings for SMART.

Mobility and independence are important quality-of-life issues for seniors and people with disabilities. Transit can provide an important lifeline, linking people to work, shopping, community connections, and medical appointments. Seniors and people with disabilities are also likely to be more sensitive to access issues. For instance, a senior may be mobile enough to walk to a bus stop, but unable to stand and wait for any length of time. In such a case, the availability of a shelter determines whether or not transit is a viable option. Similarly, a person in a wheelchair may be able to get to the bus stop with no problem as long as there is a continuous sidewalk with properly designed ramps. For these reasons, the previously-listed implementation measures for general and pedestrian access are of particular importance to seniors and people with disabilities.

All SMART buses are lift-equipped and accommodate wheelchairs. Dial-a-Ride service is available, but must be scheduled in advance. SMART also provides transportation to medical

appointments in the Portland area for Wilsonville seniors and people with disabilities. TriMet provides lift service between Portland and the Coffee Creek Correctional Facility in Wilsonville. Dial-a-Ride customers can transfer between SMART and TriMet services at the Correctional Facility, but they must schedule the two services separately. SMART has repeatedly requested that TriMet change the transfer point to a more hospitable location in the north end of Wilsonville, but has been unable to convince TriMet that doing so would be in the best interests of TriMet's passengers as well as SMART's. A coordinated effort with TriMet and other providers would also help to streamline the process for Dial-a-Ride trips between transit agencies, so that reservations for one trip could be made with a single phone call.

SMART will continue to coordinate with the Wilsonville Community Center to offer senior luncheon, shopping and activity trips, providing seniors with mobility, and an opportunity to run errands and socialize.

SMART still needs to conduct an overall detailed evaluation of the transit system's accessibility for seniors and people with disabilities. The evaluation should be performed in consultation with people who represent seniors and people with disabilities, as well as the affected persons themselves. This process would provide SMART with a list of obstacles or deficiencies that need to be addressed while also dealing with ways to decrease costs and increase system efficiencies. Topics to be addressed are expected to include:

- Redefining the boundaries of SMART's out-of-town Dial-a-Ride service;
- Creating a medical shuttle service;
  - Dialysis shuttle;
  - Chemotherapy shuttle
- Potential public/private partnerships;
- Consideration of different types of vehicles with different accessibility features; and
- Other ideas that may surface.

#### Implementation Measure 3.15

Continue to assure that all new transit facilities meet ADA requirements.

#### Implementation Measure 3.16

Purchase low-floor buses whenever feasible, to facilitate easy boarding for seniors and people with disabilities. Consider smaller low-floor replacements for cutaway buses, as the existing fleet is replaced.

#### Implementation Measure 3.17

Continue to lobby TriMet to move the transfer point between SMART and TriMet Lift to a more user-friendly location than the prison parking lot. Coordinate with TriMet and other providers to streamline the process for Dial-a-Ride trips between districts, so that reservations for one trip can be made with a single phone call.

#### Implementation Measure 3.18

Continue to coordinate with the Wilsonville Community Center to provide senior luncheon, shopping and activity trips to provide seniors with mobility, and an opportunity to run errands and socialize. Work with the Community Center to expand service to accommodate evening classes when feasible.

#### Implementation Measure 3.19

Conduct a thorough evaluation of the SMART system's accessibility for seniors and people with disabilities. The evaluation should be performed in consultation with people who represent the interests of seniors and people with disabilities. This process will provide SMART with a list of obstacles or deficiencies that need to be addressed and also opportunities to increase system

### **Access for those with Limited English Proficiency**

Language barriers limit access to transit when prospective passengers are unable to get the information they need on routes and schedules. The largest concentration of non-English speakers in Wilsonville speaks Spanish. According to the 2010 U.S. Census, 12% of Wilsonville's population spoke Spanish as a native language and spoke English "less than very well". SMART continues to expand the information it provides in Spanish on the schedules and on the website.

SMART has enacted a Title VI program in compliance with federal requirements and that program now guides SMART's efforts to reach out to and accommodate people with limited English proficiency (see Appendix D). SMART now has multi-language translation available for

in-coming phone calls. SMART also translates all written materials to Spanish and regularly has Spanish translators available at public meetings.

The transit schedule pages are primarily graphic and numeric and therefore understandable to most non-English speakers. However, SMART will need to continue to expand outreach efforts of all kinds to the Spanish speaking members of the community.

Implementation Measure 3.20

Continue to provide Spanish translations for information on Dial-a-Ride and services for seniors and people with disabilities on schedules and on the website.

Implementation Measure 3.21

Offer Spanish-language training to bus drivers, travel trainers, and SMART office staff.

**Policy 4: Continue to expand service to meet the demands of a growing population and employment base in Wilsonville.**

## **Service Expansion or Reduction**

The following implementation measures provide additional steps to accommodate changing demand for transit.

The goals of service expansion/reduction are to:

1. Provide service to new developments in Wilsonville.
2. Ensure that service adequately addresses the needs of low-income and transit-dependent populations.
3. Provide increased opportunities for residents, employees, and visitors to connect to jobs, shopping, parks, and community activities.
4. Facilitate connections between transit and other travel modes, including walking, bicycling, rail, and air travel.
5. Facilitate regional/inter-city connectivity.
6. Increase frequencies.
7. Extend service times to accommodate travel needs.
8. If service cuts become necessary, assure that the effects do not fall disproportionately on those who need the service most.

Transit serves an important role in providing mobility to people who do not have access to automobiles, including the young, old, minorities, low-income residents, and people with disabilities. Transit-dependent individuals often rely on transit as a lifeline to connect them with jobs, shopping, medical appointments, and social interactions. SMART's first priority must always be to provide transportation for transit-dependent individuals. This includes measures to provide service within walking distance of all neighborhoods in Wilsonville, to provide schedule information in Spanish, and to offer demand-response service help to ensure that transit is accessible to those who need it most. Providing fare-free service within Wilsonville also ensures that cost is not a barrier. Although fares are charged for service outside of Wilsonville, these fares generally remain much lower than the cost of driving an automobile. Half-price fares are also available for youth, seniors, and people with disabilities.

In order to finance SMART transit service to newly-annexed areas, it is important that SMART receive the payroll taxes generated by businesses there. When a piece of land is annexed by Wilsonville, it automatically becomes part of the SMART service area only if the land is outside of the TriMet boundary. Such areas remain in the TriMet Service District and pay payroll taxes to TriMet until TriMet takes action to remove it. The Wilsonville City Council enacted Resolution 2562 (see Appendix C), stating the City's intention to have all land within the City of Wilsonville served by SMART. Unfortunately, under current statutes, the City has

no way to compel TriMet to move such lands into SMART's service area, and TriMet apparently feels no need to do so.

### **Transportation Management Association (TMA)**

A TMA is a public/private partnership of business members, transportation providers and governmental entities that addresses important transportation issues and provides cooperative service. Members work together to organize commuting options for employees, customer, and the community. These options include carpools, ridesourcing, vanpools, transit, bicycling, walking, and telework. The goal of a TMA is to provide commuting solutions for the community, while also helping to reduce traffic congestion and improve the air quality. TMAs are generally more effective in urban areas, but still should be evaluated here.

Metro currently provides funding to help start up and run TMAs in the Portland Metropolitan region. The Lloyd District TMA in Portland is an example of a particularly successful local TMA. The Lloyd TMA sells bus passes, rents bike lockers, and provides information on carpooling, transit, bicycle parking. It serves as a one-stop shop for transportation questions. Many TMAs also organize vanpools and provide other services. Wilsonville may not have a sufficient concentration of employees to justify a TMA yet, however, with development of the industrial lands near Coffee Creek and other increases in employment, a TMA will probably be viable in the near future.

#### Implementation Measure 4.1

Plan for facilities and services to meet anticipated demands in new growth areas such as Villebois, Coffee Creek and Frog Pond.

#### Implementation Measure 4.2

Develop and maintain a SMART capital improvement plan that identifies needs, costs, and funding sources. Equipment and facilities must meet the requirements of the Americans with Disabilities Act, as well as “Buy America” requirements, when applicable.

#### Implementation Measure 4.3

Continue to lobby TriMet to sign an intergovernmental agreement facilitating the transfer of any lands annexed by Wilsonville from TriMet's service district into the SMART service area. If necessary, pursue a legislative solution to that situation. Continue to push for a more user-friendly transfer point between TriMet Lift and SMART Dial-a-Ride.

#### Implementation Measure 4.4

Strive to provide service within 1/3 mile of all existing and new development, to ensure that residents and employees can walk to bus stops.

#### Implementation Measure 4.5

Conduct follow-up surveys of residents and employees to provide updated information on the travel needs and preferences of riders and non-riders, with a special emphasis on seniors, youth, low-income, minorities, and people with disabilities.

#### Implementation Measure 4.6

Expand or extend service as financially feasible, based on needs of new development, transit-dependent populations, increasing ridership counts, origin-destination studies, or survey results from current and/or potential passengers indicating travel preferences.

#### Implementation Measure 4.7

Charge fares for any inter-city service unless an alternate revenue source becomes available. Evaluate fare levels on an annual basis with the objective of maximized revenue and minimized loss of ridership. Changes to fares will only be made after thorough consideration of the impacts on low-income and minority populations.

#### Implementation Measure 4.8

Evaluate routes on an annual basis based on criteria such as ridership levels, overall cost, passenger boardings, and costs per passenger mile. Targeted marketing campaigns should be conducted for routes with performance levels below the norm. Service alterations should be considered for routes which continue to perform below the norm. Changes to routes and schedules will only be made after thorough consideration of the impacts on low-income and minority populations.

#### Implementation Measure 4.9

Continue to provide demand-response service within the City of Wilsonville to help meet the demands of the transit-dependent population, with priority given to people who are ADA-qualified.

#### Implementation Measure 4.10

Continue to support efforts for commuter rail all-day service, and for an extension from Wilsonville to Salem using existing railroad tracks. Continue to support passenger rail service with SMART bus service.

#### Implementation Measure 4.11

Work with employers to assess the viability of vanpools from various locations, based on employee zip code data and shift times. Assist in setting up vanpools or other transportation options where sufficient interest exists.

#### Implementation Measure 4.12

Pursue funding for vanpools to Wilsonville employment sites.

#### Implementation Measure 4.13

Research the feasibility and interest in forming one or more TMAs in Wilsonville.



**Policy 5: Strive to improve air quality and reduce greenhouse gas emissions, as well as traffic congestion by increasing transit efficiency, promoting transportation options, and implementing transportation systems management.**

## **Increasing Efficiency and Improving Air Quality**

Transit generally provides air quality and traffic congestion benefits over automobile travel. However, there are ways to create even greater benefits. Promoting other transportation options such as carpooling, vanpooling, bicycling, walking, and telework can also help to reduce traffic congestion and air pollution. The use of alternative fuels provides additional opportunities for transit to reduce its impact on the environment and air quality.

### **Transportation Options**

The essence of transportation options is that by transporting more people in fewer vehicles, we can effectively reduce the demands on the transportation system and thereby make more efficient use of the system. Reducing the overall demand and spreading out the timing of trips so that fewer trips are made during the morning and evening "rush-hour" peaks results in reduced traffic congestion. These efforts can also delay or eliminate the need for road widening or new construction. Transportation options encompass alternatives to driving alone and the measures and techniques that encourage the use of these alternate modes.

Transportation Options programs are designed to:

- Reduce the number of automobile trips;
- Switch the times of trips to less congested periods of the day; and
- Encourage transit, carpooling, ridesourcing, vanpooling, bicycling, walking, and telework as alternatives to driving.

Transportation Options programs make the transportation system more efficient and reduce pollution without adding major infrastructure. These programs are most effective when complementary elements are packaged together to fit the needs and conditions of a given site or area. Supporting infrastructure, such as functional sidewalks, bicycle racks and transit shelters, as well as transit services are all important to a successful program.

The City of Wilsonville's transportation options mode split target for the RTP is 15 percent. Transportation options mode split refers to the share of trips made by a mode of transportation other than single-occupant vehicles (SOV), such as transit, vanpools, carpooling, walking, and telework. In order to meet the target, SMART will need to:

1. Work closely with employers to assist them in designing and implementing work-site programs for ECO program compliance or just to benefit their employees;
2. Continue to support DEQ requirements that large employers (100 or more employees) submit transportation options plans to show how they will reduce transportation impacts.

#### Implementation Measure 5.1

Work to reduce the number of vehicle miles traveled in the City by monitoring transportation demand management programs of area businesses and assisting employers in meeting ECO rule requirements.

#### Implementation Measure 5.2

Continue to operate the SMART Options program to work with area businesses and market travel demand management and commuting alternatives. Provide incentives that encourage employees to reduce SOV commute trips.

#### Implementation Measure 5.3

Take part in regional and state cooperative ridesharing, vanpooling, and marketing efforts to reduce air pollution and traffic congestion.

#### Implementation Measure 5.4

Develop and adopt City policies which encourage reduced reliance on the automobile by City employees and allow the City to act as a role model for other Wilsonville employers. These policies should include provisions for flex- and compressed workweek schedules, telework, preferred parking, and other policies which encourage the use of alternative transportation modes, including transit, walking, and bicycling.

#### Implementation Measure 5.5

Continue to impose maximum parking limits in conformity with Metro standards for large developments and high employment and/or traffic generators. SMART staff will be actively engaged in the development review process to assure that transit services are taken into consideration.

#### Implementation Measure 5.6

Allow for a reduction from minimum parking standards for developers who implement a Transportation Options Plan coordinated with SMART.

### **Transportation Systems Management (TSM or TSMO)**

TSM approaches work to increase the operational efficiency of the existing transportation infrastructure. As applied to transit, TSM measures help to reduce bus travel times, making transit more competitive with the automobile.

The two TSM measures that are most likely to work for SMART are traffic signal priority and queue bypass. Even these measures may not be warranted for some time. They should also be carefully reviewed by traffic engineers to ensure that they do not result in negative

impacts on overall traffic flow. The most effective location for implementation of either measure would be on Wilsonville Road between Town Center Loop E and Boones Ferry Road.

### *Traffic Signal Priority*

Buses use a mechanism to alert a traffic signal of their approach. The approach of a bus either allows for the light to turn green earlier or to stay green longer. Signal priority is not the same as signal preemption, which is reserved for emergency vehicles. Preemption alters the normal operation of the signal, while priority is much less disruptive.

#### Implementation Measure 5.7

Work with City Engineering staff to determine what effects signal prioritization and queue bypass would have on travel times for the bus and if the measures could be expected to have a negative impact on overall traffic flow. If found to be viable, implement signal prioritization and queue bypass at appropriate locations.

#### Implementation Measure 5.8

Evaluate bus pull-outs on a case-by-case basis to ensure safety for passenger loading and unloading and to balance delays to cars and buses.

#### Implementation Measure 5.9

In coordination with other traffic flow, revise traffic signal timing sequences (or encourage ODOT to do so) as appropriate to help bus movement.

### *Queue Bypass*

Buses are allowed to use a right-turn-only lane to proceed through the intersection. Buses can then bypass the line of through traffic at the intersection, making the bus more time efficient.

## **Alternative Fuels and Solar Options**

SMART currently uses low-sulfur diesel with a five-percent biodiesel content in most buses, and would like to further reduce environmental impacts by switching to cleaner fuel sources. SMART now operates four compressed natural gas (CNG) cutaway buses and two diesel-electric hybrid buses. SMART has also unsuccessfully attempted to secure grant funds for one or two battery-electric buses. Alternative fuels are currently being used by a number of transit providers with successful results. In many cases, initial costs are prohibitive without substantial grant revenues. As the alternatives become more available, less costly, and more reliable, these options should be pursued.

### *Clean Fuel Programs*

Both ODOT and the FTA have provided a variety of grant opportunities to support transit agencies in improving air quality and reducing greenhouse gas production. SMART has actively participated in those programs and has been the beneficiary of grants on occasion. That will continue and SMART will continue to pursue grants funds for battery-electric buses and related charging infrastructure.

Two other options that may help to meet SMART's clean fuels objectives are renewable diesel or higher concentration biodiesel. It is not known whether these fuels will be viable, available and affordable to meet SMART's needs in the life of this Master Plan, but they will clearly warrant consideration.

### *Solar Power and Photo-Luminescent Materials*

Solar panels are being used more widely now to power electronic parking meters, emergency phones, and a number of other uses. Solar panels can also be used to power lighting at bus shelters. This would also reduce the cost of running electrical conduit to the shelters. As with many sorts of hardware, the costs of photo-voltaic lighting systems continue to decline and the effectiveness of the equipment continues to improve.

Photo-luminescent materials are another means of lighting informational displays at bus shelters. The light-weight material can be applied as a decal or as an entire panel. It absorbs light during the day and continues to provide light several hours after dark.

#### Implementation Measure 5.10

Continue to research alternative fuels for transit vehicles, with a focus on long-term sustainability as well as cost efficiency. As new technologies mature and become readily available, evaluate their costs and benefits for SMART.

#### Implementation Measure 5.11

Install solar-powered lighting at new bus shelters, wherever it is viable and the cost is not prohibitive when compared with conventional power. Encourage new developments providing bus shelters to use solar power for shelter lighting. Explore the use of photo-luminescent materials as another option for lighting at shelters.

#### Implementation Measure 5.12

Continue to work cooperatively with other jurisdictions and organizations to promote clean and efficient energy use.

**Policy 6: Create a sense of community ownership of the transit system by encouraging citizen involvement.**

## **Creating a Sense of Community Ownership**

Wilsonville residents have a strong sense of pride in their community and in the SMART transit system. Public attitude surveys done in recent years have shown great support for SMART, even from people who do not ride the bus. Additional efforts should still be made to create even more of a sense of ownership within the community. Previous projects such as the SMART's Art on the Bus contests in the schools have created buses that displayed local children's artwork. Children and parents are proud to see the artwork displayed, and their sense of ownership is shared by other residents. SMART could involve the community in additional ways to ensure that SMART:

- Represents the quality and character of the community in a unique way;
- Provides buses and shelters which are not only highly functional, but also unique and aesthetically pleasing; and
- Provides a sense of fun.

Transportation to community events not only provides a convenient option, it also fosters a sense of community among riders who are able to travel as a group. SMART occasionally provides transportation to community functions such as sports events and the County Fair. Providing these services is an effective way to encourage people who would not normally ride the bus to try it out. Once they are familiar with the service, they may feel more comfortable using it on a regular basis.

Other community services, such as the trolley tours of Wilsonville, present an opportunity for SMART to help promote the community and local businesses to visitors and new residents. While SMART can provide local trips and regular subscription trips, special trips are limited by a law which prohibits competition with charter services. For instance, SMART could not take a group of Wilsonville residents on a trip while collecting a fee for the service. On the other hand, regular subscription trips are a possibility if the cost is covered by fares and anyone is allowed to take advantage of the trip. If a group of people wanted to attend the entire Oregon Symphony season, for instance, the service could be offered with scheduled times. SMART staff will need to remain informed of any changes to FTA regulations (or new interpretations) regarding charter service.

### **Naming Bus Routes**

Naming bus routes after landmarks or symbols provides an easier frame of reference for some passengers than a route number. It can also provide a sense of ownership for the community. Bus routes can be named after important destinations along the route.

#### Implementation Measure 6.1

Review existing bus route names and rename routes as needed to create a consistent naming system which provides an easy frame of reference and fosters a sense of community ownership.

### **Community Involvement in Shelter Design**

SMART could allow neighborhoods and businesses the opportunity to design their own bus shelters, providing them with a shelter that reflects the character of the individual neighborhood. While there are basic functional requirements for a bus shelter, there is also plenty of room for innovation and individuality. Even a basic shelter could be decorated with artwork produced by local adults or children. The artwork is then transferred onto the shelter as decals (similar to the ones used on the buses), or the glass could be etched to create a monochrome image. This approach has been used on shelters near Wilsonville High School, where the Wildcat theme is proudly displayed.

### **Employer Recognition**

Many employers have innovative programs that encourage their employees to ride transit and use other transportation options. Recognizing these employers with an annual awards program would let them know that their efforts are appreciated. SMART could also recognize and support Wilsonville employers by displaying informational materials on environmental programs or health and wellness efforts at particular worksites.

### **Unique Vehicles**

The SMART trolley is a good example of a unique vehicle that Wilsonville residents recognize as a mobile community landmark. In fact, the trolley has been so popular that people often ask if their next ride can be on the trolley. SMART could look at additional opportunities to acquire vehicles which are distinct, aesthetically pleasing, and fun, but also very functional. One such option would be a double-decker bus, which could provide the capacity needed for routes that have standing room only without adding the expense of another bus and driver. Adding more trolleys to the fleet would also be popular. A modern trolley is built on bus chassis, so they present no special challenges in terms of drivability or maintenance. Unfortunately, there do not appear to be any American-made, alternative fueled, low-floor trolleys on the market yet.

If SMART is successful in implementing medical shuttle service in the future, that service may warrant the use of some different type of vehicle that is designed to meet those unique needs.

## Art and Poetry on the Bus

SMART has sponsored a very successful Art on the Bus program, which provides Wilsonville students with an opportunity to display their artwork on the bus. SMART could also sponsor poetry contests, with the selected poetry displayed on cards in the bus in the area above the windows that is often used for advertising cards on other transit systems. For each contest, participants would focus on a particular subject, which could range from Wilsonville, parks, transportation, seasons, or a number of other subjects. The costs to offer such a program are very low and would provide an opportunity for many residents to see their work displayed. SMART intends to revamp this program to bring more transportation education to youth.

### Implementation Measure 6.2

Allow neighborhoods and businesses the opportunity to participate in the design of their bus shelters, providing them with a shelter that reflects the character of the individual neighborhood. Residents could either provide their own designs or could participate in judging architectural competitions for shelter design. Sculptural artwork in proximity to the bus shelters could also be included in this process.

### Implementation Measure 6.3

Research opportunities to provide transportation to community events such as races, art festivals, charity events, concerts, and special programs.

### Implementation Measure 6.4

Renew the Art on the Bus Program to allow children an opportunity to display their artwork or writing on the bus.

### Implementation Measure 6.5

Recognize Wilsonville employers with an annual awards program that acknowledges the best efforts to promote transit, walking, bicycling, carpooling, vanpooling, or telework at the worksite.

### Implementation Measure 6.6

Recognize and support Wilsonville businesses with posted information in the bus. This information could include recognition of health and wellness or environmental programs.

### Implementation Measure 6.7

Continue to explore opportunities to purchase vehicles which provide a unique representation for the City of Wilsonville and SMART.

## **Implementation Measures and Policy Framework**

Refer to Appendix E, the Implementation Measures Table, which provides an overview of the proposed implementation measures presented in this chapter and their role in supporting specific goals or requirements of plans, acts, and rules.

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# Appendices

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- B. *Vehicle List*
- C. *Resolution 2562*
- D. *Title VI Program*
- E. *Implementation Measures Table*
- F. *Corvallis Fee Model*
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# Appendix A – Glossary

## A

### ***Access Board***

Common name for the Architectural and Transportation Barriers Compliance Board, an independent Federal agency whose mission is to develop guidelines for accessible facilities and services and to provide technical assistance to help public and private entities understand and comply with the Americans with Disabilities Act (ADA).

### ***Accessibility***

The extent to which facilities, including transit vehicles, are barrier-free and can be used by people who have disabilities, including wheelchair users.

### ***Access to Jobs***

Federal funding for programs to increase work-related transportation available to low-income individuals.

### ***ADA***

Americans with Disabilities Act: Passed by the Congress in 1990, this act mandates equal opportunities for persons with disabilities in the areas of employment, transportation, communications and public accommodations. Under this Act, most transportation providers are obliged to purchase lift-equipped vehicles for their fixed-route services and must assure system-wide accessibility of their demand-responsive services to persons with disabilities. Public transit providers also must supplement their fixed-route services with para-transit services for those persons unable to use fixed-route service because of their disability.

### ***Alternative Fuels***

Vehicle engine fuels other than standard gasoline or diesel. Typically, alternative fuels burn cleaner than gasoline or diesel and produce reduced emissions. Common alternative fuels include methanol, ethanol, compressed natural gas (CNG), liquefied natural gas (LNG), biodiesel, clean diesel fuels and reformulated gasoline.

### ***Alternative Mode***

Any type of commuting transportation other than single occupancy vehicle that results in reduction of automobile commute trips, e.g. carpooling, vanpooling, bicycling, walking, transit, and telework.

### ***Alternative Work Schedules***

Any programs, such as compressed work weeks, flex time, telecommuting, staggered shifts, or any other program that eliminates pm peak-hour trips

**AoA**

Administration on Aging. The agency within the U.S. Department of Health and Human Services that oversees the implementation of the Older Americans Act, including senior nutrition programs, senior centers and supportive services for elders.

**Appropriation**

The step at which a legislative body and chief executive have agreed and signed into law an approval to spend public funds on specified programs and projects. Within the federal government, no funds may be spent unless their appropriation has been approved by Congress and signed into law by the President.

**Automobile Dependency** Transportation and land use patterns that result in high levels of automobile use and limited transportation alternatives. In this case, "automobile" includes cars, vans, light trucks, SUVs and motorcycles.

**B****Bulbout**

See Curb Extension.

**Bus Pullout or Turnout**

A pullout is a specialized bus stop where a transit vehicle can load or unload passengers in an area separated from the traffic lanes.

**Bus Rapid Transit**

Bus Rapid Transit - BRT is designed to be an alternative to light rail service using bus vehicles. BRT usually is made up of dedicated bus lanes with stations spaced at train-like intervals. BRT can offer more frequent, and more convenient service than regular buses, similar to a rail line, but may be cheaper to build or more flexible where buses can leave the bus-way to reach other areas.

**Bus Testing**

Originally drafted in 1989, the Federal Transit Administration (FTA) Bus Testing regulations mandate that all transit vehicle models purchased with FTA money must undergo testing at FTA's Altoona, Pa. bus testing site.

**Buy America**

Federal transportation law which requires that all purchases of vehicles, equipment or any other manufactured item be of US-made and assembled components, unless the purchase price is less than \$100,000 or the DOT has given the purchaser a Buy America waiver.

## C

### **Capital Costs**

Refers to the costs of long-term assets of a public transit system such as property, buildings and vehicles.

### **Carpool**

A prearranged ridesharing service in which a number of people travel together on a regular basis in a car. Some carpool arrangements involve the exchange of money in exchange for driving, while others simply trade off driving.

### **Carshare**

Carshare refers to automobile rental services intended to substitute for private vehicle ownership. It makes occasional use of a vehicle affordable, even for low-income households, while providing an incentive to minimize driving and rely on alternative travel options as much as possible. Carsharing can also be used at worksites to provide transportation from commuter rail stations and for employees' midday errands.

### **CARTS**

The Chemeketa Area Regional Transportation System (CARTS) is a partnership between Marion, Polk, and Yamhill counties that coordinates resources to provide transportation for senior citizens, disabled, and economically disadvantaged residents access to medical services, employment, education, shopping, and recreation. CARTS is operated by Salem-Keizer Transit (Cherriots).

### **CAT**

Canby Area Transit (CAT) provides fixed-route and dial-a-ride service in Canby and provides connections with SMART, TriMet, and SCTD.

### **CDL**

Commercial Driver's License: The standardized driver's license required of bus and heavy truck drivers in every state. Covers drivers of any vehicle manufactured to seat 15 or more passengers (plus driver) or any vehicle over 13 tons gross vehicle weight. The CDL is mandated by the Federal government in the Commercial Motor Vehicle Safety Act of 1986. All SMART drivers, dispatcher, and mechanics have CDL's.

### **Cherriots**

The name given to the bus service operated by Salem-Keizer Transit. In addition to Salem-area service, Cherriots also operates service between Salem and Wilsonville, coordinating with SMART's 1X service.

**Clean Air Act**

Federal regulations which detail acceptable levels of airborne pollution and spell out the role of state and local governments in maintaining clean air.

**CMAQ**

Congestion Mitigation and Air Quality: A flexible funding program administered by the Federal Highway Administration (FHWA) which funds projects and programs to reduce harmful vehicle emissions and improve traffic conditions. CMAQ funds may be used flexibly for transit projects, rideshare projects, high-occupancy vehicle lanes or other purposes.

**Community Transportation**

Transportation services that address the transit needs of an entire community, including the needs of both the general public and special populations.

**Commuter Rail**

Commuter rail is passenger train service that often shares tracks with freight or inter-city trains. Commuter rail trains are usually made up of coaches hauled by a locomotive and serve downtown travel markets. Most train service is concentrated in peak hours of travel. Train stations are usually about five miles apart to allow the heavier trains to accelerate and decelerate.

**Compressed Work Week**

An on-going alternative work schedule, in accordance with employer policy, that regularly allows a full-time employee to eliminate at least one (1) work day every two (2) weeks through working longer hours during the remaining days, resulting in fewer commute trips by the employee.

**CTAA**

Community Transportation Association of America. A national professional association of those involved in community transportation, including operators, vendors, consultants and federal, state and local officials. SMART is a member of CTAA.

**Curb Extension or Bulbout**

An area where the sidewalk and curb are extended into the parking lane to decrease crossing distance for pedestrians. Curb extensions can also be used to allow buses to remain in the travel lane instead of pulling over to the curb at bus stops.

**Curb-to-Curb Service**

A common designation for para-transit services. The transit vehicle picks up and discharges passengers at the curb or driveway in front of their home or destination. In curb-to-curb service the driver does not assist the passenger along walks or steps to the door of the home

or other destination. SMART is now required to provide door-to-door service for ADA-qualified passengers.

## **D**

### ***Demand-Response Service***

The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. SMART's dial-a-ride is demand-response. These services require advance reservations.

### ***Deviated Fixed Route***

This type of transit is a hybrid of fixed-route and demand-response services. While a bus or van passes along fixed stops and keeps to a timetable, the bus or van can deviate its course between two stops to go to a specific location for a pre-scheduled request. Often used to provide accessibility to persons with disabilities.

### ***Disabled***

Any person who by reason of illness, injury, age, congenital malfunction or other permanent or temporary incapacity or disability is unable, without special facilities, to use local transit facilities and services as effectively as persons who are not so affected.

### ***Discretionary Grant***

Financial assistance that is awarded on the basis of competitive merits from among proposals that are submitted. Even in cases where projects are identified, or earmarked, by members of congress, grant-making agencies generally will require recipients to file applications and abide by the procedures of what was designed as a competitive grant-making process.

### ***Door-to-Door Service***

A form of paratransit service which includes passenger assistance between the vehicle and the door of his or her home or other destination. A higher level of service than curb-to-curb, yet not as specialized as door-through-door service (where the driver actually provides assistance within the origin or destination).

### ***DOT***

Department of Transportation, the federal agency that oversees how transportation money is spent and programs are conducted in the U.S.A. The DOT oversees over a dozen other agencies, including FTA and FHWA.

### ***Drug and Alcohol Testing Regulations***

DOT implemented the Omnibus Transportation Employee Testing Act in December 1992. The act requires drug and alcohol tests for all safety-sensitive employees of agencies receiving section 5307, 5309 or 5311 funding (Section 5310 agencies are not included), including drivers, maintenance workers, dispatchers and supervisors. All CDL carrying employees are subject to random drug tests.

## **E**

### ***E&D***

An abbreviation commonly used to refer to services for the elderly and disabled.

### ***Emergency Ride Home***

A program that encourages employees to carpool, use transit, bike, or walk to work by guaranteeing them a ride home in the event of an emergency. A free taxi ride is provided when an employee becomes ill at work, has to work unexpected overtime, or has a family emergency such as a sick child. Also referred to as "Guaranteed Ride Home."

### ***Employee Commute Options (ECO) Rule***

Part of House Bill 2214, which was adopted by the 1992 Oregon Legislature. The rule directs the Environmental Quality Commission to institute an employee trip reduction program. The rule is designed to reduce 10 to 20 percent of commuter trips for all businesses employing 100 or more persons.

### ***Employment Transportation***

Transportation specifically designed to take passengers to and from work or work-related activities.

### ***Environmental Justice***

The fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations, and policies.

## **F**

### ***Far-Side Bus Stop***

A bus stop that is located immediately following an intersection.

### ***Fare Box Revenue***

A public transportation term for the monies or tickets collected as payments for rides. Can be cash, tickets, tokens, transfers and pass receipts. Fare box revenues rarely cover more than a small portion of a transit system's operating expenses.

### ***Federal Transportation Bills since 1991***

- Intermodal Surface Transportation Efficiency Act (ISTEA), 1991,
- The National Highway System Designation Act (NHS), 1995,
- Transportation Equity Act for the 21st Century (TEA-21), 1998,
- Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), 2005,
- Moving Ahead for Progress in the 21st Century Act, (MAP-21) 2012,
- Fixing America's Surface Transportation Act (FAST), 2015.

### ***FHWA***

Federal Highway Administration. A component of the U.S. Department of Transportation, provides funding to state and local governments for highway construction and improvements, including funds must be used for transit. FHWA also regulates the safety of commercial motor vehicle operations (vehicles which require a CDL to drive). FHWA is the lead agency in federal intelligent transportation activities and regulated interstate transportation.

### ***Fixed-route***

Transit services where vehicles run on regular, pre-designated, pre-scheduled routes, with no deviation. Typically, fixed-route service is characterized by printed schedules or timetables, designated bus stops where passengers board and alight and the use of larger transit vehicles.

### ***Flex Schedules***

An employer policy allowing individual employees some flexibility in choosing work schedules. Flex schedules allow employees to start earlier or later, avoiding peak traffic times.

### ***FTA***

Federal Transit Administration (before 1991, Urban Mass Transportation Administration). A component of the U.S. Department of Transportation that regulates and helps fund public transportation. FTA provides financial assistance for capital and operating costs and also sponsors research, training, technical assistance and demonstration programs. FTA was created by the passage of the Urban Mass Transportation Act of 1964.



## **G**

### ***Grant***

The award of government funds to an entity. Federal funds are typically awarded either as formula (or block) grants, where a predetermined legislative process establishes the level of funding available to an entity, or discretionary grants, where the funding agency is free to determine how much (if any) funding an entity will be given based on the relative merits of the proposal. Private foundations also give grants based on their own criteria.

### ***Guaranteed Ride Home***

Program that encourages employees to carpool, use transit, bike or walk to work by guaranteeing them a ride home in case they cannot take the same mode home (e.g., if they need to work late or if an emergency occurs). Also referred to as "Emergency Ride Home.

## **H**

### ***High-Occupancy Vehicle (HOV)***

A passenger vehicle carrying more than a specified minimum number of passengers. HOVs include carpools, vanpools, and buses. HOV requirements are often indicated as 2+ (two or more passengers required) or 3+ (three or more passengers required).

### ***High Transit Service (Frequent service)***

This level of service is achieved when a location is served by multiple bus routes at intervals of 15 minutes or less during peak commuting hours.

### ***HOV Lane***

This is a traffic lane limited to carrying high occupancy vehicles (HOVs) and certain other qualified vehicles.

### ***Human Services Transportation***

Transportation related to the provision of human or social services. Includes transportation for the elderly and people with disabilities when the transportation is provided by an arrangement other than the public service available to all.

## **I**

### ***Inter-city Transportation***

Transportation service between two urban areas. Under FTA's Section 5311 (f), intercity transportation service must receive no less than 15 percent of each state's total Section 5311 funding, unless a state's governor certifies that these needs are already being met.

***Interlining***

Interlining is a term used to describe a vehicle that is continuing on to another route without reporting back to the garage/depot. Often times this requires the two routes to share a common bus stop or terminus.

***L******Linked***

A linked trip is a person's entire trip between an origin and destination, which may involve transferring between vehicles (e.g., Park & ride or bus and rail transit), or multiple stops, such as stopping at a daycare center or store along a commute trip.

***Low Transit Service***

A location that has some transit service, but not enough to be considered medium or high transit service.

***M******Match***

State or local funds required by various federal or state programs to complement funds for a project. A match may also be required by states in funding projects which are joint state/local efforts. Some funding sources allow services, such as the work of volunteers, to be counted as an in-kind funding match. Federal programs normally require that match funds come from other than federal sources.

***Medicaid***

Also known as Medical Assistance, this is a health care program for low-income and other medically needy persons. It is jointly funded by state and federal governments. The Medicaid program pays for transportation to non-emergency medical appointments if the recipient has no other means to travel to the appointment.

***Medium Transit Service***

This level of service is achieved when at least two bus routes serve a location with no longer than 20-minute intervals during peak commuting hours.

***Mode***

A method used by people or goods to get from one place to another, such as using cars and trucks, freight and passenger trains, walking, bicycling, and riding buses.

### ***Mode Split***

Travel modes include walking, biking, auto, and bus and light rail. The mode split is the percentage of total travel by each mode. For example if the mode split is 80% auto, this means that 80% of all trips are made by auto.

### ***MPO***

Metropolitan Planning Organization. The local bodies that set coordination standards and select projects in urban areas to be funded by the FAST Act. In the Portland Metropolitan area, Metro serves as the MPO.

### ***Multi-modal Transportation***

The availability of transportation options using different modes within a system or corridor, allowing for greater choice and mobility.

## **N**

### ***National Transit Database Reports***

Annual reports formerly known as Section 15, report financial and operating data, required of almost all recipients of transportation funds under Section 5307.

### ***Near-side Bus Stop***

A bus stop that is located immediately preceding an intersection.

## **O**

### ***OAA***

Older Americans Act. Federal law first passed in 1965. The act established a network of services and programs for older people. This network provides supportive services, including transportation and nutrition services, and works with public and private agencies that serve the needs of older individuals.

### ***Operating Assistance***

Funding that helps support the day-to-day costs of operating or providing services; in transportation settings, this category often includes driver salaries and operating staff expense, as well as fuel, and other routine, ongoing costs of having and operating a transportation service.

### ***Operating Costs***

Non-capital costs associated with operating and maintaining a transit system, including labor, fuel, administration and maintenance.

***Oregon Department of Transportation (ODOT)***

State agency that oversees and maintains the state transportation system (including public transit), under the guidance of the Oregon Transportation Commission.

***Oregon's Statewide Planning Goals***

The 19 goals that provide a foundation for the State's planning program. The 19 goals can be grouped into four broad categories: land use, resource management, economic development, and citizen involvement. Locally adopted comprehensive plans and regional transportation plans must be consistent with the statewide planning goals.

***P***

***Para-transit***

Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Para-transit includes demand-response transportation services, subscription bus services, shared-ride taxis, carpooling and vanpooling, jitney services and so on. Most often refers to wheelchair-accessible, demand-response van service.

***Park & ride***

A mode of travel usually associated with movements between work and home, that involves use of a private auto on one portion of the trip and a transit vehicle, carpool, or vanpool on another portion of the trip. Thus, a park-and-ride trip could consist of an auto trip from home to a parking lot, and transfer at that point to a bus, carpool, or vanpool in order to complete the trip to work.

***Parking Management***

Strategies aimed at making better use of available parking supply. Parking management strategies include preferential parking or price discounts for carpools and/or short-term parkers, and disincentives, prohibitions and price supplements for those contributing more to congestion.

***Parking Cash-Out***

This means that people (typically commuters, and sometimes residents of multi-family housing) who are offered a free parking space are also offered the cash equivalent when they use alternative transportation modes and so do not impose parking costs.

***Passenger Mile***

One passenger transported one mile. Total passenger miles are calculated by adding the sum of the distances ridden by each passenger.

**Payroll Tax**

The transit payroll tax was established by City Ordinance 340 in December, 1988. From January 1, 1990 to October 2006, the transit tax rate has remained constant at .3% (3/10 of one percent). In October 2006, the rate was raised to 0.33%, and to 0.5% in 2008. This tax is imposed for the provision of public transportation services in the local transit area.

**Peak Hours**

The rush hours of the day, generally 7-9 a.m. and 4-6 p.m.

**Pre-Award/Post-Delivery Audit Requirements**

Since 1991, FTA has required recipients of Sections 5307, 5309, 5310 and 5311 funds to carry out audits of vehicles and other rolling stock purchased with FTA money. These audits are to insure that vehicles are manufactured according to specification and comply with applicable Buy America and Federal Motor Vehicle Safety Standards.

**R****Regional Center**

A design type designated in Metro's 2040 Growth Concept. After the Central City, regional centers have the region's highest development densities, the most diverse mix of land uses, and the greatest concentration of commerce, offices, and cultural amenities. They are very accessible by both automobile and public transportation, and have streets that are oriented to pedestrians.

**Regional Transportation Plan (RTP)**

The guiding document developed by Metro for all federally funded transportation planning efforts in the region, with a twenty year horizon and updated every three years. The RTP is the region's transportation system plan that is required by the Transportation Planning Rule.

**Reverse Commute**

A rideshare program facilitates the formation of carpools and vanpools, usually for work trips. A database is maintained for the ride times, origins, destinations and driver/rider preferences of users and potential users. Those requesting to join an existing pool or looking for riders are matched by program staff with other appropriate persons. In rural areas, a rideshare program is often used to coordinate Medicaid or volunteer transportation.

**Ridership**

The number of rides taken by people using public transportation in a given time period.

**Rideshare**

A motor vehicle, carrying two or more people for any trip purpose, including work and shopping.

**S****SCTD**

South Clackamas Transportation District (SCTD) provides bus service in the Molalla area and connections to Clackamas Community College and Canby.

**SDC or Systems Development Charge**

A system development charge (SDC) is a one-time fee imposed on new construction at the time of development. The fee is intended to recover a fair share of the costs of existing and planned facilities that provide capacity to serve new growth.

**Section 5307**

The section of the Federal Transit Act that authorizes grants to public transit systems in all urban areas. Funds authorized through Section 5307 are awarded to states to provide capital and operating assistance to transit systems in urban areas with populations between 50,000 and 200,000. Transit systems in urban areas with populations greater than 200,000 receive their funds directly from FTA.

**Section 5309**

The section of the Federal Transit Act that authorizes discretionary grants to public transit agencies for capital projects such as buses, bus facilities and rail projects

**Section 5310**

The section of the Federal Transit Act that authorizes capital assistance to states for transportation programs that serve the elderly and people with disabilities. States distribute section 5310 funds to local operators in both rural and urban settings, who are either nonprofit organizations or the lead agencies in coordinated transportation programs.

**Section 5311**

The section of the Federal Transit Act that authorizes capital and operating assistance grants to public transit systems in areas with populations of less than 50,000.

**SMART Options**

A grant-funded program operated by South Metro Area Regional Transit (SMART). This program works with employers, schools, and individuals to help them find alternatives to driving alone. These alternatives include carpooling, vanpooling, transit, walking, bicycling, and telework. SMART Options also works with SMART Options works closely with other regional providers and services

**State Implementation Plan (SIP)**

The statement of how the transportation, environmental, and health communities expect to meet federal air quality safety standards.

**State Transportation Improvement Program (STIP)**

A staged, multi-year, statewide, intermodal program of transportation projects, consistent with the statewide transportation plan and planning processes as well as metropolitan plans, TIPs, and processes.

**T****Technical Assistance**

Non-financial support to help accomplish program goals, such as training, consulting, research or evaluation.

**Telework or Telecommute**

This term refers to a transportation demand management strategy whereby an individual substitutes working at home for commuting to a work site on either a part-time or full-time basis.

**Title VI of the Civil Rights Act**

"No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

**TOD**

Transit Oriented Development- Development in which public transportation, walking, and biking are designed to play a large role in mobility. TODs sometimes have the features often identified with New Urbanism- that is- using traditional town planning strategies to increase livability.

**Town Center**

A Metro 2040 Growth Concept design type that functions as a local activity area and provides close access to a full range of local retail and services within a few miles of most residents. Town centers do not compete with regional centers in scale or economic diversity, but they will offer some specialty attractions of regional interest. Town centers have excellent multimodal access and connections to regional centers and other major destinations.

**Traffic Calming**

Various design features and strategies intended to reduce vehicle traffic speeds and volumes on roadway as a means of promoting safe and pleasant conditions for motorists, bicyclists,

pedestrians, and residents.. These measures can include medians, bicycle lanes, roundabouts, curb bulb-outs, tighter curb radii, landscaping, and narrower streets.

### ***Transit***

This term refers to publicly-funded and managed transportation services and programs within the urban area, including light rail, regional rapid bus, frequent bus, primary bus, secondary bus, mini-bus, para-transit and park-and-ride.

### ***Transit-Dependent Populations***

Low-income, minority, youth, seniors, and people with disabilities tend to be more dependent on transit than the population as a whole. These groups often rely on transit as a lifeline to connect them with jobs, shopping, medical appointments, and social interaction. Since these groups do not have the mobility choices available to other groups, providing them with adequate transit service is considered first priority.

### ***Transportation Demand Management (TDM)***

Various strategies that change travel behavior (how, when and where people travel) in order to increase transport system efficiency and achieve specific objectives such as reduced traffic congestion, road and parking cost savings, increased safety, improved mobility for non-drivers, energy conservation and pollution emission reductions. Also referred to as Transportation Options or Mobility Management.

### ***Transportation Improvement Program (TIP)***

The multi-year capital program of transportation projects updated each year. SMART is subject to both the MTIP (Metropolitan Transportation Improvement Program) and STIP (State Transportation Improvement Program).

### ***Transportation Network Company (TNC)***

These companies connect paying passengers with drivers who provide the transportation on their own non-commercial vehicles, also known as ridesourcing.

### ***Transportation Options Program***

A program that seeks to promote a variety of transportation options and alternatives to the single-occupant automobile.

### ***Transportation Planning Rule (TPR)***

The implementing rule of Statewide Planning Goal 12 dealing with transportation, as adopted by the State Land Conservation and Development Commission (LCDC). Among its provisions, the TPR requires reducing vehicle miles traveled (VMT) per capita by 15 percent in the next 30 years, reducing parking spaces per capita by 10 percent in the next 20 years, and improving opportunities for alternatives to the automobile.



### ***Transportation System Management (TSM)***

Strategies and techniques for increasing the efficiency, safety, or level-of-service of a transportation facility without increasing its size. Examples include, but are not limited to, traffic signal improvements, traffic control devices (including installing medians, channelization, access management, and ramp metering), incident response, targeted traffic enforcement, preferential transit measures, and restriping for high-occupancy vehicle lanes.

### ***Transportation System Management and Operations (TSMO)***

A program designed to optimize the performance of roadway infrastructure that already exists through the implementation of specific systems and services that preserve capacity, improve reliability and safety, and improve the environment.

### ***Transportation System Plan (TSP)***

A plan for one or more transportation facilities that are planned, developed, operated, and maintained in a coordinated manner to supply continuity of movement between modes and within and between geographical and jurisdictional areas.

### ***TriMet***

Tri-County Metropolitan Transportation District, the transit agency for most of Clackamas, Multnomah, and Washington Counties.

### ***Trip***

A one-way movement of a person or vehicle between two points. Many transit statistics are based on unlinked passenger trips, which refer to individual one-way trips made by individual riders in individual vehicles. A person who leaves home on one vehicle, transfers to a second vehicle to arrive at a destination, leaves the destination on a third vehicle and has to transfer to yet another vehicle to complete the journey home has made four unlinked passenger trips.

### ***Tripper Bus***

A tripper bus is a second, often smaller bus that is used to create more rider capacity on a route by following a regular bus and picking up passengers that otherwise would not be able to fit on the first bus due to overcrowding.

## ***U***

### ***U.S. DHHS***

United States Department of Health and Human Services. Funds a variety of human services transportation through AOA, Head Start, Medicaid and other programs.

### ***Unlinked Passenger Trips***

An unlinked trip is a passenger trip made in a single vehicle, such as a single automobile or bus ride.

### ***User-Side Subsidy***

A transportation funding structure in which qualified users (usually economically disadvantaged persons) are able to purchase vouchers for transportation services at a portion of their worth. The users then may use the vouchers to purchase transportation from any participating provider. The vouchers are redeemed by the provider at full value and the provider is reimbursed by the funding agency for the full value.

## **V**

### ***Vanpool***

A prearranged ridesharing service in which a number of people travel together on a regular basis in a van. Vanpools may be publicly operated, employer operated, individually owned or leased.

### ***VMT***

Vehicle Miles of Travel - the measure of how many miles vehicle travel in a given period- use to assess the amount of roadway travel in the region.

## **W**

### ***Walk SMART***

The objective of the Walk SMART project is to increase the number of walking trips by all people in Wilsonville.

### ***WES***

WES (Westside Express Service) is a commuter rail line serving Beaverton, Tigard, Tualatin and Wilsonville. WES runs every 30 minutes during the weekday morning and afternoon rush hour.

## Appendix B - Vehicle List

### SMART Fleet December, 2016

STATUS	YEAR	SOURCE	NUMBER	MANUF.	SIZE	MILEAGE
Active	2016	Federal	6116	Ford	26 foot	31724
Active	2016	Federal	3515	Gillig	35 foot	2129
Active	2016	Federal	3616	Gillig	35 foot	1940
Active	2015	Federal	6515	Ford	20 foot	36123
Active	2015	Federal	6615	Ford	20 foot	36712
Active	2014	Federal	4314	Gillig	40 foot	88231
Active	2014	Federal	4414	Gillig	40 foot	78126
Active	2013	Federal	4113	Gillig	40 foot	126709
Active	2013	State	6013	Ford	26 foot	140281
Active	2013	State	5913	Ford	26 foot	146397
Active	2013	State	5813	Ford	26 foot	141,234
Active	2013	State	5713	Ford	26 foot	127096
Active	2012	Federal	4212	Gillig	40 foot	174557
Active	2012	State	5612	Ford	26 foot	176,532
Active	2011	State	5511	Ford	26 foot	144,142
Active	2011	State	5411	Ford	26 foot	104,696
Active	2010	State	2010	Ford	Van	149,449
Active	2010	Federal	5310	Ford	26 foot	248922
Active	2010	Federal	5210	Ford	26 foot	214599
Active	2010	State	8210	Dodge	Mini van	50332
Active (Non-Revenue)	2010	State	8110	Dodge	Mini van	105916
Active (Training bus)	2007	Insurance	3707	Blue Bird	40 foot	68645
Active	2005	State	3005	Ford	26 foot	310788
Active	2005	State	2405	Eldorado	30 foot	130901
Active	2004	State	5104	Ford	26 foot	306674
Active (Training bus)	2003	Local	5003	Ford	26 foot	324474
Active	2000	Local	2500	Gillig	30 foot	463820
Active	2000	Federal	2600	Gillig	30 foot	537354
Active (Special events)	2001	Local	Trolley	Trolley	35 foot	49988
Contingency	2006	Federal	2206	Champion CTS	35 foot	175139
Contingency	2006	Federal	2306	Champion CTS	35 foot	162098

**TOTALS:** 31 vehicles, 30 revenue, 2 in contingency, 2 training, 2 supervisor vans, 1 special event

# Appendix C - City Council Resolution 2562

## RESOLUTION NO. 2562

**A RESOLUTION OF THE WILSONVILLE CITY COUNCIL, DECLARING ITS INTENT TO HAVE THE SERVICE BOUNDARIES OF SOUTH METRO AREA REGIONAL TRANSIT (SMART) BE COTERMINOUS WITH THE WILSONVILLE CITY LIMITS**

WHEREAS, the City of Wilsonville has provided efficient public transit services to the community, with connections to surrounding communities for more than 25 years; and

WHEREAS, SMART is, along with TriMet, one of only two Federal Transit Administration (FTA) recognized urban transit agencies in the greater Portland metro region in Oregon; and

WHEREAS, community attitude surveys over the last few years have demonstrated strong public support for SMART and the services it provides; and

WHEREAS, as the Wilsonville community has grown, the transit services provided by SMART have also grown; and

WHEREAS, SMART is capable of providing transit services to newly annexed lands as they develop; and

WHEREAS, the Wilsonville city limits are expected to continue to expand into land within the urban growth boundary, and eventually into lands that have been designated as urban reserves, potentially adding hundreds of acres to the city in the foreseeable future; and

WHEREAS, SMART staff has been actively involved in recent concept planning efforts for the Basalt Creek and Frog Pond areas and has also provided input into planning for the proposed park and new public schools south of Advance Road, with the intention of providing transit services to those areas as they develop; and

WHEREAS, the Coffee Creek Correctional Facility remains within TriMet's district boundary in spite of the fact that it was annexed into the City of Wilsonville approximately 15 years ago; and

**RESOLUTION NO. 2562**  
C:\Users\king\Desktop\2.1.16 cc\Res2562.docx

**PAGE 1 OF 3**

WHEREAS, the Tualatin Valley Fire & Rescue Station #56, located at 8445 SW Elligsen Road, Wilsonville, is the only other developed property within the City of Wilsonville that remains within the TriMet District Boundary; and

WHEREAS, the Coffee Creek Correctional Facility pays fees in lieu of payroll taxes that are returned to TriMet, in spite of the fact that TriMet does not have a fixed route serving that site; and

WHEREAS, the Tualatin Valley Fire & Rescue District pays payroll taxes to TriMet for those employed at Fire Station #56 and TriMet does not have a fixed route serving that site; and

WHEREAS, both the Coffee Creek Correctional Facility and the Tualatin Valley Fire & Rescue Station #56 receive regular weekday fixed-route transit service from SMART and not from TriMet; and

WHEREAS, funding for SMART is derived primarily from payroll taxes on the businesses within the Wilsonville city limits; and

WHEREAS, adding more employment land to the city, and to SMART's service territory, will help to assure that there is adequate revenue for SMART to continue to efficiently provide quality transit services.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF WILSONVILLE RESOLVES AS FOLLOWS:**

1. It is the intent of the City that lands annexed into the City become part of SMART's service territory;
2. The City Council hereby instructs the City Manager to provide copies of this Resolution to TriMet's Board of Directors and General Manager and petition for the removal of the Coffee Creek Correctional Facility and the Tualatin Valley Fire & Rescue District Station #56 from the TriMet district boundary;
3. The City Manager is further instructed to take all necessary steps to assure that newly annexed lands are made part of the SMART service territory; and
4. This Resolution is effective upon adoption.

ADOPTED by the Wilsonville City Council at a regular meeting on February 1, 2016,  
and filed with the Wilsonville City Recorder this date.

  
TIM KNAPP, MAYOR

ATTEST:  
  
Sandra C. King, City Recorder, MMC

SUMMARY OF VOTES:  
Mayor Knapp - Yes  
Councilor Starr - Excused  
Councilor Fitzgerald - Yes  
Councilor Stevens - Yes  
Councilor Lehan - Yes

Draft



## Appendix D - Title VI Program

City of Wilsonville  
South Metro Area Regional Transit (SMART)  
Title VI Program

November 29, 2016

Stephan Lashbrook  
Transit Director

29799 SW Town Center Loop E  
Wilsonville, Oregon  
[lashbrook@ridesmart.com](mailto:lashbrook@ridesmart.com)  
(503) 570-1576



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## Introduction

This program reflects the City of Wilsonville's commitment to ensuring that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The City of Wilsonville is committed to complying with the requirements of Title VI in all of its programs and activities including the provision of transit services.

## Signed Policy Statement

A policy statement signed by Bryan Cosgrove, Wilsonville City Manager, assuring SMART's compliance with Title VI of the Civil Rights Act of 1964, can be found as Attachment A.

## Title VI Complaint Procedures

The City of Wilsonville has a standard process for investigating all complaints filed with SMART. Members of the public may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. Full procedures for filing a complaint and the City procedures for investigating complaints can be found as Attachment B. At a minimum, the complaint should include the following information:

- Name, mailing address, and how to contact complainant (i.e., telephone number, email address, etc.)
- How, when, where and why complainant alleges s/he was discriminated against. Include the location, names and contact information of any witnesses.
- Other significant information.

The complaint may be filed in writing with the City of Wilsonville at the following address:

Stephan Lashbrook  
Transit Director  
29799 SW Town Center Loop E  
Wilsonville, Oregon  
[lashbrook@ridesmart.com](mailto:lashbrook@ridesmart.com)  
(503) 570-1576

## Record of Title VI investigations, complaints, or lawsuits

SMART has had no Title VI complaints, investigations, or lawsuits filed against it in the past three years.

## SMART Limited English Proficiency Outreach Plan

A full copy of SMART's outreach plan for individuals with limited English proficiency can be found in Attachment C. Key elements of the plan include:

- Spanish speaking translators available upon request;
- Route and Schedule brochures available in both English and Spanish;
- Transit surveys conducted by SMART available in Spanish;
- Public meetings with translators available upon request;
- Multiple-language translators available to anyone contacting SMART by phone;
- Rider alerts and other notifications printed in both Spanish and English; and
- Information on SMART's website automatically translated into multiple languages.

## Notification of SMART's Title VI obligations

Wilsonville SMART publicizes its Title VI program by posting its commitment to providing services without regard to race, color, or national origin in all buses and in the City of Wilsonville Library, City Hall, the driver break room, and the SMART administration and maintenance facilities.

Furthermore, SMART provides information regarding Title VI obligations on the website (<http://www.ridesmart.com/274/Title-VI>) and in customer brochures.

The posters, website, and brochures provide information in English and Spanish:

- A statement that the City operates programs without regard to race, color, and national origin; and
- A statement encouraging anyone to contact the City of Wilsonville with questions or comments about SMART's non- discrimination policies or to file a complaint.

Transit Director:  
Stephan Lashbrook  
29799 SW Town Center Loop E  
Wilsonville, Oregon  
[lashbrook@ridesmart.com](mailto:lashbrook@ridesmart.com)  
(503) 570-1576

General Information/Comments/Complaints: [smart@ridesmart.com](mailto:smart@ridesmart.com)  
(503) 682-7790  
[www.ridesmart.com](http://www.ridesmart.com)

## **Title VI – Compliance Officer & Limited English Proficiency Plan (LEP)**

### **Coordinator**

SMART's Transit Director, who reports to the Wilsonville City Manager, will serve as the overall Title VI Compliance Officer. The Compliance Officer is responsible for ensuring that SMART is meeting its obligations under Title VI of the Civil Rights Act of 1964.

SMART's Program Manager, will serve as SMART's Title VI Limited English Proficiency (LEP) Plan Coordinator. The LEP Plan Coordinator will ensure that SMART satisfies the intent of the LEP Plan by making information available to LEP individuals, offering ways for them to participate in SMART's public participation efforts and ensuring the process is in place for direct input and feedback.

### **Subrecipients**

SMART does not pass any FTA funds through to subrecipients.

### **Summary of Public Participation Efforts**

Over the last three-year period, SMART conducted the following public outreach and involvement activities:

- Public Open House meetings for the Transit Master Plan (Fall 2015, Spring 2016, Summer 2016, Winter 2016).
- Onboard and community surveys for proposed service changes related to the Transit Master Plan available in English and Spanish (Spring 2016, Fall 2016).
- Information booth set up at SMART Central for community surveys of proposed service changes related to the Transit Master Plan available in English and Spanish (Spring 2016, Fall 2016).
- Online community surveys for proposed service changes related to the Transit Master Plan available in English and Spanish (Spring 2016, Fall 2016).
- FACEBOOK posts about community surveys for proposed service changes related to the Transit Master Plan, with cross posts from other departments.
- Boones Ferry Messenger articles for proposed service changes related to the Transit Master Plan.
- Separate surveys for the DEQ Employee Commute Options Rule Survey materials in English and Spanish (ongoing with Wilsonville employers)
- Had Spanish translator available at two public outreach events Summer and Fall 2016.
- Created and installed Spanish "channel cards" on the inside of SMART buses. These cards promote transit and community programs (ongoing).
- Senior and Community Center outreach workshops (ongoing)
- Wilsonville school outreach and workshops (ongoing)
- Wood Middle School Bike Safety Class materials provided in English and Spanish (Spring 2014, 2015, 2016)
- "Bike Roadeo" materials provided in English and Spanish (Summer, 2016)
- SMART website includes the Google Translator tool. This tool instantly translates all pages on the website into more than 80 languages. Phone callers are now available to connect with a third party translator as of fall 2015 (now ongoing).
- Farmer's Market tabling – (Summer 2014, 2015, 2016).

- Employer outreach workshops (ongoing).
- Community outreach workshops (ongoing)

### **Overview of SMART Service Standards and Policies**

The Wilsonville City Manager adopted the updated SMART Service Standards and Policies document on November 29, 2016 - Attachment F.

DRAFT

Attachment A



29799 SW Town Center Loop E  
Wilsonville, Oregon 97070  
(503) 682-1011  
(503) 682-1015 Fax Administration  
(503) 682-7025 Fax Community Development

City of Wilsonville  
SMART Transit  
Non-Discrimination Policy Statement

November 29, 2016

Title VI of the Civil Rights Act of 1964 states:

"No person in the United States shall, on the grounds of race color or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance."

The City of Wilsonville is committed to complying with the requirements of Title VI in all of its programs and activities including the provision of transit services.

  
Bryan Cosgrove  
City Manager  
City of Wilsonville & SMART Transit



"Serving The Community With Pride"

## Attachment B

# Discrimination Complaint Procedure

1. Title VI of the Civil Rights Act of 1964 states that no person in the United States shall, on the grounds of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Any person who believes that he or she, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, may file a complaint with the City of Wilsonville South Metro Area Regional Transit (SMART). A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the City of Wilsonville Transit Director for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
  - a) The date of alleged act of discrimination; or
  - b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, SMART may extend the time for filing or waive the time limit in the interest of justice, as long SMART specifies in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the alleged discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of SMART, the person shall be interviewed by the City of Wilsonville Transit Director. If necessary, the City's Transit Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the City of Wilsonville's investigative procedures.
4. Within 10 days, the City's Transit Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as ODOT and USDOT.
5. The recipient will advise ODOT and/or USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to ODOT and/or USDOT:
  - a) Name, address, and phone number of the complainant.
  - b) Name(s) and address(es) of alleged discriminating official(s).
  - c) Basis of complaint (i.e., race, color, or national origin)
  - d) Date of alleged discriminatory act(s).
  - e) Date of complaint received by the recipient.
  - f) A statement of the complaint.
  - g) Other agencies (state, local or Federal) where the complaint has been filed.
  - h) An explanation of the actions the City of Wilsonville has taken or proposed to resolve the issue in the complaint.

6. Within 60 days, the City's Transit Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Wilsonville City Manager. The complaint will be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the City's Transit Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights with ODOT, or USDOT, if they are dissatisfied with the final decision rendered by SMART. The City's Transit Director will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.
8. Contacts for the different Title VI administrative jurisdictions are as follows:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590



## Attachment C

### **CITY OF WILSONVILLE/ SMART SERVICES LIMITED ENGLISH PROFICIENT (LEP) PLAN November 28, 2016**

SMART is required to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of our programs and activities of individuals who have Limited English Proficiency (LEP). SMART consulted the USDOT's LEP Guidance and performed a four factor analysis of contact with the public to determine the appropriate mix of LEP services to offer.

#### **Four Factor Analysis:**

##### **1) The nature and importance of service provided by SMART.**

SMART provides important transit services to the City of Wilsonville through its fixed route, paratransit, rideshare, and bicycle/pedestrian programs. SMART serves the transit needs of the City of Wilsonville and provides critical regional links to three other providers (Salem Cherriots, Portland's TriMet and Canby's CAT) through the City's Transit Center: SMART Central at Wilsonville Station.

##### **2) The number or proportion of LEP persons in the service area.**

Data was gathered from the following sources to identify information on persons who speak languages other than English at home, who speak English less than very well and are therefore classified as limited English proficient or "LEP":

- a. 2010 Census Data - See attachment E;
- b. Census Bureau's 2010-2014 American Community Survey 5-Year Estimates; \*
- c. Department of Labor LEP Special Tabulation website.

A review of the census data and 2010-14 American Community Survey Estimates on the numbers of LEP persons revealed that in Wilsonville, Oregon, the highest percentage of total population 5 years of age and over that spoke a language other than English at home is Spanish speakers. The number of Spanish speaking individuals is estimated to have risen from 9.1% to about 10.0% since the 20010 Census, while the number of identified people in the LEP population that speaks English less than "very well" is estimated to have gone down from 41.4% to 33.1% of the that group.

The second largest LEP populations in Wilsonville are Indo-European and Asian which makes up less than 5% of the total population. The most recent Census Tract (2010) information on minority populations can be found in Appendix D.

##### **3) The frequency with which LEP individuals come into contact with SMART service.**

SMART serves LEP persons daily via our buses, paratransit, demand response services, and community programs. SMART has a translator system in place for the customer service phone line. SMART receives an average of approximately one call per month that requires translation and has received no call requests for languages other than Spanish.

Subject	Wilsonville city, Oregon					
	Total		Percent of specified language speakers			
	Estimate	Margin of Error	Speak English "very well"		Speak English less than "very well"	
			Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	19,133	+/-370	95.3%	+/-1.7	4.7%	+/-1.7
Speak only English	85.4%	+/-2.4	(X)	(X)	(X)	(X)
Speak a language other than English	14.6%	+/-2.4	67.9%	+/-9.5	32.1%	+/-9.5
Spanish or Spanish Creole	10.0%	+/-2.3	66.9%	+/-12.5	33.1%	+/-12.5
Other Indo-European languages	2.7%	+/-1.2	82.1%	+/-12.6	17.9%	+/-12.6
Asian and Pacific Island languages	1.6%	+/-0.6	47.3%	+/-15.8	52.7%	+/-15.8
Other languages	0.2%	+/-0.2	100.0%	+/-48.1	0.0%	+/-48.1
<b>SPEAK A LANGUAGE OTHER THAN ENGLISH</b>						
Spanish or Spanish Creole	1,919	+/-437	66.9%	+/-12.5	33.1%	+/-12.5
5-17 years	431	+/-135	81.9%	+/-12.5	18.1%	+/-12.5
18-64 years	1,436	+/-387	61.1%	+/-16.0	38.9%	+/-16.0
65 years and over	52	+/-53	100.0%	+/-41.1	0.0%	+/-41.1
Other Indo-European languages	514	+/-223	82.1%	+/-12.6	17.9%	+/-12.6
5-17 years	87	+/-81	79.3%	+/-33.3	20.7%	+/-33.3
18-64 years	324	+/-132	92.9%	+/-11.0	7.1%	+/-11.0
65 years and over	103	+/-84	50.5%	+/-39.3	49.5%	+/-39.3
Asian and Pacific Island languages	313	+/-108	47.3%	+/-15.8	52.7%	+/-15.8
5-17 years	0	+/-22	-	**	-	**
18-64 years	311	+/-108	46.9%	+/-15.9	53.1%	+/-15.9
65 years and over	2	+/-3	100.0%	+/-100.0	0.0%	+/-100.0
Other languages	35	+/-34	100.0%	+/-48.1	0.0%	+/-48.1
5-17 years	0	+/-22	-	**	-	**
18-64 years	15	+/-21	100.0%	+/-76.6	0.0%	+/-76.6
65 years and over	23	+/-27	100.0%	+/-61.8	0.0%	+/-61.8
<b>CITIZENS 18 YEARS AND OVER</b>						
All citizens 18 years and over	14,474	+/-527	99.2%	+/-0.6	0.8%	+/-0.6
Speak only English	91.3%	+/-2.1	(X)	(X)	(X)	(X)
Speak a language other than English	8.7%	+/-2.1	90.3%	+/-6.2	9.7%	+/-6.2
Spanish or Spanish Creole	5.0%	+/-1.7	94.9%	+/-5.4	5.1%	+/-5.4
Other languages	3.7%	+/-1.2	84.1%	+/-11.5	15.9%	+/-11.5
<b>PERCENT IMPUTED</b>						
Language status	5.8%	(X)	(X)	(X)	(X)	(X)
Language status (speak a language other than English)	9.9%	(X)	(X)	(X)	(X)	(X)
Ability to speak English	13.0%	(X)	(X)	(X)	(X)	(X)

Figure 1: American Community Survey 2010-2014

All SMART buses are stocked with "SMART Comment" cards in both Spanish and English. Passengers may submit a comment, question, or complaint and request that someone contact them in Spanish or English so they may have full and effective access to SMART services and programs. A copy of the "SMART Comment" card can be found as Attachment F.

**4) The resources available to the recipient of the federal funds to assure meaningful access to the service by LEP persons.**

SMART has been providing information in Spanish such as surveys, bus routes, schedules and fares, public service announcements and general information on the buses and website. In addition, the City has provided interpreters at public meetings and has a translator system in place for the customer service information phone line. SMART estimates that over the past three years, more than 300 Spanish speaking LEP individuals have been assisted at SMART related outreach events in the City of Wilsonville.

**5) Construction, Site or Location of Facilities**

SMART has not sited, located or constructed any facility requiring an equity analysis since the last Title VI program was approved. Minor sidewalk improvements were made at a number of locations to improve ADA access, but the locations were selected solely on the basis of the physical characteristics of the existing sidewalks.

**6) Minority Representation on Planning or Advisory Boards**

SMART does not currently have any standing or advisory boards. However, as part of the Transit Master Plan process SMART has established a Transit Master Plan Task Force. Staff has reached out to our community partners (detailed below) to identify and encourage the participation of minorities on the Task Force. In fact, anyone who attended the early meetings of the group was automatically invited to serve on the Task Force.

**Implementation Plan:**

Based on the four factor analysis, SMART recognizes the need to continue providing language services in the area. A review of SMART's relevant programs, activities and services that are being offered or will be offered by the City as of November 2016 include:

- Spanish speaking representatives are available upon request.
- Route and Schedule brochures are available in English and Spanish.
- Route and schedule information are available for Google translation into Spanish or a variety of other languages on the SMART website.
- SMART Options brochures are available in Spanish with information for bicycling and pedestrian safety.
- Transit survey conducted by SMART was made available in Spanish.
- Specific public meetings related to the Transit Master Plan, other planning efforts or major fare or service changes have been held with the Spanish speaking community in Wilsonville. Information was provided in Spanish and translators were available on-site to help with questions or concerns.

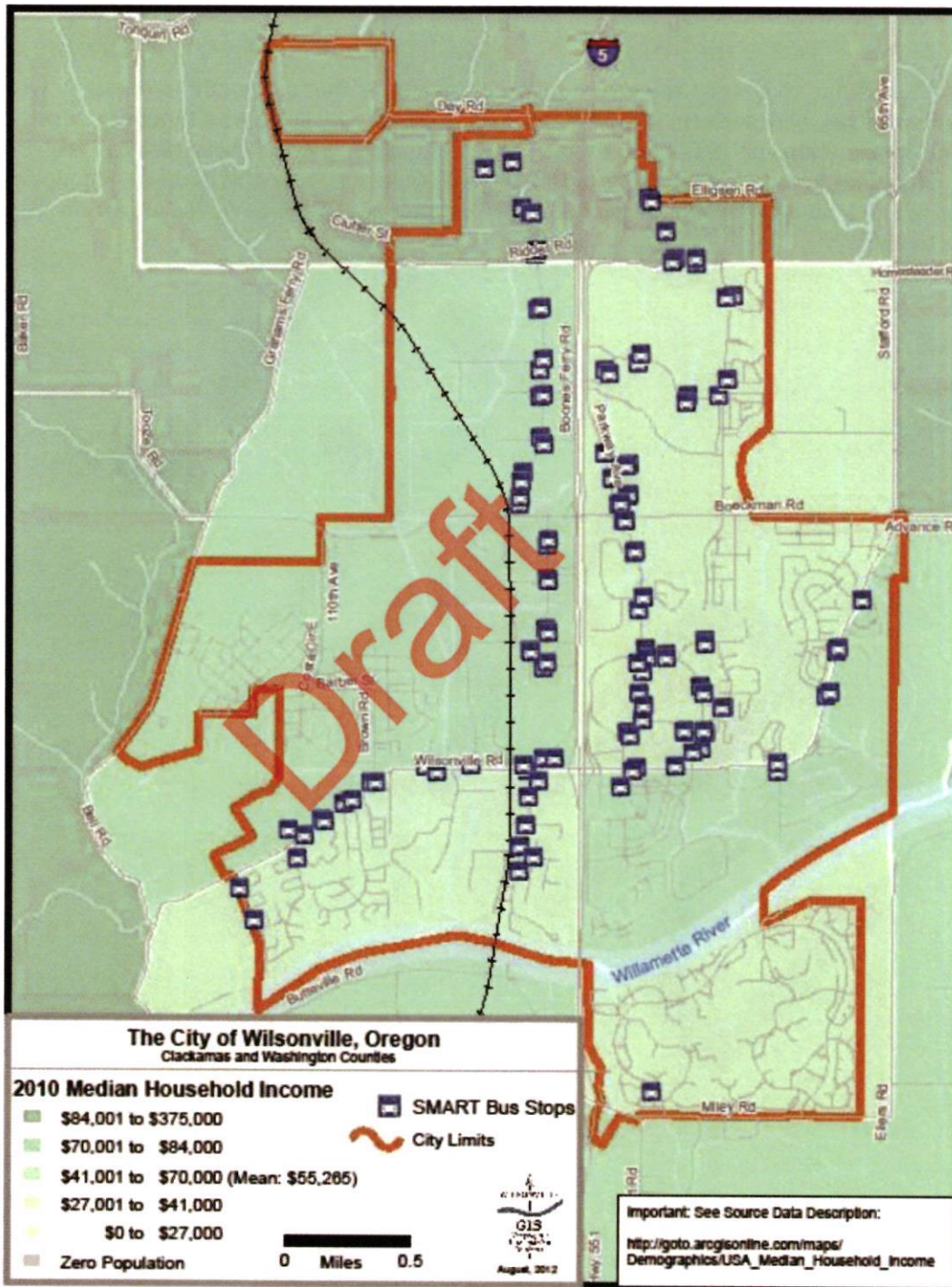
SMART's outreach and marketing initiatives have yielded a list of community organizations that provide service to populations with limited English proficiency. The following list of community organizations and schools in the area have been contacted to assist in gathering information and see what services are most frequently sought by the LEP population: Wilsonville High School  
Wilsonville Art Tech High School Wood Middle School  
Boeckman Creek Primary School Boones Ferry Primary School

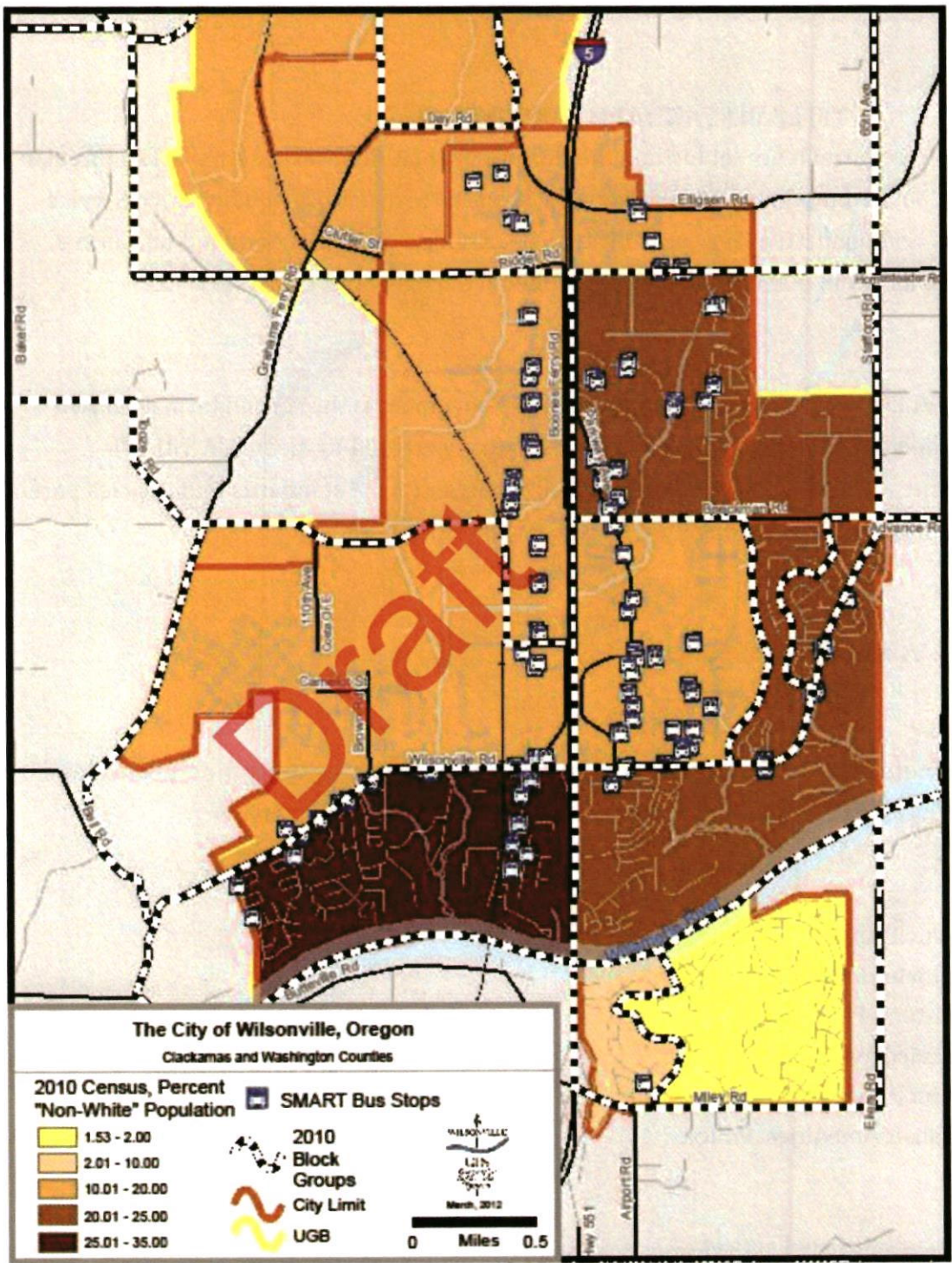
Wilsonville Community Center  
Wilsonville Public Library  
Wilsonville businesses over 100 employees  
Lowrie Primary School  
Wilsonville City Hall

SMART will continue to contact the community organizations that serve LEP persons, as well LEP persons themselves, and perform a four factor analysis every three years to identify what, if any, additional information or activities might better improve SMART services to assure non-discriminatory service to LEP persons. SMART will then evaluate the projected financial and personnel needed to provide the requested services and assess which of these can be provided cost-effectively.

DRAFT

Attachment D





## Attachment E

### TITLE VI STANDARDS AND POLICIES

Pursuant to requirements set forth in the Federal Transit Administration's (FTA) Circular 4702.1B, SMART must establish and monitor its performance under quantitative Service Standards and qualitative Service Policies. The service standards contained herein are used to develop and maintain efficient and effective fixed-route transit service.

This Title VI 2016 Service Standards and Policies document is the second formal service standard document for SMART. While it was initially created to meet FTA Title VI requirements, SMART will be looking to make transit service standards and policies part of the Transit Master Plan through the update of that document.

#### FTA Title VI Standards & Policies

The FTA requires all fixed-route transit providers of public transportation to develop quantitative standards and qualitative policies for the indicators below:

- A. Vehicle Load Standard;
- B. Vehicle Headway Standard;
- C. On-time Performance Standard;
- D. Service Availability Standard;
- E. Vehicle Assignment Policy; and
- F. Transit Amenities Policy.

**(VEHICLE) PASSENGER LOAD FACTOR** - Standards for passenger capacity are used to determine if a bus is overcrowded. The chart below shows the Maximum Safe Capacity of each type of bus in revenue service, both seated and standing. The Maximum Load Factor is the ratio between seated and standing capacity.

Standard: SMART’s standard for all routes for Maximum Load Factor is 1.5, except in the case of freeway express buses traveling more than 55 mph, which then is 1.0.

Vehicle Type	Seated	Standing	Maximum Safe Capacity	Maximum Load Factor
26 ft. Bus	21	7	28	1.3
30 ft. Bus	33	10	43	1.3
35 ft. Bus	35	11	46	1.3
40 ft. Bus	37	12	49	1.3
40 ft. freeway Bus	45	0	45	1.0

Measure: Vehicle load issues will be measured through customer complaints, driver feedback and supervisor on-board reviews.

**VEHICLE HEADWAY** - Vehicle headway is the measurement of the frequency of service and is the scheduled time between two trips traveling in the same direction on the same route at a given location. SMART provides both residential and commuter service.

Standard: The chart below shows the targeted headways for each route.

Route	Commute Period	Base Period	Type of Service
1X - Salem	60 min. (30 min. in conjunction with Salem Transit)	----	Commuter express
2X - Barbur Blvd.	30 min.	60 min.	Local in Wilsonville, then express to Barbur Blvd.
3 - Canby	60 min.	----	Out of town commuter
4 - Crosstown	30 min.	60 min.	Local
5 - 95 <sup>th</sup> Ave.	30 min.	----	Local Commuter
6 - Argyle Sq.	30 min.	----	Local commuter
7 - Villebois	2 trips a.m./2 trips p.m.	----	Local Commuter shuttle



Measure: Ensure that schedule changes of 25% or more will go through a Title VI review process.

This will ensure that SMART meets the expectation of Title VI that the minority/disadvantaged population will be provided no less service than the non-minority/non-disadvantaged populations.

**ON-TIME PERFORMANCE** – On-time performance is a measure of trips completed as scheduled.

**Standard:** SMART has set a standard that at least 92% of all trips will run on time. SMART measures on-time performance through bus schedule adherence. A bus is considered “on time” if it is within 0-5 minutes of the schedule at any time point, “late” is defined as more than 5 minutes after the scheduled departure time, and “early” is defined as anything before the scheduled departure time.

Measure: Schedule adherence will be measured through computer software that is connected to an AVL on each vehicle. The software provides highly accurate on-time performance data regularly throughout each day. Ride checks, field checks, and trip checks will be performed periodically to ensure the computer program maintains accuracy.

**SERVICE AVAILABILITY** - Service availability (a.k.a. service access) is a general measure of the distribution of routes within the SMART service area.

**Standard:** SMART’s goal is to ensure that 85 percent of City residents live within walking distance (i.e., no more than 1/3 mile) of a bus stop. SMART service continues to be particularly strong in neighborhoods with significant minority and low-income populations.

Measure: Transit access is determined by mapping all active bus stops within the system and then calculating the population (based on 2010 Census data) within 1/3 mile radii of those stops. This information is then compared to the City’s total population.

**VEHICLE ASSIGNMENT POLICY** - Vehicle assignment refers to the process by which transit vehicles are placed into service in on routes throughout the SMART’s system

**Standard:** Vehicles are rotated throughout the SMART system, with newer vehicles serving all areas of the system. Specific vehicles are assigned to routes only when required by operating conditions (e.g., in cases where a smaller bus is required to provide service on narrower streets).

Measure: Daily assignments are reviewed to ensure that the most equitable distribution is made. Generally, within the small city of Wilsonville, the same buses serve both the minority/disadvantaged neighborhoods and the non-minority/non-disadvantaged neighborhoods. As such, there is no pattern of providing poorer quality vehicles in minority or disadvantaged neighborhood.

**DISTRIBUTION OF TRANSIT AMENITIES** - Distribution of Transit Amenities is a general measure of the distribution of transit amenities (items of comfort, convenience and safety) available to the general riding public

Standard: Bus stop signs: SMART ensures that bus stops are easily identifiable, safe, and accessible places to wait for the bus. Seats can be applied to signs as needed.

Shelters: Although some shelters are provided by developers in new growth areas, SMART uses ridership as the primary criterion for determining shelter placement when public funds are used. Minimum threshold for shelter consideration is an average of 10 or more boardings per weekday. A seat bench is included with all shelters.

Trash can placements: Trash cans are provided at all shelters. They are mounted on either the shelter or bus stop sign pole so as to not block ADA pads or pedestrian walkways. At other stops, trash cans are provided on an as needed basis.

Measure: The distribution of transit amenities is determined by demand. Annually, SMART reviews ridership levels to make decisions on how limited federal resources should be spent. Currently, passenger amenities are spread equitably throughout the SMART service area.

# SMART

SOUTH METRO AREA REGIONAL TRANSIT

## COMMENT CARD

Please complete this card and return it to the Operator, drop off at City Hall, or mail to 29799 SW Town Center Loop E. Wilsonville, OR 97070

NAME: \_\_\_\_\_  
DATE: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

WOULD YOU LIKE SOMEONE TO CONTACT YOU?  YES  NO

COMMENTS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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The City of Wilsonville operates services and programs without regard to race, color, and national origin. Please contact the City of Wilsonville with questions, comments, or complaints about SMART's non-discrimination policies.

**Smart@ridsmart.com 503-682-7790**

# SMART

SOUTH METRO AREA REGIONAL TRANSIT

## Tarjeta de Comentario

Por favor complete esta tarjeta y devuélvela al conductor del autobus, o dejéla en o envíela a 29799 SW Town Center Loop, E, Wilsonville, OR 97070

NOMBRE Y APELLIDO: \_\_\_\_\_

FECHA: \_\_\_\_\_

TELÉFONO: \_\_\_\_\_

CORREO ELECTRÓNICO: \_\_\_\_\_

DIRECCIÓN: \_\_\_\_\_

¿Le gustaría hablar con alguien en español sobre este comentario  SÍ  NO

COMENTARIO:

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SMART está dedicado a proveer servicios y programas sin respeto a raza, color de piel, y nacionalidad. Por favor comuníquese con el Director de Tránsito de la Ciudad de Wilsonville si tiene preguntas o comentarios sobre la política de no discriminación o para presentar una queja.

**Smart@ridsmart.com 503-682-7790**

## Appendix E - Implementation Measures Table

The following abbreviations are used: TPR for Oregon Transportation Planning Rule, OPTP for Oregon Public Transportation Plan, RTP for the Metro Regional Transportation Plan, ECO for the Oregon DEQ's Employee Commute Options Program, ADA for American with Disabilities Act, and CTP for Coordinated Plan for Seniors and Persons with Disabilities. The provisions of these plans, acts, and rules are described in greater detail in the Introduction of this Plan. The text for some of listed measures has been abbreviated to fit in the table format. For full text of the measures, consult the Plan Implementation chapter.

Measures	TPR	OPTP	RTP	ECO	ADA	CTP
1.1 Provide signage at all SMART bus stops that indicate which routes stop there and at what times. Provide route maps at major transit stops. Provide information on SMART's website and smart-phone apps.			X			
1.2 Continue to update new bus schedules that can be easily read and understood by passengers of all ages. Include a map with points of reference, such as parks, schools, community buildings, park & ride lots and transfer points.			X			
1.3 Send out press releases to publicize schedule changes. Recipients of the press release could include The Wilsonville Spokesman, the Boones ferry Messenger, the Wilsonville Chamber of Commerce Tualatin Valley Cable TV, SMART's e-contact list, schools and employment sites, and various community newsletters. SMART should also provide schedule racks in civic buildings, large businesses, and the Wilsonville Chamber of Commerce and ensure that they are regularly stocked.			X			
1.4 Publicize services such as Travel Training and SMART Options by creating and distributing brochures and other information.			X	X		
1.5 Provide local publicity for national and regional events such as Bike to Work Month, Walk to School Week, Walk to Lunch, and other commuter challenge events.			X	X		
1.6 Create one or more transit information kiosks in Wilsonville at locations such as the commuter rail station, the Wilsonville Library, City Hall or the Chamber of Commerce. Provide additional kiosks if they are well received by the public.			X			
1.7 Participate in community events to increase general public knowledge of SMART services, connections with other transit systems, and options for carpooling, vanpooling bicycling, and walking.			X			
1.8 Update the SMART website to include interactive maps and additional transportation program resources for Wilsonville employers as it becomes available.						
1.9 Request neighboring transit systems and ODOT's Rail & Public Transit Division to include information about SMART on their websites and on their schedules			X			
1.10 Contact the publishers of mapping resources such as the Thomas Guide, AAA, Mapquest, Google, and the phone book to provide them with locations for the commuter rail station, transit			X			

centers, and park & ride lots, and ensure that these locations are accurately shown on maps and websites.						
<p><b>1.11</b> Continue to develop and distribute targeted marketing materials to employment sites, schools, new commercial and residential developments, and other groups. These materials should provide an overview of SMART services including:</p> <ul style="list-style-type: none"> <li>· Route schedules</li> <li>· Transportation options, such as bicycling, carpooling, vanpooling, and telework</li> <li>· SMART's Walk SMART program</li> <li>· Information of specific interest to the targeted group, whether it be seniors, children, or commuters.</li> </ul> <p>Materials for employment sites should include information on telework, flex time, staggered work hours, and parking management programs. Information for new residents and employees should include an invitation to a free trolley tour of Wilsonville whenever possible.</p>			X	X		
<b>1.12</b> Offer specialized travel training for seniors, students, and other interested groups, with additional travel training for anyone who requests it.			X			X
<b>1.13</b> Actively pursue funding for a public outreach efforts through Metro's Regional Travel Options or OTP process or other sources.	X		X			
<b>Measures</b>	<b>TPR</b>	<b>OPTP</b>	<b>RTP</b>	<b>ECO</b>	<b>ADA</b>	<b>CTP</b>
<b>2.1</b> Coordinate SMART bus route schedules as closely as possible with TriMet, Cherriots, and CAT to ensure that connections are convenient and wait times are minimized.			X			
<b>2.2</b> Coordinate with ODOT, Metro, Tri-Met, and the counties of Washington and Clackamas on the development of park & ride areas and transfer stations at freeway interchanges and other major transit stops. Ensure that service is coordinated at park & ride facilities and that they allow for intermodal connectivity.			X			
<b>2.3</b> Strive to maintain a record of 85% on-time service on all routes.			X			
<b>2.4</b> Strive to maintain 100% satisfaction of Dial-a-Ride requests from elderly and disabled passengers.					X	X
<b>2.5</b> Continue to maintain a record of customer service calls, letters, and e-mail along with resolution or action taken.						
<b>2.6</b> Conduct passenger surveys in English and Spanish on an annual or more frequent basis to assess customer satisfaction, unmet needs, and provision of equitable service.						
<b>2.7</b> As much as possible within the constraints of staffing, expand SMART's existing Emergency Ride Home Program to cover commuters who participate in worksite programs as a means to encourage transit, carpooling, vanpooling, bicycling and walking.			X	X		
<b>2.8</b> Provide regular training for bus drivers in customer service, emergency preparedness, cultural sensitivity, and in conversational Spanish.			X			

2.9 Assure that all buses have security cameras, including cameras showing what is going on both inside and around the buses.			X			
2.10 Inspect and repair all buses on a set maintenance schedule to ensure that breakdowns are minimized during service hours. Continue to keep buses clean during service and assure that they are thoroughly cleaned at the end of each day.						
2.11 Continue to research and implement new technologies which provide improvements in customer service and are cost effective. Examples include real-time customer information displays, automated stop announcements, regional multi-jurisdictional transit scheduling, dispatch, and other technologies.			X			
2.12 Research the feasibility and cost-effectiveness of adding passenger amenities, designed to attract new passengers, including those who currently choose to drive.			X			
<b>Measures</b>	<b>TPR</b>	<b>OPTP</b>	<b>RTP</b>	<b>ECO</b>	<b>ADA</b>	<b>CTP</b>
3.1 Install bus shelters based on the criteria listed above. Update future priority lists on an annual basis.					X	X
3.2 Purchase and install seats that attach to the poles at all Wilsonville bus stops where the following criteria are met:  1. There is currently no shelter at the bus stop; 2. No bus shelter is anticipated to be built at the location in the near future; 3. No other seating is located adjacent to the bus stop and available to the public; 4. Installation of the bus pole seating would not present a safety hazard; and 5. There is adequate funding available in the adopted budget.					X	X
3.3 Work with City Engineering staff to require each traffic study to include the effects on transit services, circulation, and access for pedestrians and bicyclists on major transit streets.	X		X			
3.4 Amend the City's Comprehensive Plan and the Planning and Land Development Code as appropriate, to include Transit Facility Design Standards.	X		X		X	X
3.5 Continue to require new developments on major transit streets to be designed to support transit use through site planning and pedestrian accessibility, including: - Location of the building frontage and entrance is within 20 feet of the transit stop or transit street. - A direct pedestrian connection is provided between transit stops and building entrances.	X		X		X	X
3.6 Require new developments generating an average of 49 or more peak-hour trips to provide an approved bus shelter with concrete boarding pad, bus stop sign and pole, bench, lighting, information display unit, garbage receptacle and bicycle rack. New developments generating more than 199 peak-hour trips shall also provide a bus pullout and additional bus shelters, if SMART determines it is necessary. New developments	X		X			

generating more than 500 peak-hour trips should also be required to provide on-site circulation to accommodate transit service, including appropriate street design, building orientation, and turning radii.						
3.7 Amend the City's Development Code to require large developments and high employment and/or traffic generators (i.e., those with at least 50 on-site employees) to submit Transportation Demand Management programs to the City indicating how they will reduce transportation impacts, the activities they intend to undertake and how they will implement these activities. All such proposals shall be subject to review by the City Engineer, Planning Director, and SMART. The City will monitor and enforce, if necessary, to ensure plans meet modal targets and are implemented.	X		X			
3.8 Improve pedestrian and bicycle connectivity to transit routes to the maximum extent possible, by constructing bicycle lanes, and bicycle parking and storage, sidewalks, crosswalks and other provisions for safe pedestrian crossings such as curb ramps, bulb-outs, medians or pedestrian refuges, flashers or signals, and traffic-calming measures.	X	X	X		X	X
3.9 Continue to purchase bicycle racks which accommodate three bicycles for all new full-sized buses with old ones when necessary to ensure that buses with highest demand have the new racks. Investigate the availability of vertical racks to be installed inside the buses.						
3.10 Encourage employers to improve on-site provisions for bicyclists such as weather-protected parking facilities, showers, and lockers at point of destination.			X	X		
3.11 Make accommodations for bicyclists and pedestrians at park-and-ride lots and transportation transfer locations, including bicycle lockers or racks, sidewalks, pedestrian refuges, and marked crossings as appropriate.	X		X			
3.12 Develop a loaner bicycle program or bike share program. Bicycles would be purchased by SMART and stored in lockers at the Commuter Rail station/ transit center. Program participants could then ride the bicycles from the transit center to their destination and return them to the lockers for their return trips.						
3.13 Work with regional, state and private entities to develop funding packages for future park & ride development.						
3.14 Reassess the need for an additional park & ride lot, or expansion of the existing lot, as the community continues to grow. At that time options can be evaluated based on number of spaces projected to be needed.						
3.15 Continue to assure that all new transit facilities meet ADA requirements.						
3.16 Purchase low-floor buses whenever feasible, to facilitate easy boarding for seniors and people with disabilities. Consider smaller low-floor replacements for cutaway buses, as the existing fleet is replaced.						
3.17 Continue to lobby TriMet to move the transfer point between SMART and TriMet Lift to a more user-						

friendly location than the prison parking lot. Coordinate with TriMet and other providers to streamline the process for dial-a-ride trips between districts, so that reservations for one trip can be made with a single phone call.						
3.18 Continue to coordinate with the Wilsonville Community Center to provide senior luncheon, shopping and activity trips to provide seniors with mobility, and an opportunity to run errands and socialize. Work with the Community Center to expand service to accommodate evening classes when feasible.						
3.19 Conduct a thorough evaluation of the SMART system's accessibility for seniors and people with disabilities. The evaluation should be performed in consultation with people who represent the interests of seniors and people with disabilities. This process will provide SMART with a list of obstacles or deficiencies that need to be addressed and also opportunities to increase system efficiencies.						
3.20 Continue to provide Spanish translations for information on dial-a-Ride and services for seniors and people with disabilities on schedules and on the website.						
3.21 Offer Spanish-language training to bus drivers and SMART office staff.						
<b>Measures</b>	<b>TPR</b>	<b>OPTP</b>	<b>RTP</b>	<b>ECO</b>	<b>ADA</b>	<b>CTP</b>
4.1 Plan for facilities and services to meet anticipated demands in new growth areas such as Villebois, Coffee Creek and Frog Pond.	X		X			
4.2 Develop and maintain a SMART capital improvement plan that identifies needs, costs, and funding sources. Equipment and facilities must meet the requirements of the Americans with Disabilities Act, as well as "Buy America" requirements, when applicable.			X			
4.3 Continue to lobby with TriMet to sign an intergovernmental agreement facilitating the transfer of any lands annexed by Wilsonville from TriMet's service district into the SMART service area. If necessary, pursue a legislative solution to that situation. Continue to push for a more user-friendly transfer point between TriMet Lift and SMART Dial-a-Ride.						
4.4 Strive to provide service within 1/3 mile of all existing and new development, to ensure that residents and employees can walk to bus stops.			X			
4.5 Conduct follow-up surveys of residents and employees to provide updated information on the travel needs and preferences of riders and non-riders, with a special emphasis on seniors, youth, low-income, minorities, and people with disabilities.			X			X
4.6 Expand or extend service as financially feasible, based on needs of new development, transit-dependent populations, increasing ridership counts, origin-destination studies, or survey results from current and/or potential passengers indicating travel preferences.	X	X	X			
4.7 Charge fares for any intercity service unless an alternate revenue source becomes available. Evaluate fare levels on an annual basis with the objective of maximized revenue and minimized						



loss of ridership. Changes to fares will only be made after thorough consideration of the impacts on low-income and minority populations.						
4.8 Evaluate routes on an annual basis based on criteria such as ridership levels, overall cost, passenger boardings, and costs per passenger mile. Targeted marketing campaigns should be conducted for routes with performance levels below the norm. Service alterations should be considered for routes which continue to perform below the norm. Changes to routes and schedules will only be made after thorough consideration of the impacts on low-income and minority populations.						
4.9 Continue to provide demand-response service within the City of Wilsonville to help meet the demands of the transit-dependent population, with priority given to people who are ADA-qualified.						
4.10 Continue to support efforts for commuter rail all-day service, and for an extension from Wilsonville to Salem using existing railroad tracks. Continue to support passenger rail service with SMART bus service.						
4.11 Work with employers to assess the viability of vanpools from various locations, based on employee zip code data and shift times. Assist in setting up vanpools or other transportation options where sufficient interest exists.			X	X		
4.12 Pursue funding for vanpools to Wilsonville employment sites.				X		
4.13 Research the feasibility and interest in forming one or more Transportation Management Associations (TMAs) in Wilsonville.			X	X		
<b>Measures</b>	<b>TPR</b>	<b>OPTP</b>	<b>RTP</b>	<b>ECO</b>	<b>ADA</b>	<b>CTP</b>
5.1 Work to reduce the number of vehicle miles traveled in the City by monitoring transportation demand management programs of area businesses and assisting employers in meeting ECO rule requirements.			X	X		
5.2 Continue to operate the SMART Options program to work with area businesses and market travel demand management and commuting alternatives. Provide incentives that encourage employees to reduce SOV commute trips.	X		X	X		
5.3 Take part in regional and state cooperative ridesharing, vanpooling, and marketing efforts to reduce air pollution and traffic congestion.	X		X	X		
5.4 Develop and adopt City policies which encourage reduced reliance on the automobile by City employees and allow the City to act as a role model for other Wilsonville employers. These policies should include provisions for flex- and compressed workweek schedules, telework, preferred parking, and other policies which encourage the use of alternative transportation modes, including transit, walking, and bicycling.				X		
5.5 Continue to impose maximum parking limits in conformity with Metro standards for large developments and high employment and/or traffic generators. SMART staff will be actively engaged in the development review process to assure that transit services are taken into consideration.	X		X			
5.6 Allow for a reduction from minimum parking	X					

standards for developers who implement a TDM Plan coordinated with SMART.						
5.7 Work with City Engineering staff to determine what effects signal prioritization and queue bypass would have on travel times for the bus and if the measures could be expected to have a negative impact on overall traffic flow. If found to be viable, implement signal prioritization and queue bypass at appropriate locations.						
5.8 Evaluate bus pull-outs on a case-by-case basis to ensure safety for passenger loading and unloading and to balance delays to cars and buses.			X			
5.9 In coordination with other traffic flow, revise traffic signal timing sequences (or encourage ODOT to do so) as appropriate to help bus movements.			X			
5.10 Continue to research alternative fuels for transit vehicles, with a focus on long-term sustainability as well as cost efficiency. As new technologies mature and become readily available, evaluate their costs and benefits for SMART.			X			
5.11 Install solar-powered lighting at new bus shelters, wherever it is viable and the cost is not prohibitive when compared with conventional power. Encourage new developments providing bus shelters to use solar power for shelter lighting. Explore the use of photo-luminescent materials as another option for lighting at shelters.			X			
5.12 Continue to work cooperatively with other jurisdictions and organizations to promote clean and efficient energy use.	X		X			
<b>Measures</b>	<b>TPR</b>	<b>OPTP</b>	<b>RTP</b>	<b>ECO</b>	<b>ADA</b>	<b>CTP</b>
6.1 Review existing bus route names and rename routes as needed to create a consistent naming system which provides an easy frame of reference and fosters a sense of community ownership.						
6.2 Allow neighborhoods and businesses the opportunity to participate in the design of their bus shelters, providing them with a shelter that reflects the character of the individual neighborhood. Residents could either provide their own designs or could participate in judging architectural competitions for shelter design. Sculptural artwork in proximity to the bus shelters could also be included in this process.						
6.3 Research opportunities to provide transportation to community events such as races, art festivals, charity events, concerts, and special programs.						
6.4 Renew the Art on the Bus Program to allow children an opportunity to display their artwork or writing on the bus.						
6.5 Recognize Wilsonville employers with an annual awards program that acknowledges the best efforts to promote transit, walking, bicycling, carpooling, vanpooling, or telework at the worksite.						
6.6 Recognize and support Wilsonville businesses with posted information in the bus. This information could include recognition of health and wellness or environmental programs.						

6.7 Continue to explore opportunities to purchase vehicles which provide a unique representation for the City of Wilsonville and SMART.						
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# Appendix F - Corvallis Fee Model

The City of Corvallis funds its local transit system in a unique way: with a monthly “utility fee” (as part of the monthly City services bill). The amount of the fee varies based on trip generation estimates published by the Institute of Traffic Engineers (ITE). Corvallis has used this system in place of property taxes for more than six years. As a result of the revenue generated by the City Operations Fee, all transit rides on the Corvallis system are free.

Updated January 2017

## City of Corvallis



### Frequently asked questions on the...

## Transit Operations Fee

### *What is the fee?*

The fee is a monthly charge to City of Corvallis utility customers to generate revenue to support Corvallis Transit System (CTS) operations. The money raised from this fee is dedicated to CTS and cannot be used for any other purpose. This revenue replaces property tax funds that supported transit operations. A portion of the fee also replaced transit fares, allowing riders after February 1, 2011, to get on any CTS or Night Owl bus without paying a fare.



### *Who pays the fee?*

Corvallis utility customers—residences, businesses, and industry—on the monthly City Services bill.

### *How much is the fee?*

As of February 1, 2017, the amount for single-family residential customers is **\$2.75** per month, the amount for multi-family residential customers is **\$1.90** per housing unit per month, and the amount for commercial and industrial customers is based on the type of business, and as a result, is different for each one.

### *How is it determined?*

The new fee is calculated each January, using a trip generation methodology. A nationally-recognized model, developed by the Institute of Traffic Engineers, provides an estimate for how much different categories of properties use a transportation system (“trip generation”). A “trip” is the one-way travel from a starting point to a destination. For example, going to work in the morning is one trip, coming home at night is one trip. The model estimates the average number of vehicle trips generated by a property based on the type of property it is. In the model, a single-family residence generates an average of 9.6 trips a day. Businesses, which have a greater impact on the transportation system from customers coming to the site, have a higher number of average trips than a single-family home. The number of average trips for non-residential properties is based on a number of factors; for example, the average for trips for schools is based on the number of students attending.

### *Will the fee go up in the future?*

The City Council approved an annual review of the fee, which could result in an increase or decrease. The review will compare the Transit Operations Fee charge for a single-family residential customer with the state of Oregon’s average price for a gallon of gasoline from January of the previous year to December of the previous year. If the average gas price is higher, the fee will go up on February 1<sup>st</sup> of the current year; if the average gas price is lower, the fee will go down, but it will never fall below the base rate of \$2.75 per month for single-family residential customers.

### *Why is the fee on my water bill?*

By putting the charges for multiple City services on one bill, the City is able to reduce the administrative costs of processing and printing invoices over what it would cost to have each charge on a separate bill.

***How much revenue will the fee generate?***

The fee generated slightly less than \$1,200,000 in Fiscal Year 2014-15 and slightly less than \$1,100,000 in Fiscal Year 2015-16. About \$400,000 annually replaces the property tax revenue that had supported CTS in the past; the fee makes the property tax revenue available for other property tax services, such as police, fire, library, parks and/or recreation.

***Can I ride the Corvallis bus for free?***

Yes, as of February 1, 2011, all CTS and Night Owl riders can get on the bus without paying a fare.

***Do I have to be a Corvallis resident to ride for free?***

No, anyone can get on a CTS or Night Owl bus without paying a fare.

***How long is the free transit service going to last?***

There is no end date at this time.

***If I don't have to pay to ride, who is paying to provide the service?***

Funding for CTS comes from a number of sources: Federal grants, the transit operations fee, and a direct contribution from Oregon State University.

***Do I have to pay to ride the Philomath Connection, Linn-Benton Loop, and the 99 Express?***

Yes, you have to pay to ride these other transit systems. (However, OSU currently has agreements with the Philomath Connection and Linn-Benton Loop that allow students, faculty, and staff to ride these two bus systems by simply showing their OSU ID.)

***Since I have to pay to ride these other buses, but not CTS, how will transfers between the systems work?***

Transfers from the other bus systems to CTS will be free. If you transfer from CTS to one of these other systems, you will be required to pay the appropriate fare when you board that bus.

***If I get on CTS, can I transfer to the Philomath Connection for free?***

No, you have to pay a fare to ride the Philomath Connection. Discounted passes and coupon books for the Philomath Connection are available at the Philomath City Hall and the Corvallis Utility Billing office.

***If I get on the Philomath Connection, can I transfer to CTS for free?***

Yes, all rides on CTS and the Night Owl are fareless.

***Where can I buy a bus pass for the Philomath Connection or the Linn-Benton Loop?***

Passes for these bus systems can be purchased at the Corvallis Utility Billing office, located at 500 SW Madison Avenue, the Philomath City Hall (for the Philomath Connection only) and the Albany City Hall (for the Linn-Benton Loop only).

***Where can I find more information?***

Call the Corvallis Public Works Department at 541-766-6916

Send an email to [cts@corvallisoregon.gov](mailto:cts@corvallisoregon.gov)

## Appendix G – Planning Framework

The following plans, policies and documents were considered most relevant for the SMART Transit Master Plan Update:

Plan	Agency	Planning Period	Regulatory Framework	Description
Oregon Transportation Plan (OTP) (2006)	ODOT	2006 - 2030	Federal SAFETEA-LU; Oregon TPR	The OTP is the statewide multimodal transportation plan. It defines goals, policies, and strategies to guide the development of state, regional, and local transportation plans. The OTP does not recommend specific projects but provides a framework for prioritizing transportation improvements and funding.
Regional Transportation Plan (RTP) (2014)	Metro	25 years	Exhibit A to Ordinance No. 14-1340	The RTP proposes investing more than \$22 billion in local, regional, state and federal funds during the next 25 years to improve safety, system reliability and travel choices for everyone, revitalize downtowns and main streets, create jobs and support the region's economy, and reduce our region's carbon output.
Regional Travel Options Strategic Plan (2012)	Metro	2012 - 2017		Metro's Regional Travel Options (RTO) program supports Metro's mission of creating a great place by increasing the awareness of non-single occupancy vehicle (SOV) travel options such as biking, walking, taking transit, and ridesharing.
Transportation System Plan (TSP) (2013)	City of Wilsonville	2035	Ordinance No. 718 and No. 719	The Wilsonville Transportation System Plan (TSP) is the City's long-term transportation plan and is an element of its Comprehensive Plan. It includes policies, projects, and programs that could be implemented through the City's Capital Improvement Plan, development requirements, or grant funding.
Coordinated Transportation Plan for Seniors & Persons with Disabilities (CTP) (2016)	TriMet		FTA/State STF Coordinated Human Resources Plan	Vision: Guide transportation investments toward a full range of options for seniors and people with disabilities, foster independent and productive lives, strengthen community connections, and strive for continual improvement of services through coordination, innovation, and community involvement.

Plan	Agency	Planning Period	Regulatory Framework	Description
Regional Active Transportation Plan (2014)	Metro	2040	Resolution No. 14-4526	Provides a vision, plan and policies for communities in our region to increase transportation options and support economic development, healthy active living and equity. An agreed upon regional strategy knits together local plans and projects efficiently, consistently and cohesively.
Salem- Keizer Transit Long-Range Regional Transit Plan (LRRTP) (2013)	Salem – Keizer Transit	20 years		The LRRTP provides a blueprint for Salem-Keizer Transit operations for the next 20 years and prioritizes future transit service investments amid limited resources.
Climate SMART Strategy (2014)	Metro	20 years		The Climate Smart Strategy is a set of policies, strategies and near-term actions to guide how the region moves forward to integrate reducing greenhouse gas emissions with ongoing efforts to create the future we want for the Portland Metro Region

# Appendix H – Neighborhood Characteristics

## Area 1: Westside Industrial (Coffee Creek, 95<sup>th</sup> & Boberg Road areas)

### Overview

The Westside Industrial area is located just west of the I-5 Freeway. The industrial area forms a swath from Wilsonville Road north to Elligsen/Day Road and includes the Coffee Creek Wetland area to the west. The majority of development located south of Elligsen Road between SW 95<sup>th</sup> / & Boberg/Boones Ferry is industrial, with some commercial uses. The largest employers currently located in the area include Convergys, Rite Aid Distribution, Microsoft, TE Connectivity Precision Interconnect, Coca Cola Bottling Company and the Coffee Creek Correctional Facility (which continues to be within TriMet's service territory in spite of being within the City of Wilsonville).

With the exception of the State Correctional Facility which is located in the northwest corner of this area just off Day Road, the land located in the Coffee Creek area is sparsely developed. The recently completed Coffee Creek Master Plan created a detailed transportation and land use plan for that area and development plans for expansion to the north into the Basalt Creek area and neighboring City of Tualatin.

The Westside Industrial area is also home to Wilsonville's SMART Central Station and the southernmost terminus of TriMet's Westside Express Service (WES) commuter rail. The SMART Central Station serves as the main transfer point for the entire SMART system including connections to neighboring regional transit providers.

Currently, the major north/south streets that serve the Westside Industrial area include 95<sup>th</sup> Avenue/Boberg, and Boones Ferry Road. Major east/west streets include Boeckman and Elligsen Roads, which offer direct connections from this area to Wilsonville's east side. In addition to these existing streets, Day/Elligsen Road, Grahams Ferry Road and the planned Kinsman Road extension will provide important access to the developing northern Coffee Creek and Basalt Creek areas.

Other key streets for SMART include Kinsman Road, Barber Street and Boones Ferry Road in the southern part of this neighborhood area, all of which provide access between Wilsonville Road and the SMART Central. The Commerce Circle Loop located near Elligsen Road is also an important transit street as it provides a transfer point between TriMet's 96 service and SMART's route 5.

There is limited residential development within the Westside Industrial area. The one major exception is the Walnut Mobile Home Park located between Boeckman Road and Boberg Street



– which includes about 57 units. Children who live within this area generally attend Lowrie Primary School (located on SW Brown Road), Wood Middle School (on Wilsonville Road West) and Wilsonville High School (on Wilsonville Road East).

### Commuting

As a major employment area in the City, jobs in the Westside Industrial area tend to provide more blue-collar employment with a focus on manufacturing, warehouse and wholesale trade. There are an estimated 7,000 employees who work within this area.

The majority of those employees (about 90 percent) commute each weekday from communities other than Wilsonville. The largest concentration of these workers (about 11 percent) commute from Portland and Wilsonville (6.9 percent), but workers also live in other neighboring communities including Salem, Tigard, Tualatin, Woodburn, Beaverton and Sherwood.

### Existing Services & Amenities

The location of the SMART Central Station in the southern portion of the Westside Industrial area means that businesses along Barber Street are served by transit throughout the day – as all seven lines provide some service to the area during the weekday; and route 4 provides service on Saturday but only along Wilsonville Road and not directly to the SMART Central Station.

Route 5, along 95<sup>th</sup> Avenue, provides weekday peak hour service to businesses located on or near Boberg Road and 95<sup>th</sup> Avenue; and TriMet Line 96 connects with SMART’s route 5 at Commerce Circle seven times during peak service hours.

Key bus stop locations and amenities in the area include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
19	29800 Boones Ferry Rd	1X NB, 2X SB, 3 NB, 4 WB	Sign, pole, schedule	6	26
20	Barber St at Boberg St		Sign, pole, schedule	4	18
22	Kinsman Rd at Barber St	4WB, 7 LP	Sign & pole	0	0
23	29875 Kinsman Rd	4WB, 7 LP	Sign & pole	5	4
37	29875 SW Kinsman Rd	4EB, 7 LP	Sign & pole	1	2
38	Kinsman at Barber St	4EB, 7 LP	Sign & pole	0	0
40	Barber St at Boberg St		Sign, pole, schedule	27	4
41	29911 Boones Ferry Rd	1X SB, 2X NB, 3 SB, 4 EB	Sign, pole, schedule	30	4
80	Peyton St	1X SB	Sign, pole, schedule	0	0
81	Casting St	1X SB	Sign, pole, schedule	0	6

82	Peyton St	1X NB	Sign, pole, schedule	2	0
83	Casting St	1X NB	Sign, pole, schedule	0	0
84	9400 Blk Commerce Cir	2X NB, 2X SB, 5 NB 5 SB	Sign & pole, seat	1	4
86	Commerce Cir at 95th Ave	2X NB, 2X SB, 5 NB 5 SB	Sign, pole, schedule, seat	24	15
87	95th Ave at Ridder Rd	5 SB	Sign, pole, schedule, seat	3	0
88	26277 95th Ave	5 SB	Sign & pole, seat	2	0
90	95th Ave at Freeman	5 SB	Sign, pole, schedule	6	1
91	95th Ave at Hillman Ct	5 SB	Sign & pole, seat, shelter	1	1
92	27695 95th Ave	5 SB	Sign & pole	0	1
93	95th Ave at Boeckman Rd	5 SB	Sign, pole, schedule	0	1
94	28000 Blk Boberg Rd	5 SB, 6LP	Sign & pole	0	0
95	Boberg Rd Btw Barber And Boeckman S	5 SB, 6LP	Sign, pole, schedule	1	0
96	Boberg Rd Barber St	5 SB, 6LP	Sign, pole, shelter, display, bench	0	0
99	Boberg Rd at Barber St	5 NB, 6LP	Sign & pole	0	0
100	Boberg Rd Btw Barber And Boeckman N	5 NB, 6LP	Sign, pole, schedule	0	0
101	Boberg Rd 2800blk	5 NB, 6LP	Sign & pole	0	1
102	Across From 27729 95th Ave	5 NB	Sign & pole	0	1
103	27700 95th Ave	5 NB	Sign, pole, schedule	0	2
104	95th Ave at Hillman Ct	5 NB	Sign & pole, shelter	1	1
105	27120 95th Ave	5 NB	Sign & pole	1	1
106	95th Ave at Freeman	5 NB	Sign, pole, shelter, display, bench	0	6
107	26300 95th Ave	5 NB	Sign & pole	0	2
108	95th Ave at Ridder Rd	5 NB	Sign, pole, schedule	0	6
109	SW 95th at Commerce Circle (North)	5 NB	Sign & pole	1	3
180	Wilsonville WES Station - Multiple	Multiple	Full Amenities	363	286

## Ridership

### Fixed-Route

As noted above, this area includes the SMART Central Transit Center. Because of this, ridership is high, with about 448 boardings per day. More than 80 percent of those boardings occur at the Transit Center. Other key stop areas include the transfer point between TriMet Line 96 and the SMART route 5 at Commerce Circle and 95<sup>th</sup> Avenue. Route 5 sees about 25 boardings per day. Also in this area, the closest stop to Wilsonville Road on Boones Ferry (near Fred Meyer) sees about 30 boarding per day.

### **Dial-a-Ride**

Dial-a-Ride pickups and drops offs are also limited in this area (on average less than 10 per day). The Coffee Creek Correctional Facility sees the most boarding/alighting activity in this area, probably because it is also the current transfer point between TriMet LIFT and SMART Dial-a-Ride.

### **Major Opportunities**

- Partner with TriMet to streamline transit service between SMART Central, TriMet's line 96 and SMART's route 5 to eliminate duplicative service and the extra transfer currently required for passengers traveling to and from Portland.
- Kinsman Road expansion could provide alternate routes for route 5.
- The employment area offers opportunity for large carpool coordinating.

### **Identified Concerns**

- Due to the nature of manufacturing and warehouse facilities that operate most hours of the day, the current limited hours of transit operation do not always match the needs of the employees in this area.
- The current transfer point between SMART and TriMet LIFT has been identified as a concern for DAR riders – they would like to see the transfer point moved to the Holiday Inn near Commerce Circle.

## **Area 2: Northeast Neighborhoods**

### **(Elligsen Road, Eastside Industrial/Commercial and Canyon Creek areas)**

#### **Overview**

The Northeast Neighborhood area includes both sides of Elligsen Road, south to Boeckman and east of I-5 to the City boundary. This area is made up of the East Industrial Campus neighborhood and the Canyon Creek residential neighborhood, with the major dividing line between residential and employment found east and west of Canyon Creek Road.

The Eastside Industrial area is located between I-5 and Canyon Creek Road. It is home to Wilsonville's largest employers and institutions of higher learning including Xerox, FLIR, Mentor Graphics, D.W. Fritz, Rockwell Collins, Oregon Tech and Pioneer Pacific College.

The Canyon Creek Neighborhood is located just to the east of these major employers. Largely residential, the Canyon Creek Neighborhood includes large multi-unit housing developments such as Canyon Creek Meadows, Canyon Creek Estates and the Carriage Oak Community. Sidewalks line all of the public streets but there are gaps in the bicycle lane network through this area. The one major exception is along Parkway Avenue from Xerox north to Argyle Square. Here there is no safe pedestrian or bicycle connection and access to this nearby commercial area is limited to the east side of this area along Canyon Creek Road. The one major multi-use-path starts in the southern part of this neighborhood on the Mentor Graphics Campus and provides a paved trail that meanders south through undeveloped fields to the Town Center area. This trail is signed as private property and could be developed by Mentor Graphics in the future.

Children living in the Northeast Neighborhood area generally attend Lowrie Primary and Wood Middle school, which are over two miles from the area on the west side of Wilsonville. Wilsonville High School is located less than two miles to the southeast.

#### **Commuting**

The Eastside Industrial area is the second largest employment area in Wilsonville. It provides jobs for over 6,000 skilled workers including high-tech and professional service industries. Of employees working in this area, close to 8 percent live in Wilsonville. The remaining employees commute from other nearby communities, including Portland (about 13%), Beaverton, Tigard, Tualatin, Hillsboro, Lake Oswego and Salem (2-4%).

In addition to workers who commute daily to this area, there are also more than 1,200 residents who live in the Canyon Creek Neighborhood and commute from their homes to jobs. Of that number, approximately seven percent (100) of the residents have jobs within Wilsonville (which might include those in the Eastside Industrial area); and another 14 percent

(200) commute to jobs in Portland. Many of the others commute to jobs up and down the I-5 corridor (Salem, Eugene/Springfield, Tigard, Corvallis, etc.)

### Existing Services & Amenities

The Northeast Neighborhoods are served by the weekday peak hour route 6: Canyon Creek and the route 2X: Barbur throughout the weekday and on Saturday. Combined, these routes provide 15 minute peak-hour service to the major employers in this area.

Key bus stop locations and amenities include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
120	Mentor Graphics North	2X NB, 6 LP	Pole, sign, shelter, display, bench, garbage can	3	17
121	FLIR North	2X NB, 6 LP	Pole, sign & schedule	1	7
122	27263 SW Parkway	2X NB, 6 LP	Pole, sign & schedule	1	1
123	Xerox	2X NB, 6 LP	Pole, sign, shelter, display, bench, garbage can	1	4
124	Printer Pkwy NB (W)	2X NB, 6 LP	Pole, sign & schedule	1	3
125	Printer Pkwy East N	2X NB, 6 LP	Pole, sign, shelter, display, & bench	4	4
126	Canyon Creek @ Murray St NE	2X NB, 6 LP	Pole, sign & schedule	4	5
127	Canyon Creek Rd @ Carriage Rd SE	2X NB, 6 LP	Pole, sign & schedule	0	0
128	Canyon Creek Rd @ CC Apts N	2X NB, 6 LP	Pole, sign, shelter, display, & bench	4	9
129	Burns Way @ Canyon Creek Rd N	2X NB, 6 LP	Pole, sign & schedule	4	13
130	Burns Way @ Parkway Center Dr NE	2X NB, 6 LP	Pole, sign, shelter, display, bench & garbage can	1	3
131	Parkway Center Dr @ Jack Burns Blvd (NE) Argyle Square	2X NB, 6 LP	Pole, sign & schedule	1	17
132	Elligsen Rd @ Argyle Square NE (SMART Office)	2X NB	Pole, Sign, Shelter, Display, Bench, Garbage Can	4	14

136	Elligsen Rd @ Argyle Square SE (SMART Office)	2X SB	Pole, Sign, Shelter, Display, Bench, Garbage Can	9	4
137	Parkway Center @ Jack Burns Blvd (SW) Argyle Square	2X SB	Pole, Sign, Shelter, Display, Bench, Garbage Can	10	0
138	Burns Way @ Parkway Center Dr SE	2X SB	Pole, sign & schedule	1	0
139	Burns Way @ Canyon Creek SE	2X SB	Pole, sign & schedule	3	1
140	25749 Canyon Creek Rd @ Elligsen	6 LP	Pole, sign & schedule	2	0
141	Canyon Creek @ Boeckman	6 LP	Pole, sign & schedule	0	2
142	Boeckman @ Mentor Graphics	44 EB, 6 LP	Pole & sign	27	22
143	Boeckman @ Mentor Driveway NE	6 LP, 2X SB	Pole, sign & schedule	0	1
144	Canyon Creek Rd @ CC Apts. South	2X SB, 6 LP	Pole, sign, shelter, display, & bench	14	5
145	Canyon Creek Rd @ Carriage Oak Ln SW	2X SB, 6 LP	Pole & Sign	1	0
146	Printer Pkwy @ Canyon Creek NW	2X SB, 6 LP	Pole & Sign	7	3
147	Printer Pkwy SB (E)	2X SB, 6 LP	Pole, sign & schedule	8	0
148	Printer Pkwy @ Xerox	2X SB, 6 LP	Pole, sign & schedule	2	4
149	Xerox Main Stop South @ Printer Pkwy	2X SB, 6 LP	Pole, sign & schedule	4	3
150	Parkway @ Pioneer Pacific College	2X SB, 6 LP	Pole, sign & schedule	0	4
151	FLIR South	2X SB, 6 LP	Pole, sign & schedule	12	1
152	Mentor Graphics S	2X SB, 6 LP	Pole, sign, schedule & bench	18	0
153	Printer Pkwy East N	2X SB	Pole & Sign	0	0
159	Boeckman at Mentor Graphics Driveway	2X SB	Pole, Sign & Schedule	0	1
160	Boeckman at Mentor	6 LP	Pole & Sign	2	0
161	Canyon Creek Rd at Boeckman Rd	6 LP	Pole, Sign & Schedule	1	0
162	Canyon Creek Rd at Printer Pkwy	6 LP	Pole, Sign & Schedule	0	0
178	Parkway Ave at Boeckman Rd	2X SB	Pole & Sign	0	10
182	Rockwell Collins Northbound	2X NB, 6 LP	Pole, Sign & Schedule	3	17

183	Rockwell Collins Southbound	2X SB, 6 LP	Pole, Sign & Schedule	0	7
194	Oregon Institute of Technology		Pole & Sign	1	0

## Ridership

### Fixed-Route

The Northeast Industrial area sees about 200 boardings per day. Key stops include the major employers (Mentor Graphics, Rockwell Collins, FLIR and Xerox) and the apartment and housing development areas along Canyon Creek Road.

### Dial-a-Ride

Dial-a-Ride pickups and drops offs average less than 15 per day. Argyle Square (Target/Costco) and Oregon Tech see the most boarding/alighting activity for DAR in this area.

### Major Opportunities

- With the majority of the workforce and a large share of the residential population in this area commuting during peak times, improved transit service could capture some of the highest ridership in the City.
- New extension of Canyon Creek Road to Town Center Loop creates opportunities for future transit service.

### Identified Concerns

- Lack of mid-day service may deter Oregon Tech students from using the service due to classes going throughout the day.

## Area 3: Frog Pond

### Overview

The City of Wilsonville is currently completing a master planning process that will define the future of the 500-acre Frog Pond/Advance Road area. This process will establish a Master Plan for the area and define expectations for the type of neighborhoods that will be developed there in the future. Following completion of the Plan, the project team will further refine the area within the Urban Growth Boundary (UGB) (mostly west of Stafford Rd) and develop zoning and other implementation tools needed to implement the Plan. The City of Wilsonville is expecting more than 600 single-family households and an elementary school in the West Neighborhood which is already inside the UGB. The East and South neighborhoods are expected to have similar density.

Expected to be largely residential, the Frog Pond area will include Wilsonville-West Linn School District plan to build a second middle school for Wilsonville just east of Stafford Road which is under construction and opening in Fall 2017. This new middle school will ease overcrowding at Wood Middle School (on the west side of Wilsonville) and offer a closer middle school option for many east side neighborhoods.

Key east/west access to this area will be along Boeckman/Advance Road while Stafford/Wilsonville Road will provide key north/south access. Once developed, this area should also offer improved pedestrian/bicycle access along Boeckman Road.

### Existing Services & Amenities

Currently, SMART provides very limited service to this area, as part of the current cross-town Route 4.

Bus Stop	Location	Routes Served	Amenities	Ons	Offs
179	Boeckman Road at Laurel Glen (Frog Pond Church)	4 WB	Pole, sign & schedule	1	0
181	Boeckman Road at Laurel Glen (Frog Pond Church)	4 EB	Pole, sign & schedule	0	0

### Major Opportunities

- The new middle school could serve a more convenient bus turn-around point than where it currently turns around (at Mentor Graphics).
- Development with some retail could be a potential desired destination.

### Identified Concerns

- Increased demand from the new residential development without additional revenue could put a stress on SMART existing resources.



## Area 4: Villebois

### Overview

Villebois is a master planned community, located primarily on the old Dammasch State Hospital site. The Villebois Master Plan calls for 2,645 housing units and as of now, approximately two-thirds have been built. Upon completion, the developed community will offer a mix of single family homes and multifamily unit options – including town homes and apartment complexes such as the existing Renaissance Court, Rain Garden Apartments and The Charleston.

Barber Street, Brown Road, Montebello and 110<sup>th</sup> Avenues provide key connections between Villebois and other areas of town. All existing streets have sidewalks and pedestrian/bike paths that offer key connections for residents. An extension of Barber Street from Villebois east to Kinsman Road was completed in 2016 which now allows for direct connection between Villebois and the SMART Central and from Villebois to Boones Ferry Road.

Children in the area generally attend Lowrie Primary School – which is located on Lisbon Street, within the Villebois neighborhood, and Wood Middle School on Wilsonville Road. The High School is located about three miles to the east on Wilsonville Road.

### Commuting

There are 611 residents within this neighborhood that are commuting daily to jobs. Of this number, about 120 commute to jobs in Wilsonville and 150 commute to jobs in Portland. The remaining employees in this area typically commute to other nearby communities including Beaverton, Hillsboro, Tualatin and Lake Oswego.

Because this is largely a residential area, employment opportunities within Villebois are limited. As of today, the jobs that are located in Villebois are mostly due to the Lowrie Primary School and people working from home.

### Existing Services & Amenities

SMART service to this area is limited. Route 7: Villebois currently serves the neighborhood via Brown Road with two trips in the morning and two trips in the evening.

Key bus stop locations and amenities in this area include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
164	Brown Rd at Camelot St.	7 LP	Pole, Sign & Schedule	0	0
167	Brown Rd at Camelot St.	7 LP	Pole, Sign & Schedule	0	0
168	Barber St at Yosemite St.	7 LP	Non-SMART Pole,	0	0
169	Barber St at Villebois Dr.	7 LP	Sign & Schedule	1	3

170	Costa Cir at Villebois Dr.	7 LP	Non-SMART Pole,	2	0
171	Costa Cir at Charlotte Ln.	7 LP	Sign & Schedule	0	0
172	Barber St at Yosemite St.	7 LP	Non-SMART Pole,	0	0
186	Orleans and Barber	7 LP	Sign & Schedule	2	1
187	Zurich and Costa Circle	7 LP	Non-SMART Pole,	1	1
188	St Tropez and Costa Circle	7 LP	Sign & Schedule	1	1

## Ridership

### Fixed-Route

SMART sees about eight boarding rides per day.

### Dial-a-Ride

There is an increase in demand for Dial-a-Ride pickups and drops offs in this area which currently averages 20 per day. The Charleston and Rain Garden Apartments tend to have the most active DAR usage in the area.

### Major Opportunities

- Close proximity to schools may offer opportunities to encourage parents/children to bike or walk to school and then take transit or other options to work.
- Adapting current route to provide more frequent and direct service could increase ridership.

### Identified Concerns

- This area was identified by the community as needing additional transit service in the City's 2013 Transportation System Plan.
- Some streets are not wide enough to facilitate lay-over or turn-around opportunities for larger transit vehicles, but these streets provide no identified problems for smaller transit vehicles.

## **Area 5: Town Center**

### **(Renaissance, Ash Meadow, Jory Trail, Courtside, Vlahos neighborhoods and Town Center Commercial Area)**

#### **Overview**

This area runs from Boeckman Road south to Wilsonville Road and from the Boeckman Creek Corridor on the east to the I-5 Freeway on the west. The area includes a major retail and commercial area called Town Center. Wilsonville City Hall, the US Post Office, Clackamas Community College Wilsonville Campus, Wilsonville Arts and Technology Alternative High School, the Wilsonville Community Center and other related City facilities are located here, as are major retailers, restaurants, movie theatres, commercial activities and Safeway.

Despite the commercial feel, many residents also call this area home – particularly in those areas just south of Boeckman Road and north of the Town Center Loop. Major residential areas include new mixed residential developments like Renaissance, Ash Meadows, Jory Trail and older more established neighborhoods to the east such as Courtside and Vlahos. Multifamily housing units are included throughout this area; the largest of these include Terrene at the Grove, Sundial, Woodleaf, and Jory Trail. This area also includes a significant number of retirement communities including The Springs, Portera, and Winfield Village.

The Mentor Graphics company (recently acquired by German company Siemens) holds title to approximately 60 undeveloped acres on the south side of Boeckman Road. That property is expected to become available for development in the future and will certainly create a demand for additional transit services.

Boeckman Road, Parkway Avenue, Town Center Loop, and Wilsonville Road are key connecting roadways in the area. In addition, the recent completion of Canyon Creek Road south to Town Center Loop provides an important north/south connection for the east side of Wilsonville. Most of the development in this area has an established network of sidewalks. Wilsonville Road offers some east/west bicycle access in the area. Despite this, north/south bicycle lane access is limited – though the new Canyon Creek Road extension and the restriping of Town Center Loop East to create a bike lane has recently improved safety and access in this area. Most of the children in this area attend Boones Ferry Elementary and Wood Middle School which are located west on Wilsonville Road and Wilsonville High School which is east. The communities closest to Boeckman (like Renaissance and Ash Meadows), however, attend Lowrie Primary in Villebois instead of Boones Ferry, utilizing Boeckman Road for access.

#### **Commuting**

There are approximately 2,000 employees who work in this area – making it the third largest employment area within Wilsonville. Of those, just over 12 percent (250) live in Wilsonville; another 11 percent (230) live in Portland, the remaining commute from other nearby communities.

There are also about 1,193 residents who live in the Town Center area and commute daily from their homes to jobs. Of that number, about 21 percent (250) commute to jobs within Wilsonville (which might include those in the Town Center area); and another 25 percent (300) commute to jobs in Portland. The rest commute to jobs in Beaverton, Hillsboro, Tualatin, Tigard, Oregon City or Lake Oswego.

### Existing Services & Amenities

Key bus stop locations and amenities in this area include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
5	Town Center Lp East @ Civic Center Dr.	2X NB, 4 WB	Pole, sign & schedule	27	63
6	29350 East Town Center Lp	4 WB	Pole, sign & schedule	1	10
7	Town Center Lp East at Canyon Creek	4 WB	Pole, Sign, Shelter, display & bench	1	10
8	29040 Town Center Lp	4 WB	Pole, sign & schedule	7	5
9	Parkway Ct @ Town Center Lp (Regal Cinema)	2X SB, 4 WB	Pole, Sign, Shelter, display, bench & garbage can	7	15
10	Parkway Ct at Courtside Dr	2X SB, 4 WB	Pole, sign & schedule	12	5
11	Park Place at Shari's	4 WB	Pole, sign & schedule	7	11
42	Park Pl at Shari's	4 EB	Pole, sign & schedule	1	24
43	Parkway Ct @ Town Center Park	2X NB, 4 EB	Pole, Sign, unique shelter, display, bench & garbage can	48	12
44	Parkway Ct at Town Center Lp	2X NB, 4 EB	Pole, sign & schedule	18	13
45	29333 E. Town Center Lp	4 EB	Pole, sign & schedule, seat	36	2
46	29353 E. Town Center Lp	4 EB	Pole, sign & schedule	0	0
47	E. Town Center Lp at Courtside Dr	2X SB, 4 EB	Pole, Sign, Shelter, display, bench & garbage can	19	28
97	Wilsonville Rd @ Creekside Apt		Seat	0	0
98	Wilsonville Rd @ Creekside Apt		Seat	0	0
112	Wilsonville Rd at W Town Center Rd.	2X NB	Pole, sign & schedule	6	7
114	Courtside Dr at City Hall	2X NB	Pole, Sign, Shelter, display, bench & garbage can	3	8
115	28954 Parkway Ave.	2X NB	Pole, sign & schedule	11	6

116	28576 Parkway Ave @ Ash Meadows	2X NB	Pole, Sign, Shelter, display, bench & garbage can	5	0
154	Parkway Ave at Cherokee Ln.	2X SB	Shelter	4	0
155	28722 Parkway Ave.	2X SB	Pole, sign & schedule	0	4
156	Courtside Dr at City Hall	2X SB	Pole, sign & schedule	0	1
158	Wilsonville Rd at W Town Center Lp.	2X SB	Pole, sign & schedule	1	6
163	Parkway Ave at Napa Auto parts	2X SB	Pole & sign	2	6
177	Parkway Ave at Cherokee Ln.	2X SB	Pole, sign & schedule	1	0

## Ridership

### Fixed-Route

With about 250 boardings per day, the Town Center area sees some of the largest ridership numbers in Wilsonville. Key stops include the areas near the Community Center/City Hall and stops throughout Town Center Loop east.

### Dial-a-Ride

The Town Center area also sees some of the largest DAR numbers – with about 56 pickups and drop offs per day. Key pick up/drop off locations include Winfield Village and The Springs senior housing facilities as well as Safeway and the City Community Center.

### Major Opportunities

- The Canyon Creek Road extension offers new opportunities to serve this area.
- Town Center redevelopment provides a chance to route buses to desired destinations.

### Identified Concerns

- The redevelopment may cause some detours for SMART in the upcoming years. There are difficult places to turn around.
- Route 4's stop at SMART central can become a long wait time for someone traveling from east to west Wilsonville.

## **Area 6: Southeast Neighborhoods**

### **(Wilsonville Meadows, Boulder Creek and Landover neighborhoods)**

#### **Overview**

This area is located on the east side of Wilsonville. It runs from the City limits to Boeckman Creek and from Boeckman Road to the Willamette River and incorporates the Wilsonville Meadows, Boulder Creek and Landover neighborhoods. This area is largely single family residential but includes four major apartment complexes, all located along Wilsonville Road: Boulder Creek, Berkshire Court, Hathaway Court and Bridge Creek.

The largest employer in the area is the Wilsonville-West Linn school district which has teachers and support staff at Wilsonville High School and Boeckman Elementary School on Wilsonville Road.

Children living in the east side neighborhood area generally attend Boeckman Creek Primary School and Wilsonville High School, both of which are located along Wilsonville Road in this neighborhood. Wood Middle School, located on the other end of Wilsonville Road – slightly over two miles to the west, is the designated middle school for this community. Construction of a new middle school along Advance Road, northeast of Area 6, has now begun.

#### **Commuting**

According to the Longitudinal Employer-Household Dynamics (LEHD) which uses Census information and 2011 State Employment Data, some 1,330 individuals within these neighborhoods are employed. Of those, 18 percent work jobs in Wilsonville, another 20 percent commute to jobs in Portland. The remaining employees in this area commute daily to other nearby communities.

Because this is largely a residential area, employment opportunities within the area are limited. The one major employer in the area is the Wilsonville-West Linn School District which employs teachers and staff at both the Boeckman Creek Primary and Wilsonville High Schools.

#### **Existing Services & Amenities**

SMART provides 30 minute service to the Southeast Neighborhood Area on Wilsonville Road as far north as Wilsonville High School during an extended peak (5am - 10am; 2pm - 7:30pm) and hourly service during the midday and on Saturdays with the route 4 – Wilsonville Road. A few peak trips throughout the day continue on past Wilsonville High School to serve Mentor Graphics on Boeckman Road.

There are stops on Wilsonville Road that serve the Southeast Neighborhoods. Most residents live within 1/3 mile walking distance of these stops.

Key bus stop locations and amenities in this area include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
1	Wilsonville Rd at Ashland (Boulder Creek)	4 EB	Pole, Stop & Schedule	0	9
2	Wilsonville Rd at Meadows Pkwy High School	4 WB	Pole, Stop, Shelter, Display, Bench, Garbage Can	32	8
3	Wilsonville Rd at Meadows Lp	4 WB	Pole, Stop, Shelter, Display, Bench, Garbage Can	58	22
49	Wilsonville Rd at Wildcat Way	4 EB	Pole, Stop & Schedule	3	51
50	Wilsonville Rd at Meadows Pkwy	4 EB	Pole, Stop, Bench & Schedule	2	19
189	Wilsonville Road @ Landover Drive	4 WB	Pole & Stop	5	2
190	Wilsonville Road & Landover Drive	4 EB	Pole & Stop	0	2
191	Wilsonville Road & Boulder Creek	4 WB	Pole, Stop & Schedule	42	6

### Ridership

#### Fixed-Route

This is another strong ridership area – with just under 150 boardings per day. Key stops are focused nearest the Wilsonville High School with over 70 percent of the ridership coming from the Meadows Loop and Parkway stops.

#### Dial-a-Ride

This residential area averages less than five DAR pickup and drop offs per day – the majority coming from individual homes.

#### Major Opportunities

- Close proximity to schools may offer opportunities to encourage parents/children to bike or walk to school and then take transit or other options to work.
- Opportunity for bus to turn-around.

#### Identified Concerns

- None identified.

## Area 7: Southwest Neighborhoods

**(Rivergreen, Fox Chase, Morey's Landing, Park at Merryfield, Silver Creek and Montebello neighborhood areas)**

### Overview

The Southwest Wilsonville Neighborhood area extends from the Willamette River North to Camelot Road and from the western City Boundary east to Kinsman Road. Once farm lands, the Southwest Wilsonville Neighborhood area was developed into traditional residential areas, beginning in the 1960s. The majority of housing in the area is single family homes, though there are some large multifamily developments along Wilsonville Road including Autumn Park, Wilsonville Heights, Timber Creek Village, Wiedemann Park, Carriage Estates and Montebello Apartments, among others.

Wilsonville Road, a designated minor arterial in the Wilsonville Transportation System Plan, is the only major through street to serve this neighborhood area. Located in the middle of the southwest Wilsonville neighborhood, it serves to split the area into two distinct neighborhood groups with the Rivergreen/Fox Chase/Morey's Landing communities located to the south of Wilsonville Road and the Park at Merryfield, Silver Creek and Montebello communities located to the north.

A limited number of neighborhood streets provide some north/south connection from the neighborhood areas to Wilsonville Road including Willamette Way West, Willamette Way East, Wellington Road and Orchard Drive/Guiss Way and Brown Road. A variety of other loop or cul-de-sac streets serve these neighborhood areas. These streets are specifically designed to reflect the residential nature of the community by slowing and mitigating through traffic. The majority of the streets within this southwest neighborhood area have sidewalks and several bike and pedestrian paths offer important connections between neighborhoods at dead-end streets.

The public elementary and middle school for the majority of children within the Southwest Neighborhood area is with Boones Ferry Elementary School and the Inza Wood Middle School. Both of these schools are located just across Wilsonville Road on Willamette Way east and are within ½ mile or less of most homes within this neighborhood. Wilsonville High School is located more than two miles away on the east side of town.

The only major exception is the Montebello neighborhood, which is in the Lowrie Primary School area. Lowrie School is just north of Montebello in Villebois. A pedestrian path within the Montebello community allows direct pedestrian access from the neighborhood to the Lowrie school grounds.



## Commuting

There are 1,252 individuals within this neighborhood that are employed. Of those, 20 percent have jobs in Wilsonville, another 27 percent commute to jobs in Portland. The remaining employees in this area commute regularly to other nearby communities.

Because this is largely a residential area, employment opportunities within the area are limited. The one major employer in the area is the Wilsonville-West Linn School District that employs teachers, and other support staff at the Boones Ferry and Wood Schools.

## Existing Services & Amenities

SMART provides 30 minute service to the Southwest Neighborhood Areas as far west as Willamette Way East on Wilsonville Road during an extended peak (5a.m.-10a.m.; 2p.m.-7:30p.m.) and hourly service during the midday and on Saturdays with the route 4 – Wilsonville Road. A few trips throughout the day provide service as far east as Graham Oaks Nature Park. The route 7 also provides limited peak hour service to the Montebello and Park at Merryfield Neighborhoods on Brown Road.

There are 16 stops on Wilsonville and Brown Road that serve the area. Over 80 percent of residents live within 1/3 mile walking distance of these stops.

The table below highlights location, amenities and ridership at each of these stops.

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
24	Wilsonville Rd at Montebello Dr	4 WB, 7 LP	Pull out, Pole, Sign & Schedule	11	13
25	Wilsonville Rd at Brown Rd	4 WB	Pole, Sign, Shelter, Display, Garbage, Bench	3	16
26	Wilsonville Rd at Guiss Way	4 WB	Pull Out, Sign	0	0
27	Wilsonville Rd at Wood Middle School	4 WB	Pole, Sign Schedule	0	29
28	Wilsonville Rd at Boones Ferry School	4 EB, 4 WB	Pull out Pole, Sign Shelter, Display, Garbage, Bench	17	23
29	Wilsonville Road & Willamette Way	4 WB	Pole, Sign & Bench	0	0
31	Wilsonville Rd at Graham Oaks Nature Park	4 EB, 4 WB	Pole & Sign	0	2
32	Wilsonville Rd at Willamette Way East	4 EB,	Shelter	19	3
33	Wilsonville Rd at Autumn Park Apt/Wood School	4 EB,	Shelter	36	3
34	Wilsonville Rd at Orchard Dr	4 EB,	Pole, Sign & Schedule	4	0

35	Wilsonville Rd at Brown Rd	4 EB,	Pole, Sign & Shelter	28	2
36	Wilsonville Rd at Montebello Dr	4 EB, 7 LP	Pole, Sign, Shelter, Display, Garbage, Bench	15	8
165	Brown Rd at Parkwood Ln	7 LP	Pole, Sign & Schedule	0	0
166	Brown Rd at Parkwood Ln	7 LP	Pole, Sign & Schedule	0	0

## Ridership

### Fixed-Route

With about 130 boardings per day, this area sees consistent ridership. Key stops include the apartment complexes along Wilsonville Road and the Wood Middle School area.

### Dial-a-Ride

Another largely residential area, Dial-a-Ride use is low with about 10 riders per day. The largest concentration for Dial-a-Ride is at the Brookside Senior Living Apartment in the Montebello neighborhood.

### Major Opportunities

- Close proximity to school; may offer opportunities to encourage parents/children to bike or walk to school and then target transit or other options to work.

### Identified Concerns

- This area was identified by the community as needing additional transit service in the 2013 Transportation System Plan.
- Adequate turnaround and layover locations due to street design have made serving this area difficult.

## Area 8: Old Town

### Overview

The Old Town historic neighborhood is located on the west side of Wilsonville. It borders the I-5 freeway on the east; runs to Kinsman/Industrial Way on the west and from the Willamette River north to Wilsonville Road.

The Old Town area contains a mix of housing types and retail/commercial areas. The bulk of single family housing is found close to the river, while most of the multifamily and retail/commercial areas are located closer to Wilsonville Road. Employment in the area comes from retailers like Fred Meyer and small commercial businesses. Bell Tower Apartments and Boones Ferry Village are the major multifamily complexes within the area. Both are located on the south side of the Fred Meyer complex on Boones Ferry Road.

Wilsonville Road borders Old Town on the north and is the key arterial connecting Old Town with the rest of the City. Boones Ferry Road, a neighborhood collector, provides the only access from Wilsonville Road into the Old Town neighborhood. While all of the commercial/retail area near Wilsonville Road has sidewalks, much of the area near the river does not. A striped bicycle lane runs the full length of Boones Ferry Road in the Old Town area. This bicycle lane connects with the Boones Ferry Trail near the waterfront and provides a direct connection (under I-5) to the neighborhoods east of the freeway.

Public school options for children in this neighborhood include Boones Ferry Elementary and Inza Wood Middle School. Both are located just over a mile west of the neighborhood on Wilsonville Road. The public high school, Wilsonville High, is located on the east side of town – roughly 1 ½ miles east of the Old Town neighborhood.

### Commuting

There are about 520 employees who work in this area. Of those, just less than six percent (31) live in Wilsonville. Another 11 percent (54) live in Portland and the remainder commute from other nearby communities.

There are also about 161 residents who live in the Old Town area who are employed and commute daily from their homes to jobs. Of that number, about 21 percent (30) of the residents work in Wilsonville (which might include those working in the Old Town area); and another 26 percent (42) commute to jobs in Portland. The remaining employees mostly commute to jobs in Beaverton, Hillsboro, Tualatin, Tigard, Oregon City or Lake Oswego.

### Existing Services & Amenities

SMART provides 30-minute service along Boones Ferry Road during an extended peak (5a.m.-10a.m.; 2p.m.-7:30p.m.) and hourly service during the midday and on Saturdays with route 4 – Wilsonville Road.

There are eight transit stops that provide access to Old Town. Nearly all residents in Old Town live within 1/3 mile walking distance of these stops. The table below highlights location, amenities and ridership at each of these stops

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
13	Boones Ferry Rd at Lowrie Market	4 EB, 4WB	Pull Out, Pole, Sign & Schedule	28	58
14	Boones Ferry Rd at Bailey St	4 EB, 4WB	Pole, Sign & Schedule	4	13
15	5th St at Magnolia Ave	4 EB, 4WB	Pole & Sign	3	4
16	Boones Ferry Rd Between 4th & 5th	4 EB, 4WB	Pole, Sign & Schedule	0	0
17	Boones Ferry Rd at Bailey St	4 EB, 4WB	Pole, Sign & Schedule	5	4
18	Fred Meyer at Boones Ferry Rd	4 EB, 4WB	Pole, Sign, Shelter, Display, Garbage, Bench	34	7
173	Wilsonville Rd at Kinsman Rd	4 EB Sat Only	Pole, Sign & Schedule	0	0
174	9450 Wilsonville Rd at Boones Ferry Rd	4 EB Sat Only	Pole, Sign & Schedule	2	11
175	9415 Wilsonville Rd at Boones Ferry Rd - Old SMART office	4 WB Sat Only	Pole, Sign, Shelter, Display, Garbage, Bench	1	2
176	Wilsonville Rd at Kinsman Rd	4 WB Sat Only	Pole, Sign & Schedule	0	1

### Ridership

#### Fixed-Route

Modest ridership (about 80 boarding per day) can be found in the Old Town neighborhood – with close to 80 percent coming from the stops nearest Fred Meyer.

#### Dial-A-Ride

The Old Town area also sees about 20 pickups and drop offs per day – with the majority these also focused on the Fred Meyer area.

#### Major Opportunities

- The shopping area promotes a lot of ridership for those completing errands.
- Arrowhead road extension could connect Old Town to the Southwest neighborhoods.

#### Identified Concerns

- Access and turn-around options are limited.

## Area 9: Village at Main / DayDream

### Overview

The Village at Main/Day Dream area is located just south of the Town Center Area. It runs from Wilsonville Road south to the river and from the Boeckman Creek Corridor on the west to the I-5 freeway. Restaurants, retail and commercial businesses line Wilsonville Road. The Village at Main, a collection of town homes and apartments, as well as commercial property, sits just off Wilsonville Road on Town Center Loop West, while single-family homes can be found in the Daydream and other neighborhoods closer to the river. This area is also home to Memorial Park, the City's Public Library and the Marquis Wilsonville Assisted Living Facility.

Wilsonville Road, designated a minor arterial in the Wilsonville Transportation System Plan, is the only major through street to serve this neighborhood area providing a key connection between this area and other parts of town. Memorial, Parkway, Holly and Rebekah Roads are the key connecting roadways providing access from the neighborhood to Wilsonville Road. Most of the development in this area has an established network of sidewalks. A bicycle lane along Memorial provides a direct connection to the Boones Ferry Trail which offers direct access along the river to the Old Town community.

Neighborhood children attend Boones Ferry Primary, Wood Middle School and Wilsonville High School – all are located along Wilsonville Road nearly two miles from the neighborhood (Wilsonville High to the east and Boones Ferry & Wood Middle to the west).

### Commuting

There are about 630 employees who work in this area. Of those, just over 12 percent live in Wilsonville; another eight percent live in Portland, the remaining commute from other nearby communities.

There are also about 650 residents who live in the Village at Main/Daydream area and are employed. Of that number, about 22 percent work within Wilsonville (which may include jobs in this area); and another 24 percent commute to jobs in Portland. The rest commute to jobs in Beaverton, Hillsboro, Tualatin, Tigard, Oregon City, Lake Oswego or other nearby locations.

### Existing Services & Amenities

SMART's fixed-route bus service to the area includes the route 2X; and the route 4.

Key bus stop locations and amenities include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
4	Wilsonville Rd at Rose Ln	4 WB	Shelter	9	5
12	Town Center Loop West at Main St	4 EB, 4 WB	Pole, Sign & Schedule	17	40

48	Wilsonville Rd at Rose Ln	4 EB	Pole, Sign & Schedule	0	2
113	Wilsonville Rd at Rebekah St	2X NB	Pole, Sign & Schedule	3	4
157	Wilsonville Rd at Rebekah St	2x SB	Pole, Sign & Schedule	3	10

## Ridership

### Fixed-Route

While boardings in Village at Main are relatively low, about 40 boarding per day – over 80 percent of that number is found at the pull in circle stop at Town Center Loop West and Main. This is significant, because the “loop” is out of direction and adds to the overall travel time on the route 4- Wilsonville Road. SMART is now planning to move this stop to Wilsonville Road in order to improve efficiency of east/west travel.

### Dial-a-Ride

Dial-a-Ride pickups and drop offs average less than two per day.

### Major Opportunities

- High density population creates lots of potential for high ridership.

### Identified Concerns

- Stop proximity to the neighborhood may not be convenient enough to be desirable for residents to walk to.

## Area 10: Charbonneau

### Overview

Charbonneau is the only Wilsonville neighborhood south of the Willamette River. Running from the river south to Miley Road and from the I-5 freeway east to Eilers Road, this golf course community is one of Oregon's earliest planned communities. Designed in 1972, Charbonneau has a small commercial district and housing types ranging from condominiums and apartments to traditional single-family homes, golf-course homes, waterfront properties and gated estates. It is home to a sizeable retirement community (Springridge Court) which offers many associated amenities.

Miley Road is the main street to serve this neighborhood area providing a key connection between Charbonneau and the rest of the City. French Prairie Road is a loop that connects with Miley Road on both ends providing a ring of access for the community around the Charbonneau Golf and Country Club.

Much of the commercial area of the community has sidewalks, though local residential streets do not. Some of the existing pedestrian paths are on private property and not designed to meet ADA standards. A marked pedestrian/bicycle path provides access to about  $\frac{3}{4}$  of French Prairie Road, though the traffic treatments along the roadway make bicycle access relatively safe throughout this neighborhood.

Children living in the Charbonneau area attend schools in the Canby School District, with the nearest primary, middle and high school about four miles away.

### Commuting

There are approximately 1,120 individuals within Charbonneau who are employed. Of those, seven percent work at jobs in Wilsonville, another 20 percent commute to jobs in Portland. The remaining employees in this area commute to other nearby communities.

Because this is largely a residential area, employment opportunities within Charbonneau are limited. The one major employer is the Charbonneau Golf and Country Club and SpringRidge at Charbonneau – Senior Living Community. Unlike other areas of Wilsonville, employees working in this area are more likely to commute from the Canby or Woodburn area than other nearby communities.

### Existing Services & Amenities

SMART bus service connects Charbonneau to the rest of Wilsonville and the City of Canby with the route 3: Charbonneau/Canby Route. Fixed-route service on the Route 3 is limited and ridership has been low, especially since CAT stopped service to Wilsonville – with only eight peak hour trips each week day.

Key bus stops and amenities in the area include:

Bus Stop	Location	Routes Served	Amenities	Passengers	
				Ons	Offs
52	Springridge at Charbonneau	3 NB, 3 SB		3	5
53	French Prairie Dr at Louvonne Dr	3 NB, 3 SB		3	0

### Ridership

#### Fixed-Route

Fixed-Route ridership in Charbonneau is limited – averaging less than 8 boardings per day.

#### Dial-a-Ride

Dial-a-Ride averages 15 pickups and drop offs per day. The largest concentration for DAR is at the Springridge Senior Living Complex.

#### Major Opportunities

- A designated shuttle for the Charbonneau residents could provide more direct and mid-day service.

#### Identified Concerns

- Low ridership possibly due to the service being commute hour only as part of the Canby service.
- Neighborhood is hard to access to due congestion on I-5 and the Boone Bridge.



# Appendix I – TMP Public Input Summary



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## TRANSIT MASTER PLAN

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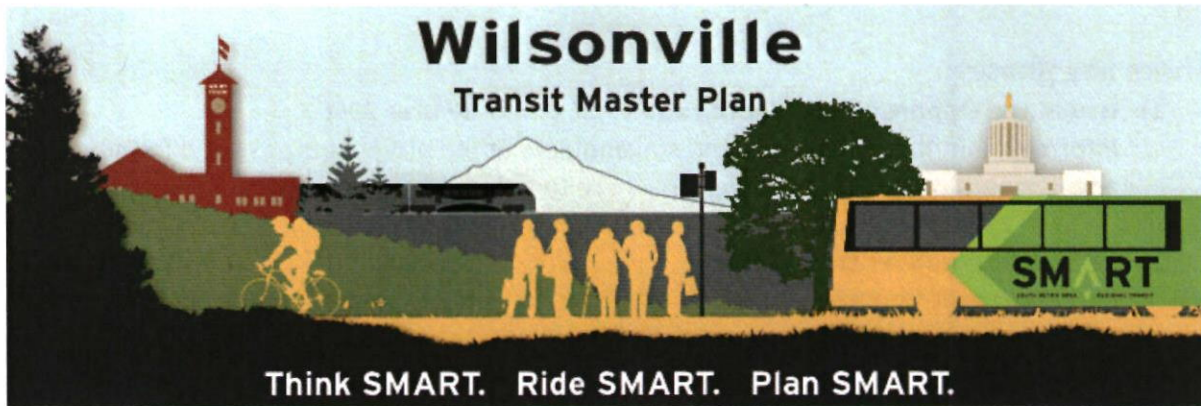
PUBLIC  
OUTREACH  
SUMMARY

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Winter 2017

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Draft



## Public Outreach Summary

### INTRODUCTION

In January 2016, South Metro Area Regional Transit (SMART) formally began updating the 2008 Wilsonville Transit Master Plan (TMP). The TMP is a broad look ahead to the type of transit system and supportive transportation options required to meet Wilsonville's mobility needs.

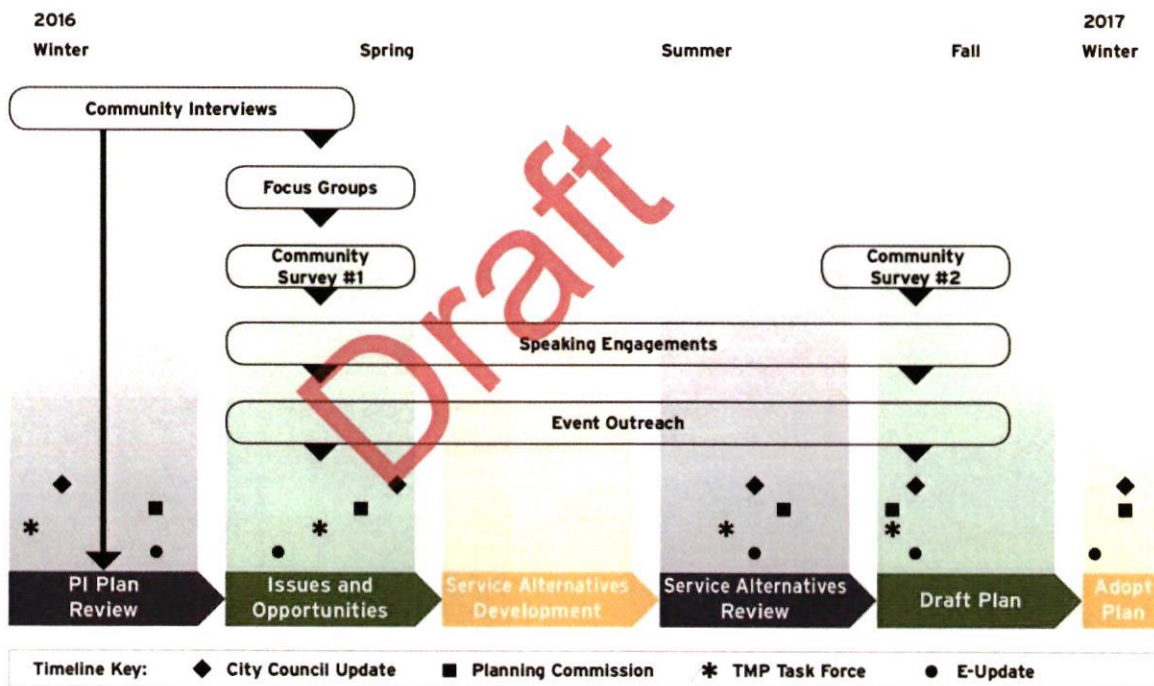
From the outset, SMART directed a process to involve a diverse and broad spectrum of existing and potential system users, and the businesses that support transit through payroll taxes.



*Outreach Photos*

### Three key phases:

- 1) **Issues and Opportunities Identification** *Winter 2016*  
 Informed community partners and stakeholders of the project purpose and framework, and listened to their perspectives on where to focus SMART resources.
  
- 2) **Service Alternatives Development** *Spring 2016*  
 Based on input from the Issues and Opportunities phase, SMART service planners and Jarrett Walker and Associates developed draft service alternatives.
  
- 3) **Service Alternatives Review** *Summer 2016*  
 Review by community partners and stakeholders via multiple and accessible outreach methods of the proposed service alternatives and potential funding strategies.



### Values guide involvement:

- Realistic:** be clear about the project constraints, objectives, and parameters
- Inclusive:** reach out to everyone, including those who don't use computers or face other barriers
- Meaningful:** provide timely information that is accurate and easily accessible
- Transparent:** make decisions public with key project materials available

To identify issues and opportunities SMART asked:

### *What are your priorities when you can't have it all?*

This frame helped SMART stakeholders to understand the trade-offs SMART faces in delivering transit services with available resources. Public responses grounded and illuminated the issues and opportunities facing Wilsonville and set the stage for transit service alternatives development. These options will be available for community consideration in summer and fall 2016.

## OUTREACH APPROACH

- Consistent, reliable, accessible information with identified SMART contact person
- Thorough stakeholder analysis
- Draft Public Involvement Plan vetted with key stakeholders
- Representative stakeholders interviewed from throughout Wilsonville
- Small issue-focused meetings held
- Non-traditional outreach targeted to those with low-income, people with disabilities, young and elderly people
- E-updates to Interested Parties List
- Timely response to all submitted comments and questions
- Electronic kiosks with information and survey placed at high visibility locations
- Speaking engagements at civic organizations
- Updates to relevant committees and City Council
- Transit Master Plan website with comment and survey functions
- Media (print, TV)

## OUTREACH METHODS

Beginning in spring 2016, staff used a series of methods to adhere to SMART's value of inclusion.

### Project Website Development

A bright, inviting, and accessible website provides community members a one-stop location to learn about the project, see upcoming events, project documents, available input opportunities, and option to sign up for project updates.



## Community Survey #1

An informative and brief survey posed questions on the key tradeoffs for SMART to consider in service alternatives development including:

- Which types of trips do you currently use transit for?
- Which types of trips would you want to use transit for, but currently cannot?
- Are short or long transit trips more important to you?
- At what times should SMART primarily target services?
- Transit can be spread out, to get close to everyone, or it can be concentrated into frequent routes. Which would you rather do?

Launched on March 1, 2016 with pro-active outreach efforts, the survey received **over 800 responses** via a variety of methods including on-line, mobile kiosks, and in-person paper surveys.

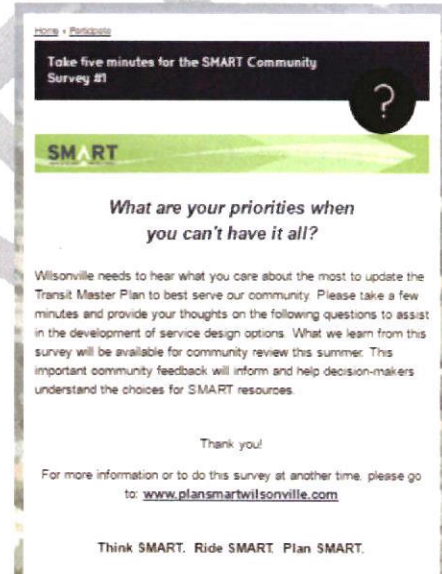
## Community Survey #2

SMART launched a second survey on August 8, 2016 to illustrate these service tradeoffs and ask about a spectrum of potential service alternatives to gauge the public's priorities:

- How to balance ridership and coverage goals?
- How to balance rush-hour service with service other times of day and week?
- How to balance local and intercity (out of town) services?

Over 500 respondents provided feedback.

See Appendix A for a complete list of locations and community partners instrumental in a successful survey response rate.



## Mobile Kiosks

Electronic kiosks placed at high visibility locations such as Wilsonville City Hall, Wilsonville Public Library, Oregon Institute of Technology, and Wilsonville Community Center made input easy for stakeholders on the move.



## Paper Surveys

Bi-lingual surveys accompanied the mobile kiosk stands and were distributed to large employers, schools, higher education institutions, large housing complexes, and in partnership with community organizations.

## Informational Bookmark Tear-Offs

In partnership with local businesses, community organizations, and city services, over 8,000 tear-offs were distributed throughout the community and on SMART buses. Brightly colored and easily accessible, these bookmarks connected mobile devices to the survey via code scan.



## Display Outreach

Project staff conducted survey outreach at retail outlets, WES Station, SMART Central Station, employee break rooms, educational institution lobbies, and more.



## E-Updates

With the TMP's Interested Parties List of **over 1,300**, the project sent E-Updates announcing:

- Project Overview
- Survey Launch #1
- Survey Reminder
- Survey Launch #2
- Survey Reminder
- Draft TMP Announcement & Public Hearings Notification
- City Council Action (to be sent late March 2017)



City departments, community businesses, faith-based organizations and other partners assisted in forwarding notices to their networks of residents, employees, students, and congregants.

## Media

The Wilsonville Spokesman reported twice about the project launch and announced the on-line survey.

Using the city wide monthly newspaper, Boones Ferry Messenger, SMART announced and reminded residents of survey availability.



## Stakeholder Interviews

Project staff met one-on-one to interview and explore further the tradeoffs facing SMART. Participants included:

- Businesses
- Elected Officials
- City Staff
- Community Groups
- Educational Institutions
- Home Owner Associations

## Workshop and Targeted Focus Discussion Groups

### Community Workshop

Project Team and consultants held a large stakeholder workshop with community representatives to provide the necessary understanding of transit planning for well-informed decision-making and a community supportive Transit Master Plan for Wilsonville.

### Title VI/ Environmental Justice (EJ) Populations

To ensure that the impacts and benefits of the Wilsonville Transit Master Plan are equitably experienced regardless of race, national origin, gender, disabilities, English language proficiency or being low-income, project staff sought initial input on outreach methods with community organizations and conducted two targeted discussion groups:

- Title VI Focus Group (Low-income and Spanish Speaking)
- Older Adults and People with Disabilities



### Business Discussion Groups

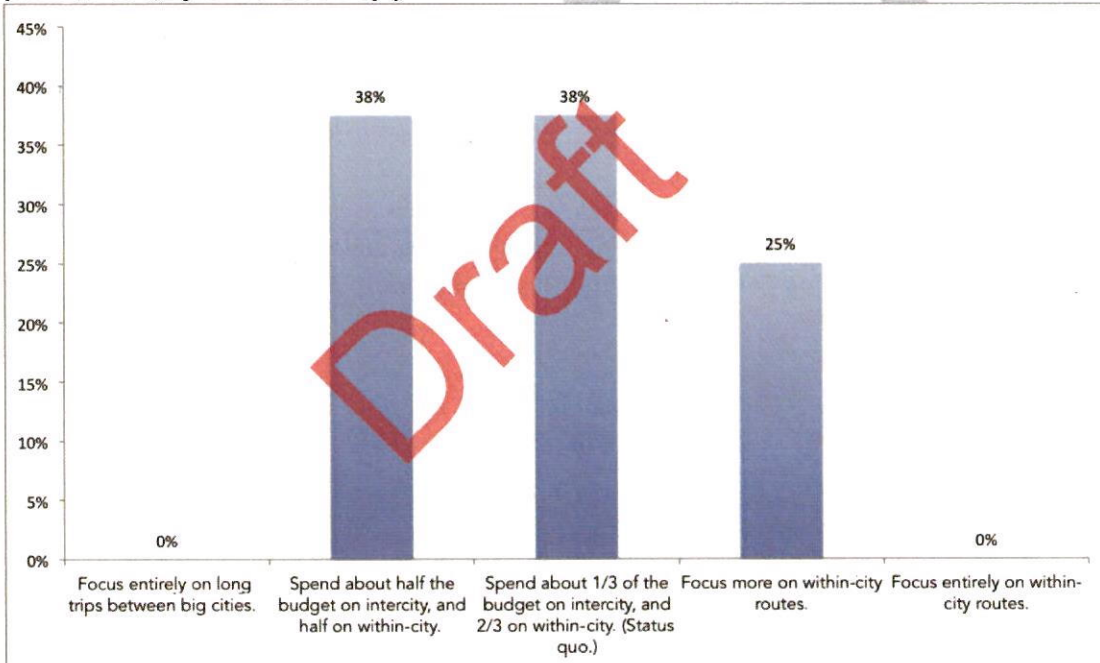
Coordinated in partnership with the Greater Wilsonville Chamber of Commerce, two groups of business representatives met with project staff to discuss trade-offs, issues, and opportunities.

## SUMMARY OF COMMUNITY INPUT

Project Team and consultants created a variety of venues for interaction with diverse stakeholders, who were polled on some of the trade-offs addressed in the online survey. What follows is a summary of input collected from the Wilsonville TMP Community Workshop, community-wide survey, stakeholder interviews, and targeted focus groups.

### Community Workshop Results

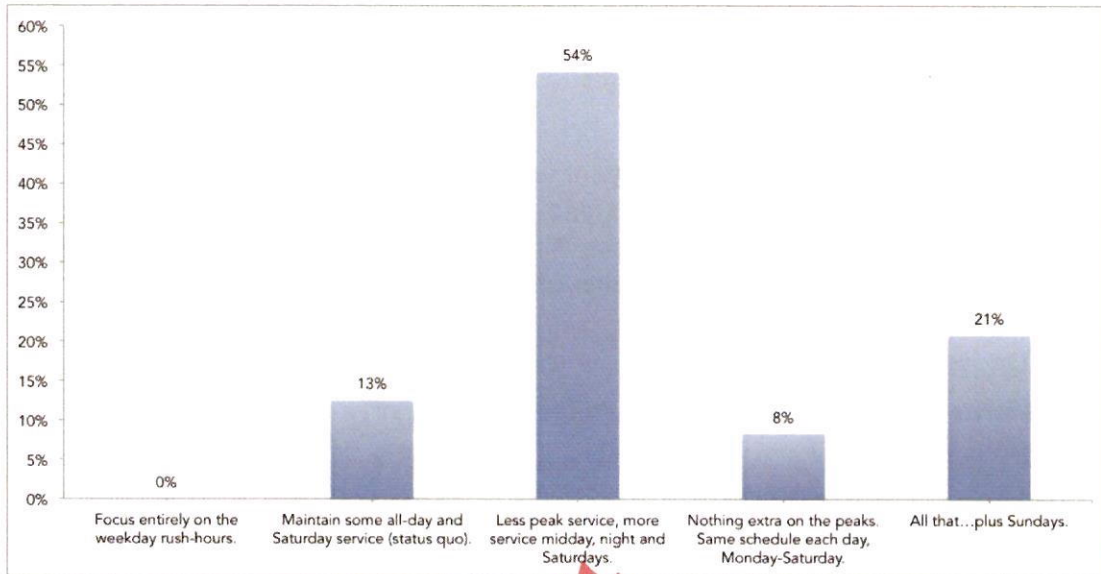
**Should SMART focus on inter-city services, or within-city services?**  
(Similar to Q2 from the survey.)



Stakeholders almost equally split on whether there should be more intercity or more local service emphasis. However, 38% were happy with the status-quo balance.

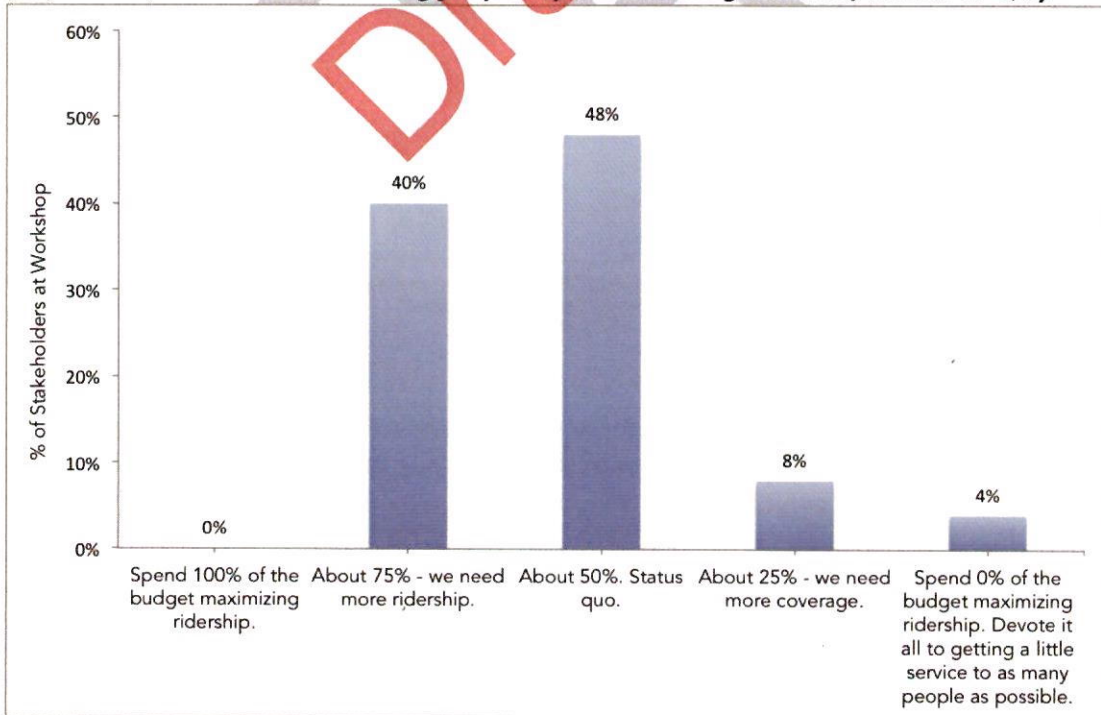


**Should SMART focus more on rush-hours or more on all-day all-week service?  
(Similar to Q3.)**



Stakeholders expressed fairly strong support for a move away from rush-hour service and towards flatter, all-day all-week schedules.

**How should SMART balance maximizing ridership and providing coverage?  
(In practice, this means balancing frequency with walking distance, similar to Q4.)**



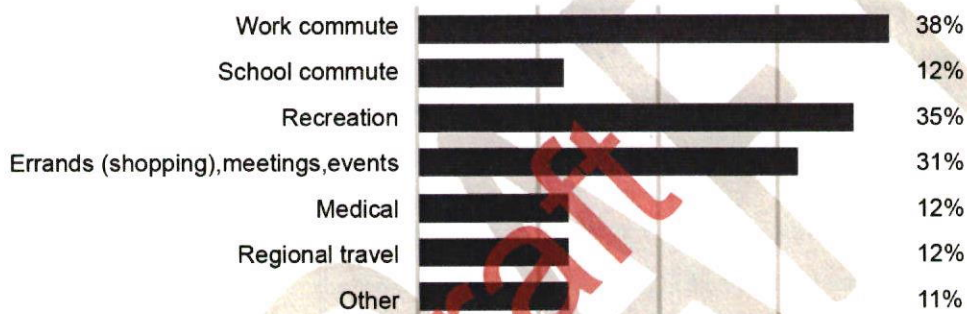
After a long conversation about what leads to high ridership and the trade-off between having few frequent routes or many low-frequency routes, the stakeholders were polled on how to balance these competing goals.

While nearly half of stakeholders expressed support for the current balance of maximizing ridership vs. providing coverage, 40% want to see more focus on ridership, and therefore less coverage.

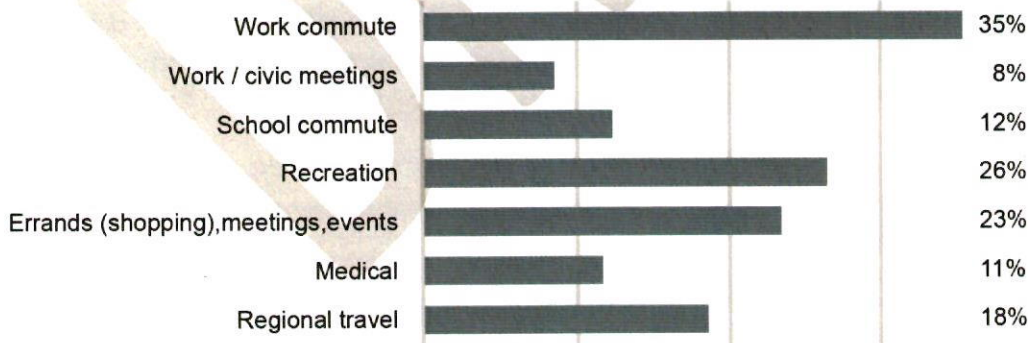
### Community Survey #1 Results

During a period of six weeks, the TMP project staff received 772 survey responses through the website and bilingual paper surveys.

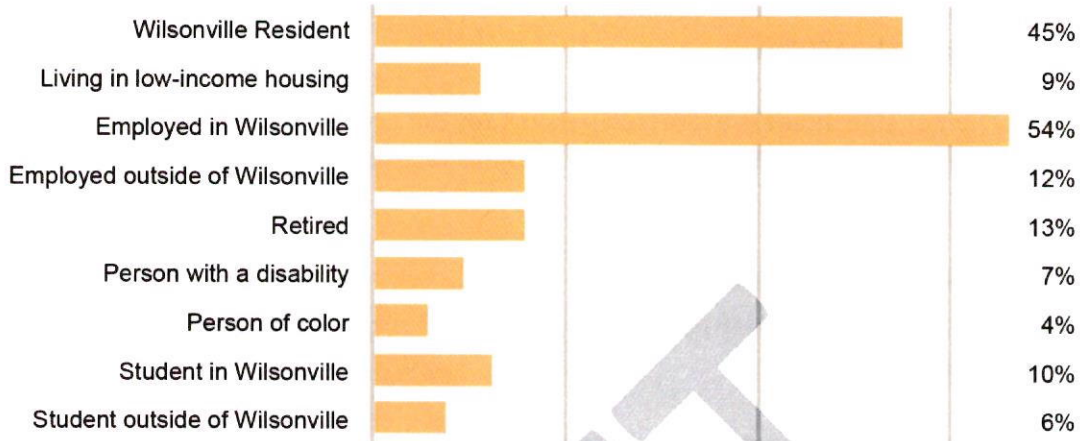
#### Q1a) Which types of trips do you currently use transit for?



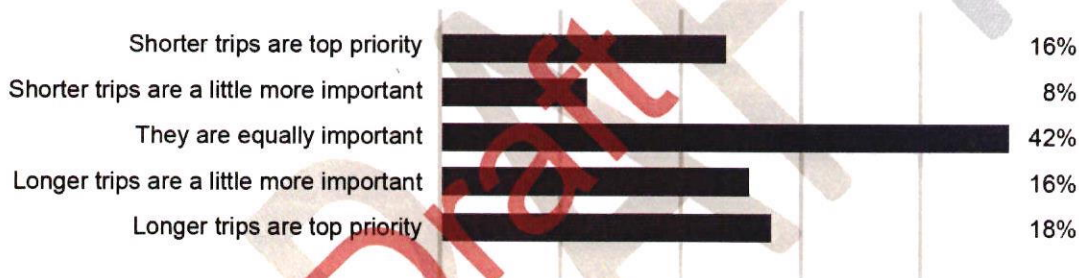
#### Q1b) Which types of trips do you want to use transit for but currently cannot?



**Q1c) How would you describe yourself?**

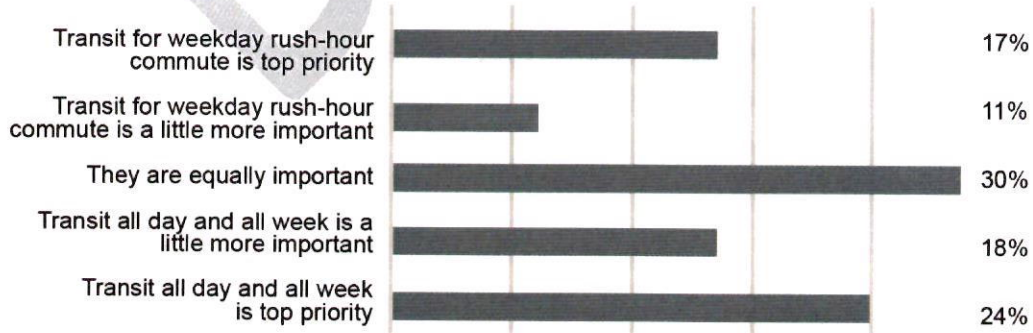


**Q2) People make both short transit trips in town and longer transit trips to other cities in the region. Which is more important to you?**



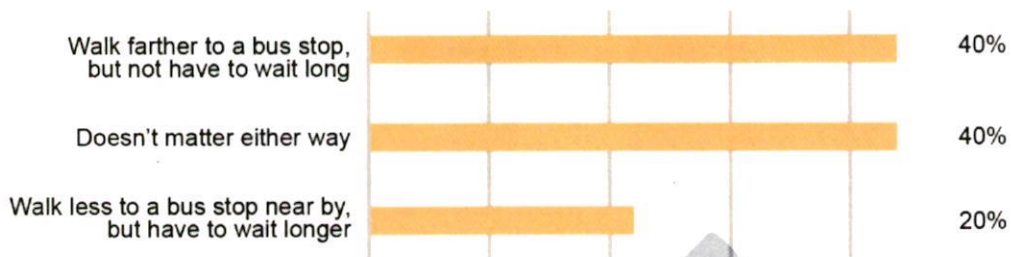
Slightly more survey respondents said that they think longer trips are more important to serve with transit than short trips.

**Q3) Some people commute to work during rush-hour for 9-5 jobs, while others work different schedules. People could use transit for other kinds of trips besides their work commute, as well as during evenings and weekends. At what times should SMART primarily target services?**



More survey respondents expressed support for a shift towards all-day and all-week service than for maintaining SMART's current focus on weekday rush hours.

**Q4) Transit can be spread out, to get a little close to everyone, or it can be concentrated into frequent routes. Help us understand your preference.**

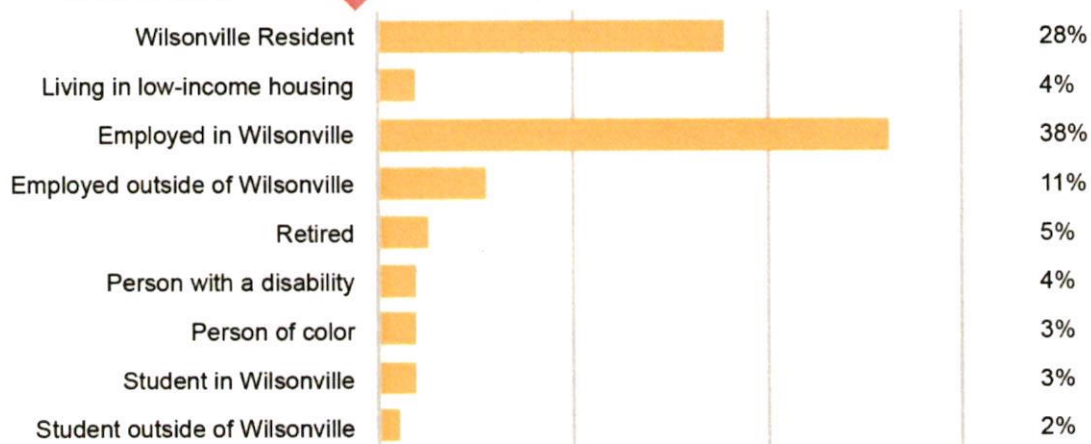


Short waits are only possible, within a fixed budget, if an agency provides less coverage and therefore more frequency. For local transit, frequency is key to high ridership. This survey question is about the *individual* experience of a high ridership transit system versus a high coverage transit system: in a high ridership system, waits are short but walks are longer.

### Community Survey #2 Results

The Service Alternatives Survey administered on line, via electronic kiosks, and at community events received 550 responses. The key question aimed to understand the community's balance between intercity focused and locally-focused service alternatives. The response data shows the majority is employed in Wilsonville and suggests a favoring towards more intercity service.

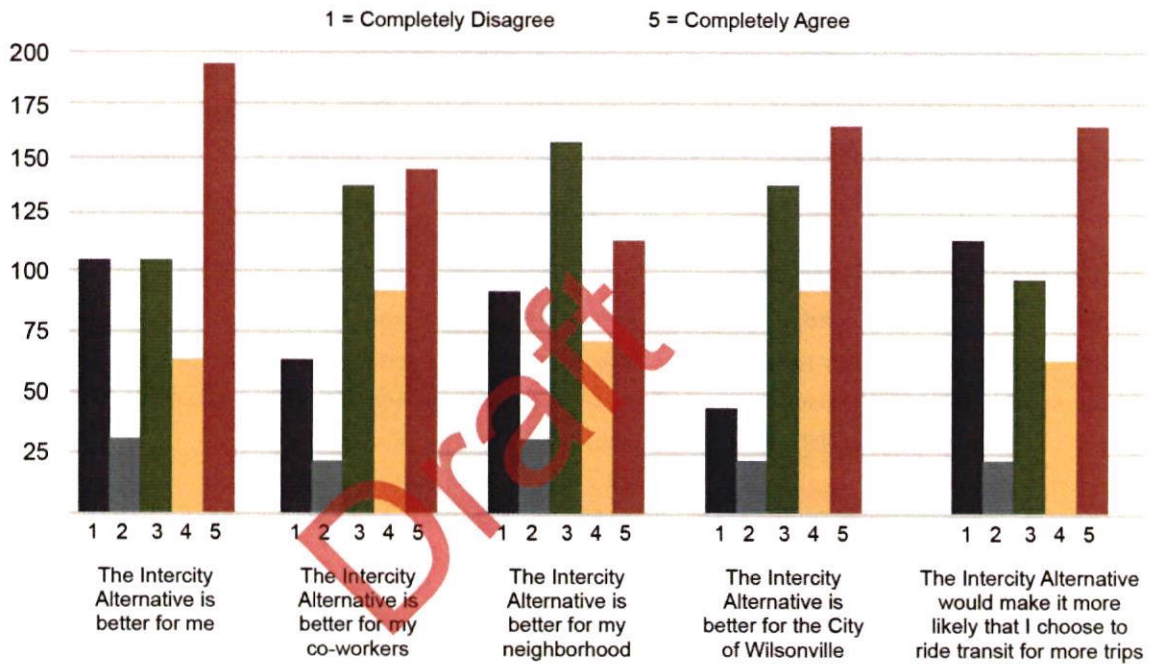
**Q1) How would you describe yourself?**



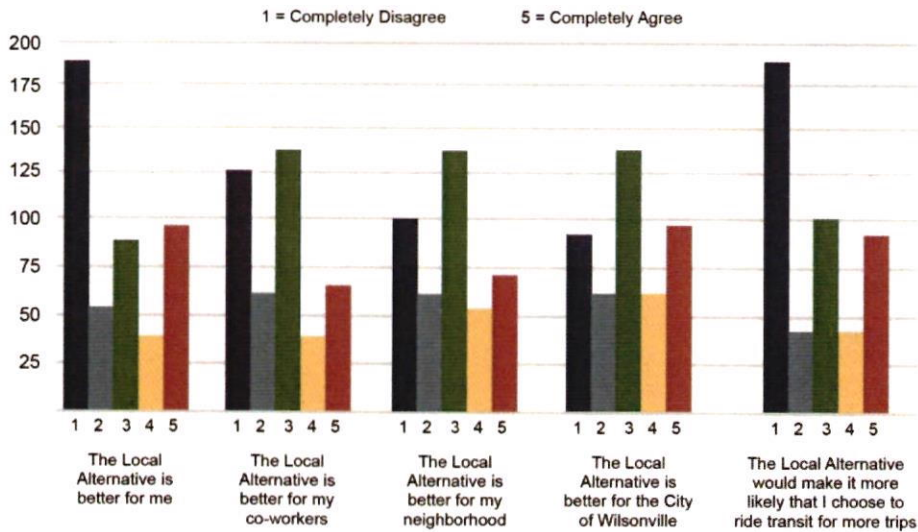
**Q2) Did you participate in the first survey?**



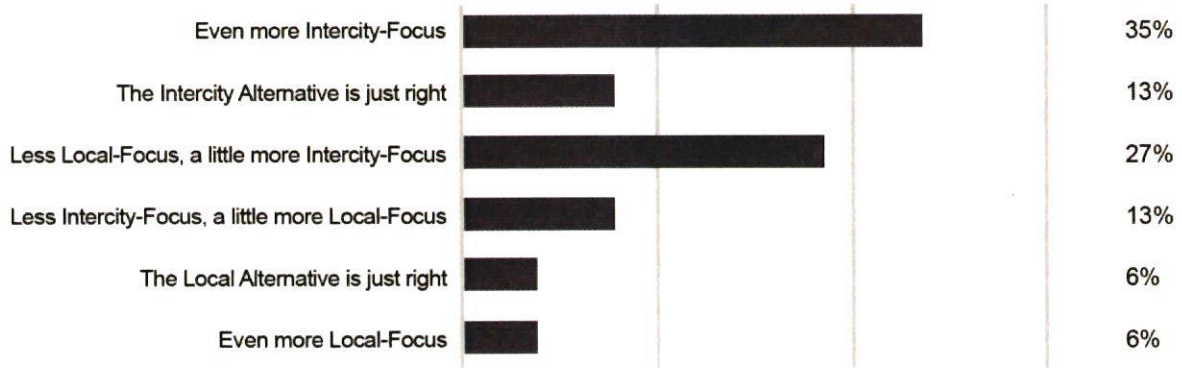
**Q3) For the Intercity-Focused Alternative, please rank the questions below on a scale of 1-5.**



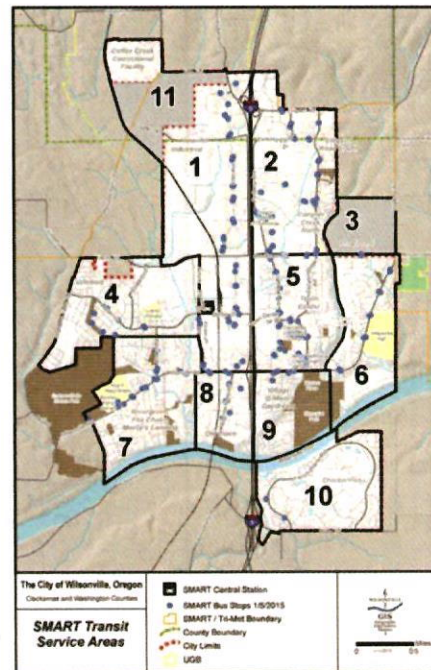
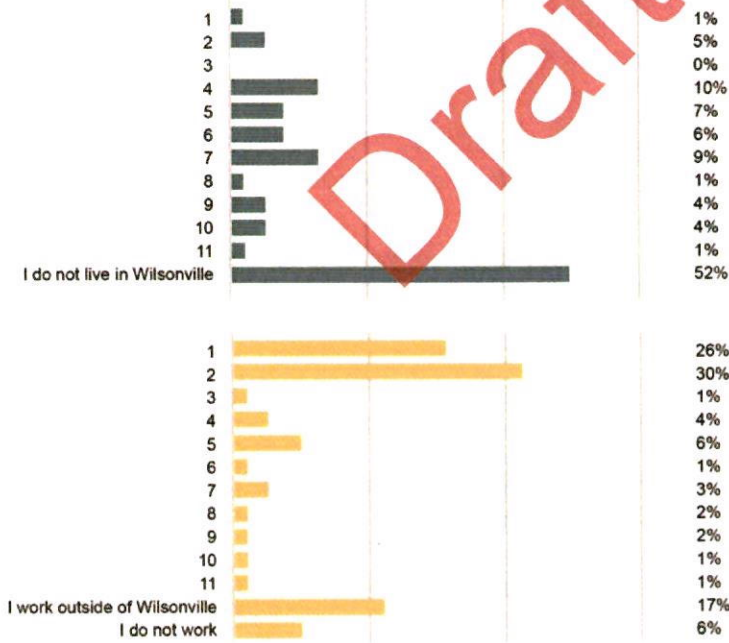
**Q5) For the Locally-Focused Alternative, please rank the questions below on a scale of 1-5.**



**Q7: Which of the below options comes closest to the balance between Intercity-Focus and Local-Focus that you prefer?**



**Q8: Using the service map, tell us where you live and work:**



## Stakeholder Interviews and Focused Discussion Results

### Issues and Opportunities Key Themes:

#### Support the economy

- Tourism could be served well with more routes on weekends to Salem and PDX
- More access from airports and other cities important to Wilsonville
- SMART'S role is to provide Wilsonville with a work force
- Important to serve workers in and out of community

#### Enhance connectivity

- Proximity of stops near schools for new middle school
- Oregon City is critical location for social services
- Plan for transit in new developing areas
- Target high density neighborhood and growth in industrial areas
- Stronger connections to Portland
- More WES service
- East to west within Wilsonville take much too long

#### Expand service times

- Traditional 9-5 no longer the norm for businesses with multiple shifts
- Need later service for evening shifts
- More times to address after-school needs
- Weekend service
- Quick service between transit and higher education facilities
- Priority should be given to the shift times with the highest number of workers

#### Provide additional transportation options

- Promote ridesharing (vanpooling/carpooling)
- Explore additional car sharing opportunities
- Explore bike sharing

#### Get the word out

- Lack of awareness that service is free within Wilsonville by English and non English speakers
- Schools, students, and families are not aware of free service
- Travel training needed
- Need to work with employment agencies to reach daily in-flux of temporary workers

#### Create partnerships

- Use back-to-school information to highlight SMART services to parents and students
- Include in admission and orientation packets to higher education facilities
- Explore increases in vanpooling
- Create stronger partnerships with Tri-Met and SAMTD for more transportation options

### Explore additional funding mechanisms

- Fix the transit districts' boundaries to match location of businesses
- Businesses are dealing with minimum wage increases
- People wanting more service causes businesses concern about financing

Focus group participants named a number of transit outcomes that relate to either maximizing ridership (target high density and move large numbers of workers) or to providing coverage regardless of ridership (provide access to social services and new developing areas). In the focus group setting, we did not ask them to resolve this conflict. Insight into how people want SMART to resolve these conflicting goals may be better gleaned from the online survey and the stakeholder workshop, where respondents were asked to make a trade-off.

### Considerations for Service Alternatives Development

The input of the online survey respondents, stakeholder workshop attendees, stakeholder interviewees, and focus groups participants suggest that SMART could shift its priorities slightly, on two key trade-offs, with public support:

- **The importance of rush-hour, relative to the rest of the day.** Only 28% of online survey respondents said that service during the peaks is more important than the rest of the day and week. Similarly, of the polled stakeholders, only about 13% supported the status-quo level of emphasis on peak service; the rest wanted to see a small or major move towards flatter, all-day all-week schedules. People who participated in focus groups expressed a great deal of interest in service outside of rush hours.
- **How to balance providing frequency to maximize ridership, and providing low-frequency coverage services to more places.** A large minority of stakeholders at the workshop asked for a shift towards higher frequencies and/or higher ridership. Among survey respondents, about twice as many people prefer short waits than short walks, suggesting higher support for a more frequent network than an infrequent network that gets close to everyone.

On the matter of *local vs. intercity trips*, only a slightly larger number of survey respondents and stakeholders expressed support for longer, intercity trips than short, local trips.

#### Service Alternatives Key themes:

##### Preference for more intercity service

- Connections to Oregon City remain critical
- Proposed frequencies may be challenging for higher education students
- Focus on rush hour does not apply to many of Wilsonville employer shifts

##### Transportation Options

- Explore additional options like ridesharing, car and vanpooling, bike sharing, car sharing, and ridesourcing to augment SMART services
- Involve Chamber of Commerce in this conversation



### Considerations for local service

- Need to continue to serve low-income apartment complexes
- More service for arts and culture sites

## APPENDICES

### Appendix A

#### Outreach Overview

Outlined are the stakeholder groups reached and by what method during Phase 1 of the Wilsonville TMP.

#### Mobile Kiosk Placement with bilingual paper surveys

City Hall  
Wilsonville Public Library  
Boones Ferry Elementary School  
Clackamas Community College

#### Display Outreach (mul)

Wilsonville Community Center  
SMART Central Station  
Thriftway  
Safeway  
Oregon Technical Institute  
Town Park Center  
Wilsonville Farmers Market  
SMART Central  
Charbonneau Country Club  
Wilsonville Community Center  
Montague Park  
Wilsonville Community Sharing  
Sofia Park  
Autumn Park  
Oregon Technology  
Costco  
Creekside Apartments  
Microsoft  
Fred Meyer  
Mentor Graphics  
Pioneer Pacific College

Vision Plastics  
Flir  
Target  
Edge Family Fitness  
Bullwinkle's Family Fun Center

#### **Paper Survey Outreach**

Convergys  
Vision Plastic  
Gillespie Graphics  
Xerox  
Mentor Graphics  
Clackamas Community College  
Autumn Park (Spanish survey distribution)  
Valley Christian Church  
Saint Cyril Catholic Church  
SMART Central  
Shopper Shuttle

#### **Informational Bookmark Tear-Offs**

Over 10,000 distributed throughout Wilsonville at key locations including:  
SMART buses  
Wilsonville Public Library (as bookmarks)  
Fred Meyer  
Qdoba (stapled to all "to go" orders)  
Large and small employers

#### **Community Workshop**

Convergys  
Xerox  
Mentor Graphics  
Coffee Creek Correctional Facility  
City of Wilsonville Community Development  
City of Wilsonville Community Planning  
City of Wilsonville Planning Commission  
SMART Transit Mater Plan Task Force  
Oregon Institute of Technology  
Clackamas Community College  
Wilsonville Chamber of Commerce  
Wilsonville Public Library Foundation  
Charbonneau Home Owners Association  
Charbonneau Country Club

Mayor Knapp  
Councilor Stevens

**Issues and Opportunities Focus Groups**

Business Community

Republic Services  
Hasson Company Realtor  
Pacific Residential  
IBEW Local 48  
Centrex Construction  
Columbia Bank  
Langdon Farms  
Bittner & Hans  
Crowley Landscaping Management  
Washington County Planning Commission

Title VI & Environmental Justice (Low income/Limited English Proficiency)

Lowrie Elementary School  
West Linn Wilsonville School District  
Northwest Housing Alliance Coordinator  
Wilsonville Public Library Spanish Outreach Coordinator  
SMART Bilingual Driver  
Clackamas County Social Services Developmental Disabilities Coordinator  
Clackamas County Social Services Children, Youth, & Families  
Creekside Woods

Older Adults / ADA

Clackamas County Social Services Volunteer Connections  
Creekside Woods Senior Housing  
SMART Paratransit  
City of Wilsonville ADA  
Wilsonville Community Center  
Wilsonville Community Sharing

### **Service Alternatives Focus Groups**

Note: These groups were combined in order to foster understanding of competing transit needs.

Convergys  
Wilsonville City Councilor  
City of Wilsonville Planning Department  
Xerox Corporation  
Oregon Institute of Technology  
Landgon Farms Golfcourse  
Clackamas County Children and Youth Services  
Clackamas Community College  
Transit Master Plan Task Force  
Wilsonville Planning Commission  
Wilsonville Art and Culture Council  
Greater Wilsonville Chamber of Commerce  
Wilsonville Development Review Board Committee  
Wilsonville School District Community Services  
Wilsonville Library Foundation  
Wilsonville Parks and Recreation  
Wilsonville Community Sharing

### **Stakeholder Interviews**

Wilsonville Youth Sports  
City of Wilsonville Councilor Lehan  
City of Wilsonville City Manager  
City of Wilsonville Public Works  
West Linn Wilsonville School District  
Pioneer Pacific College  
Microsoft  
Fry's Electronics  
Wilsonville Holiday Inn  
World of Speed  
Employment Express / Tualatin Chamber of Commerce  
American Family Insurance

For a look at all public comments and meeting notes, please see the [www.plansmartwilsonville.com](http://www.plansmartwilsonville.com) website. The comments are categorized geographically. Some comments may apply to multiple categories. Comments are verbatim. No spelling or punctuation errors are corrected.

## Appendix J – SMART Route Cost Analysis

To look at the cost for each route, the total operating expense is put into two categories, vehicle miles and vehicle hours. Vehicle miles take into account what it costs to operate a vehicle, such as fuel, oil, and tire costs. Maintenance costs directly related to the vehicle also account for costs under vehicle miles. Vehicle hours consists of nearly every other cost associated with the department that allow it to function such as operator and dispatcher wages, vehicle insurance, office equipment and administrative costs.

EXPENSE REPORT		
FISCAL YEAR 2015-2016		
	Assignment Variable	
	Vehicle Miles	Vehicle Hours
<b>TOTAL OPERATING EXPENSE</b>	\$1,029,982	\$3,921,908
Total Vehicle Miles	659,658	
Total Vehicle Hours		46,749
Vehicle Mile Cost Factor	\$1.56	
Vehicle Hour Cost Factor		\$83.89

With using total miles and total vehicle hours, a cost factor for each is identified and can be used to determine the cost of each route based on the distance a vehicle travels and how long it takes the vehicle to travel. The cost factor can also accurately determine the cost of added service, in many different capacities, as long as the trip distance and time are known.

The table below shows SMART's annual operating cost for each route for fiscal year 2015-2016. Included in the table are the daily and annual costs for one round trip of each route. Also included are some costs associated with midday service, if it were to be added to current peak-service only routes.

Demand response is difficult to track in this same manner as vehicle hours and miles vary day-to-day. A more common measurement for demand response is passenger load per hour or cost per passenger to determine its efficiency.

Annual cost for each route FY 15-16

Route	Annual Operating Costs	Vehicle Hours	Vehicles Miles	Round Trip (Hour)	Round Trip (Mile)	Round Trip (Daily Cost)	Round Trip (Annual Cost)	Hrly Midday Service (Annual)
1X	\$369,326	3,406	111852	1.80	60.00	\$245	\$61,173	\$367,036
2X	\$1,486,629	13,710	212641	1.40	28.00	\$161	\$40,292	
2X Sat.	\$54,000	498	7839	1.26	8.00	\$118	\$29,549	
3	\$207,109	1,910	24564	0.80	16.80	\$93	\$23,336	\$140,018
4	\$1,158,291	10,682	99710	1.42	16.40	\$145	\$36,184	
4 Sat.	\$46,518	429	4655	1.36	12.40	\$133	\$33,364	
5	\$287,458	2,651	39624	0.28	3.30	\$29	\$7,161	\$42,964
6	\$247,771	2,285	29119	0.37	6.40	\$41	\$10,258	\$61,550
7	\$41,964	387	4570	0.22	2.80	\$23	\$5,707	\$2,739
8X	\$22,771	210	8089	1.00	31.60	\$133		
9X	\$28,084	259	7163	1.00	36.40	\$141		
Demand Response	\$1,213,701	10,094	109,074					
Other	\$24,723	228	758					
Operational Totals	\$5,188,345	46,749	659,658					

### Route 2X –Tigard vs. Barbur

Using the cost factors above, the table below gives a cost analysis between the 2X serving the Barbur Transit Center and the Tigard Transit Center. Financially, the trade-off is very similar would not be considered a significant cost savings. As staff recommends hourly service to Tigard Transit Center, cost savings would be under \$5,000, whereas if half-hour service were implemented, the difference would simply double, since the vehicle miles is the only difference between the two options. This table shows that the transition is not as much a financial decision as it is a decision based on public comments for a transfer at Tigard Transit Center, as well as the logistics of meeting more connections with TriMet.

Route Comparison	Vehicle Hours	Vehicles Miles	Round Trip (Daily Cost)	Round Trip (Annual Cost)	Hrly Midday Service (Annual)	1/2 Hr Midday Service (Annual)
2X-Barbur	983	13,750	\$161	\$40,292	\$221,607	\$443,214.43
2X-Tigard	983	12,767	\$158	\$39,512	\$217,313	\$434,626.80

## Appendix K – Oregon Payroll Tax Rates

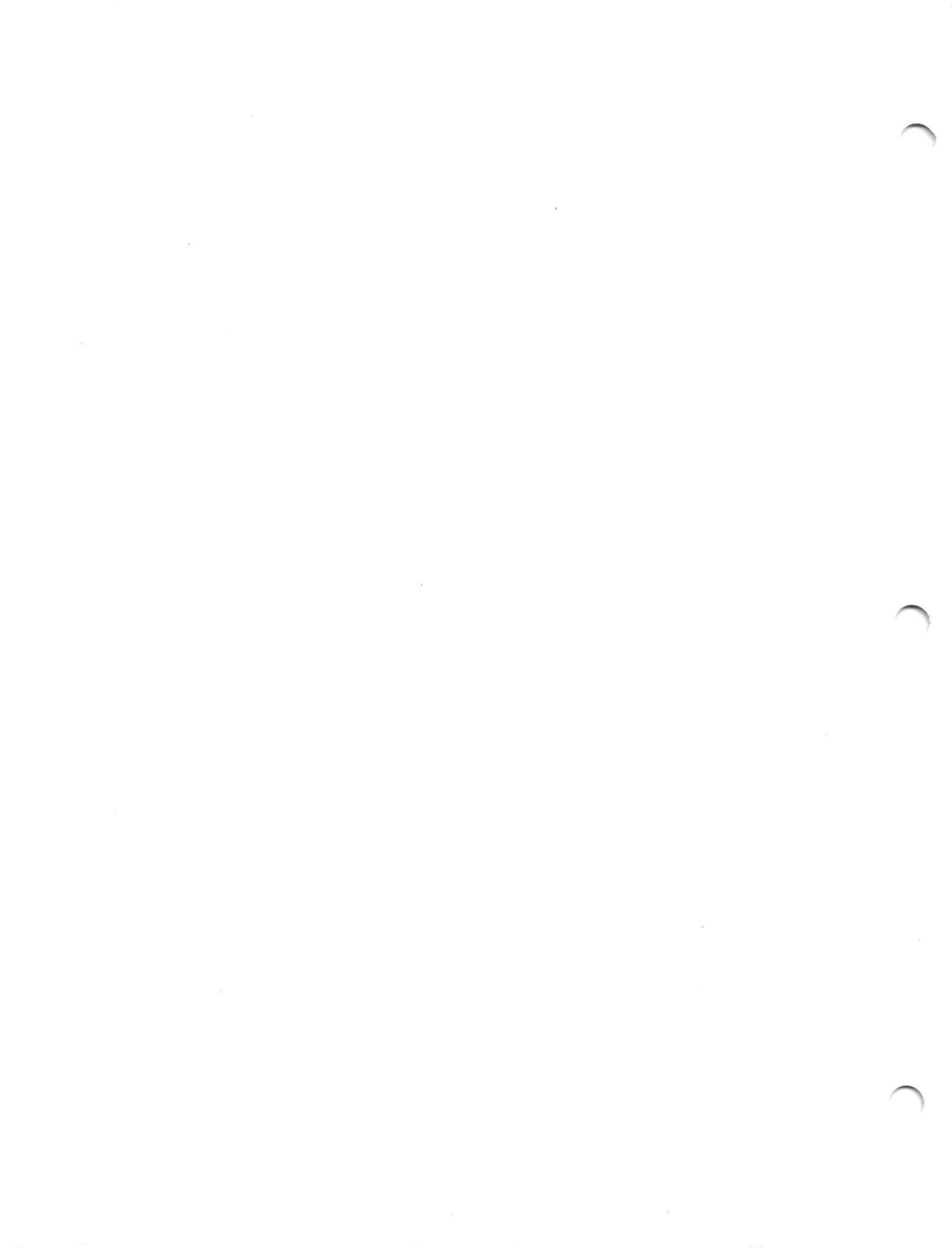
Calendar Year	SMART	TriMet	Canby	Sandy	SCTD
2010	0.005	0.006818	0.006	0.006	0.005
2011	0.005	0.006918	0.006	0.006	0.005
2012	0.005	0.007018	0.006	0.006	0.005
2013	0.005	0.007137	0.006	0.006	0.005
2014	0.005	0.007237	0.006	0.006	0.005
2015	0.005	0.007337	0.006	0.006	0.005
2016	0.005	0.007437	0.006	0.006	0.005
2017	?	0.007537	0.006*	0.006**	0.005***
2018	?	0.007637	0.006*	0.006**	0.005***
2019	?	0.007737	0.006*	0.006**	0.005***
2020	?	0.007837	0.006*	0.006**	0.005***
2021	?	0.007937	0.006*	0.006**	0.005***
2022	?	0.008037	0.006*	0.006**	0.005***
2023	?	0.008137	0.006*	0.006**	0.005***
2024	?	0.008237	0.006*	0.006**	0.005***

\* Canby Transit District requires an approval from City Council to change the Transit Tax

\*\*Sandy Transit District requires an approval from City Council to change the Transit Tax

\*\*\*South Clackamas Transit District requires a vote in order to change the Transit Tax





*Rec'd  
2/17/17  
JCK*

## Intercity-Focused Alternative

### What specifically do you like or dislike about this alternative?

#### GENERAL COMMENTS

Intercity travel is key to dealing with the fact that such a high percentage of people live in a different city from where they work. Having intercity connectivity on weekends not only helps workers, but helps retired people participate in activities throughout the region. It is important to provide alternatives to individually-driven automobiles.

I live downtown Portland and work at Oregon Tech. I teach evening courses that end around 9 pm. The intercity-focused alternative, while somewhat more limited than the current service, provides service at the times I need.

Without knowing what TriMet connections will be available when, I cannot say if I will ever be able to use this.

I like the ability to go out of town to see family.

It's awesome.

Like the availability.

More Flexibility.

Will reach farther into my neighborhood.

Easier to get to work on flexible schedule.

Utilizing public transit outside of Wilsonville during non-commute hours is challenging. WES is our only option.

Completely neutral - My transit involves the 6 and WES, which do not appear to be affected by this proposition.

I like how you make it free for residents of Wilsonville.

How much farther would I have to walk to get more frequent trips and will there be parking at these alternative stops?

I appreciate that students have options if they don't own a car.

Looks like it runs through the hot spots of the city.

The current service meets my commuting needs well. I don't need better intercity service.

I commend SMART and the City for trying to do the best with limited resources. The workshop exploring trade offs for public transportation was very helpful.

Expanded service.

Dislike lack of specifics.

It reduces traffic and parking issues created by individual driving. It is more environmentally friendly. It is cost effective for the commuters.

Need more buses. Like connections.

My teenage children could take the bus to get to different places. I could take the bus to get to my volunteer commitments.

I drive everyday, and my route varies depending on what I need to do after work. If my route was consistent, then this works well for me.

Neutral on this alternative. Variable start and leave times do not make transit viable alternative.

Will not apply to me, as I will not be taking a bus to these neighboring cities.

There isn't any bus from Lake Oswego to Wilsonville.

I live in Lake Oswego. It does not change the situation that I am in.

I don't currently use public transit to get to/from work. My commute is too far to consider this as an alternative for me. There is never an easy way to get down 205 from Milwaukie area.

I live in West Linn. Taking transit to Wilsonville requires connecting in Portland. That's not feasible due to time constraints (~90 min each way). Neither option will help make transit more available for me.

I live in Sherwood and this alternative doesn't do anything for me.

I don't use mass transit. I live near Mt. Hood.

Que es una muy importante para mi familia (That is a big importance for my family).

Provides a viable alternative to WES when WES does not run. It would be best if the Trimet 96 could run to WES Wilsonville but, in the absence of this possibility, this is the best alternative.

Making it easier for me to get to places

I ride the WES and the 6. This does not effect me.

Tigard tc is a good transfer point for trimet

It's an improvement but it will not impact whether I take transit or not because when I drive I have more control over when and where. If there's a problem I can get to my destination faster than transit. I'd be more inclined to use transit to get to Portland if I can come home without waiting 6 hours.

I use SMART primarily to get to and from work on weekdays (Route 4 - 8:52am from Boulder Creek stop to Mentor Graphics stop) - this still requires quite a bit of walking, and the timing isn't perfect, but I like to use public transport. And secondly I use the system to connect with my husband when he has our car, taking the 2x to Barbur TC. Tigard TC will work, even if it is less convenient.

Better connectivity among neighboring cities and taking advantage of current TriMet infrastructure especially managing the service gap when WES is not in service

The dark green on the legend still indicates that Wes will only run during rush hours. That is still not

helpful.

Better connections to TriMet

We only use the 1x and the 95 on weekdays. All I can say is that SMART has the BEST drivers. My wife and I think that they are great. It is wonderful to let them drive.

I like the concept of improved intercity connections.

I dislike that service to Barbur TC is being terminated.

It increases my commute time from ~40 minute to over an hour. This is a show stopper for me.

I dislike that SMART service (5/6) intervals at my place of work is reduced to hourly at rush hours.

### **WILSONVILLE TO PORTLAND**

I can't believe you are getting rid of rush hour 2X.

It always seems well used at the times I use it.

I think this connection makes Wilsonville seem part of Portland-area society, instead of an isolated island.

Still not enough service to ride from Portland to Wilsonville in timely manner.

Dislike when you get sick can't go home by WES.

I'd like more pdx.

Better alternative to driving to and from work when there is more frequent service to TriMet.

Like easier access to TriMet.

Better connections to TriMet.

More connections to TriMet or every half hour to Tigard is great.

Like the improved connectivity with TriMet.

More frequent trip opportunity to the broader Portland area.

Connections to TriMet need to be improved. Several co-workers who live in Portland would never take SMART because the transit time takes too long, and too many connections.

One of the hardest things about trying to live a low-car lifestyle in Wilsonville is the ability to get to other places outside of commute hours. Wilsonville is small enough to bike or walk around for most trips, despite being a car-first town. Getting outside of Wilsonville is where traffic is worst and connections are hard.

At the very least, you should incorporate 95th & Commerce Circle on the 2X so those of us connecting to the 96 to go to work for the morning commute still have a chance to get to work. For example, if the current morning bus stopped at 95th & Commerce circle before going north on I-5, I could catch the 96 there.

Better access for those of us who only work in Convergys.

Like the every half hour when WES isn't running.

Like more frequent routes, unsure why WES can't do them, much faster, less new buses.

More frequent access to MAX.

Like being able to connect to services that connect to Portland.

Better access to downtown Portland and PDX.

It does not help meet potential riders from the East side of Portland metro area.

I dislike about this alternative that it lacks a fast connection to Portland and that big shopping malls like Bridgeport or Washington Square Mall are not considered. Rather I would like more, if the planned Terminus is instead Beaverton TC (with a fast MAX connection to downtown) and stops provided at Tualatin TC and Washington Square Mall.

I like that there would be an alternative to connect with MAX, when WES is not running. I would use transit a LOT more if WES offered service on the weekends, and at regular intervals throughout the day. I have been stranded more than once, because I missed my last WES connection back to Wilsonville. :(

I no longer live in Wilsonville, so I don't use the bus system anymore. Increasing trips is always appreciated.

Intercity Alternative proposed suggests I now take 3 busses to get from home (Montebello Dr) to Work (Parkway Ave).

I would like to have TriMet bus(s) closer to SMART transit center.

Most of my work is in the greater Portland area and having a timely way to reach this area would greatly increase my use of the transit system.

The #4 is running down the exact roads that get BACK UPED during peak hours. The problem is I-5. Everyone gets off I-5 at Tigard thinking the "back roads" are faster. Kinsman, Wilsonville road, Boones Ferry road become congested clog messes, such that it takes 45 mins to get from the Nissan dealership to the Fred Meyer! This is insane! You have no transit options on WES during the day. Try increasing that! You can't get to Portland by transit in anything less than 2-3 hours when the WES train isn't running. Trying improving the WES running times and get the Maxrail down here!

TriMet should do their part to improve intercity connections to the North. SMART has a limited budget and as such, should concentrate on getting passengers in and around Wilsonville with a hub at the transit center as there is now. With improved TriMet service this would a very good system.

I didn't take the first survey, but my primary concerns are for those who can't afford cars, or can't drive due to age, to get around. I selected this alternative as it connects more to other transportation, which I think would be better for working adults that don't have cars, and to get cars off the road. However, I personally don't ride, so I whichever routes are used the most, should be continued. I do ride WES to get to Portland and the airport, so from Charbonneau to WES would be great, but not a priority for me.

You have increased the journey time between Portland and Wilsonville. It can take an eternity for the Tri-Met 12 or 94 bus to get from Barbur TC to Tigard TC on Highway 99. Having the 2X serve Tualatin P&R and Barbur is a much better idea than this new plan. Having the 2X run to downtown Portland when the Tri-Met 96 is not running is an even better plan.

Like the weekday service to Tigard Transit Center every hour when WES does not run.

It goes to Tigard.

Better connectivity to Tigard.

Like Tigard access.

I do like that the 2x will travel to the Tigard transit center, I dislike that the 2x will no longer be stopping at the Tualatin transit center on the way.

I like the idea of the weekday service to the Tigard Transit center, because that means it's a more direct route and I could get there faster than I can with the current schedule. This would affect me in the way that when I take the train to work, I could get closer to my home (in Beaverton) sooner with Smart Transit, if I get sick in an emergency or need an urgent ride home to get to my family. This would benefit my transportation needs. The last time I got sick at work, I had to take the #2 Smart bus to the Tualatin Transit Center and take the TriMet bus to Beaverton and it took me 2 hours. It was miserable. Unfortunately, the idea to discontinue service to the Tualatin Transit Center and the Barber Transit Center affects quite a few riders. I have always seen riders get on and off at these stops. I have coworkers that take the #2 bus to Barber everyday. This would be a major change. I like the idea of having improved bus connections with TriMet, but I am not certain this will fix the issue. Catching the downtown connection to TriMet in Tigard adds 20 more min. to the commute.

I like that it goes to Tigard on non-rush hours. I don't live in W-ville so it's unlikely that any alternative is useful to me except as emergency backup--it's 2 miles from my home to the nearest tri-met stop--but if I had to get to work by bus I need to get there from hwy 99 Tigard-King City area. My coworkers I know who bus it in are coming in from Portland, NOT Beaverton.

I like that these routes seem a lot more efficient than current routes. I also like that the 2X will go to Tigard TC since there are a lot more TriMet connections. No complaints. :)

There needs to be a way to not have to pay SMART and TriMet if I want to go home to Tigard when WES is not running or even a discount.

I live in Tigard so it doesn't affect me much, but would benefit employees that live in Wilsonville.

Connecting to Tigard transit center would make it possible for me to get home when shift runs over, has parking there.

Having the 2X go to Tigard only when the WES is not running kind of makes sense, but it would be better if the 2X and WES ran simultaneously, as they do today.

The elimination of 2x will make it impossible for those who start work in Wilsonville prior to 8:00 a.m. to arrive on time. For example, if someone is commuting from Vancouver WA there is no public transportation from Vancouver to downtown Portland that could get the person to WES in a timely fashion.

You have also removed the half-hourly connection between the 2X and Tri-Met 96 at Commerce Circle. So I might be able to take an express bus from Portland to Wilsonville, or vice-versa, but then have to wait an eternity at Commerce Circle, or have to walk over the freeway (which is no fun, believe me).

I guess the wait at Commerce Circle may still only be 30 minutes, but only if you time the clockwise and anti-clockwise buses just right, and even then, every other trip will take much longer to get to Xerox / Mentor / OIT etc.

I like that it connects to TriMet better and more often. I like it because Convergys can retain more employees who rely on public transit and don't have cars. WES is a terrible option for hundreds of us who work evenings/weekends.

I will appreciate if there is Smart going to Gateway transit center, as it will cut down my commute time by 30 minutes or so.

I cannot stress highly enough how inconvenient this new plan makes it for people traveling between Portland and Wilsonville, just so that the "Beaverton people" get a slightly improved service. Today, I can get from downtown Portland to the office in Wilsonville in at little as 37 minutes. But to do this, I need a little luck, and, more importantly, I need the 96 - 2X connection at Tualatin. I can jump off the 96, and immediately board the 2X, and although it costs me an extra \$1.25 or \$1.50, I get to the office 30 minutes sooner than staying on the 96 and going to Commerce Circle, where I would catch the next 2X.

Need to connect outside of Wilsonville. TriMet and Canby transit not adequate.

And by the way, Tri-met tends to run the 76s and 78s between Beaverton TC and Tigard TC at the same time, so you're not really doing those "Beaverton people" a great service. What I mean is that, when you're at Tigard waiting for a Bus, you'll get the 76 and 78 coming along at the same time more often than not.

In summary, this proposed Intercity plan does make some improvements, but it's a disaster for folks commuting between Wilsonville and Portland. I will have to buy a car if this goes ahead.

I dislike cutting Portland out of the picture. If you want to get to downtown Portland, transferring at Tigard is much less convenient.

I like that it improves access to Canby/Oregon City, and that it improves access to Tri-Met when WES isn't running. But none of the inter-city routes benefit me or my family personally. Every 30 minutes seems awfully frequent, but if the ridership is there to support it then I think it should be supported if it can be. I would have liked an "unsure" option here, I settled on '3' as the closest.

I like to see an option to get out of Wilsonville into the bigger world on the weekend.

Anything that will better connect commuters to TriMet's network and limit the amount of travel times is good.

Like that the bus runs when the WES does not

NO late night. 12:00 to 1:00 am rides from Portland to Wilsonville to go to events. Expand later.

I would like the 2X to continue to go to Barbur Transit Center. The WES train is much less convenient, since I work near on the 2X line and not the WES line. And, the Tigard Transit Center is farther from home than the Barbur Transit Center.

I attend classes in Wilsonville Monday thru Thursday from 7:50am to 1:50pm and I need the 2X for those times from the Barbur Transit center, or at the least from the Tigard transit center. Eliminating the morning connections on this route would end up forcing me to take an UBER and the cost would be prohibitive. Please do not change anything until at least the first of the year. I depend on the 2X during

these times.

This doesn't accommodate my transit needs. I currently ride the 2X from Barbur Transit and my total commute is 50 - 60 minutes. Going to Tigard and making the connection to WEs, then to another SMART but to get to Rockwell Collins would add approx. 45 minutes each way, making my daily commute 3 - 3.5hrs.

No Barbur TC connection. A longer commute for me.

No Barbur drop off.

Dislike stopping Barbur TC connection, Like increased frequency when WES not running.

Don't like the Barbur Transit Center cut.

Dislike stopping service to Barbur.

Alternatives are identical for rush hour travel to/from Zone 2.

I think you'll be sorry switching from Barbur to Tigard transit center. The routes on and off the highway at Tigard are horrible. Non-highway routes to Tigard TC go through central Tualatin, which is very inefficient.

You will have less headache if you stick with Barbur transit center, especially during non-rush hour when I-5 is fine.

I don't agree with removing Barbur transit station from the route.

Dislike. Service to Barbur being cut.

No Barbur transit stop, although Tigard is a reasonable alternative.

The removal of the Barbur Transit option would mean a longer trip for me and my co-workers, who take the 2X to Xerox Campus and Commerce Circle.

No Service to Barber Transit.

Dislike: Losing the Barbur Transit Center stop.

DISLIKE: Dropped service to Barbur Transit Center

Barbur stop is near PCC Sylvania, which is where I also take classes.

Elimination of the Barbur TC will make my commute 1 1/2 to 1 3/4 hours each way at this time its approx 1 hour each way.

El servicio no andara a los centros de transitos de Barbur o Tualatin, pero las conexiones a TriMet seran mejorades No es importante para mi familia. (The service will not go to Transit Centers at Barbur or Tualatin, but the connections to TriMet will be improved. It's not important for my family.)

Dislike no service to Barbur, like service to Tigard TC.

I dislike that it would discontinue transit to Barbur

I don't like that you will eliminate the Barber stop.



Specifically, 2X re-routing makes it unusable for me personally, as well as quite a few people whom I see on my commute and need to get to either Tualatin Park & Ride or Barbur. I also don't understand what issue re-routing 2X to Tigard TC is trying to accomplish. Right now, Tigard TC is already served by WES from Wilsonville, and the WES takes a lot less time to get there. A major connection from Barbur is the #12, which people can take to get to place along Barbur Blvd, including Hillsdale, OHSU, downtown, and NE Portland. Taking the #12 from Barbur as opposed to from Tigard TC is a lot more time efficient.

I would miss the access to Barbur but expanding service to connect with other cities would be very helpful.

Reducing the number of stops served helps no one.

Cutting out Barbur makes sense. Folks trying to get from Wilsonville to Barbur have alternatives, which I see this plan makes better (connecting with the 12 at Tigard Transit Center instead of at Barbur) and eliminates the chronic issue of rush hour dragging down the 2X, but keeping the 2X with what currently is the Saturday route, would also remove much of the 1-5 congestion, which occurs between Barbur and Tualatin Park and Ride.

It appears this alternative does not provide good connections to downtown Portland (i.e. TriMet route 12 from Barbur or TriMet route 96 from Commerce Circle. This makes transit useless for me and several of my co-workers.

What specifically I do not like: Service will no longer be provided to the Barbur or Tualatin Transit Centers.

For people commuting between Portland and Wilsonville, transiting in Barbur might be more convenient and could save more time. It may take another 20 mins for TriMet 12 to get to Barbur from Tigard. It is also easier to get to connect to TriMet express 94 if it goes to Barbur. Tualatin transit center is close to Bridge Port, and it connects to TriMet 96, which is an express to downtown Portland. Going to Tigard Transit Center might be a good choice for Weekends.

It doesn't say where the 2 will go when WES is operating - so if the only option(s) to get to and from Wilsonville while the WES is running is to take the 96, then it sucks.

I like that they are taking some stops out to increase frequency.

I would rather go to Barbur Blvd Transit Center than Tigard (Barbur is closer to home).

Would need more info on moving to Tigard TC and eliminating Barbur TC.

It gives a way to get in and out of Wilsonville, when the WES train is not running. Usually I travel during rush hour, but sometimes things come up.

The increase service to Tigard.

I live in Tigard so caters to me better.

Direct connection to Tigard TC during mid-day will be great for those who ride WES normally.

Seems like a long way to Tigard.

I like travelling from Tigard and back, even without a WES.

Really like the ability to meet up with TriMet in Tigard during non-WES hours. Would totally change how often I commute by transit - right now if it looks like I may work late (past being able to catch the last WES) I need to drive so I don't get "stuck". Getting to Tigard TC w/ 30 min 2x running late really opens things up. Really opens things up in terms of hitting a show or game in PDX too without needing to drive!

Like: Weekday service to Tigard Transit Center every half hour at times when WES is not running and hourly service on Saturdays.

Better connections to Tigard Transit Center during WES non-revenue hours is the high point for me.

As a person who works in Wilsonville and lives in Tigard, this would help.

I don't like that it would take me longer to get to work and classes (and vice versa) should the 2x terminate at Tigard TC. This means a lengthier commute to the heart of Portland.

Like: Service to Tigard when WES is not running.

2x connections to Tigard while WES isn't running (like).

Rush hours for 2x are cut, preventing late buses. Connections to TriMet are improved.

I like the connections to Tigard and times when WES isn't running.

I would prefer WES alternatives to Beaverton not just Tigard.

I live in Tigard, so there's a better chance I'd use this if it came to Tigard more often.

I like the trips to Tigard, but getting rid of Barbur & Tualatin would be terrible.

I live near Barbur transit center

With non-commute time options to the Tigard transit Center, I can work in the morning and take public transportation to the airport instead of having to drive to work and then drive to the airport.

More frequent service connections to TriMet. I prefer to use WES for my commute to downtown Portland, but often the last train in the morning is still too early. On those days, I drive to Barbur TC. Having a frequent connection to Tigard TC would likely work better for me than the existing options.

I live in SW Portland and am not convenient to WES or Tigard.

There is none for the WES going into BTC.

Weekday service to Tigard Transit Center every half hour at times when WES.

I travel to school in Wilsonville/ OIT from Hillsboro. Class runs late after the WES stops running. Usual class time is 6pm- 10 pm.

Would like route 5 bus to go to Commerce Center earlier in the day to meet TriMet 96 there.

There need to be at least one mid-day trip on WES to Beaverton Transit Center and return to make the system

We need more commuter options at different times. This would make a huge impact for my family!

Much better.

No service to Downtown Portland or airport.

I like being able to walk, bike and bus/train in and out of town. I think the bus should be up Boones Ferry then 72nd then Durham and hall to Tigard, rather than 217. Probably as fast as I5, 217 99w.

Rush hour to/from Area 2 is exactly the same: route 2 every 30 min, routes 5&6 every 60 minutes. For me the options are the same.

The routes today allow me a predictable travel time to work; I ride the 2X. More intercity alternatives might increase/change my ride time.

### **TUALATIN**

I have doctor appointments in Tualatin, and this program does not include trips to Tualatin. That is a problem for me as a Senior.

I think the connections to Tualatin & Barbur Transit Centers should remain.

Getting rid of Barbur & Tualatin would be terrible.

I still think taking Tualatin Park & Ride out of the route is a HORRIBLE idea.

You have apparently removed the 2X stop at Tualatin P&R. This stop is convenient for people riding on Tri-Met's 36, 37, 38 and 96 buses. The Tri-Met 44 will soon be running all day between Portland and Tualatin P&R too, but your bus will not be there to meet it. This is a really bad idea.

I don't like that you will eliminate the Barber and Tualatin TC stops.

Like the new route in Tualatin.

Dislike no connection to Tualatin Transit Center.

Dislike not being able to get to Tualatin and Barbur Blvd to transfer to appointment. Providence at Tualatin is my source for ongoing blood lab work.

No more service to Tualatin TC, no good.  
From where I live in Tualatin it is shorter to drive.

It would ruin being able to get to work.

This doesn't not go to Tigard or Tualatin at all.

Dislike: Losing the morning route to Tualatin, as that is my primary route to and from work.

Dislike no service to Tualatin Transit Center.

No service to Tualatin transit Center I very much dislike.

DISLIKE : Discontinued service to Tualatin Transit Center.

Will miss the Tualatin Xfer connection

I go to transit centers in Tualatin and on Barbur. I know many others do too. Why take them out?!

Dropping service to Barbur and Tualatin will not be good. When I lived in Wilsonville, I took the bus to Tualatin Saturdays quite often.

I just think a lot of people use the Tualatin Transit Center so that would be a loss for the people of Wilsonville. I like that the routes would be a bit faster though.

I use the 2x frequently to Tualatin- to Whole Foods & other nearby shopping/restaurants (not available in Wilsonville); the 76 in both directions to access different parts of Tualatin for activities & to other locations such as east Tualatin, Tigard & Beaverton; I use the 36 & 37 buses to Lake Oswego. Eliminating the Tualatin stop would eliminate all these options for me. Please consider keeping this stop, even if it's less frequent.

I am confused, it reads as if, even the "Intercity-Focused Alternative," we are losing connections to the 96 at Tualatin Transit Center. I can see, personally, eliminating the 2X part to and from Barbur Transit, but to and from Tualatin Park and Ride is what I see folks doing on my 2X to get on the 96, like I do, to get to downtown Portland. I also use the 2X bus to go to Bridgeport and I see others doing the same, some who work in the Bridgeport Village area. This is also how I go to see my doctor at Providence, which is just down the street from Tualatin Park and Ride. Also, TriMet makes it sound like they are proposing a MAX line (years away, I know.) to connect to Tualatin Park and Ride. At this point, if I can catch the 96 in Commerce Circle, than I guess I would, but only a subset of 96 buses go to Commerce Circle. Some stop at Mohawk Park and Ride. If I had to go south from my house on the 2X to the WES, and then make a transfer to a MAX, that is a problem for me getting to work on time. Right now I am 96 and 2X. How is 2X, WES, MAX (or heaven help me), 2X to WES, to the 12 a better option for me to get to work? This would be horrible. We're a one-car family right now, this kind of change may push us to being a two car family again.

Live in Beaverton could take a few hours to get to work/price.

I live in Beaverton and it is very convenient and properly timed. I think it's a blessing for me.

I use Smart to get to Tualatin and Lake Oswego. Need to be able to travel mid day to those areas too. It sounds like those areas will be stopped and I need them to be enhanced.

### **CLACKAMAS/OREGON CITY**

My children could access CLACKAMAS community college. Or at least I believe so given the Canby to OREGON city connection. Am I right?

In order to ride public transit to work I have to get to Clackamas and it takes too long even with better service to Canby and Oregon City.

Need better-timed connection to Canby, Transit from Wilsonville.

I like that it improves access to Canby/Oregon City, and that it improves access to Tri-Met when WES isn't running. But none of the inter-city routes benefit me or my family personally. Every 30 minutes seems awfully frequent, but if the ridership is there to support it then I think it should be supported if it can be. I would have liked an "unsure" option here, I settled on '3' as the closest.

I like the potential connection to West Linn (via Oregon City).

Would like to see an earlier afternoon service between Canby and Wilsonville. A 3:00 return to Wilsonville would be good for those who are off work by early afternoon, instead of having to wait an additional hour to return to Wilsonville.

I like the better-timed connections to Canby transit for trips to Oregon City and the service to Tigard when WES is not running.

Like connections to Oregon City.

Stops to Oregon City would be helpful, that is where I commute from.

Easier access to Oregon City.

I like the better connection to Canby Transit. This will help for when I have Jury Duty or anything like this in Oregon City.

It would be helpful to increase the frequency of the service to Canby. And it would be helpful to pursue new service to Oregon City, which currently takes over an hour between SMART and CAT.

What specifically I like: Better timed connections to Canby Transit to get to Oregon City.

I drive to work from Oregon city and traffic can be a little hectic at times.

Changing the 3x schedule to time connections with Canby Transit would harm the timing of connections between the 3x and WES. Many residents and employees in Canby and Villebois depend on making a connection between WES and the 3x to get to work.

## **WOODBURN**

One thing that is needed (and not included in this plan) is a new bus serving the Woodburn Park and Ride lot at I-5 & OR214. This could be a partnership with the City of Woodburn much like SMART partners with Cherriots to provide service to/from Salem. At least five round trips per day would make it useful to many people. Currently, the only way to get to Wilsonville from Woodburn is to take the Canby Area Transit bus from the Woodburn Bi-Mart and transfer to the SMART bus in Canby, but this is inefficient and doesn't allow people to park and ride as easily.

Need Woodburn to Willamette transit.

I wish there would be service to Woodburn.

Seems like there would be less service to the mentor graphics area mid day.

No access to Woodburn transit.

I live near Woodburn, and the better timing for the Canby route would make it possible for me to get to Wilsonville via Canby more reliably.

## **VANCOUVER**

I wish there was a straight route from Vancouver WA early morning and to Vancouver in the afternoon. I currently leave Vancouver around 5:-5:30 am and leave Wilsonville from Rockwell Collins 3:00-3:30 pm.

I know there are other coworkers coming from Vancouver area. One that takes the bus has to go through 3 transits to get to and from work, which turns out 2-3 hours each way.

I am able to save time driving my own car instead of taking the bus. If there were a straight route between Wilsonville and Vancouver that would be in time specified above (before traffic starts really picking up) then I would seriously consider taking the bus instead of driving my car. There may not be enough of us to make a business case at this point, but wanted to bring this up.

### **BRIDGEPORT**

Provides the same access to the 94/12 but no access to Bridgeport. Bridgeport is an important destination for shopping, entertainment.

I dislike about this alternative that it lacks a fast connection to Portland and that big shopping malls like Bridgeport or Washington Square Mall are not considered. Rather I would like more, if the planned Terminus is instead Beaverton TC (with a fast MAX connection to downtown) and stops provided at Tualatin TC and Washington Square Mall.

I also use the 2X bus to go to Bridgeport and I see others doing the same, some who work in the Bridgeport Village area.

### **SALEM**

The 1x works fine for us. However I have a coworker that is not happy with the changes about barbur center. She takes it in the morning and evening commute

I like the increased frequency to Salem.

I take the 1X and there are days when I drive because there is no service during mid-day - this alternative would be great!!!!

Increased 1X service to/from Salem.

Mid-Day service to and from Salem.

Greater Salem frequency.

One of us works here, and one of in Salem so we truly depend on the 1X service to Salem daily.

Trips to Salem might be helpful.

I could go to / from Salem during midday.

Like Salem access.

With more midday trips (after 8am) to Salem, makes 1X trips there much more feasible and attractive.

Having more Salem buses is also a good thing. If you ever rode the 2X during the day, which nobody at SMART seems to do, then you would know that many of the 2X riders getting on at Barbur are actually trying to get to Salem. They get frustrated when they find out the next bus is in the middle of the afternoon though.

I work in Salem, and live in Wilsonville. On days when I have to be back earlier than the bus can get

me home, I have to drive. I would drive less if I could count on mid-day service back to Wilsonville on the 1X.

I live in Portland but work and go to school in Salem. More routes between the two are helpful, especially added service when the Wes is not running. I think more convenient travel to and from Wilsonville to Portland and Salem would incentivize people to utilize public transport and consider living in Wilsonville.

More service to Salem.

Mid-day service to/from Salem may increase ridership when folks have other appointments or when unplanned activities arise and riders need to return to Wilsonville.

I like the possibility of another 1X in the morning between the first and second departures from Salem.

Salem service increase.

LIKE: Midday/weekend trips to Salem.

I like the increased frequency to/from Salem.

(Like) Mid day runs on 1X

I ride the 1X from Market & Hawthorne park and ride to Wilsonville. Great Schedule.

The possibility of mid-day trips to Tigard and Salem means it would be possible for me to get home early if needed. Also, it appears that the 2X would be faster going through Wilsonville, which is now the biggest deterrent to not take the bus from Barbur TC on my way to catch the 1X to Salem. I hope SMART will not get rid of 20 min. frequency between 6:30 and 7:30 am going to Salem. 20 min. frequency is also needed in the afternoon between 4:00 and 5:00 returning from Salem.

I don't use SMART for Intercity travel and I don't know anyone who does. So, I don't have a preference one-way or the other. But I think there needs to be an option to connect to TriMet and Canby and Salem.

Commute to Salem is a big plus for Wilsonville residents that work for state agencies.

Like midday service to Salem.

Like the mid day service to Salem.

I only ride the 1x bus so I shouldn't comment on the other transit alternatives, however, I do like the idea of more 1x buses running during the day. I work in Salem and live in Tigard. If I came to work in Salem in the morning and got sick or had some other emergency, the next bus home isn't until 3:35 p.m. so you feel like you're trapped! A few extra buses during the day would be nice; it would probably work better for some of the travelers too (ones with suitcases and large backpacks!) who sometimes ride the rush hour buses. I also like the idea of service to Tigard Transit center when WES is not running.

More service to Salem would be useful, and would provide a more affordable alternative to Amtrak or NorthWest Point for people travelling to and from Portland.

What specifically I like: Midday service on weekdays, to Salem.

Like that it could relieve crowding on 1X buses. Also like that it would provide more flexibility in riders' schedules and could reduce traffic on I-5 by providing service for people working only part of the day.

I live in Salem and commute to Wilsonville 4 days and for school.

El numero 3 neseditamos. Servicio de medio dia durante la semana a Salem muy bien. (We need #3. Midday service to Salem during the week is very good.)

Dislike: It does not increase frequency of weekday service to/from Salem (e.g., there is no 6pm Salem-Wilsonville).

No increased 1X service to Salem.

It keeps the limited 1x service as is.

Not interested in Salem.

### **HOURS OF OPERATION**

Later buses means I can attend events that are too late for current times

Adding more Saturday service is a good thing. Also, it will be slightly easier to get from Portland to Wilsonville on a Saturday. Today, you need to take the Tri-Met 12 to Tigard, then the Tri-Met 76 to Tualatin P&R, then the 2X. This new plan means the 12 connects directly to the 2X on Saturdays.

I can utilize public transit in the middle of the day without the fear of being stranded. It also provides me Saturday transit options without having to take my car.

I'd really like to see weekday evenings and weekends served by the 2x. It's currently very difficult to get into Portland outside of commuting hours without a car.

Expanded Saturday service.

Later bus service and reduced times.

I like that it runs later.

Like more Sat service.

More frequent service.

Like the frequent transit times plus the extended hours for the buses.

More service on weekends and when WES isn't running is an excellent idea.

I don't like how it only runs 1 hour on weekends up to Tigard.

Easier and more frequent access in and out of Wilsonville, better flexibility for times.

Mas servicios de transporte al medio dia. (More mid-day service.)

I don't like that the bus don't run on Sundays and during the week, last bus is at 7:00 p.m.



Still no regular service in the middle of day to allow people to travel easily around the city on public transport.

We need more commuter options at different times. This would make a huge impact for my family!

This makes taking transit into Portland more reasonable on weekends, which is when I would most likely use it.

Like: hourly service on Saturdays.

Need more options for weekend in town.

I'd like to see more trips to Tigard on Sat evenings and Sunday.

More access on weekends and evenings.

Being able to visit people on weekends and be able to work on Saturdays.

Weekend and midday service to Tigard TC.

Weekend travel would be nice. It needs to be easier to get into Portland on the weekends with fewer connections.

What about Sunday? People do get around Sunday as well.

What I want is to be able to take the bus to/from work on route 7 + 5/6 then take intercity during the weekend.

More Service on weekdays.

The most challenging issue is time. Between work full time and school adding additional hours for transport is not acceptable. There is no fast way to commute between Milwaukie and Wilsonville all hours.

### **TRANSPORTATION OPTIONS**

Not related to the above, a bike lane on Advance Road is really necessary, given the amount of bicycle traffic. With new middle school and coming elementary school, it is a necessary safety issue. Young people like to bicycle to school.

### **GENERAL PRO INTER-CITY ALTERNATIVE**

I live outside of Wilsonville and generally when I travel its outside the city.

I go to school in Wilsonville at OIT and ride the bus. Currently I go to school 5 hours before class. This would allow me more time for other things.

I like the fact that is has better options.

Estoy de acuerdo con la idea Alernativa. (I am in agreement with the alternative idea.)

Gets cars off I-5.

It allows people to travel to and from work when they do not have a 9-5 shift. It also allows travel outside the city without being stranded for half a day to get back.

If people need to use public transportation it would be better to have service to places outside Wilsonville. Can always walk within town but not farther away.

Connecting outside Wilsonville via TriMet and MAX makes entertainment, shopping, medical, airport more available without driving.

I don't live in Wilsonville, but work here. This would be helpful.

Inter city access all of the time.

Better options for people to get to work.

I personally don't use intercity routes, but I do believe this new alternative would prove to be very convenient for others who do use it.

It goes to TriMet, better options.

More flexibility to the hours my employer needs to cover.

The intercity Alternative is the only viable option. As you already know, most people who live in Wilsonville work elsewhere, and most people who work in Wilsonville live elsewhere. It is essential that your buses connect to the Portland metro area. Remember, you are funded by Wilsonville businesses!

More people have access to Wilsonville business and people and Wilsonville have access to other cities with more jobs. Wilsonville has very few jobs to support its new communities.

I want intercity services. I can ride my bike locally.

Better times that improve connections of going somewhere else.

Tri met improved.

What specifically I like: Overall connections to TriMet will be improved.

I don't live in Wilsonville and only use Smart for work commuting.

It allows for a smarter way of transportation and less wear and tear for our roads and personal vehicles, and gas consumption.

I like that neighboring town residents can reach Wilsonville.

This option would actually allow for me to use public transit for work.

Seems more convenient.

LIKE: Better connection to a wider range of places.

It seems like a viable solution!

It seems to aim to help riders be more reliable and stay in budget.

I believe for maximum affect, more connections with other cities and more express routes to them are more impactful for Wilsonville residents than adding more stops internally. For instance more people in Wilsonville probably go to Salem, Portland and suburbs in Portland than Wilsonville for a number of reasons from work, to commerce, to recreation, etc.

It gives people better options to travel out of the city limits and to work.

I don't use SMART much, and have never used it locally, but I would be more likely to use it as an intercity resource. I can't speak for my neighborhood or the city, and don't think it would have much affect on my co-workers, so have left those lines blank.

#### **WITHIN WILSONVILLE**

We live in Charbonneau and only have one car. We would make more trips to Wilsonville on Smart for shopping if the service was more frequent throughout the day.

I'm interested in SMART Transit within Wilsonville for my kids (ages 14 and 12) to take across town, not to other destinations outside Wilsonville (but they may in the future.)

All of it is good but the priority should be to take care of local peoples needs first.

Right now I would be limited by my inability to handle stairs. I do not own a car and would love the freedom.

Need more options for weekend in town.

I would like to be able to move between areas easier.

The only way this would benefit me, is if SMART ran in my neighborhood more than just rush hour.

Outside transit are more likely to cause disruption rather than spending valuable time in our lovely city, dislike=bad tradeoff.

Does not reach all areas.

I will only use SMART locally.

Want service to Villebois.

Saves money and environment. Increases walkability of Wilsonville residents,

I only ride route 4 every weekday to the high school and train station. As long as wait times aren't any longer, I think it's fine.

This seems really complicated... What I want is to be able to take the bus to/from work on route 7 + 5/6 then take intercity during the weekend.

The 5/6 does not run often enough.

A better inner city export system would encourage residence in Wilsonville.

I generally only ride the 7, so obviously i'd like to see it run more.

blending routes 5/6 will dramatically increase my travel time, as I come and go from the City of Wilsonville

Villebois is not getting additional services which are needed due to growth. Not everyone has banker's hours and by cutting service to the transit center during the day it even takes the option of walking a mile there to pick up for work in late mornings and returning in mid-afternoons.

**Locally-Focused Alternative**  
**What specifically do you like or dislike about this alternative?**

**GENERAL COMMENTS:**

The 5/6 does not run frequent enough to be useful for employees.
blending routes 5/6 will dramatically increase my travel time, as I come and go from the City of Wilsonville
If I am reading this correctly, the current service for the 6 would be the same with the addition of midday service. Because I commute to work by WES, I do not have access to a car during the day. This might make it where I can take the bus to get some lunch.
This provides more alternatives to people who live and work in the city of Wilsonville. I'm not sure if that outnumbers the workforce outside the city but I think the route that serves the greater number of riders and that supports the largest workforce should be considered first.
There is a Trimet bus leaving at 2:43 pm but no Smart bus 5 at 2:30 pm outside Microsoft office, can we have Smart bus run at this time for us to catch the 2:43 pm bus. How can I write to Trimet bus to change the time leaving from Commerce Circle from 2:43 pm to 3:15 pm?
Lack of access to the north outside limited WES/TriMet 96 hours.
This is easier for my family and me, as I don't need to leave Wilsonville often and have a car when I do. But it's horrid for accessing Tri-Met. Complete removal of non-WES options should not be considered, it basically locks us away from the larger Portland Metro area. At least one or two mid-day weekday buses, and at least 2-4 buses per day on Saturday and Sunday, to the Tualatin TC would be really, really an improvement.
Don't like the 5/6 combo, would not want to ride the loop, like it better with each side separate quicker to get to destination 4 is nice no stop at SMART central mid dal. Better use of 2x, strait shot north Maybe the 7 should be a larger loop in the large neighborhood?
(Like) The 5/6 increasing service.
I commute connecting to the WES, currently it is quick connection to WES, blending the 5/6 will cause extra commute time at the time I want to leave, I don't want to wait longer to get the short route to the WES station.
Regular service makes it more likely that people will use it. The times become well known and people are able to make use of the buses for cross-town trips outside of rush hour. So provides connectivity improvements in the city, and deals with the east-west divide that still challenges families, especially those with children. I am concerned that limited service to Tualatin/Tigard on the 2 will damage connectivity. Saturday service to Tualatin TC should be labeled Bridgeport
I depend on the 4 and 7.

Buses that run later evenings. Currently, there's no option to take a bus home after dinner/drinks in the evening. Route 7 should also run on weekends and later in the evening.
I would like more frequency- right now lack of bus keeps me from using often. Too long of a wait after more work shift at Fred Meyer.
This would make transit time frame manageable, but some housing areas may have trouble reaching Wilsonville.
For residents who want to ride SMART cross-town to get to shopping, dining or school removing the trip to SMART Central will reduce how much time it takes to get across town. It should not take 40 minutes to go from Grahams Ferry Park to the High School and this should help with that.
Gives people more options to travel to their designated destination.
Faster Cross town service.
It will make peak rush our traffic way better
Shorter wait times on certain routes.
Shorter wait times.
Ok.
More mid day trips and the continued connection to Tri Met.
Again, since I only ride the 7, having it run all day every 60 minutes is better for me than having it run only during rush our at every 60 minutes.
I think having fewer stops further apart but more frequently stopped at by the buses is a good idea & better use of resources. Right now, the stops are very close together (especially on Wilsonville Road near Boones Ferry Primary School.)
I don't dislike this one. I don't currently ride so it's hard for me to have a strong opinion. I think this system is vital for residents who don't have cars or don't drive. Whatever works better for them should be priority. After that, getting cars off the road should be priority. Thanks!
I like that you would not have to wait as long so half an hour instead of like an hour or more.
This alternative would make it impossible to get to and from work at times when the WES and TriMet 96 are not running.
There is more to do outside of Wilsonville. I would need help getting to transit center though.
Wilsonville is compact city that is easy to get around on a bicycle. The bicycle gives me more freedom to travel when it is convenient for me and not have to wait for a bus. If I have a lot to carry then I take the bus around Wilsonville.
I love the expanded evening service.
Like the shorter waits.
I like that student have options if they don't own a car.
The Wilsonville TriMet should focus on home base first, making it more convenient for the people who live here.
Shorter wait times are always good. When I lived in Wilsonville, I didn't like not having any service on Sundays and very little on Saturdays.
YAY! More Frequency! :)
Shorter trips.
I like to get where I'm going with more than one option. As long as that doesn't change.
Shorter waits between rides would be wonderful!
Need to have more service during weekends and Holidays.
Dislike that this is unfriendly to Wilsonville low-income, please just use WES train and expand this option.
Nothing wrong about it.
I like that in town is the main focus and there are so many routes that I can use as backup if I miss my own.
I more frequently use public transit locally rather than commuting in the city. I live and work within Wilsonville and most of the places I need access to are in town.

715 responses round 2

I like being able to go places in town without using my vehicle. It is a great service.
The service to Rockwell Collins (Mentor Graphics Complex) has been perfectly adequate. The local alternative seems to preserve that service.
That the SMART is running not only during rush hour. I generally don't work those hours.
It seems more effective for the local people who would actually use the bus to avoid cars. My neighborhood is not in W-ville so won't be affected with either plan.
Looks good
Shorter in town trips better service for other areas in Wilsonville.
I really would like Sunday service. People like to go to church and other places everyday not just Monday to Saturday
I like the more direct routes - more efficient! No complaints.
I like the idea of more frequent bus pick ups locally, but I don't utilize them as often. I only took the 96 from Wilsonville once and it was quite a wait. I either got there too late or too early. I am sure it will benefit local riders, but not so much if you need to get out of Wilsonville, to connect to another city.
Better local service would allow me to use SMART more for local errands.
I like the more frequent coverage for day trips outside of commute
The availability.
The more frequent trips in town and to Canby opens up more available times for working a job and going to school. Which is a big plus for me and I'm sure others as well, which is also a boost to the local economy.
I like that there will be more availability.
The buses are mostly on time.
Quicker service.
Easier travel within Wilsonville.
Lets me reach my work easily.
Shorter wait times would make it easier to get around the city in a timely manner.
It will make it easier for residents to get around Wilsonville.
Less time to wait.
Shorter waits.
I might be able to ride the bus more.
More frequent trips locally would increase my chances of using smart
I usually stay in town.
Porque esta major (Because this is better.)
Mas rapido (Faster.)
Me gusta que sea mas corto la espera. (I like that it makes the wait shorter.)
I'm not sure.
Do like better service locally to workplace.
Lame as other option.
I can walk to all of the shopping and businesses in the Wilsonville, city hall, library, post office, Safeway, Riteaid, etc.
It would eliminate my ride to school.
I am looking for 15-minute service even if it means I have to pay.
Doesn't apply to me.
I'm not local.
People need to connect outside of Wilsonville

715 responses round 2

Doesn't reflect demand.
I don't ride the local routes very often but I wouldn't know how many Wilsonville residents ride locally so I'm not sure how much negative impact that would have on local residents.
I don't take public transit within Wilsonville.
Not as diverse.
I don't live here.
It sucks.
Less options.
Lacks access.
Neutral on this alternative. Variable start and leave times do not make transit viable alternative.
Not specifically designed for a commuter to/from work.
This Locally Focused plan is a disaster. How is anyone supposed to get from Wilsonville to Portland / Beaverton, or vice-versa, at times the WES and Tri-Met 96 are not running? Which is most of the time by the way. I guess it might work for the old people living in Wilsonville, but it's a complete shambles of a plan, and a huge step in the wrong direction.
And if you listened carefully to the feedback from the first survey, people were asking for late night / weekend service to/from Portland, not late night service from the library to the old people's home.
I use SMART for work so this has no effect on me.
Less connecting routes to TriMet makes riding SMART unpractical for me personally.
I would not be able to use public transit for work at all.
This doesn't help commuters commute, just local residents.
Not so flexible for me.
As someone who commutes in from Portland, this offers no improvement.
It sounds as if very little would change.
I need the leg that takes route 4 to Convergys (also Transit Center).
I live outside the Wilsonville area. This would have no impact to me.
Coverage within Wilsonville already seems adequate. Connectivity to other communities needs improvement.
Doesn't help those outside city.
Not going to use it
I do not use Smart for local trips. I use Smart to connect to TriMet to go to downtown Portland for my daily commute to/from work.
It doesn't seem like it would be as helpful for getting people from outside Wilsonville into the city.
I live outside of Wilsonville.
Doesn't really help my situation and is unlikely to be as big benefit as more intercity options during the day.
Doesn't apply to where I live.
The less frequent trips through the bus service make it more difficult to get where I need to be.
I usually do not have time to use this during my work day
I almost never use locally focused. I can ride my bike anywhere in Wilsonville
I believe the need is greater to connect to other cities than it is within the City of Wilsonville itself.
Will not apply to me, as I will not be taking a bus to these neighborhoods within the city.
This alternative doesn't connect Wilsonville to the Portland metro area and makes the community exclusive to other areas.

715 responses round 2

As long as WES is only running during rush hours, this concept makes no sense. For me bus service of line 96 is too slow to consider it for a commute.
The buses are running down the exact roads that get super congested. What is the point? You are only adding to the traffic mess. You can't take public transit that takes you anywhere. It actually takes me less time to commute to Salem than it does up to Portland. It would take me 2+hrs to commute to Portland, plus I'd only be able to do that during the early morning or late afternoon hours. Forget about the rest of the time.
Don't use in the city bus at all, or rarely.
Option not relevant to me.
Very few workers could commute to work and back without having to drive to Tualatin
Most people in Wilsonville can drive.
Families will not be able to have one car. Wilsonville just approved Builders to build huge communities with one-car garages very close together. Most people must work somewhere and Wilsonville does not have enough jobs. It's too far to bike to Portland OR Salem or so there must be connections and more of them preferably
Since we live outside of Wilsonville (in Butteville) improving the intercity options makes it possible for us to leave our car behind when going to Portland. I wish the two could coordinate the pricing because it gets expensive when we have to pay for both separately.
This alternative provides no new routes or services that I would use.
Same comment as above. I don't use SMART much, and have never used it locally, but I would be more likely to use it as an intercity resource. I can't speak for my neighborhood or the city, and don't think it would have much affect on my co-workers, so have left those lines blank. For local travel, I'm fine walking.
We have local transit now and no one that I know (family, friends, coworkers, neighbors) utilizes it. It is just as easy to jump in our car and it is faster too. Whereas avoiding traffic and having teenagers be able to go downtown or to Washington square which is a much more inconvenient back and forth drive to take and pick up would be much better.
The expanded hours on Saturdays and Evenings sounds great. I do NOT like avoiding the WES station for the 4. I work right by there, as do a number of my friends and coworkers, and the lack of convenience will be quite noticeable. And why would you want to take away from the centralized system of all the buses meeting at the WES? The rest of the cuts to 4 may cut down on my Pokestops, but I'm cool with it. :)
Disadvantage: it comes at the expense of expanded inter-city service.
Only useful for me if you make the LAST southbound 1X later (even if there are no additional trips), like at 9 am -- currently, it's 8 am.

VILLEBOIS

Better service to Villebois
I will be moving into Villebois this month, and this gives me the option to take transit instead of drive
Connection from Villebois to the center of town ... students would be able to get in to town for school more easily.
Greater service to/from Villebois.
It serves Villebois.
Doesn't affect me but the Villebois increase seems better for the community



715 responses round 2

I live in Villebois, and more frequent service to the TC via the 7 route would eliminate the need for me to drive the short distance when I take the train. Having the 7 timed more or less to the departure of the WES trains and buses is critical to this working for me. I would also use the 7 route with my kids, and my kids/caregivers could use the bus to get to the library during the day. Since it takes almost as long to get in the car and drive to the TC as it does to drive to downtown Wilsonville, not having bus access in the neighborhood keeps us from using the bus for intercity purposes. - Increased service on the 7 would be a HUGE boost in livability for an already great place to live.
I want to see more Villebois buses and have them run on Saturdays
Not enough rides for Villebois, do not over accommodate for TriMet...remember? They hate WES! We accommodate plenty already
Like service to Villebois, especially the shopper shuttle. Dislike elimination of service to Tualatin transit center
Like the midday service to Villebois
Like: Midday service to Villebois on weekdays.
It gives me more options to use SMART at noon for trips to lunch or shopping. Also, coworkers living in Villebois who go home for lunch may be able to use it instead of driving.
No reason to go to Villebois
Midday service in Villebois.
Like the regular transit to Villebois.
More service to Villebois

**CHARBONNEAU**

I live in Charbonneau so bus service is spotty. I would rather just take my car for local trips
I live in Charbonneau so it won't affect me much either way but I would like weekend service across the bridge.
Like more late night service to the library from Charbonneau
For those of us living in Charbonneau, the local trips don't benefit us at all.

**SALEM**

I live in Salem and have to be at work at 7:00 AM and leave at 4 PM. More frequency for 1x.
I commute from Salem.
I live in Salem this does not meet my needs.
It does not improve mobility for those of us who travel from Portland to Salem M-F. We would benefit more from added weekend services between Portland, Wilsonville, and Salem.

**OREGON CITY**

This wouldn't work. I drive from Oregon City.
Doesn't run to Oregon City.
What I really want is for my children to be able to get the Clackamas Community College.

## COMMENTS ABOUT INTER-CITY ALTERNATIVE

This alternative would do little to improve congestion on I-5, which should be a priority for the City of Wilsonville. If the City is serious about attracting businesses and residents, then it has to do more to alleviate congestion on I-5. This may include engineering solutions to the highway, but more importantly it should be frequent service to points north to make it possible for commuters, students, and seniors just wanting to get up to Washington County cities (Tigard, Tualatin, and Beaverton) for work, going to class, shopping, and medical appointments. Transit and carpool options should be explored more for the I-5/OR217 corridor when WES is not operating.
While it would be nice to have increased service on the 3x, I like that the local alternative leaves the timing of WES-3X connections unchanged.
The access to TriMet is extremely limited already, and this would just perpetuate the issue.
WES connections.
I feel like we already have a lot of inner-city options. I'd like to see more alternatives for people heading to Portland, especially on the weekend.
No TriMet connection.
WES times are great; shorter wait times are a plus!
I would like to see WES running during the day.
WES should be available at more times.
I would like to see more WES on more evenings and weekends.
No access to Woodburn transit.
I don't live here so I probably wouldn't need it much. I need more connections to TriMet
More frequent buses to and from Wilsonville
We need to be able to get out of town
I live in SW Portland and will probably no longer be able to use SMART at all except the very rare times I travel locally to/from my work at Xerox. I will probably need to drive or see if I can work from home and not come to Wilsonville due to the greatly extended travel time.
I dislike that there are less connections to the outside surrounding area. Local residents already get free service within Wilsonville and it's also already very difficult to coordinate transfers with existing routes.
I dislike the lack of connection to the metro area. WES's limited hours isn't enough.
Less connection to Tigard.
There is none for the WES going into BTC. A connection to TriMet is primarily made by WES Weekday service to Tigard Transit Center every half hour at times when WES
No difference in routes 2, 5 & 6 during rush hour.
No access to TriMet
No service to Tualatin Transit Center
I don't live in Wilsonville
Prefer more connections to outside Wilsonville
I attend classes in Wilsonville Monday thru Thursday from 7:50am to 1:50pm and I need the 2X for those times from the Barbur Transit center, or at the least from the Tigard transit center. Eliminating the

715 responses round 2

<p>morning connections on this route would end up forcing me to take an UBER and the cost would be prohibitive. Please do not change anything until at least the first of the year. I depend on the 2X during these times.</p>
<p>I don't personally use SMART transit inside the City of Wilsonville. I might slightly more often under this plan, but for me, the town is small enough with light enough traffic to get around by walking, by bike, or driving when necessary. Inter-city connections are much more underserved in my opinion.</p>
<p>There is a short time between when I get off at work @ Xerox and when the 6 arrives at my stop. This causes me to occasionally miss my stop, and I need to wait until the next one. The proposed plan would cause this wait time to double, which will affect my ability to get home in a timely manner.</p>
<p>Shortening 2x route and not serving Tualatin park and ride on weekdays.</p>
<p>This alternative doesn't provide mid-day trips to/from Tigard making it difficult to get to points north. Traffic is the worst on I-5 south during the PM hours and this plan would encourage more people to drive who live in Tigard or Beaverton or Portland and work or go to school in Wilsonville.</p>
<p>I did not vote, as I don't use these bus routes; I only take the 1x and occasionally the WES. I do notice from bus alerts that the 2x seems to get stuck in traffic a lot and is often running 20 minutes late so changes to that route may help. When I drive to Tigard from Wilsonville in the afternoon, the fastest exit to Tigard to avoid traffic seems to be the Kruse Way or even Haines Street exit.</p>
<p>Dislike the negative impact it could have on the intercity-focused routes.</p>
<p>No access to Portland except for commuter hours with the WES. An unacceptable alternative for those who need a little more flexibility in their commute.</p>
<p>It would be VERY inconvenient for people who rely on public transportation a lot to get to other places if the connection to TriMet is primarily made by WES.</p>
<p>Again, it doesn't accommodate my specific commute needs.</p>
<p>You need to convince those of us using SMART to commute to work and school in downtown Portland that this does not make it more difficult for us to get to and from work than the current SMART programming.</p>
<p>People who are employed in Wilsonville but live outside would be stuck when WES is not running. :(</p>
<p>My only thing is that it's not very inviting for someone outside Wilsonville. Travel route is too limited.</p>
<p>Dislike unable to get out of town on weekends.</p>
<p>Don't like that there isn't additional connections to TriMet.</p>
<p>I would be entirely unable to get to or from work except during WES hours.</p>
<p>This doesn't address Convergys biggest need, transit during evenings and weekends.</p>
<p>I live outside Wilsonville.</p>
<p>Still limited by WES schedule for a real intercity connection for both commute and leisure. Like the longer service on the 4 and 2x (which intercity has also)</p>
<p>This option only benefits residents of Wilsonville. My employer employs many outside of Wilsonville.</p>
<p>Longer time.</p>
<p>TriMet only WES.</p>
<p>No Barbur drop off bad.</p>
<p>Connections to TRIMET are not great.</p>
<p>WES only runs during rush hours. I wouldn't be able to travel out of Wilsonville by mass transit at other times.</p>
<p>The current 3x bus works for me connecting to WES.</p>
<p>I drive myself locally, so no short-range service matters to me.</p>
<p>Dislike: It doesn't make a difference with regards to WES schedules, and limits access to Portland UNLESS it's a Saturday.</p>
<p>Routes to Tualatin TC Saturday only.</p>
<p>The 2X from downtown Wilsonville to Oregon Tech/Rockwell is ideal. The new 5/6 loop is weird- no need</p>

Lack of connection to get to Portland
I ride to/from Hillsboro when WES isn't available. I don't ride much around Wilsonville town itself.
Saturdays only to Tualatin TC
I do not like the fact that the only connection with TriMet is the WES.
No Barbur TC connection. Again, a longer commute for me.
No mention is made of connections to the TriMet 96. This option might be okay, if connections with the 96 are more reliable than they are currently. If the 96 crossed I-5, to what you call Zone 2, then this might, in fact, be the best option of the two. Perhaps Oregon Tech could be the end-of-the-line for the 96. Have you contacted TriMet to coordinate with them about the changes you are proposing?
There should be an option to get from Service Area 2 to WES every half hour. Is that going to be Route 2, since 5/6 will only run every hour? I am a little worried about the reliability of Route 2 to catch the WES train every day, since it crosses I-5 at Wilsonville Road, instead of Boeckman (as the current Route 6 does to get us to the WES station). And, TriMet 96 is not even mentioned in your plan. What is your plan to improve connections with the 96?
Dislike no service to Tualatin and service to TriMet only through WES
I live in West Linn. Taking transit to Wilsonville requires connecting in Portland. That's not feasible due to time constraints (~90 min each way). Neither option will help make transit more available for me.
Prefer the Tigard TC connection above Tualatin or Barber Blvd.
Not late enough to go to events in Portland.
El tiempo de espera se mejoraría y no perdería mucho tiempo en un viaje a Portland. (The waiting time would improve and I would not waste much time in a trip to Portland.)
Does not apply to commute from McMinnville.
My commute is long no matter what,
Coworkers and I need to be able to get to and from Salem and/or more northern Portland suburbs. Reducing or eliminating service to those areas would leave us stranded.
The only connections to TriMet are WES and 96 which do not run late enough (9:30 pm) to get me downtown Portland
I like the concept of improving intercity connections. I dislike that service to Barbur TC is being terminated. It increases my commute time from ~40 minutes to over an hour. This is a show stopper for me. I dislike that SMART service (5/6) intervals at my place of work is reduced to hourly at rush hours.
I don't like the lack of connection to cities north of Wilsonville. It can be very hard to travel outside of Wilsonville, especially since the WES train only operates during rush hours. I've only ridden the 2x and 4, so I won't be affected too much by other transit lines.

## FINAL COMMENTS

### LOCALLY FOCUSED ROUTE COMMENTS

Thank you so much for reliable, free in-town transportation! It's a huge boon!!

Both plans are good, however I believe the local focus would benefit Wilsonville more.

Please consider charging a nominal fare for routes within Wilsonville to generate additional revenue. :)

If there was a bus stop up Boones Ferry when the WES is not running would be more ideal and better

connection to PCC.

The most perfect solution would be for SMART to have a bus that went up Boones Ferry during times WES doesn't run. (midday, after night rush hour) as late as 10:00 pm.

WES would not cost as much as multiple new bus routes. It is also faster. Please consider primarily expanding weekend service in Wilsonville and adding a few more hours to WES service.

Please keep the one part of the current 4 route that takes it to the WES station, so that I can get to my job easier.

I'm disappointed that the existing route 4 service to Mentor has been removed from both alternatives; if it were available during the morning rush hours I would use it much more often.

SMART needs to add a stop closer to Hartung Glass or Republic. Both employers have over 100+ employees working multiple shifts and having a bus stop near us would allow for more recruitment activities.

We have long advocated for a bus that would run along Butteville rd and loop back along Arndt Rd. That would pick up a lot of riders living along Butteville Rd. Retired people who have to stop driving could get into Wilsonville to the grocery stores, library etc.

There is no good transit service connecting where I live and work. Best I can figure it would take 2 buses and about 45 minutes to make a 2 mile journey.

Currently we are using line 5 to help employees get to work. It does not run frequently enough to be useful. There is also not enough room on the bus for everyone to use it.

I work on the border of service area 5 and 2, to reflect that I can get there within one service area I chose to answer as 5.

As a student in Wilsonville I feel the transit should schedule around local businesses hours- like the college and places hours opening and closing for staff or student that use the transits a priority before adding outside boundary influences.

## VILLEBOIS

I use SMART for transportation to work, shopping and other activities around town. More local service would increase the ease of movement for me and allow me great freedom. I have loved the addition of the shopper's bus in Villebois and Renee is amazing. Villebois was designed as a community for walkers and transit users, let's make it a reality.

I work in Portland and I also chose to live in Wilsonville because it is a livable community, with easy access to green space and affordable housing. The one thing that would make the biggest positive difference in livability where I live is more frequent bus service to Villebois, so I can leave my car at home more often when I'm just running errands around town.

Need buses in Villebois on Saturday for Shopping.

I ride Smart to and from the Transit Center and then take the WES to Beaverton. More Smart service to Villebois is important to me.

Your map will not load but I live in the Villebois area.

We moved to Wilsonville because of ease in getting to shopping. Please do not eliminate the Villebois shopper shuttle.

Much better services in the Villebois area and through the Wilsonville business districts. This would be much more user friendly for work and shopping. One of the main reasons I purchased a home in this town is it transit system and ease of travel for a person without a driver's license.

### **INTERCITY ROUTE COMMENTS**

The reduction of service intervals from 30-min to hourly and the termination of Barbur Transit Center Service are a mistake. These increase commute time to intolerable levels, eliminating incentive to commute on SMART.

I need improved connections to Portland

As stated prior, we employ many employees outside of Wilsonville. It is challenging getting them to come to work with limited public transportation options. I really like the focus on inter-city.

Currently the latest in the morning I could go in is around 9 am and the earliest to go back is around 4pm. This requires a long wait in town to do certain things and could make me want to not use the bus for convenience despite environmental effects.

4 yrs ago you should have gone to the south waterfront put flyers out. Hopefully you'll have a few stops on the way to and from Tigard transit center. Maybe stay off freeway and go on roads to Tualatin. And maybe have a couple of spots at TriMet bus stops where you'll pickup people.

With the locally focused alternative, how will one get between Wilsonville and TriMet during the midday? Also, is it really that time-consuming to stop at Tualatin? It seems not doing so would be a detriment to many riders.

I work and take classes in Portland, and my commute matters more with less time to commute, and less transfers. Not everybody wants to be out of their house all day or stranded out of town because the only access to Portland is during the commuter hours.

I would love to see an express bus to downtown Portland to help commute and worsening traffic concerns.

Have you seen if TriMet would be willing to partner and have some Line 96 trips take the freeway between Tualatin and Wilsonville?

It is in the City of Wilsonville's best interest to go with more intercity service simply to help keep I-5 moving. Congestion is a huge cost and is a big reason businesses will choose or not choose to locate here. Also, the more we can help WES ridership increase, the fewer cars will be on the road. This will improve transportation safety and mobility for the entire south Washington County region. It makes the most sense.

Needs more TriMet service or SMART service to downtown to connect with light rail to PDX. Any route to help get people to PDX weekdays and weekend.

More access during weekends and evenings and to TriMet are better.

2X is a great service from Portland! Keep it up.

Need more flexibility and options outside of Wilsonville.

The trips to Tigard transit center during times WES isn't running

Any options that would connect to TriMet on the east side of the river would be great.

I attend classes in Wilsonville Monday thru Thursday from 7:50am to 1:50pm and I need the 2X for those times from the Barbur Transit center, or at the least from the Tigard transit center. Eliminating the morning connections on this route would end up forcing me to take an UBER and the cost would be prohibitive. Please do not change anything until at least the first of the year. I depend on the 2X during these times.

The nice thing about the current system is there is a way to go toward Portland during rush hour directly from Service Area 2 (via the current Route 2X). If you are taking that away, and forcing us to make yet another bus connection to get to the WES or the TriMet 96, then both options seem the same. They both have the same ability to get from Service Area 2 to WES or TriMet 96 during rush hour. I don't see any difference for someone travelling to/from Area 2 in rush hour. Both options have Routes 5/6 running every hour and Route 2 running every half hour.

Will appreciate if Smart bus offers 'bus-pooling' from Portland to Wilsonville and I volunteer to coordinate if Smart does not have the resource. Thank you!

Here's an idea: how about expanded service to Salem, but less than proposed above: namely, every 2 hours outside rush hour (e.g., 9 am, 11 am, 1 pm), while retaining some service to Portland. If we cut Portland out of the picture. That will make Wilsonville seem even more isolated than it is already being outside of the TriMet system. Compare to Sherwood, for instance, where you can take a one-shot bus to downtown Portland from the town.

Our primary use of public transportation is to get to the Portland Airport. The WES is such a help. It is would be helpful to have SMART in and out of Wilsonville on the weekends. For work, I am able to walk without using SMART.

Many Wilsonville residents live within walking distance of Wilsonville Road and also go to shopping, dining or school within walking distance of Wilsonville Road. Seems like a route that goes up and down Wilsonville Road regularly would increase ridership and reduce traffic.

Do you know to get to Washington square or downtown (pioneer square) on the weekends - which are both fairly mainstream destinations - you have to walk to the closest bus stop in Tualatin? This isn't even reasonable. Yes, I could drive to a transit center off of 217 to give myself more options, but I'm trying to avoid having to get stuck in traffic in my car. Besides if I drive that far in my car, I like most people, feel like I might as well just keep on driving to my destination. We need some weekend transit options from the Wilsonville transit center.

If you're gonna kill Barbur TC service, then I hope you offer more trips to Tigard.

Getting rid of 2x to Barbur is CRAZY! We need better transit on the weekend, and we need to be able to get downtown earlier on weekdays.

More frequent buses to and from Wilsonville.

The problem with the current connections with TriMet is that they are all on the other side of I-5 from Zone 2. It adds at least 10 minutes to the commute each way. If the 96 came on west side of I-5, life

would be much better.

I chose to live in Wilsonville even though I work in downtown Portland because the commute is possible via WES and I don't have to drive every day. Connectivity to Portland is very important to me.

If at all possible, being able to ride only SMART to Portland and Tigard would be great (i.e. not having to change to ride TriMet). It would mean lower riding cost, decreased travel time (and dependency on other agencies), and a greater likelihood of using SMART.

I would like service to downtown Portland.

I ride WES and that is good. Wish it would run more often. I could spend the day in Portland and come back commute time.

My family and I use lots of public transportation, both Smart and TriMet. We live here, but we work and study in Portland and surrounding areas. It is very important for us to have more connection to TriMet to get to other cities. I think it would also attract more people to use SMART transit if they find it easy to connect to TriMet. Thank you so much for your attention to this matter!

Although I live/work here- My family and co-workers need intercity connections. We are not an island!

Again, I believe with the increase in growth, Wilsonville is best served by connecting itself more frequently with larger hub cities. Once people are confident of it's reliability, more people will utilize it, etc.

I would like to be able to get a ride to the airport without having to go to Beaverton.

Would like to stop in PDX also.

I'd like to see easier connections to Tri-met to get downtown or the airport.

I work in Hillsboro so connecting to WES is important to me.

Ideally, WES would run a schedule similar to MAX - throughout the weekday, and on weekends. I know this would not be considered sustainable, but I feel that "if you build it, they will come!"

I used to live in Tigard, and took the 9x in the winter. In the spring the connections were not often enough in the evening to make it work.

More availability to get from Beaverton TC to Wilsonville midmorning/day and weekend.

I would prefer to use public transit over my own car. Being able to connect to through PDX is integral to that.

I can plan my outing locally around the current bus schedules, but I'd prefer the WES link to get around metro area, which means intercity service beyond their commuter hours.

What I want is a work around or route alternative for when the I-5 backs up. A few weeks ago there were 3 Smart buses on the same street at the same time. This needs to be addressed.

I live in Tigard and ride the WES train and bus here and the bus home. I need to be able to get to and from work.



Love the WES train.

I live in Washington state. C-Tran gets me to downtown Portland. TriMet gets me to Barbur transit center. Smart gets me to Wilsonville. If the downtown Portland to Wilsonville link is broken I will not be able to use transit to commute to work in Wilsonville.

Need to go to Barbur to go into City Center of Portland.

Continue to make the system work better for people who commute to and from Portland, they make up a very large base of riders.

I live in Tigard so I take the WES every day to and from work. It's been working just fine. If you want to add the stop to Tigard Transit Center, that would be nice if I needed to travel to and from work during non rush hour times Monday through Friday.

I work in downtown Portland.

Why is TriMet 96 not mentioned? Is it not going to continue?

I would suggest rather than completely eliminating the 2X it could be changed to hourly service in the am. I would say at the 1/2 hour (6:27, 7:27, etc in the am from Barbur to Wilsonville). Maybe eliminate a trip or 2 in the afternoon. This would save some of the expense without adding so much additional commute time for those of us that currently depend on it. I think completely eliminating a route is not a fair solution for all current riders. Businesses contribute to the costs of SMART to assist their employees to be able to ride transit and the solutions offered assume many employees live in Wilsonville which is not the case. I also wonder as OIT student numbers continue to increase, this will limit the school as an option for some potential new students.

## **SALEM**

I have to be to work at 7 AM. I live in Salem and work in Wilsonville. The only way that would get me here in time leaves at 5 AM which gets me here way early. A bus leaving Salem at 6 would be perfect!

Thank you for the 1X (a lifesaver for me!) and for the opportunity to take this survey.

I work in Salem. My husband works in Portland. We chose to live in Wilsonville in large part because of the 1X bus for my commute to Salem. Thank you for your hard work to maximize this service!

I work in Salem.

I work in Salem and ride the 1X everyday I go into the office. Mid-day service would be nice.

More service to SALEM.

It seems smaller buses could be used at certain times for inter-city routes, if that saves some money. Salem-Wilsonville buses after 5:30pm, for example, are almost always carrying fewer than 5 riders.

I live in Tigard, drive to Wilsonville park and ride, and take the 1x to work in Salem. I could probably use the WES to Tigard but the morning WES doesn't line up with the 6:50 a.m. bus but also mainly because I don't want to pay an additional \$5 a day for TriMet when driving is so much cheaper. Maybe if there was a cheaper Smart bus from Tigard directly to Wilsonville 1x bus I might consider taking it.

I primarily use your system to bridge the gap between Portland and Salem. It is important that there be robust service between Salem and the Portland Metro area. Ideally, you would be able to provide some level of weekday service to Salem.

I ride the 1x bus to and from Salem, Monday-Friday. I think it would be great to offer midday service, so if people have appointments or feel sick, they know that they can get home. I would also like to see the WES rail open later in the evenings and on the weekends, so that I can go into Portland for events and not have to drive and park.

I work at 7 AM, if the 1x would arrive before my shift (Convergys) it would be a better service.

More Salem times to get to work on time rather than too early or late.

I live in Keizer, so neither plan actually will help me get to or from work. its a 20-30 minute drive to the bus station in Salem and only a 40 min drive to work directly from home so I still do not use public transportation.

I think a 1X connection at Keizer Station Transit Center should be explored.

### **CLACKAMAS/OREGON CITY**

I would like to get to Portland and Canby. Also to Aurora.

The biggest problem I see is that there's no good way for my children to get from Wilsonville to the community college that serve them in Oregon city.

It would also be nice to be able to get to the Oregon city transit station, which currently is ridiculously convoluted to attempt.

I live in Oregon City and drive to/from Wilsonville for the 1X.

Why can't Oregon City, Molalla, Canby, and Wilsonville get together and share the cost of a single bus that services all? There is a bus that goes from Molalla to Oregon City (unfortunately to Clackamas Community College, not the OC transit center; A bus goes from Oregon City to Canby; and yet another bus goes from Canby to Wilsonville. The current system with multiple busses is unusable. One bus should be used.

I would like to shop at Washington Square Mall during weekdays by transit.

Increased frequency and reduced travel times between Wilsonville and Oregon City would increase access to education for students who live in Wilsonville and take classes at Clackamas Community College in Oregon City and vice versa.

I drive from the Oak Grove area of Milwaukie. Too many connections and too much waiting to make mass transit a viable option. A bike path or bike safe route would be nice. I have good bike options up to Stafford road, but Stafford is pure death to anyone riding a bike.

I like the plan overall, but as stated earlier, please consider including Tualatin P&R, otherwise many transportation options will be eliminated for me. Thank you!

I live in Oregon city and work in Wilsonville and would ride if there were more buses.

I live in West Linn. Taking transit to Wilsonville requires connecting in Portland. That's not feasible due

to time constraints (~90 min each way). Neither option will help make transit more available for me.

## WOODBURN

I work in Woodburn school district.

I work in Woodburn school district.

It would be wonderful to have a shuttle that goes to the Woodburn outlet mall.

Please petition SMART to stop 1x in Woodburn!

Also how about some trips/routes to the outlet mall?

Go to Woodburn. The outlets are there and that is where I want to go. I don't want to go to Salem only. Go places that are useful.

## PROCESS

Thank you for taking the time to express an interest in what the riders think and I hope you consider them upon making your decision.

Thanks for requesting stakeholder feedback!

This is a well-intentioned survey and the graphics are helpful but the questions and the response parameters are poorly designed. The data you get from this survey will likely mislead you.

Thank you for asking for our opinions - as a small business owner who pays SMART tax I appreciate having a voice.

Thank you for the survey!

You should have people who actually ride regularly on SMART and Tri-Met tell you what works and what doesn't. These consultants don't know much about our local bus services, and clearly do not use them. Eat your own dog-food folks!

This survey is not working well with an iPhone. You should fix it/make some adjustments to eliminate survey taker frustrations. I am using an iPhone 6+ and I cannot see what I type.

Thanks for allowing some rider input!

Thank you for thinking of me. Many seniors are in the same situation I am in.

Thanks for the outreach!

Thanks for accepting my opinion.

The survey was not really applicable to me because I cannot reasonably use public transportation between my home (outside of Wilsonville) and work (in Wilsonville). Since I need to drive to work, there are pretty much no circumstances where I can use public transportation in Wilsonville. Therefore, most of the questions were N/A for me. But, there were not really any N/A choices. So, I don't know how useful my inputs will be for you.

## GENERAL

I work at Rain Garden apartments. I strongly appreciate the new bus route that supports ADA individuals by providing hourly trips from Rain Garden and Charleston to Fred Meyer and Safeway. That new route/schedule has literally been life changing. It has significantly helped ADA individuals live more productive, active and enjoyable lives. Please don't ever get rid of that route/schedule! We love it!

I still have to get in my car to leave Wilsonville. There are many things that residents do outside of the city you know

I don't use SMART because I combine trips by car, or walk, or bike. I support SMART for our citizens who want to commute to work or need public transportation to get around. I have used SMART for over 2 years and love the service.

I am self-employed and use public transit as my main source of transportation throughout the Willamette Valley and metro areas.

I was hoping you would be adding Sunday routes.

Late night pick up 11:30pm or later.

I think most of my difficulties with public transit lie with Tri-Met not you guys.

Public transportation is a wonderful service. I use WES then MAX to get to my job at St. Vincent

You should also consider keeping the website up-to-date. During a recent backup of traffic, almost an hour plus at each stop I took, the website said "up to 20 minutes" late. I would have walked to my destination instead. Also, mobile access to the web page is difficult for commonly searched options.

Gracias por mejorar el sistema transporte! (Thank you for improving the transportation system!)

SMART is a fantastic service with excellent drivers and staff. Keep up the good work!

Do not like any thing about "SMART" all I ever see is empty buses clogging up our streets.

It is great to have in Wilsonville.

I believe you should copy what Tri-Met had to do a number of years ago and manage budget challenges. They eliminated the downtown 'fareless square'. Wilsonville looks to be expanding on their free services and maybe should consider at least charging adults a minimal fee to ride. Seniors and children still are free

I love this city! Please do not overcompensate for the influx of population...coming from L.A. whole transit "pretends" to exist, this is an important issue for me. Looking forward to the green buses coming soon! Thank you!

Thanks for this service. It is vital for those who don't have cars or don't drive, to get to work and services.

I am grateful for the transit system. I believe it promote a more efficient urban life.

I would love to have buses run just a little later. They are almost always on time and I love SMART so

much for that! Keep up the great work!

I use DAR and think the bus system is fine the way it is.

I would only ride SMART if I was unable to drive.

I'm sorry none of this applies to me.

Don't make charge higher; keep the bus.

Keep up the great work!

I look forward to new changes.

Great idea!

I work at Convergys.

I would benefit from both alternatives.

I just want to get to school bro :(

The traffic mess and design of Wilsonville should make the city council and the mayor resign from their jobs. Who the hell thought it was a good idea to put a multi-story storage unit across from the post office? You can't even get a moving truck into that space. It's completely useless, not to mention an eyesore for the retirement center behind it. That should have been shops and cafes for the medical offices & residences behind it. What about the useless Subaru dealership? Like we need another car dealership! That Fred Meyer is one of the smallest in the state. You could have allowed them to expand. Now we've lost the best grocery store in town, Lambs, and it's an overpriced, generic Safeway. Nothing is walkable in this town. You wouldn't let a Dutch Bro's open a drive-thru coffee shop, but you let a crappy HumanBean open up. Dutch Bro's is an OREGON company. How about supporting the state's businesses?? What now for the empty Albertson's? How about a Trader Joes or a Whole Foods Market? Wilsonville is becoming a seriously worthless place to live, with overpriced low-quality housing (think Villebois), and serious traffic issues. There are no long-distance bike paths (take a look at Davis, CA and Fort Collins, CO for bike paths), no decent shopping, and no affordable housing. The industry jobs in this town DO NOT pay wages that allow for the workers to afford housing in this town. The people who bought farms for retirement have been overrun by the Villebois creeping disease, very similar to what happens to the elderly character in the movie, UP. Now to add to the traffic mess, you are destroying the Coffee Creek wetland and putting in ANOTHER road between Barber & Boeckman. It's insane. Do you realize that the Villebois housing that mowed down the farm behind the grade school destroyed habitat for pheasants and Bald eagles? There were pheasants in that field, among other animals and Bald Eagles roosting in the trees on that land. Now instead, we get gigantic crap houses, that have no yard or property that are like 3 feet from one another. There are many studies that have been done to show the more rats you pack into a cage, the more aggressive they become. You'd created the ideal conditions for just this to happen. The Villebois area has already seen a home invasion where a woman was tied up & robbed in her own home and another where a man barricaded himself in his house and had to have a SWAT team remove him. The crime will only increase and apparently we "rent" police from Clackamas. We don't even have our own police department. That is outrageous. The greedy politicians in this city should be ashamed of themselves. I have no idea how any of you wake up in the morning and feel good about yourselves. This town has been utterly destroyed. We can only hope for another disaster in the economy or for a Cascadia earthquake to remove all the bad decisions and return this place to something livable.

Increased transit service will help students at Oregon Tech.

Buy smaller buses. They are NEVER full so they are a waste of money to purchase, run, and maintain.

Keep almost getting hit at 95th and Ellington. Can the lights be reprogrammed to have 95th turning right on Ellington have a separate green light and have a sign no right turn on red light. We cannot get on 1-5 without almost getting hit when exiting the Commerce center south

It would be very useful to have a bus that goes from Woodburn to Wilsonville. Getting from Canby to OIT is impractical due to the fact that it requires three transfers. My current route would be Canby Transit Center->Oregon City Transit Center->Wilsonville Transit Center->OIT. Adding a bus that goes from Woodburn to Wilsonville (Woodburn->Wilsonville Transit Center->OIT) would simplify this significantly.

I live just down Airport Road from Charbonneau. Do everything in Wilsonville though and would love more service.

Todo eita bien. \$0\$ cero pago es supiciente (Everything is fine. \$0 zero payment is sufficient. )

Seria perfecto si mi mama pudiera tomar transito publico a esta ciudad. (It would be perfect if my mother could take public transit to this city.)

Lo que no me gusta es que entre Wilsonville y Tualatin no haya sexvicio de bus continue por e gemple los buses de Trimet dan servicio asta los domingos en las cisdades de Tualatin Tigard & Beaverton (What I don't like is that there will not be bus service between Wilsonville and Tualatin. For example, the TriMet buses in service on Sundays to Tualatin, Tigard & Beaverton.)

cero pago. Muchisisis gracias (I pay nothing. Many, many thanks.)

no uso el transito publico en la ciudad. (I don't use public transit in the city.)

Not enough time to commute by transit to get to work and home. I was working and other places so that I would need a car and \_\_\_\_ of insurance \_\_\_\_airs, cars! (Note: \_\_\_\_\_ indicates could not read word)



**CITY COUNCIL  
WORKSESSION STAFF REPORT**

<b>Meeting Date:</b> February 6, 2017		<b>Subject:</b> Frog Pond Master Plan	
		<b>Staff Member:</b> Chris Neamtzu, Planning Director <b>Department:</b> Community Development	
<b>Action Required</b>		<b>Advisory Board/Commission Recommendation</b>	
<input type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 <sup>st</sup> Reading Date: <input type="checkbox"/> Ordinance 2 <sup>nd</sup> Reading Date: <input type="checkbox"/> Resolution <input checked="" type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input type="checkbox"/> Consent Agenda		<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable <b>Comments:</b> N/A	
<b>Staff Recommendation:</b> Review the draft <i>Frog Pond Master Plan</i> document and provide staff with direction in preparation for another worksession in March where the draft development code and infrastructure funding plan will be presented.			
<b>Recommended Language for Motion:</b> N/A			
<b>Project / Issue Relates To:</b>			
<input checked="" type="checkbox"/> Council Goals/Priorities Adopt the Frog Pond Master Plan	<input type="checkbox"/> Adopted Master Plan(s)	<input type="checkbox"/> Not Applicable	

**ISSUE BEFORE COMMISSION:**

The project team will present a draft of the *Frog Pond West Master Plan* (the Plan). The Plan has been under development over the course of 2016 and is anticipated to be reviewed in a public hearing before the Planning Commission in March, 2017. The Plan includes numerous changes related to the potential siting of a future primary school fronting Boeckman Road in the West Neighborhood – information recently provided by the West Linn-Wilsonville School District.

**EXECUTIVE SUMMARY:**

Staff has been working with the community and Planning Commission over the course of 2016 on the concepts, vision and implementation strategies that are included in the draft *Frog Pond West Master Plan*. The project team has generated numerous memoranda that address individual chapters of the master plan document, gathered input via public open houses as well as conducted numerous work sessions with the Commission and Council. Overall, phase 2 of the project has gone smoothly with a lot of interest being generated from the development community.

The information contained in the Master Plan is largely based on the Frog Pond Area Plan (i.e. the Concept Plan) that was adopted by the City Council in November 2015. Given the new information provided by the School District identifying their southernmost 10-acre parcel fronting on Boeckman Road as a future school site, there are many elements of the Plan that have been modified. Most notably is the street grid which is the base of many master plan graphics. The District’s adjacent 5-acre parcel is “land banked” but is shown as “future neighborhood park” based on preliminary discussions with the School District during the Master Plan process. Staff’s intent is to work with the District to acquire the site and develop it for a neighborhood park. The City and District have a long history of partnering on such projects. The location and characteristics of the site are ideal for a neighborhood park because: the school and park are co-located, resulting in a multi-purpose community gathering place; significant open space is provided by the adjacency of the school play fields, park, and Willow Creek SROZ; and both uses benefit from excellent access from the adjacent neighborhood streets.

Given the numerous changes that have occurred since the re-scheduled December Planning Commission meeting, staff considers this a 90% master plan document. The final draft master plan document along with the final draft of the infrastructure funding plan, development code and comprehensive plan language will be presented to the Council in a March work session. Staff appreciates a thorough review by the Council as we head into preparing the final draft of the Master Plan.

**EXPECTED RESULTS:**

Adoption of the Frog Pond West Master Plan will set the stage for the next generation of great Wilsonville neighborhoods.

**TIMELINE:**

The project team proposes a Planning Commission work session in February, followed by a public hearing in March. The Council will conduct work sessions during the same general timeframe in preparation for hearings following the Planning Commission review and recommendation which at this time appears to be in April.

**CURRENT YEAR BUDGET IMPACTS:**

The Frog Pond Master Plan is largely a grant funded project, with funds being provided by Metro’s Community Planning and Development Grant program.

**FINANCIAL REVIEW / COMMENTS:**

N/A for this work session presentation.

**LEGAL REVIEW / COMMENT:**

N/A for this work session presentation.



**COMMUNITY INVOLVEMENT PROCESS:**

This work is on-going. Community involvement has been encouraged and accommodated at every Planning Commission work session. Ample opportunities exist over the next several months as the Plan comes together for public hearing.

**POTENTIAL IMPACTS or BENEFIT TO THE COMMUNITY** (businesses, neighborhoods, protected and other groups):

The creation of a new neighborhood in the Frog Pond West area will provide citizens with new housing choices as well as a future school, parks, trails and open spaces.

**ALTERNATIVES:**

The Concept Plan process included many alternatives. The Master Plan is honing in and refining the adopted concepts contained in the Concept Plan.

**CITY MANAGER COMMENT:**

**ATTACHMENTS:**

DRAFT Frog Pond West Master Plan



# FROG POND WEST

*Master Plan*



*A Vision and Implementation Strategy for Wilsonville's  
Next Great Neighborhood*

**Draft**

**JANUARY 4, 2017**



## A VISION FOR FROG POND IN 2035

*The Frog Pond Area in 2035 is an integral part of the Wilsonville community, with attractive and connected neighborhoods. The community's hallmarks are the variety of quality homes; open spaces for gathering; nearby services, shops and restaurants; excellent schools; and vibrant parks and trails. The Frog Pond Area is a convenient bike, walk, drive, or bus trip to all parts of Wilsonville.*

Funding for the Frog Pond Area Plan was provided by a Metro Community Planning and Development Grant and the City of Wilsonville.



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Frog Pond **WEST**

Boeckman Road

Wilsonville Road



Willamette River

# Purpose and Scope



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## PURPOSE

The purposes of the Frog Pond West Master Plan are to:

1. Establish the overall vision for the Frog Pond West Neighborhood.
2. Illustrate and define neighborhood-specific plans and requirements for land use, streets, pedestrian connections, bike routes, parks and open spaces, and natural resource areas.
3. Describe and illustrate the City's expectations for high-quality architectural and community design.
4. Serve as the guide for coordinating individual developments and public realm improvements into a cohesive whole.
5. Provide implementation strategies for land use regulations and infrastructure funding.

## SCOPE AND REGULATORY ROLE

The Master Plan applies to the 181-acre area added to the Urban Growth Boundary (UGB) in 2002, located west of Stafford Road and north of Boeckman Road in East Wilsonville. Frog Pond West is approximately one-third of the area that was concept planned as part of the Frog Pond Area Plan (Area Plan), which was adopted by the Wilsonville City Council on November 16, 2015. The chapters of the Master Plan address Frog Pond West's intended vision; land use; residential and community design; transportation; parks and open spaces; and street trees, gateways, and signage. Regulatory and infrastructure funding implementation are also included. Infrastructure plans were completed as part of the Area Plan, and are included in the Appendix for reference.





# Frog Pond WEST

## Master Plan

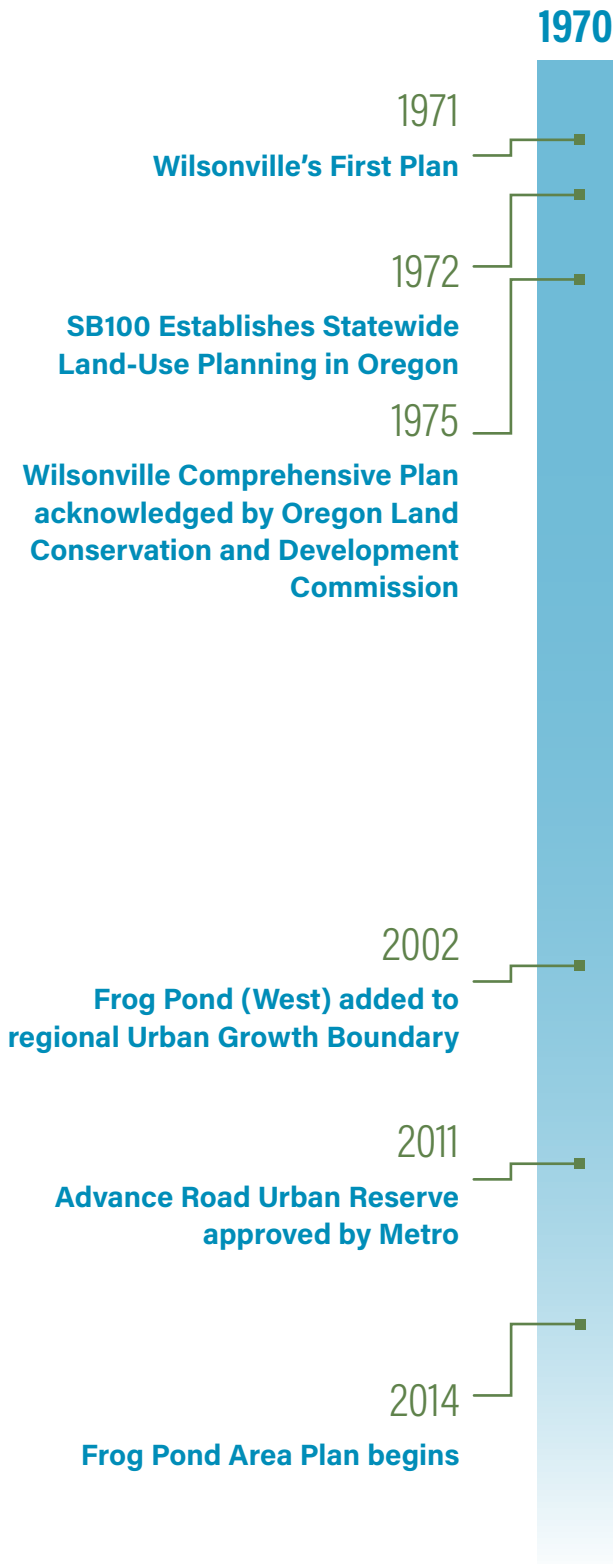
The Frog Pond West Master Plan is an adopted “supporting document” of the Wilsonville Comprehensive Plan (Plan), with the regulatory force and effect of the Plan. The Master Plan fits within a three-part regulatory structure for development review in Frog Pond West. The Comprehensive Plan establishes the policies and high level intent for Frog Pond West. The Master Plan establishes the overall vision, descriptive and illustrative guidance, and geographically-specific requirements for development, with a focus on integrating private development with planned public realm improvements. The Development Code (Code) establishes the zoning, standards, and procedures for development. The Code references parts of the Master Plan as regulatory elements, which are applied as standards and review criteria. Those parts of the Master Plan not specifically referenced by the Code are descriptive and illustrative of the City’s general expectations for development—they will be used as guidance to the City’s discretionary review of development.

### THE PLANNING PROCESS

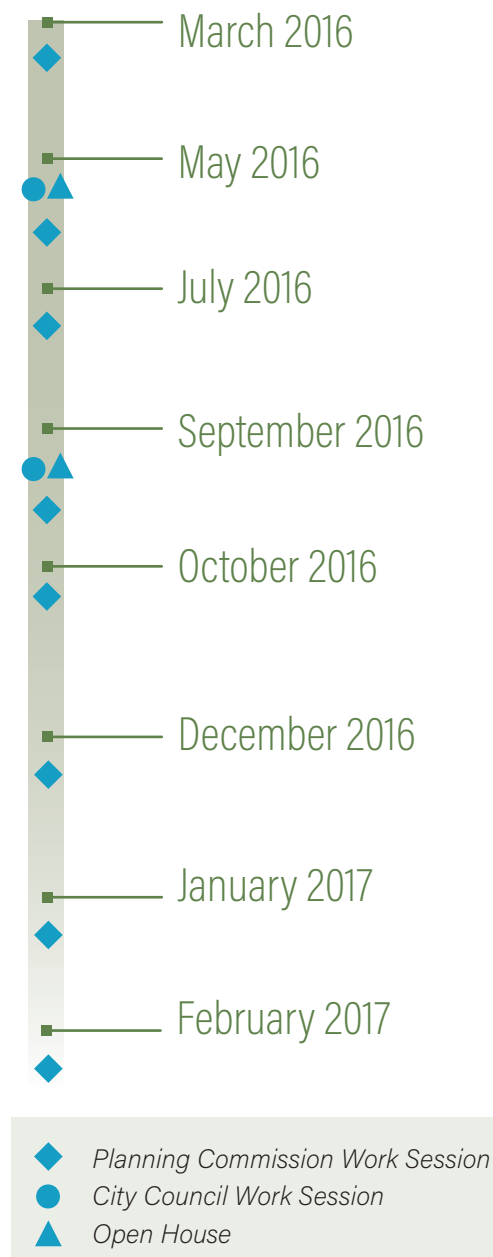
Planning for the Frog Pond Area as part of Wilsonville began with the City’s first City Plan in 1972, where it was shown as a residential area. The context for that vision evolved over time through the introduction of statewide planning, Wilsonville’s first Comprehensive Plan, the inclusion of the area in the UGB, and the designation of urban reserves. Figure 1 depicts key milestones during the four decades that led up to concept planning for the Frog Pond Area and master planning for Frog Pond West.

The Frog Pond Area Plan was a two-year planning process that provided extensive opportunities for community involvement, including:

**Figure 1.** Wilsonville Planning Milestones



**Figure 2.** Frog Pond Master Plan



- May 2014: Frog Pond Area Plan Kick Off
- October 2014: Open House and Online Survey
- January 2015: Joint City Council / Planning Commission Work Session
- April 2015: Open House and Online Survey
- June - August 2015: City Council / Planning Commission Work Sessions
- September - November 2015: Area Plan Adoption

Building from the community involvement process used for the Area Plan, the Master Plan was created through an open and inclusive process that began in March 2016 and continued through early 2017. The process included:

- Eight work sessions with the Planning Commission.
- Two briefings with the City Council.
- Two community Open Houses.
- Ongoing maintenance of the project website.
- Ongoing provision of public information through email updates to the Interested Parties email list, articles in the Wilsonville Spokesman, updates in the Boones Ferry Messenger, and mailed notices of events.
- Stakeholder meetings with developers and property owners regarding the draft infrastructure funding plan.
- Many individual meetings and communications with property owners and interested parties.



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# Vision, Principles, and Intent



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## VISION

The vision for Frog Pond West was first crafted as part of the Frog Pond Area Plan (see inside cover). The specific vision for Frog Pond West is consistent with the Area Plan. The vision is for Frog Pond West to be:

- **A great neighborhood** that is a connected part of Wilsonville.
- **A cohesive place** where individual private developments and public realm improvements fit seamlessly together into a coordinated whole.
- **A neighborhood** with walkable and active streets, a variety of housing, extensive walking and biking routes, an excellent school, and quality parks, open spaces, and natural areas.
- A part of the city known for its **high quality architectural and community design.**
- A part of Wilsonville that has **visual and physical access to nature.**



## PRINCIPLES

As with the vision statement, the guiding principles for Frog Pond West were crafted and adopted as part of the Area Plan. In addition, the City developed residential design principles, called the Ten Essentials of Residential Design, which are listed on page 12.

### Guiding Principles from the Frog Pond Area Plan

The following Guiding Principles were adopted as part of the Frog Pond Area Plan and apply to the Master Plan.

#### *Create great neighborhoods*

Frog Pond's homes, streets, open spaces, neighborhood-scale retail, and other uses fit together into walkable, cohesive, and connected neighborhoods. Frog Pond is a fun place to live.

#### *Create a complete streets and trails network*

Streets are designed for safe and enjoyable travel by bike, on foot, or by car. A great network of trails is provided. Safe crossings and connections are provided throughout the street and trail network.

#### *Provide access to nature*

The creeks and natural areas provide opportunities to see and interact with nature close to home.

#### *Create community gathering spaces*

Beautiful parks, quality schools, and other public spaces serve as community centers and gathering places. The land uses, transportation, and open space around the Advance Road school and park sites support a compatible neighborhood plan in that area. The Frog Pond Grange, and adjacent uses, fit together as a focal point of the community.

#### *Provide for Wilsonville's housing needs*

A variety of attractive homes are provided to fulfill the City's housing needs and align with the market. Single-family homes, including some on large lots, are a significant part of the mix. Neighborhoods are designed to be multi-generational and offer a diversity of attractive housing options at a variety of prices.

#### *Create a feasible implementation strategy*

A realistic funding plan for infrastructure, smart and flexible regulations, and other strategies promote successful implementation of the plan.

#### *Frog Pond is an extension of Wilsonville*

Frog Pond is truly connected—it is an easy and safe walk, drive, bike trip, or bus ride to other parts of Wilsonville, and Frog Pond feels like a well-planned extension of the city.

#### *Retain trees*

Mature native trees are integrated into the community to enhance the area's character and value.



### *Honor Frog Pond's history*

A sense of history is retained, recognized, and celebrated.

### *Provide compatible transitions to surrounding areas*

New urban land uses are good neighbors to adjacent rural land uses, future developable areas, and existing neighborhoods. The plan provides for future growth of the City into adjacent urban reserves.

### *Promote healthy, active lifestyles*

Extensive walkways, community gardens, recreational facilities, and other elements support active and healthy lifestyles.

### *Integrate sustainability*

The plan integrates solutions which address economic, environmental, and social needs. Frog Pond is a sustainable community over the long term.

### *Coordinate with Wilsonville's transportation network*

The plan is consistent with the Wilsonville Transportation System Plan for all modes of travel: trails, bikeways, SMART, and vehicles. Traffic impacts are managed for key streets and intersections, including the I-5 interchanges.

## **Process Principles**

- *Provide early and ongoing opportunities for stakeholders to raise issues and concerns.*
- *Facilitate equitable and constructive communication between the public and the project team.*
- *Empower residents to become involved with the project.*
- *Provide the public with balanced and objective information to help them understand issues, alternatives, opportunities, and solutions.*
- *Aim to create the best product, a model that could be used in other communities.*





## The Ten Essentials of Residential Design

- 1.** Each home is part of the larger neighborhood and community.
- 2.** Front doors and walkways should face streets.
- 3.** The front yard and porch or stoop are “semi-public” spaces.
- 4.** Parking and driveways should not dominate.
- 5.** Garages should not dominate.
- 6.** Details are important.
- 7.** Variety is the spice of good design.
- 8.** Green is great.
- 9.** Design guidelines should be tailored to each zone.
- 10.** Adopt the fewest number of rules needed to get the job done.



## KNITTING TOGETHER A LIVABLE NEIGHBORHOOD

Frog Pond West is a unique opportunity for a walkable, cohesive neighborhood that looks, feels, and functions as a master planned community. But it faces some challenges: the 181-acre area is comprised of 32 tax lots and 26 different ownerships (as of 2015); development is likely to occur incrementally, perhaps through 10-15 different development reviews spanning 10-20 years; and parcel lines are oriented north-south and east-west, but topography and other natural conditions in some areas will require development patterns that fit the landscape rather than straight parcel boundaries.

The Master Plan and its implementing regulations provide solutions and strategies to help overcome the above-listed challenges, with a goal of knitting together a cohesive, livable neighborhood. Those solutions and strategies include:

- A. Comprehensive Plan and Code Requirements.** Creating a cohesive neighborhood is a stated purpose and goal within the Comprehensive Plan, the Master Plan, and the implementing code.
- B. Planned Development Review (PDR) process.** The PDR review process will ensure that code requirements are met, with flexibility for site planning and adaptation to local site conditions.
- C. Street demonstration plan.** A street “demonstration plan” illustrates the intended level of street connectivity, with flexibility to propose site-specific street alignments and types.
- D. Community gathering places.** A 2.5-acre public park will provide a community gathering place enjoyed by all residents of the neighborhood. A 1.5-acre linear park will provide another key green space that links the neighborhood to the Boeckman Trail and Boeckman Creek resource area. A future school will serve both Frog Pond West and adjoining neighborhoods.
- E. Street tree plan.** The street tree plan will provide continuity and wayfinding between individual developments.
- F. Gateway, monuments, and signage plan.** Coordinated entry gateways, monuments, and signage will help reinforce the cohesive identity of the neighborhood.



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# Land Use



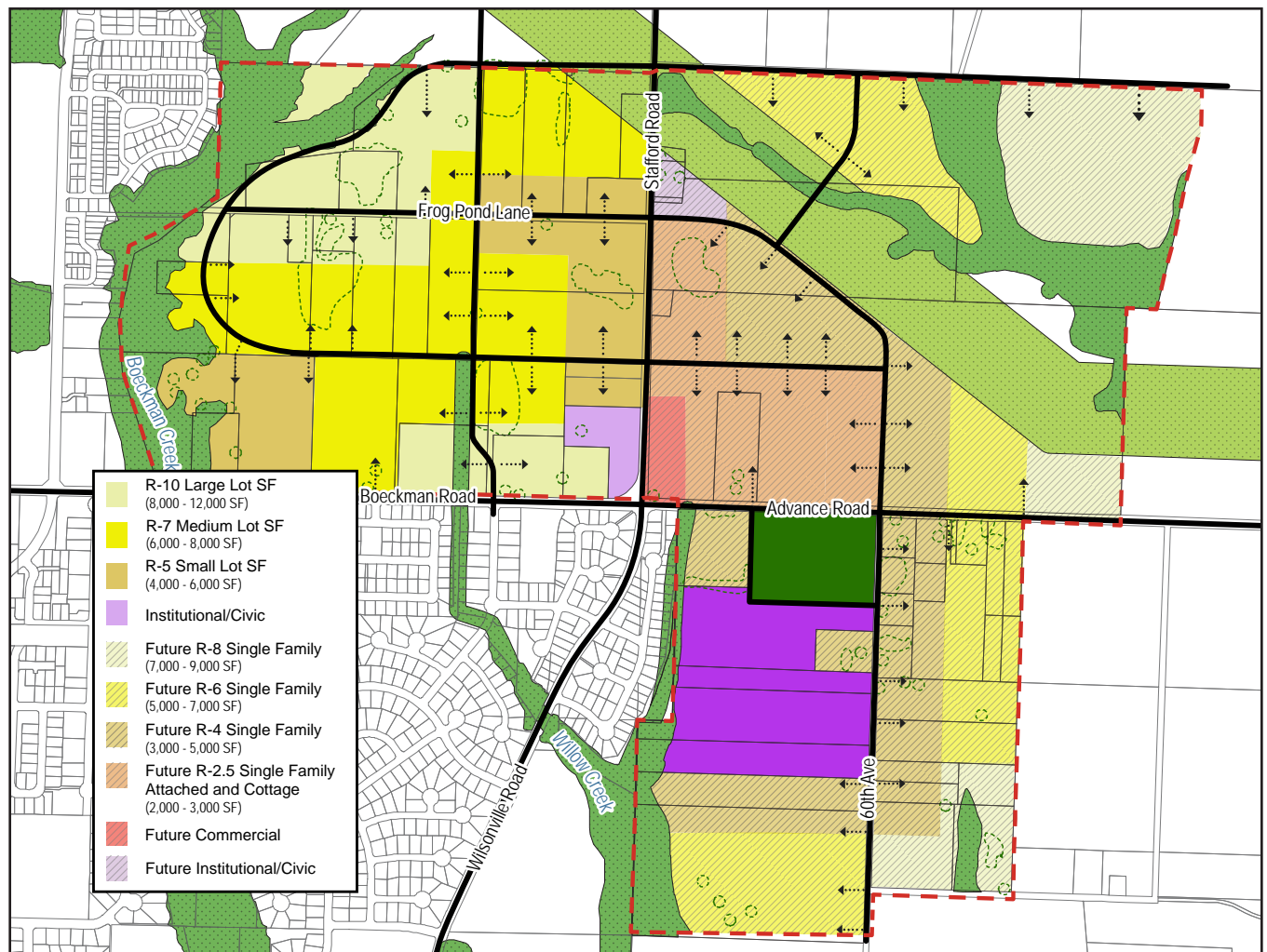
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## FROG POND AREA PLAN CONTEXT

The 181-acre Frog Pond West Neighborhood is part of the larger 500-acre Frog Pond Area, which has been planned by the City in the adopted Frog Pond Area Plan.<sup>1</sup> The entire Frog Pond Area is a logical and intuitive extension of the City of Wilsonville. Historically, it was part of the City's early settlement pattern, with important gathering places for the rural farming community, such as the Grange Hall (originally the Frog Pond School) and the Frog Pond Church. Physically, it is adjacent to key connector streets (e.g. Wilsonville and Boeckman Roads), existing neighborhoods, and natural areas such as Boeckman Creek. Even the shape of the study area wraps around the edge of the community. The Frog Pond Area is naturally comprised of three parts: the area west of Stafford Road, which is inside the Urban Growth Boundary and is

<sup>1</sup> The Frog Pond Area Plan, A Concept Plan for Three New Neighborhoods in East Wilsonville, was adopted by the Wilsonville City Council on November 16, 2015.



the subject of the Master Plan; the area east of Stafford Road and north of Advance Road; and the area south of Advance Road. The Area Plan utilizes this framework to establish a vision for three new walkable neighborhoods: Frog Pond West, Frog Pond East, and Frog Pond South.

The Area Plan provides an area-wide concept plan that includes a land use framework, transportation framework, bicycle/pedestrian framework, and parks framework (see Appendix B). The Area Plan also includes the following elements that set the planning context for the Frog Pond West Master Plan:

- A vision statement and guiding principles for the Frog Pond Area.
- A framework for three walkable and connected neighborhoods.
- A phased residential land use strategy that emphasizes low density and detached homes in the West Neighborhood, and a greater mix of housing types in the East and South Neighborhoods.
- Demonstration plans that illustrate community design principles.
- A future 3.2-acre neighborhood commercial center in the East Neighborhood.
- Five civic land uses: the Frog Pond Grange, the Community of Hope Church, the 10-acre Community Park, the 30-acre middle school and future school site south of Advance Road, and the 10-acre future school site in Frog Pond West.<sup>2</sup>
- A network of streets, traffic controls, intersection treatments, and potential local street connections.
- A network of bicycle routes, pedestrian routes, and trails. The trails wrap around the area and include the Boeckman Trail, BPA Easement Trail, School Connection Trail, and 60th Avenue Trail.
- Two parks and a future school site in the West Neighborhood, a neighborhood park in the East Neighborhood, and schools in the South Neighborhood—all connected by pedestrian routes, bike paths, and trails.<sup>2</sup>
- Infrastructure plans to support full buildout of the area.

<sup>2</sup> The future school site in the West Neighborhood was added as part of the Frog Pond West Master Plan process.



## PLANNING AND ZONING DESIGNATION – RESIDENTIAL NEIGHBORHOOD

A new “Residential Neighborhood” Comprehensive Plan Map and Zoning Map designation will be applied to Frog Pond West. The purpose of the new designation is to explicitly implement the vision for Frog Pond West as a great neighborhood, as described in the following Comprehensive Plan policy:

**Policy 4.1.7a** *New neighborhoods in residential urban growth expansion areas maybe designated “Residential Neighborhood” on the Comprehensive Plan Map.*

The purpose of the Residential Neighborhood designation is to:

1. Implement legislative Area Plans and Master Plans for new neighborhoods in Wilsonville.
2. Create attractive and connected residential neighborhoods.
3. Regulate and coordinate development to result in cohesive neighborhoods that include: walkable and active streets; a variety of housing appropriate to each neighborhood; connected paths and open spaces; parks and other non-residential uses that are focal points for the community; and connections to and integration with the larger Wilsonville community.
4. Encourage and require high-quality architectural and community design.
5. Provide transportation choices, including active transportation options.
6. Preserve and enhance natural resources so that they are an asset to the neighborhoods, and there is adequate visual and physical access to nature.

The Residential Neighborhood designation has been crafted so that it may be applied to the other neighborhoods within the Frog Pond Area Plan, as well as any other areas the City deems appropriate. Figure 3 shows the Residential Neighborhood designation in the context of surrounding Comprehensive Plan designations.

The Residential Neighborhood Zone district (RN) implements the Comprehensive Plan. It is a hybrid of the zoning approach used within the City’s Planned Development Residential Zones and the Villebois Village Zone. It includes the elements summarized below and described in more detail in the Master Plan and in the Code.

- **Purpose.** The purpose statement mirrors the Comprehensive Plan policy cited above.
- **Planned Development Residential procedures.** The RN Zone will be administered through the same process as PDR Zones are in other areas of the City.







- **Uses similar to PDR but updated for Frog Pond.** The use lists from PDR have been used as a starting point for the RN Zone.
- **Subdistricts.** The Master Plan and the RN Zone establish “subdistricts” to geographically specify the minimum and maximum number of residential dwellings in each subdistrict area of the neighborhood.
- **Development standards tailored to Frog Pond.** Using the PDR development standards as a base, development standards have been updated, as needed, to implement planning for Frog Pond.
- **Residential design standards.** The RN Zone includes residential design standards addressing main entrances, garages, architectural detailing and quality, and house plan variety.

## FROG POND WEST RESIDENTIAL SUBDISTRICTS

The Master Plan establishes “subdistricts” to specify the minimum and maximum number of residential dwellings within twelve subareas of the neighborhood. The number of dwellings and density distribution are consistent with those adopted in the Frog Pond Area Plan. They are grouped into three “zones”: R-10 Large Lot, R-7 Medium Lot, and R-5 Small Lot single family districts. The key elements of the subdistrict approach include:

- **Net acreage calculations.** The density metrics are based on estimates of “net” buildable land, consistent with the Area Plan. Net buildable land is the remaining acreage after removing land for streets, Significant Resource Overlay Zones, storm water facilities, existing homes, wetlands, and the two planned parks.
- **Maximum densities.** The maximum number of dwellings in a subdistrict is the net buildable acres divided by the average lot sizes assumed in the Area Plan: 10,000 net sq. ft. for R-10 Large Lot Single Family; 7,000 net sq. ft. for R-7 Medium Lot Single Family; and 5,000 net sq. ft. for Small Lot Single Family.
- **Minimum densities.** The minimum number of dwellings in a subdistrict is 80% of the maximum, as required by the Wilsonville Comprehensive Plan and Development Code.
- **Proportional basis for density calculations.** Where a subject property spans more than one subdistrict, or comprises only a portion of a subdistrict, the minimum and maximum densities are established on a proportional



basis, using gross acreage. See Appendix C for further information on the subdistrict metrics and method for calculating proportional density.

- Flexibility.** The City may allow a reduction in the minimum density for a subdistrict when it is demonstrated that the reduction is necessary due to topography; protection of trees, wetlands, and other natural resources; constraints posed by existing development; infrastructure needs; provision of non-residential uses; or similar physical conditions.

The subdistrict approach provides a straightforward and clear method of establishing lot types, densities, and standards that implement the Area Plan. It eliminates the uncertainty that the City, property owners, and developers often face when using the old formulas for density calculation in the Code. The draft Frog Pond West subdistrict method is simpler and more predictable for all parties, while still providing flexibility. Table 1 lists the minimum and maximum dwelling units in each subdistrict.

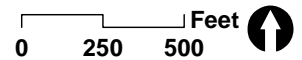
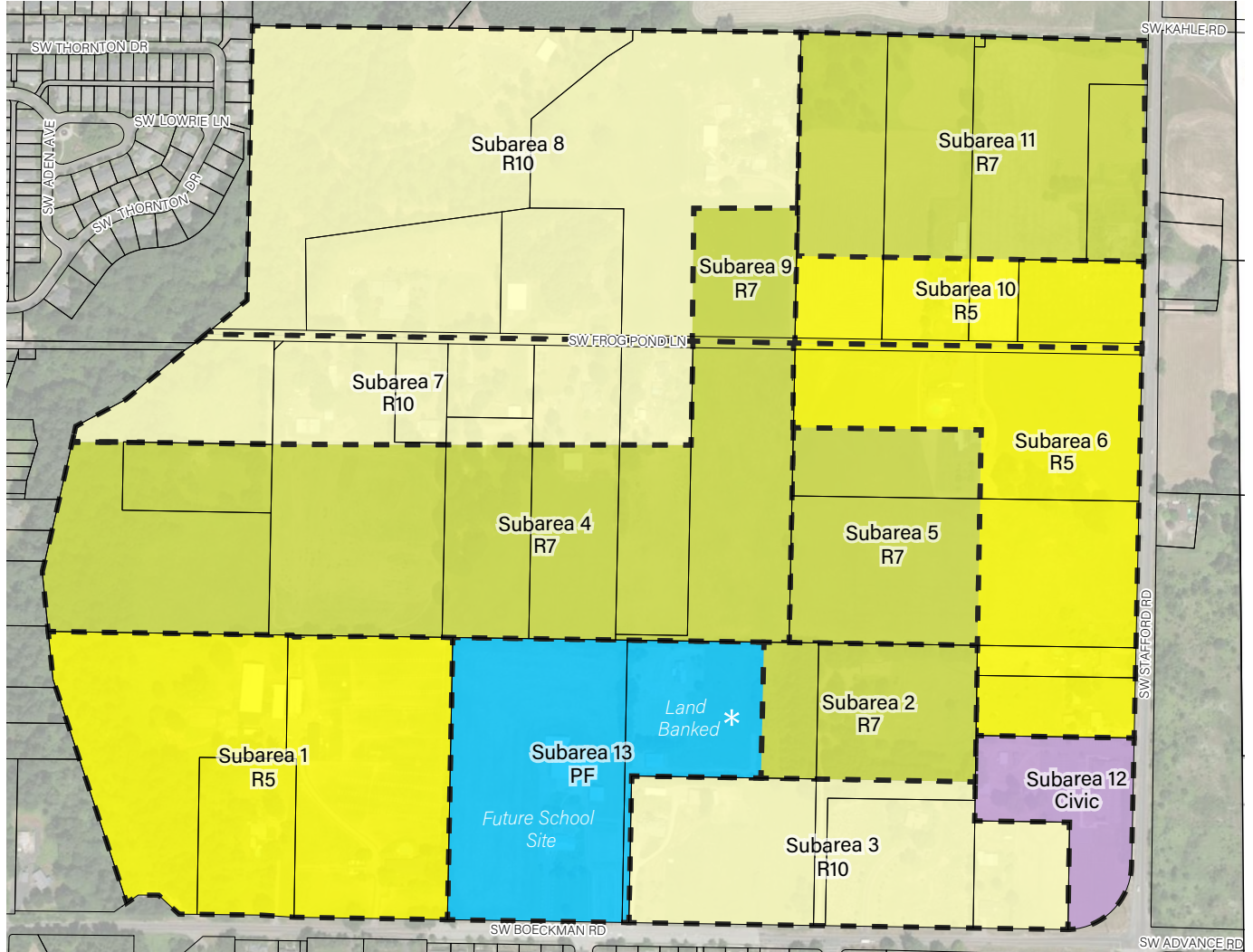
Table 1. Minimum and Maximum Dwelling Units Permitted in Each Subdistrict






Area Plan Designation	Frog Pond West Subdistrict	Minimum Dwelling Units in Subdistrict	Maximum Dwelling Units in Subdistrict
R-10 Large Lot Single Family	3	26	32
	7	24	30
	8	43	53
R-7 Medium Lot Single Family	2	20	25
	4	86	107
	5	27	33
	9	10	13
	11	46	58
R-5 Small Lot Single Family	1	66	82
	6	74	93
	10	30	38
Civic	12	0	7 <sup>a</sup>
Public Facilities (PF)	13	0	0
<b>TOTAL</b>		452	571

<sup>a</sup> These metrics apply to infill housing within the Community of Hope Church property, should the property owner choose to develop housing on the site. Housing in the Civic subdistrict is subject to the R-7 Medium Lot Single Family regulations.



**Figure 4.** Frog Pond West Land Use and Subdistricts



- |   |                               |   |                   |
|---|-------------------------------|---|-------------------|
|  | R5 - Small Lot Single Family  |  | Public Facilities |
|  | R7 - Medium Lot Single Family |  | Civic             |
|  | R10 - Large Lot Single Family |   |                   |

\* Land banked for school facilities, a neighborhood park, and/or residential use.

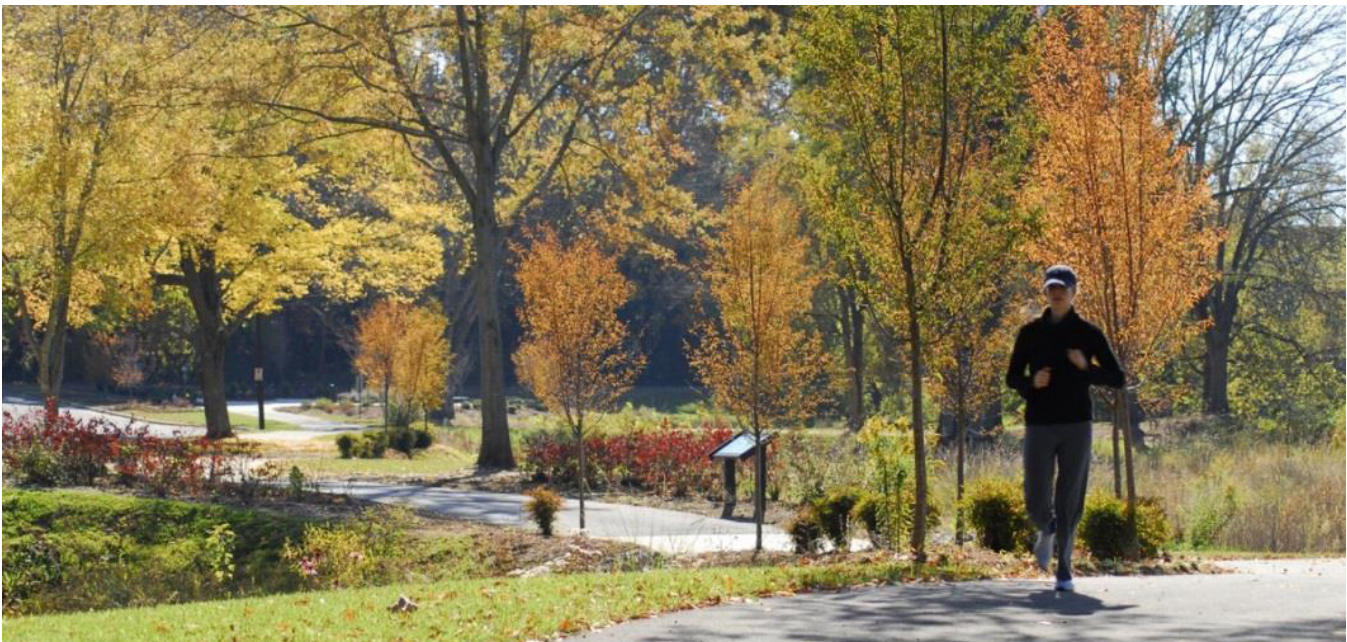


## OTHER LAND USES

Land use in Frog Pond will be predominately, but not exclusively, residential. The streets, parks, future school, natural areas, and Community of Hope Church are important parts of the overall land use pattern. The following is an estimate of the acres of broad category land uses in Frog Pond West:

- **Net Residential Area:** 86.5 Acres
- **Significant Resource Overlay Zone (SROZ):** 27 Acres
- **BPA Corridor:** 2.8 Acres
- **Streets and Pedestrian Connections:** 46 Acres
- **Future School:** 10.9 Acres
- **Neighborhood Park:** 2.5 Acres
- **Linear Park:** 1.5 Acres
- **Community of Hope Church:** 3.8 Acres
- **Total Area:** 181 Acres

The West Linn-Wilsonville School District owns three tax lots comprising 25 acres within Frog Pond West. The 10-acre property that fronts on Boeckman Road is planned for a future school, which will provide a key civic land use serving the neighborhood and surrounding area. The adjacent 5-acre parcel is labeled “land banked”. The intent for this parcel is for the School District to have options for its use including school facilities, a neighborhood park, and/or residential use. The district’s remaining acreage fronts on Stafford Road and is land banked for future uses, likely residential.





# Residential and Community Design



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## OVERVIEW

Wilsonville places a high priority on quality design, as expressed in the following Comprehensive Plan implementation strategy:

**Implementation Measure 4.1.5.ii** *The design of developments within the community can be regarded from two viewpoints: the design of structures as they relate to site and function (architectural design) and, their relationship to the surrounding area (community design). Both aspects shall be considered to be of equal importance. Good architectural design is necessary to provide visual variety and allow for individual identity. At the same time, good community design provides a sense of unity with other development while eliminating conflicting appearances.*

The Master Plan regulates and guides development in order to achieve quality and livability. In addition to the expectation cited above, it is the premise of the Master Plan that quality design will achieve the following benefits:

- **Economic value.** Property and structure values will be enhanced by quality development.
- **Compatibility with adjacent areas.** New development will be more acceptable to existing residents of Wilsonville if the City's high standards for quality design are implemented and enhanced.
- **Coordinated and cohesive development.** As described above, one of the key challenges for Frog Pond West is to knit individual developments together into a coordinated and cohesive whole. The design standards in the Master Plan are intended to help achieve that outcome.
- **Safety.** The Master Plan emphasizes walkability on multiple levels (e.g. street plan, orientation of residential main entrances toward streets). The intent is to create a neighborhood where walking is safe, inviting, and comfortable.
- **Precedence for future neighborhoods.** Frog Pond West is the first of the new residential expansion areas that will be developed in Wilsonville, principally in East Wilsonville. It is important that a successful precedent is set, and quality design is a key tool to achieve that outcome.





## MAIN ENTRANCES

### Principles

- Each home is part of the larger neighborhood and community.
- Front doors and walkways should face streets.
- The front yard and porch or stoop are “semi-public” spaces.

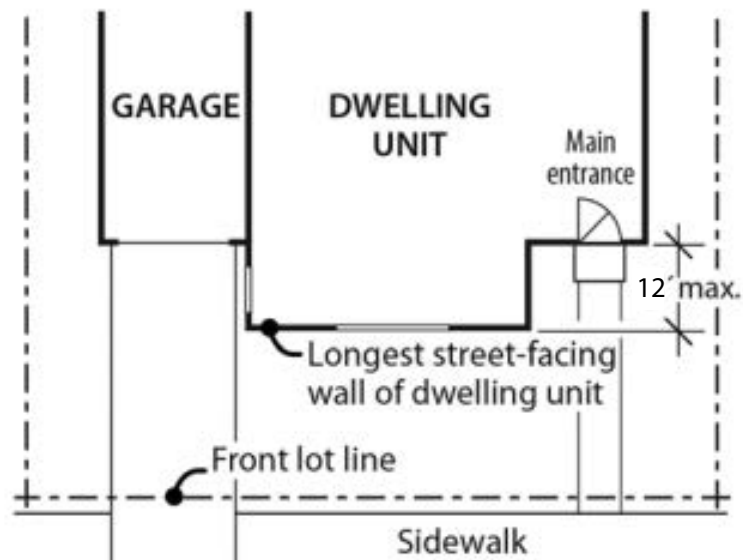
### Master Plan Intent

The location of front doors, and their direct connections to the street, should:

1. Support a physical and visual connection between the living area of the residence and the street;
2. Enhance public safety for residents and visitors and provide opportunities for community interaction;
3. Ensure that the pedestrian entrance is visible or clearly identifiable from the street by its orientation or articulation; and
4. Ensure a connection to the public realm for development on lots fronting both private and public streets by making the pedestrian entrance visible or clearly identifiable from the public street.

The Code standards require a direct visual connection between the front door of the home and the front yard and street. Porches are an excellent way to emphasize this relationship and create a transition between the private realm of the home, the “semi-public” realm of the front yard, and the public realm of the sidewalk and street.

**Figure 5.** Main Entrances



Precedents:  
**Main Entrances**



*Porches and yards that blend with the streetscape invite play and relaxation, fostering a sense of community.*



*Doors and porches facing the street increase neighborhood safety and a sense of community.*



*Houses where windows and doors are hidden from the street detract from the perceived safety of the neighborhood, because no one is aware of what happens in the street.*



*Well-designed garage doors help to create a more attractive neighborhood street.*



## GARAGES

### Principles

- *Parking and driveways should not dominate.*
- *Garages should not dominate.*

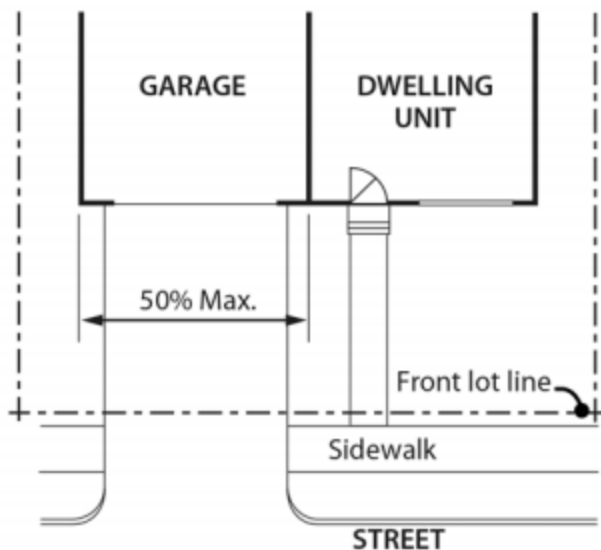
### Master Plan Intent

The size and location of garages should be designed to:

1. Ensure that there is a physical and visual connection between the living area of the residence and the street;
2. Ensure that the location and amount of the living area of the residence, as seen from the street, is more prominent than the garage;
3. Prevent garages from obscuring the main entrance from the street and ensure that the main entrance for pedestrians, rather than automobiles, is the prominent entrance;
4. Provide for a more pleasant pedestrian environment by preventing garages and vehicle areas from dominating the views of the neighborhood from the sidewalk; and
5. Enhance public safety by preventing garages from blocking views of the street from inside the residence.

The Code standards require limitations on the length of the front garage wall so that they do not dominate the façade. Alleys and shared driveways are encouraged as a solution to be used where applicable; alleys are a specified solution for Small Lot Residential blocks along some collector streets. There is flexibility to have larger 3-bay garages, but with a 2-foot offset so the additional garage space is diminished in appearance. A minimum setback of 20-feet is required so that off-street parking in the driveway can be accommodated without parked cars overhanging the sidewalk.

**Figure 6.** Length of front garage wall



Precedents:  
**Garages**



*Garages that are accessed from the side of a house can reduce the visual impact of the driveway.*



*Large driveway areas disconnect houses from the street and create an unattractive frontage.*



*Recessed garages help to create a more attractive neighborhood street.*



## RESIDENTIAL DESIGN STANDARDS

### Principles

- *Each home is part of the larger neighborhood and community.*
- *Details are important.*
- *Variety is the spice of good design.*
- *Create great neighborhoods.*

### Master Plan Intent

Detailed and varied home designs are intended to:

1. Support consistent quality standards so that each home contributes to the quality and cohesion of the larger neighborhood and community.
2. Support the creation of architecturally varied homes, blocks, and neighborhoods—whether a neighborhood develops all at once or one lot at a time—avoiding homogeneous street frontages that detract from the community's appearance.

There are three groups of standards to achieve quality residential design:

- **Windows and Articulation.** Ten percent of the façade must be made up of windows, including glazed portions of doors. This percentage was tested during the preparation of the Master Plan and shown to be readily met. Varied rooflines, offsets, balconies, and other forms of articulation are required to add interest, shadow lines, and variety to the façade.
- **Design Menu.** Architectural detailing and variety is required through a flexible “menu” of standards. Builders may choose from a list of 15 standards and meet at least 5 of them. This system is in use in many cities and has proven to be effective and easily administered. Examples of the standards include: dormers, covered porch entries, second story balconies, roof overhangs (minimum 16”), decorative gables, stone or other decorative materials, transom windows, and decorative base materials (minimum 36” in height).
- **House Plan Variety.** The basic requirement is that no two adjacent or opposite dwellings may have the same elevation. Small lot developments over 10 acres are required to incorporate duplexes or attached 2-unit homes. These standards are intended to promote variety, create interesting streetscapes, and prevent monotony.





Precedents:  
**Residential Design Standards**



*Details are important.*



*Homogeneous homes, without adequate detailing and landscaping, detract from the attractiveness of the neighborhood.*



*Use of alleys and orientation to pedestrian connections provides pedestrian-friendly frontages.*



*High quality construction, detailing, and diverse architectural styles make a neighborhood more attractive.*



## LOT AND SITE DESIGN IN SMALL LOT SUBDISTRICTS

### Principles

- *Each home is part of the larger neighborhood and community.*
- *Variety is the spice of good design.*
- *Design guidelines should be tailored to each zone.*

### Master Plan Intent

Small Lot Subdistricts have unique lot and site design requirements in order to:

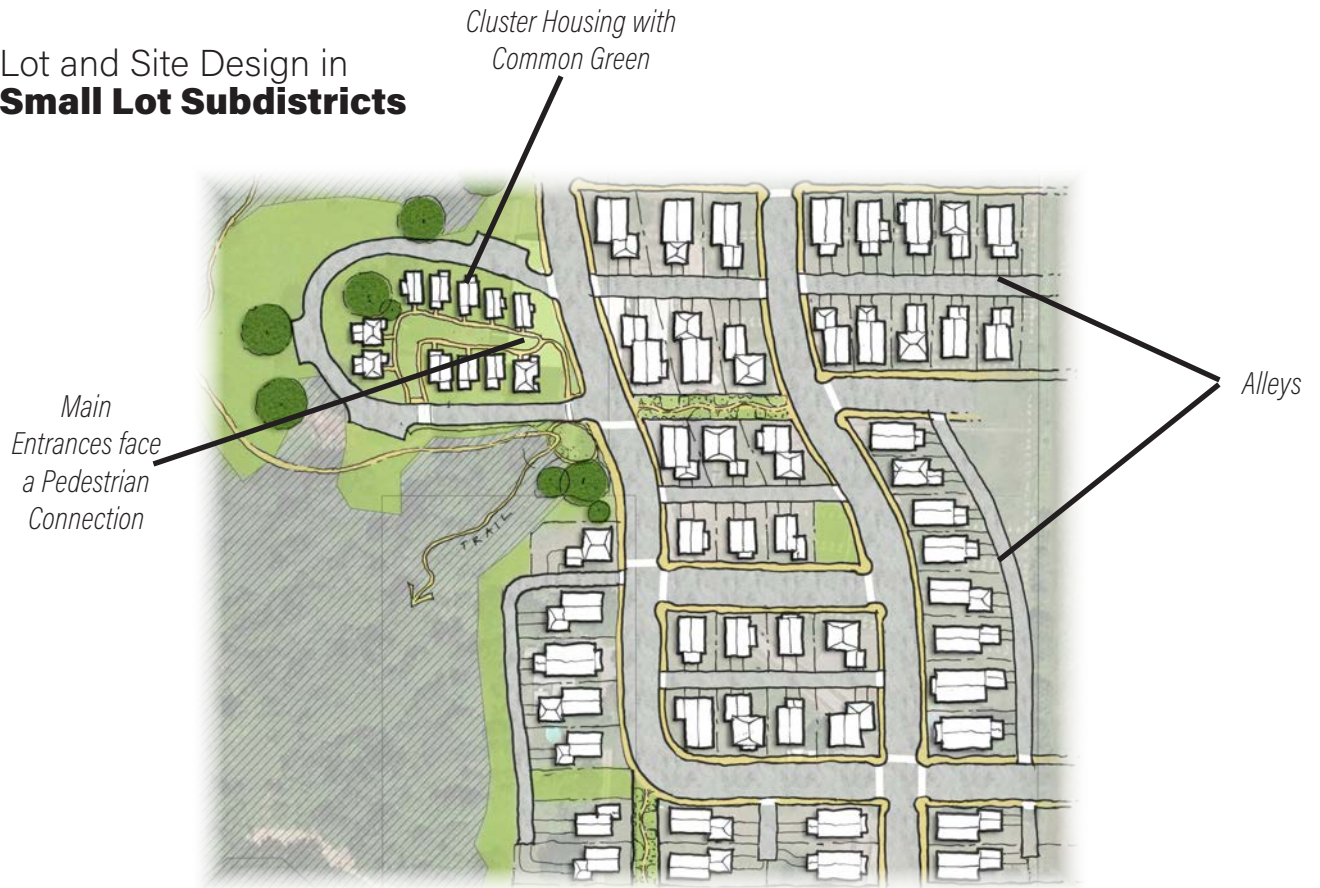
1. Ensure that development in the Small Lot Subdistricts is compatible with other developments in the Frog Pond West Neighborhood;
2. Ensure varied design that avoids homogenous street frontages;
3. Orient site design to support active pedestrian street frontages; and
4. Integrate open space into the development pattern.

Small lots present unique opportunities and challenges. On the positive side, they provide affordable housing choices, options for residents who do not want to maintain large homes and lots, and a solution for maintaining density while providing open space. They are an important part of Frog Pond's variety of housing. On the challenging side, they require careful site design to ensure an attractive street edge and compatibility with nearby larger lots. To address these issues, the Master Plan and the implementing code utilize a flexible system where one or more of the following site design elements are employed on each block:

- **Alleys**, so that streetscapes are "people places" and not dominated by closely-spaced driveways.
- **Residential main entries grouped around a common green or entry courtyard** (e.g. cluster housing) provide open space integrated with the small homes.
- **Four or more residential main entries facing a pedestrian connection** allowed by an applicable master plan to activate pedestrian connections with front doors and activity.
- **Other designs** approved by the City that meet the intent.



Lot and Site Design in **Small Lot Subdistricts**



Small Lot Single Family Demonstration Plan



Alleys.



Varied design to avoid homogenous frontages.



Residences facing pedestrian connection.



Main entries grouped around a common green.





## OPEN SPACE IN SMALL LOT SUBDISTRICTS

### Principles

- *Variety is the spice of good design.*
- *Green is great.*
- *Create community gathering spaces.*

### Master Plan Intent

The Master Plan, and the implementing code, require that open space is included in developments within Small Lot Single Family Subdistricts. The amount of open space is “10 percent of net developable area,” meaning 10% of the net area after “take-outs” for non-residential uses, SROZ-regulated lands, streets, alleys, and pedestrian connections. The required open space must be in the form of active greens, courtyards, community gardens, tot lots, public pedestrian ways, tracts with preserved trees and wetlands, and similar spaces. The City’s rationale and purpose for this open space requirement is to:

1. Add variety and livability to the built form in Small Lot Subdistricts, where density is highest in the neighborhood.
2. Provide a useful tool to preserve trees and wetlands in areas of smaller lots.
3. Provide active play spaces close to homes that have smaller yards.

Natural resource areas such as tree groves and/or wetlands and unfenced low impact development storm water management facilities may be counted toward the 10% requirement at the discretion of the City. Fenced storm water detention facilities do not count toward the open space requirement. The minimum area for a single facility or tract is 4,000 square feet so that spaces are a meaningful size for active uses or resource protection; the City may approve smaller spaces on a case-by-case basis.

The Small Lot Subdistrict open space requirement is one part of the framework of open spaces planned for Frog Pond West. In summary, the open space framework for the neighborhood includes:

- Land within the Boeckman Creek SROZ
- SROZ along Willow Creek
- BPA Corridor
- One 2.5-acre neighborhood park and one 1.5-acre trailhead park
- A 10-acre future school
- An estimated 20% of identified wetlands
- Pedestrian greenways that will result from implementation of the Street Demonstration Plan
- Small Lot Subdistrict open spaces

Please see page page 65 for further information on the Open Space Framework.



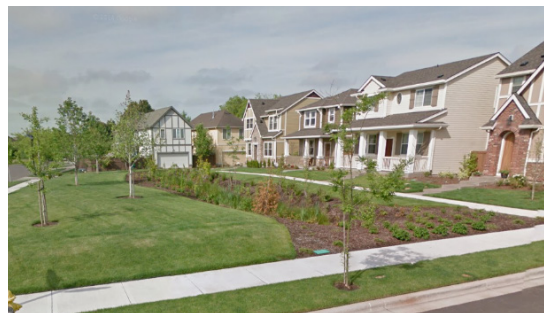
Open Space in  
**Small Lot Subdistricts**



*Demonstration Plan of 10% Open Space Standard in Small Lot Subdistrict*



*Trailhead Park*



*Common Green*



*Pedestrian Connection*



*Community Garden*



## BOECKMAN AND STAFFORD ROAD FRONTAGES

### Principles

- *Details are important.*
- *Create a complete streets and trails network.*
- *Provide compatible transitions to surrounding areas.*

### Master Plan Intent

Boeckman Road and Stafford Road are very important streets for Frog Pond West. Visually and functionally, Boeckman Road is a “front door” to Frog Pond West. It is also a “seam” between Frog Pond West and existing neighborhoods to the south. It serves an important connecting function between East Wilsonville and Central and West Wilsonville. Stafford Road will be the new gateway into Wilsonville from the north and a seam between Frog Pond West and the future Frog Pond East.

The Master Plan seeks to: (1) Ensure that development does not “wall off” Boeckman Road and Stafford Road from their adjacent neighborhoods; (2) Create walkable and bikeable streets, even though they are arterial classifications and will carry relative large volumes of traffic; (3) Coordinate frontage standards to create an attractive edge to the neighborhood and a strong connection with the larger community; and (4) Find the right balance between a streetscape that works for people, and development that seeks residential privacy.

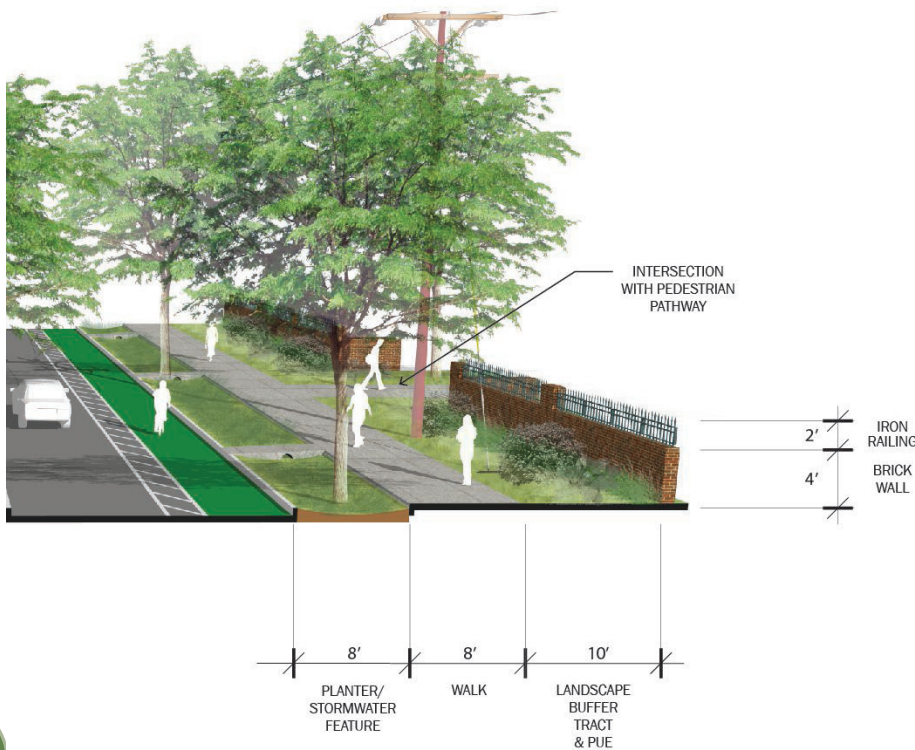
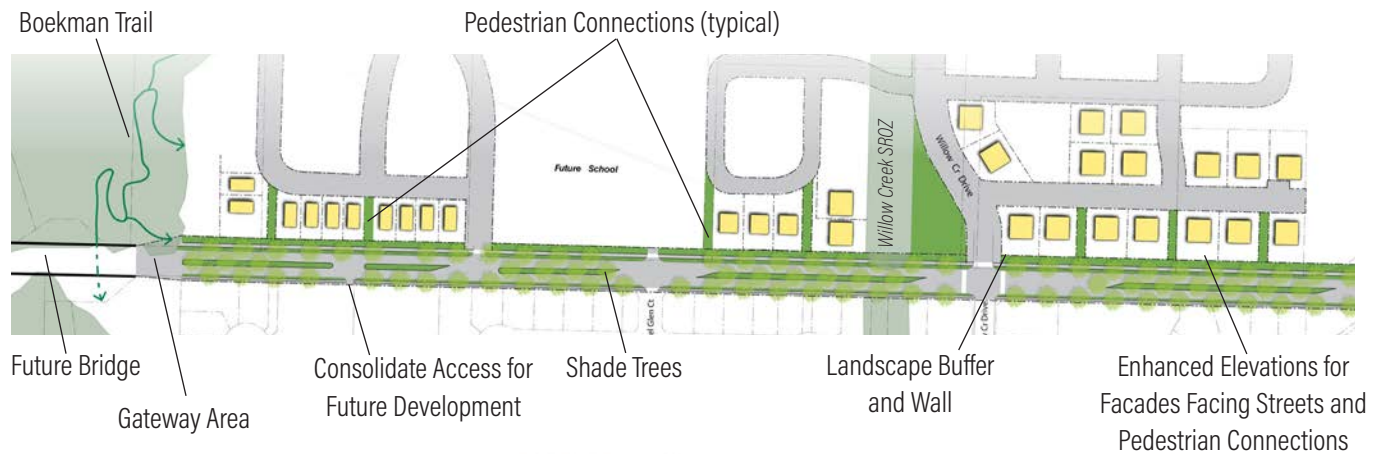
There are two strategies employed by the Master Plan to achieve the above objectives. The first strategy involves tailored cross-sections that have a planted median, a buffered bike lane, a generous planter strip and wide sidewalks. The second strategy involves coordinated frontage requirements that will create a cohesive and attractive design along the frontages of both roads. Figure 7 shows the required frontage improvements. The elements include:

1. **Brick wall with wrought iron fence on top.** The property line fencing along Boeckman Road and Stafford Road will include a 4' high brick wall with a 2' high wrought iron fence located at the lot line. 6' high brick columns will be placed at regular intervals.
2. **Foundation landscaping.** Landscaping comprised of low shrubs and ornamental plants will be provided at the foot of the wall to offer variety and visual interest.
3. **Pedestrian connections.** Connections will be provided from Boeckman Road into the neighborhood, at a spacing consistent with the Street Demonstration Plan. The pedestrian connections will be consistent with the Pedestrian Connection cross-section in the Frog Pond West Master Plan.



4. **Landscape buffer tract landscaping.** A Landscape Buffer Tract will be provided between the right-of-way and the rear of the abutting lots. The buffer will be a common tract and will be planted with masses of climate-adaptive shrubs to create a landscaped edge to the streetscape and reduce the visibility of the walls.
5. **Enhanced elevations.** The street-facing facades of the homes along Boeckman will meet the standards (windows, articulation, residential design standards, house plan variety) for front elevations elsewhere. These elevations do not need to mirror the fronts, but they do need to meet the Code's standards. These "enhanced elevations" requirements also apply to facades facing pedestrian connections, parks, open space tracts and the Boeckman Trail.

**Figure 7.** Boeckman Road Frontage



## BOECKMAN CREEK FRONTAGES

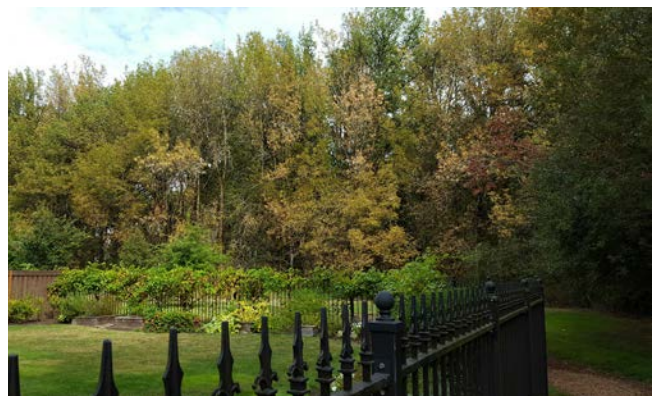
### Principles

- *Green is great.*
- *Design guidelines should be tailored to each zone.*
- *Provide access to nature.*
- *Provide compatible transitions to surrounding areas.*

### Master Plan Intent

The Boeckman Creek Significant Resource Overlay Zone (SROZ) is a unique asset to the West Neighborhood. It provides a scenic backdrop, a large open space, the location of the Boeckman Trail, and a planned future trail crossing that will connect the Frog Pond neighborhoods to the Canyon Creek Road area on the west side of the Boeckman Creek corridor. The character and form of development—the orientation of lots, the design and location of open space tracts, the type of fencing, and the landscape plantings—will all influence (1) how compatible (or incompatible) new development is with the resource area; and (2) how much physical and visual access the neighborhood and larger community has to the SROZ.

**Figure 8.** Examples of Creekside treatment



The Master Plan intends for the following to be implemented in order to ensure that development is compatible with the adjacent SROZ, and that physical and visual access to the Boeckman Creek Trail and SROZ area is provided:

1. The SROZ should not be “walled off” or privatized by development. Rather, the objective is to ensure compatibility and to create physical and visual access for all neighborhood residents and visitors.
2. Streets shall terminate in, or run adjacent to, the Boeckman Creek trail and trailhead locations shown on the Street Demonstration Plan. It is particularly important for the east-west streets to follow this requirement, so that there are clear visual corridors from the interior of the neighborhood to the Boeckman Creek SROZ area.
3. Open space tracts and pedestrian connections that are provided with development shall be oriented to support the goals of compatibility and physical and visual access.
4. Where possible, lots shall be oriented to minimize rear-yard orientation to the SROZ area.
5. All elevations adjacent to the Boeckman Creek trail shall be enhanced with articulation and architectural detailing consistent with the Residential Design Standards of the Neighborhood Residential Zone.
6. Fences facing onto the Boeckman Creek SROZ open space shall be comprised of wrought iron or other transparent materials acceptable to the City. Colors shall be black or a similar dark color.
7. The City’s SROZ regulations for the use of native vegetation, preservation of existing trees, and other “Habitat Friendly Development Practices” will be applied.



## EAST-WEST STREET ORIENTATION

### Principles

- Create a complete street and trail network.
- Provide access to nature.

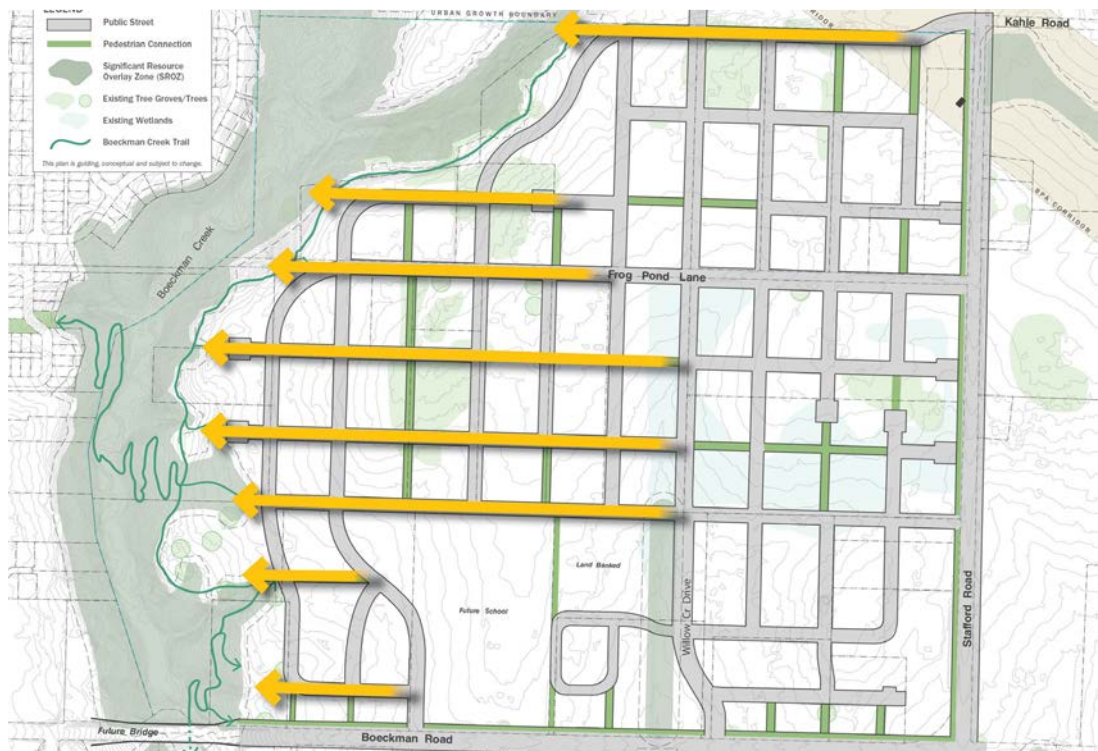
### Master Plan Intent

The east-west streets that will be built in Frog Pond West are an opportunity to provide visual and physical access to the Boeckman Creek Trail and resource area. The intent of the Master Plan is to:

- Ensure that there are sight lines between the interior of the neighborhood and the Boeckman Creek corridor.
- Ensure direct and convenient access to the Boeckman Creek Trail.

Figure 9 illustrates this concept in plan view. Figure 10 illustrates how the concept would look at the neighborhood street level.

**Figure 9.** Sight Lines to Boeckman Creek Corridor



**Figure 10.** Conceptual View of Street Culminating on Boeckman Creek Corridor





## SITE PLANNING TO PRESERVE TREES AND WETLANDS

### Principles

- *Green is great.*
- *Provide access to nature.*
- *Retain trees.*
- *Integrate sustainability.*

### Master Plan Intent

The tree groves within the planning area provide a key visual asset and are a link to the historic character of the area. To the extent that existing mature trees can be retained and protected as annexation and development occurs, it will contribute to the character and desirability of new neighborhoods. The city has existing annexation policies that incentivize tree retention (see Appendix D).

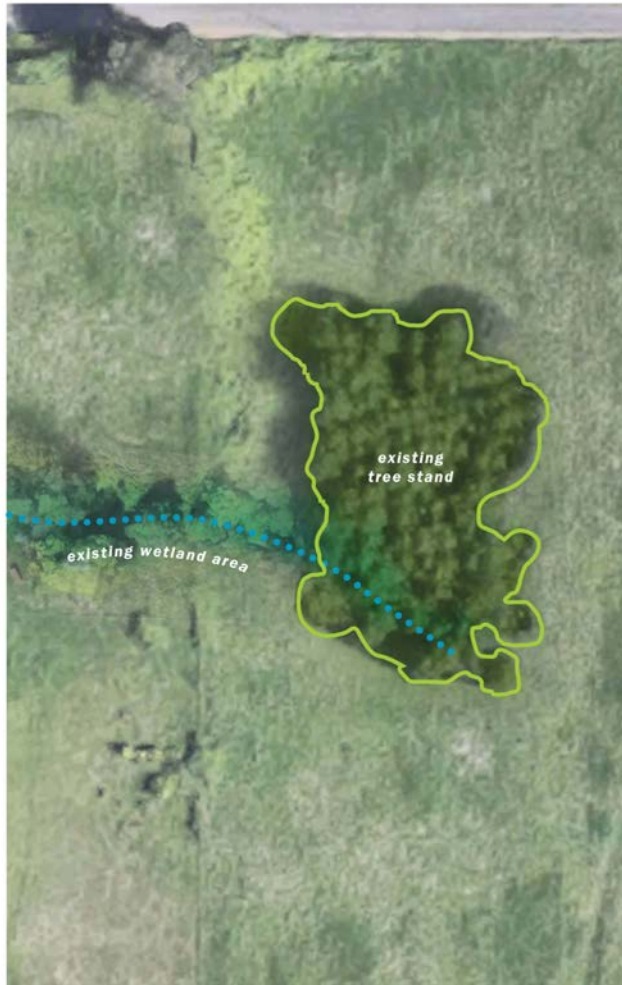
Maps prepared for the City show an area of farmed wetlands in the southeast area of the neighborhood. They are relatively low-quality wetlands that do not meet the City's criteria for "significant" designation and application of the SROZ. However, they do have potential to be restored, used as storm water areas, and incorporated as amenities into the neighborhood.

The Master Plan intends for tree groves to be preserved and incorporated into the design of developments as much as possible. This will be achieved through the Planned Development Review and application of Section 4.600, Tree Preservation and Protection, of the Development Code.

Figure 11 shows a site with a grove of trees, and how those trees might be incorporated into a development plan that would be acceptable to the City. The City encourages exploration of tree and wetland issues during the pre-application process before significant funds have been invested in designs that may not be approved.



**Figure 11.** Preservation of Existing Trees



*Before development*



*After development*



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# Transportation



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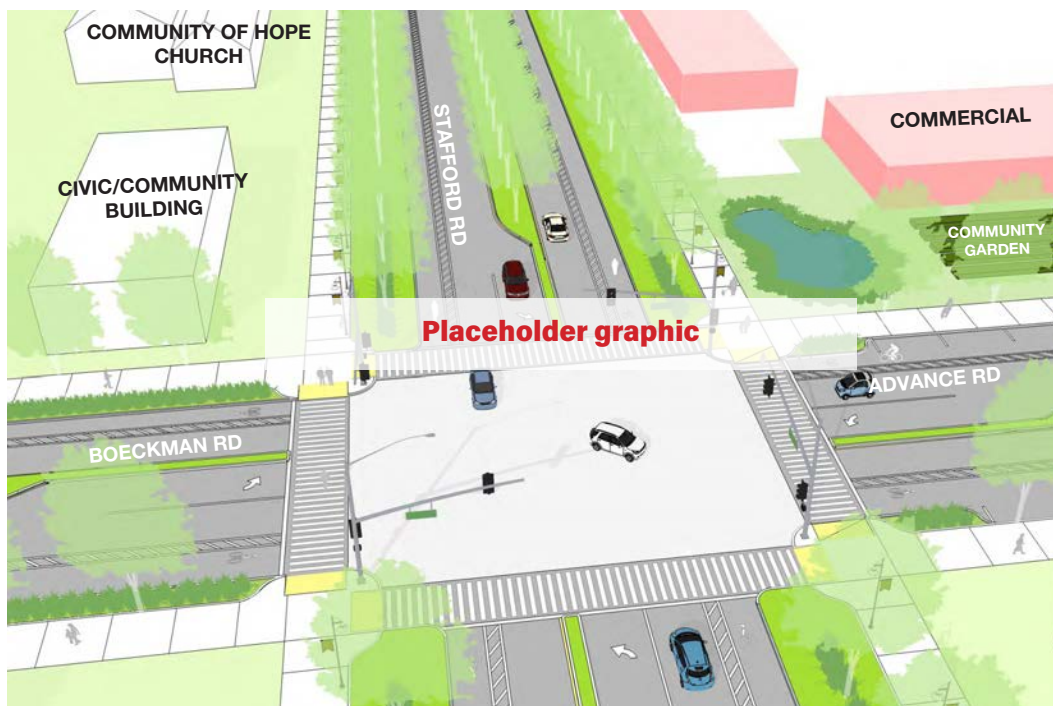
## OVERVIEW

The vision for Frog Pond West is to be a highly-connected neighborhood with a transportation network that is safe and convenient, whether one is traveling by foot, bike, SMART Transit, or car. The network of streets, pedestrian paths, and bikeways will knit together to provide public access to areas and amenities within the neighborhood, in the rest of the city, and in future growth areas. The City's overarching transportation strategy is in the Comprehensive Plan:

**Implementation Measure 3.2.1a** *Provide a safe, well-connected, and efficient network of streets and supporting infrastructure for all travel modes.*

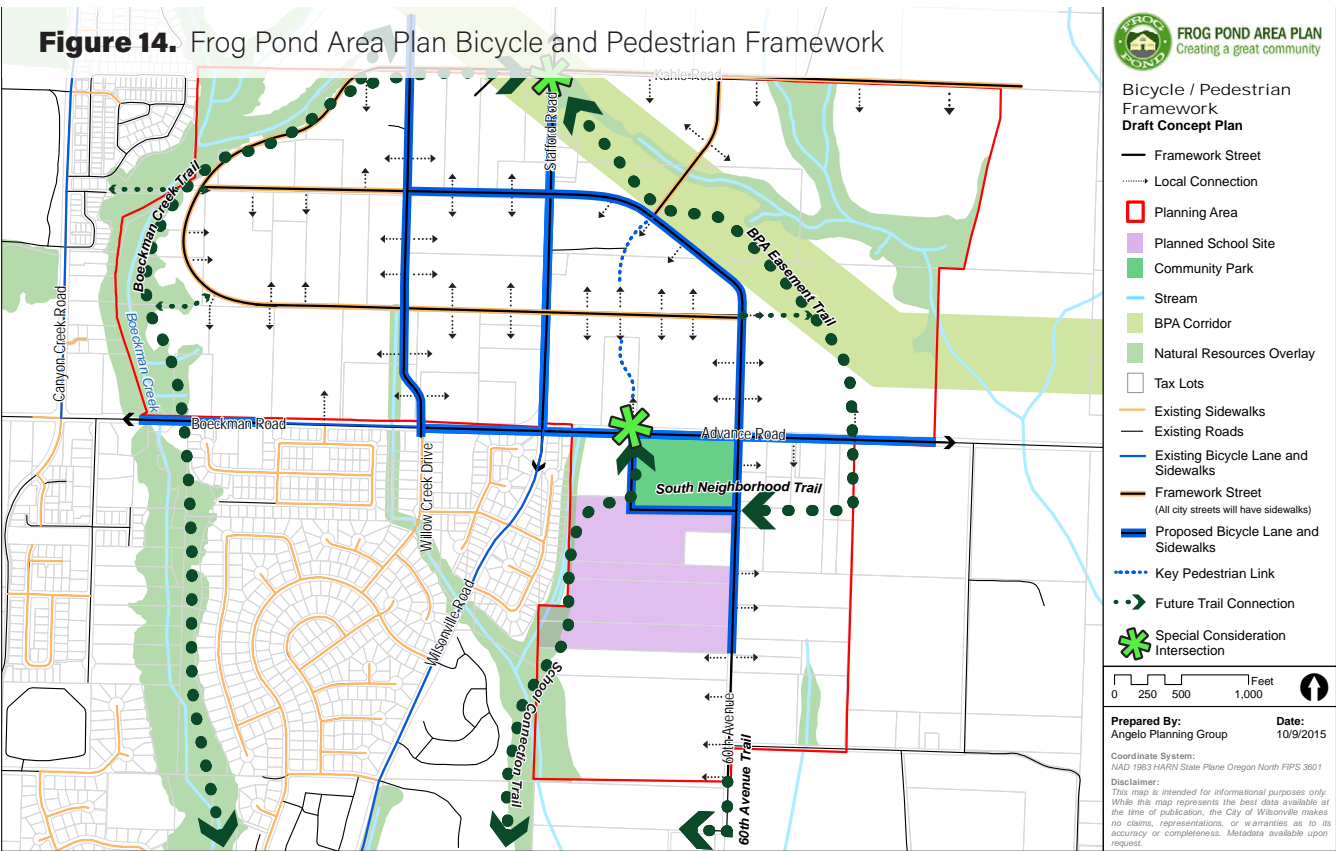
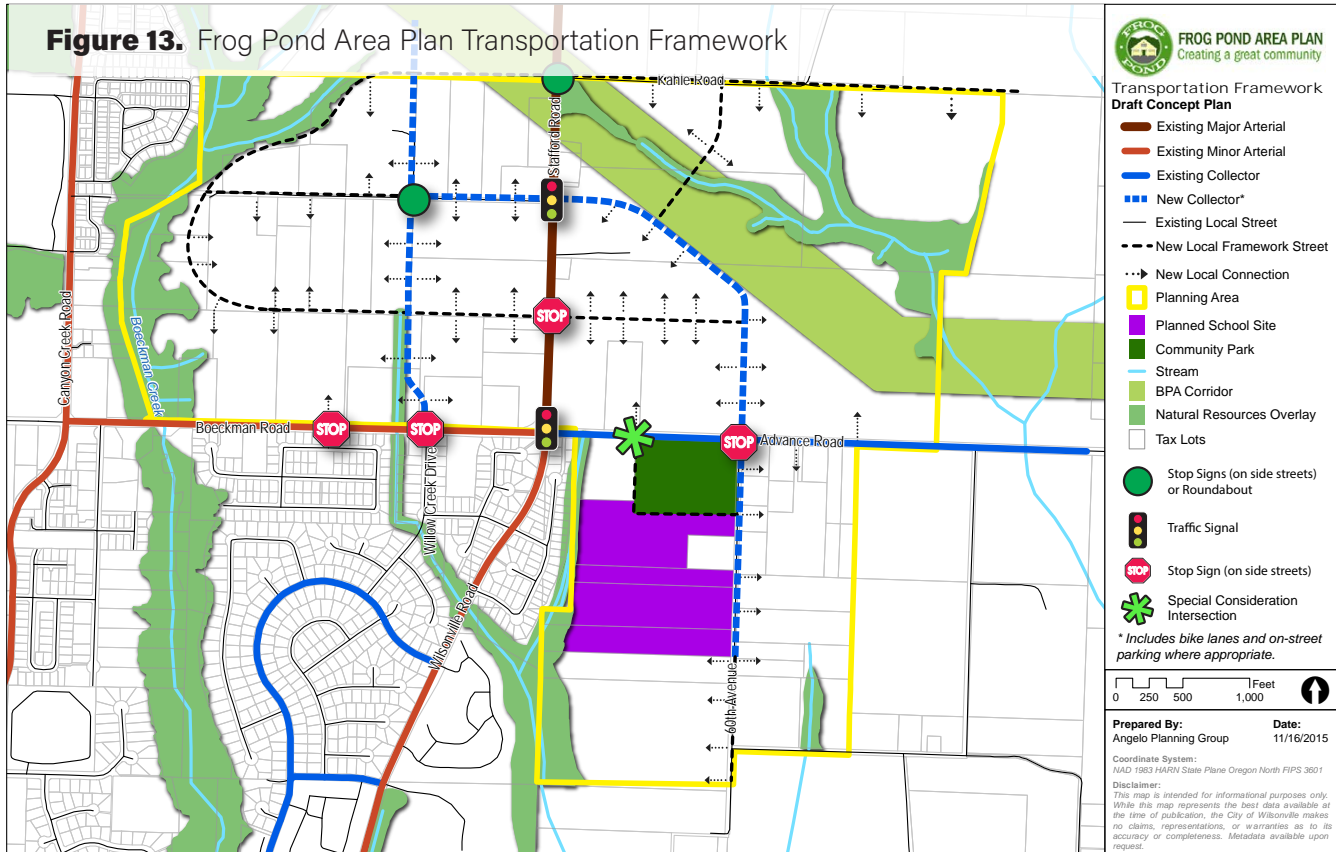
The Frog Pond Area Plan Transportation Framework (Figure 13) and Bicycle/Pedestrian Framework (Figure 14) provide the foundation for a strong multi-modal network between and within each of the Frog Pond neighborhoods. The transportation element for Frog Pond West is the first stage for implementing these area-wide framework plans at a neighborhood-specific level of planning and design. The Master Plan recommendations recognize that well-designed streets will provide other amenities in addition to transportation, including: a sense of community identity; provision of street trees and green space; allocations for active transportation and healthy activity; and facilities for low impact stormwater treatment.

**Figure 12.** "Four Corners" Intersection from Area Plan



# Frog Pond WEST

## Master Plan



## STREET DEMONSTRATION PLAN

The Street Demonstration Plan is a detailed guide to the desired level of connectivity and overall street pattern for the Frog Pond West Neighborhood. It implements the “Framework Streets” developed in the Frog Pond Area Plan and shows a conceptual layout of local streets, alleyways, pedestrian and bicycle connections, and trails. The ultimate layout of the local street network will be implemented based on the needs of individual developments, consistent with the Street Demonstration Plan.

The street layout and block pattern in this diagram is illustrative; it shows one way of achieving the transportation and connectivity goals of the plan. It is intended to be guiding rather than binding, and used as a “consistency” standard during development review. This will be implemented through new zoning code text for the Neighborhood (N) Zone.

**Wilsonville Code (WC) Section 4.127(9)** *Block, access and connectivity shall comply with adopted Legislative Master Plans.*

*Within the Frog Pond West Neighborhood, streets shall be consistent with Figure 15, Street Demonstration Plan, in the Frog Pond Master Plan. The Street Demonstration Plan is intended to be guiding, not binding. Variations from the Street Demonstration Plan may be approved by the Development Review Board, upon finding that one or more of the following justify the variation: barriers such as existing buildings and topography; designated Significant Resource Overlay Zone areas; tree groves, wetlands, or other natural resources; existing or planned parks and other active open space that will serve as high quality pedestrian connections for the public; alignment with property lines and ownerships that result in efficient use of land while still providing substantially equivalent connectivity; and/or, innovative site design that provides substantially equivalent connectivity.*

*If a Legislative Master Plan does not provide sufficient guidance for a specific development or situation, the Development Review Board shall use the block and access standards in WC Section 4.124 (.06) as the applicable standards.*





**Figure 15.** Street Demonstration Plan



## Street Types and Cross Sections

Cross sections for the various functional classifications of roadways in the City of Wilsonville are included in the City's Transportation System Plan (TSP). They depict typical roadway elements and widths for arterial, collector, and local streets, as well as shared-use paths. The Frog Pond West Master Plan provides a street classification that is consistent with the TSP, but more specific and tailored to the neighborhood—see Street Types Plan (Figure 16) and specific cross sections (Figure 17 through Figure 23). The list of cross sections include a local street type called “Woonerf and Special Street Designs”. The City will consider, on a case by case basis, specialized street sections for low volume local streets that emphasize pedestrian safety, low impact storm water management, and traffic calming, while still maintaining connectivity. A Woonerf is one type of street that meets these criteria.

Stormwater will be managed within planter strips along the streets of Frog Pond West as much as possible. The design of the landscape/stormwater strips will accommodate the various needs of stormwater, pedestrian movement, and street trees. The City, at its discretion, may consider stormwater management through facilities other than planter strips on a case-by-case basis.

Cross Sections for the street types listed below are illustrated in Figure 17 through Figure 23. As with all street design in Wilsonville, the City has authority to require or allow variations from the typical cross-sections.

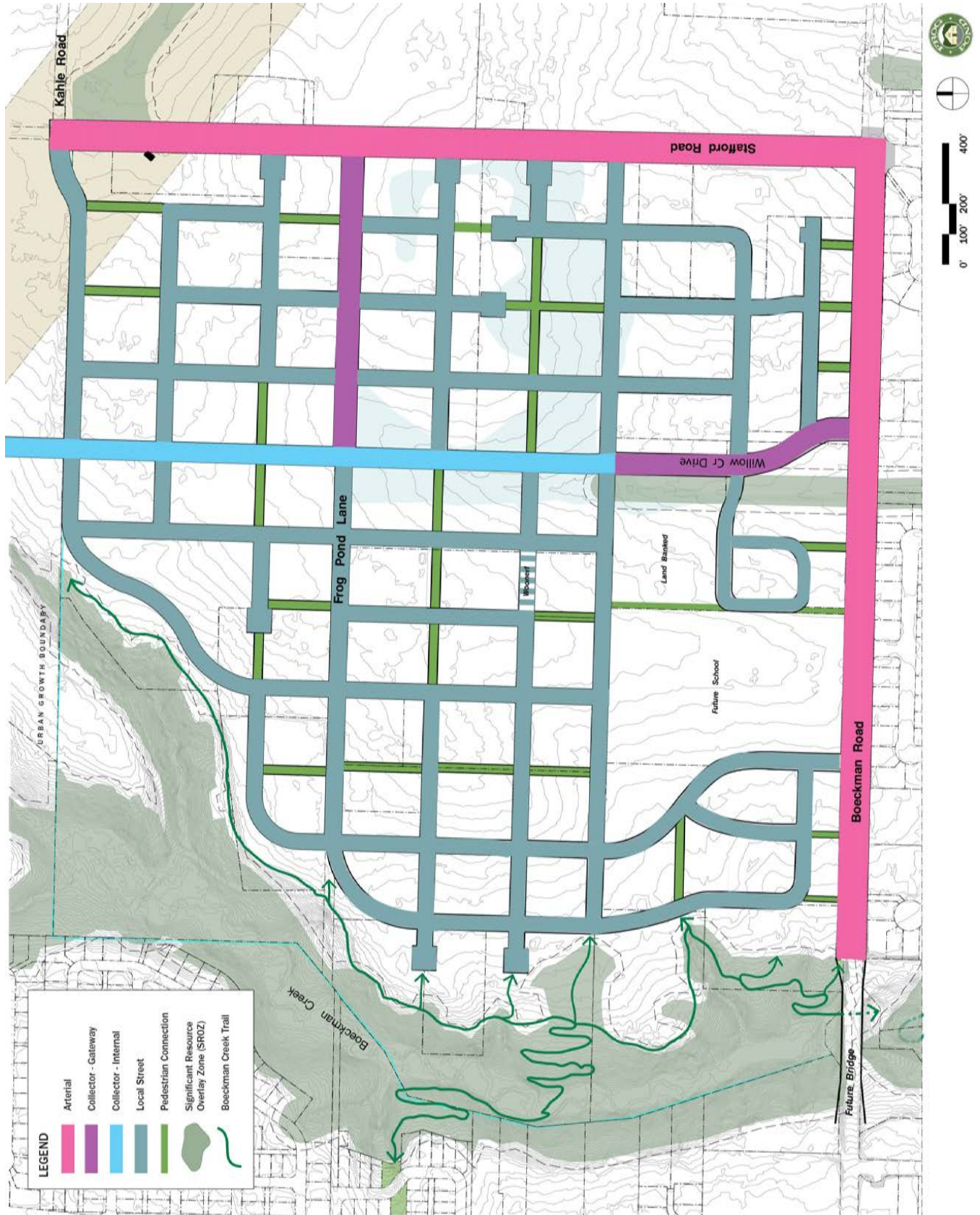
- Boeckman Road
- Stafford Road
- Collector – Gateway
- Collector – Internal
- Willow Creek and Frog Pond Lane Gateway
- Willow Creek and Frog Pond Lane
- Framework Local Streets
- Standard Local Streets
- Alleys
- Woonerf and Special Street Designs
- Pedestrian Connections
- Boeckman Creek Trail (see page 60)



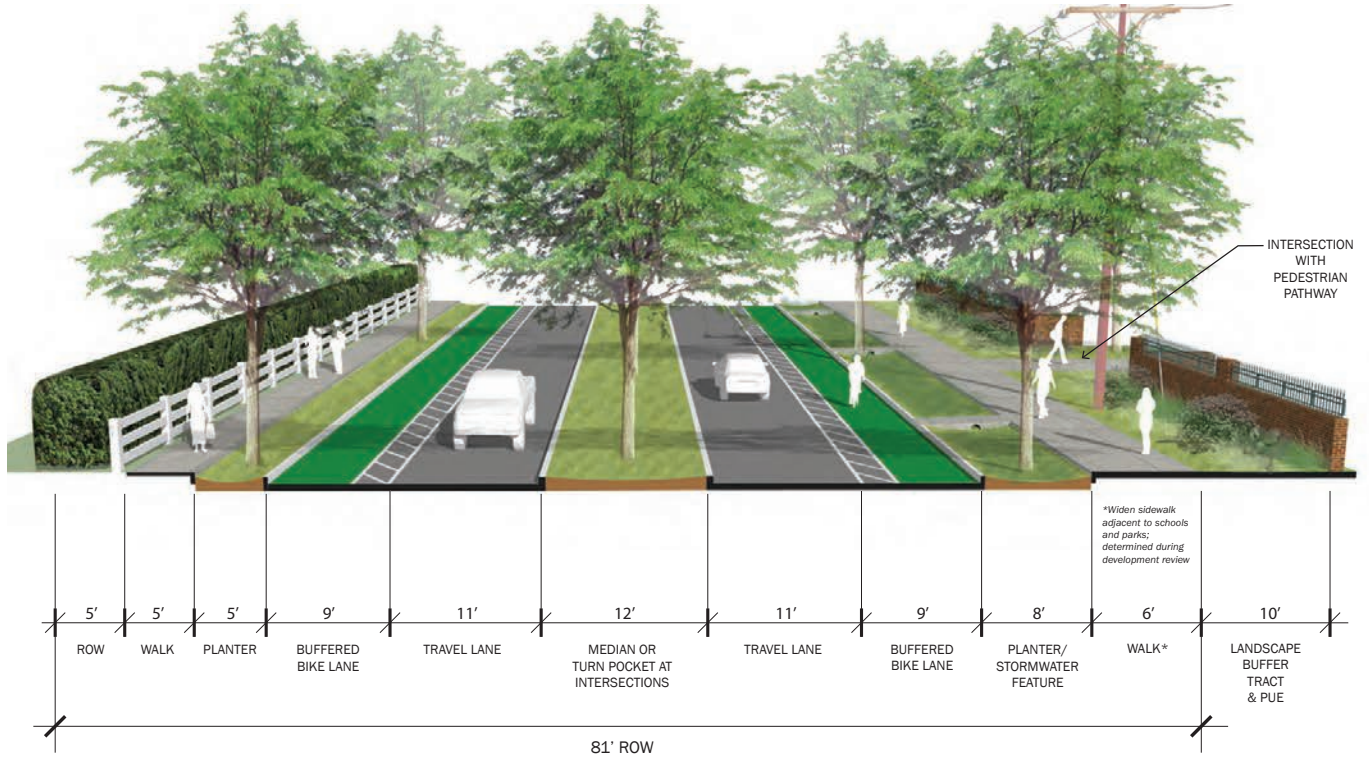
# Frog Pond WEST

## Master Plan

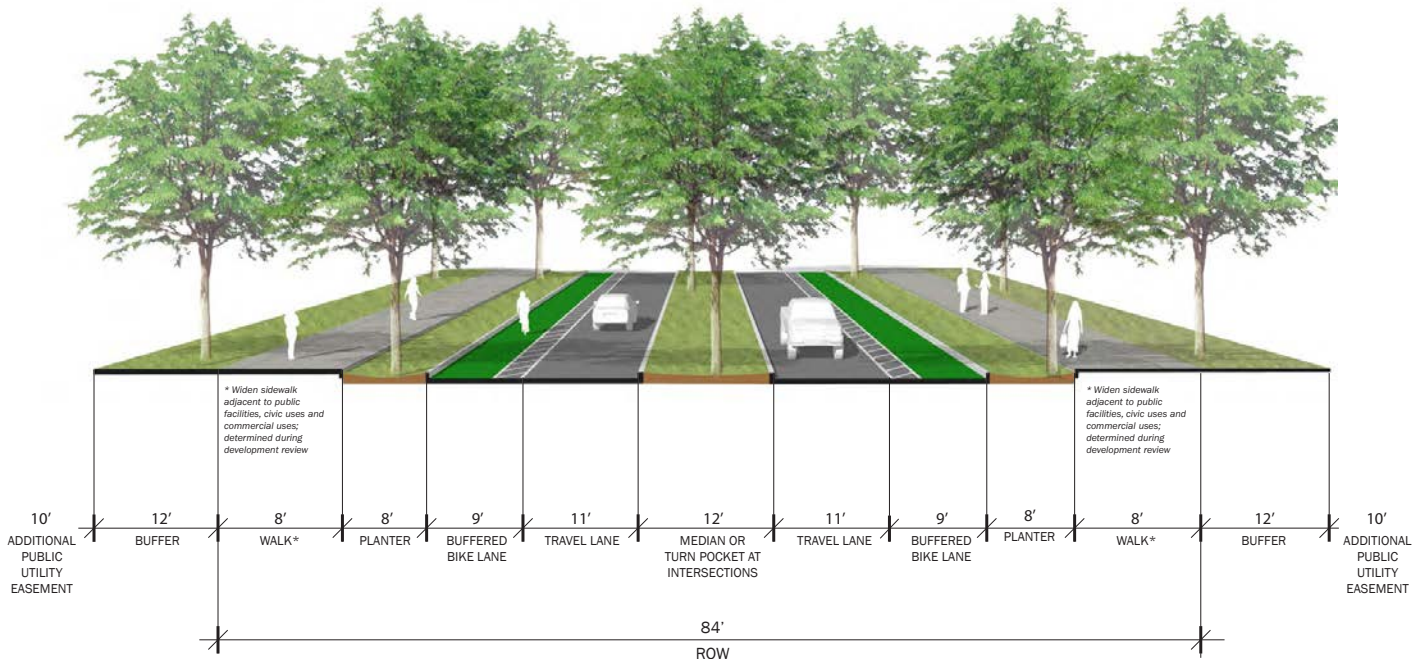
Figure 16. Street Types Plan



**Figure 17.** Boeckman Road - Looking West



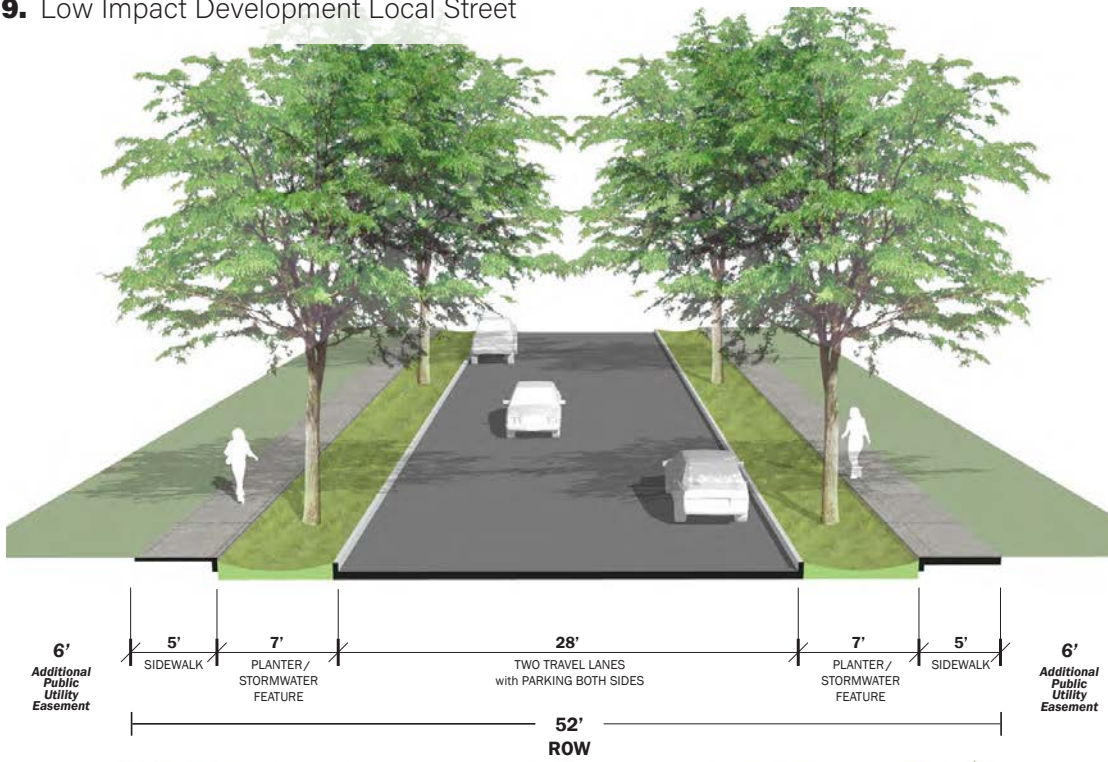
**Figure 18.** Stafford Road - Looking North



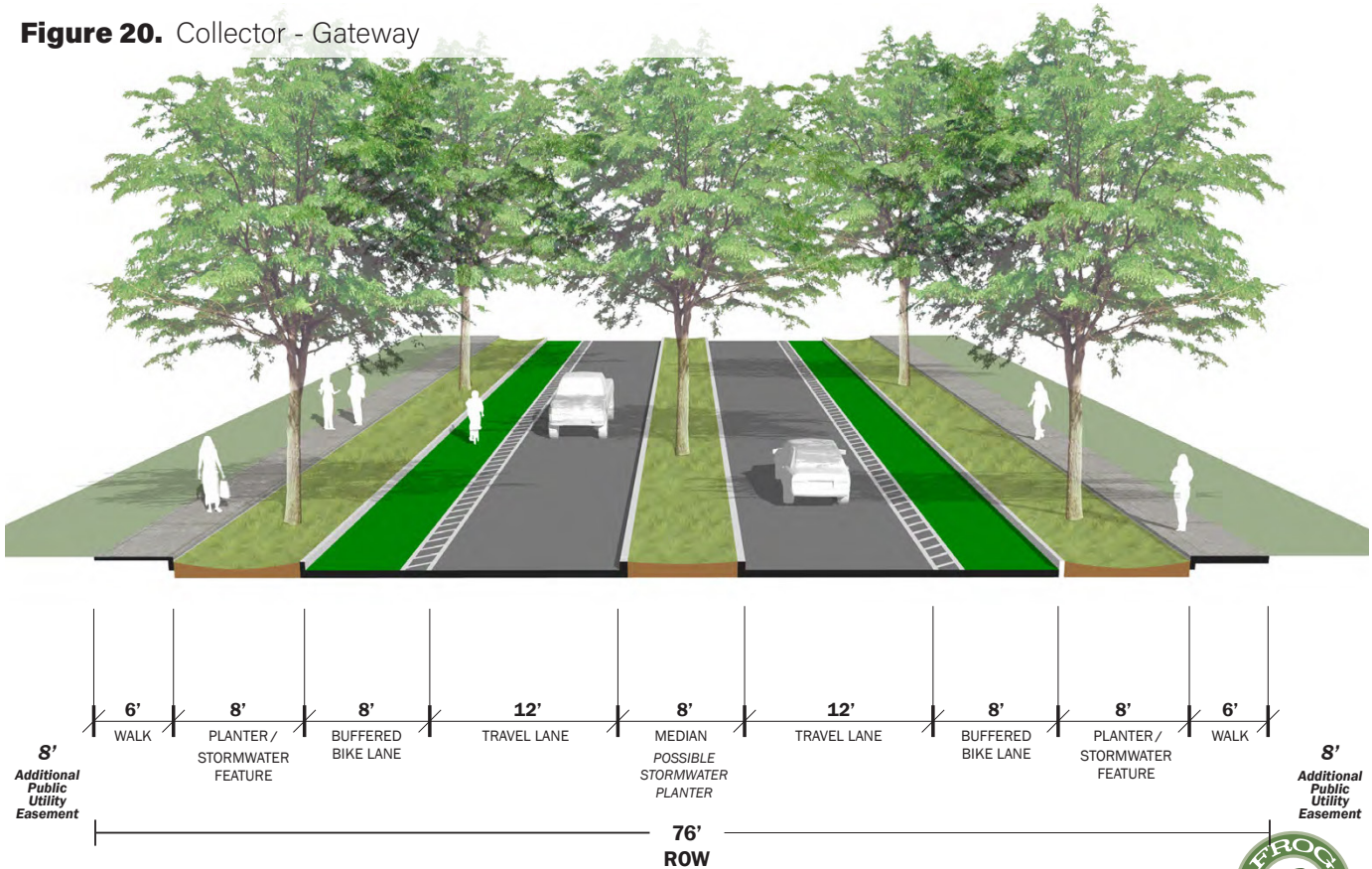
# Frog Pond WEST

## Master Plan

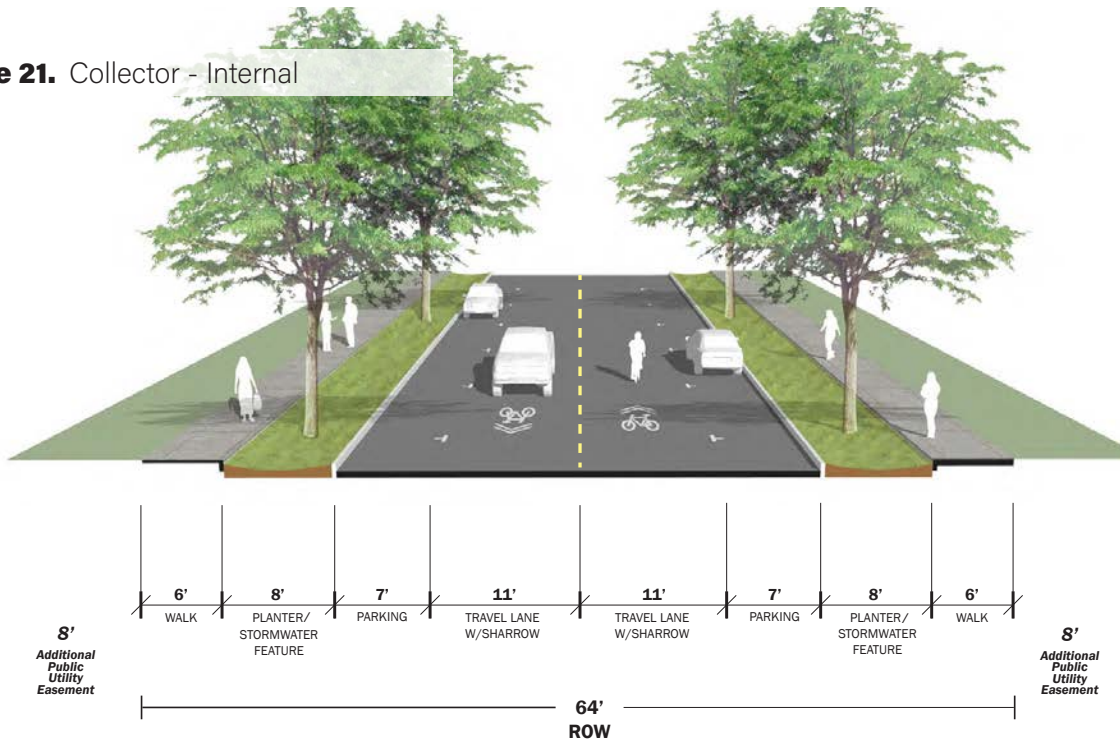
**Figure 19.** Low Impact Development Local Street



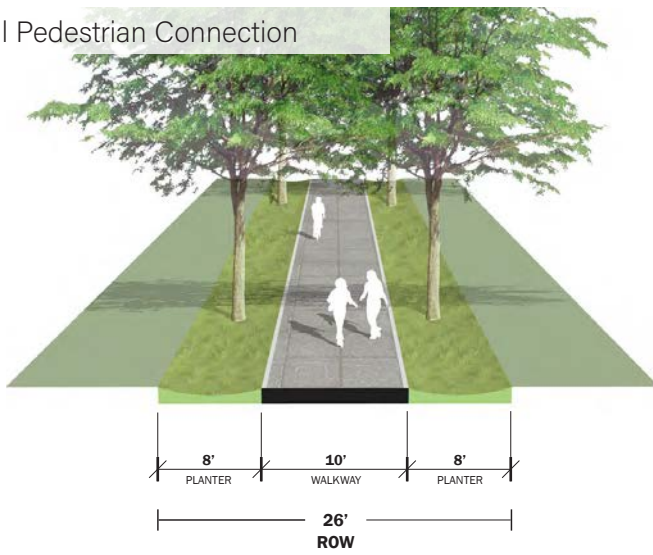
**Figure 20.** Collector - Gateway



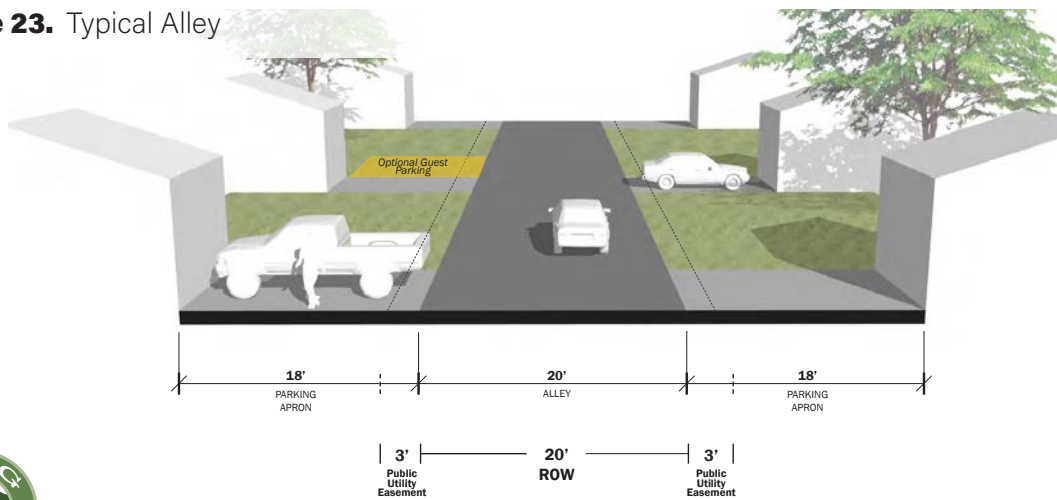
**Figure 21.** Collector - Internal



**Figure 22.** Typical Pedestrian Connection



**Figure 23.** Typical Alley

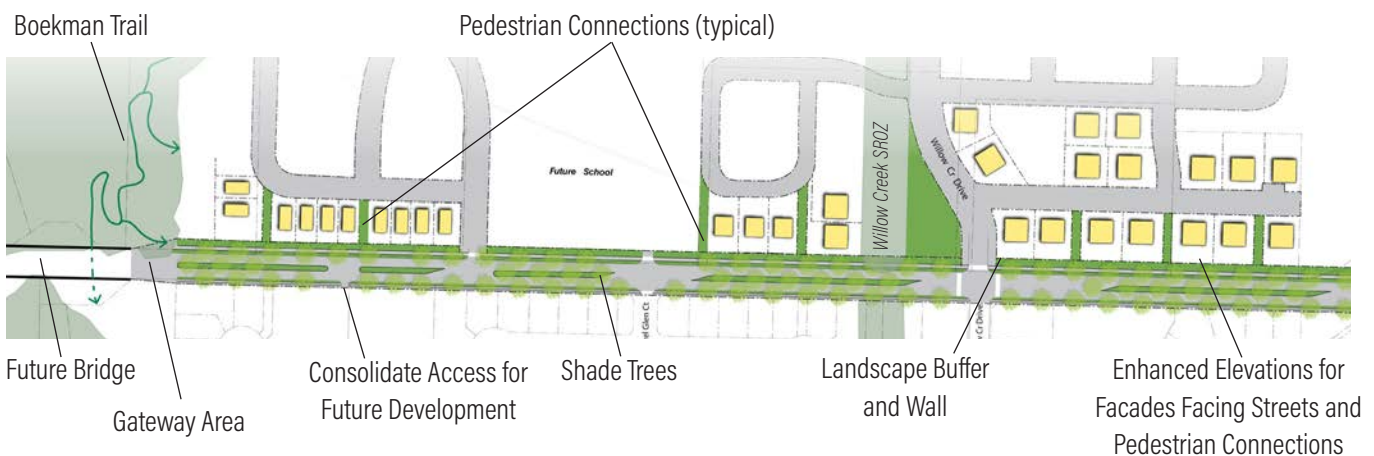


## BOECKMAN ROAD DESIGN OBJECTIVES

As noted above, Boeckman Road is a very important street for Frog Pond West. Visually and functionally, Boeckman Road is a “front door” to Frog Pond West. It is also a connecting “seam” between Frog Pond West and existing neighborhoods to the south. It serves an important connecting function between East Wilsonville and Central and West Wilsonville. Stormwater management will be accommodated within the right-of-way and integrated with the street design. Street width and design will be tailored along the road to meet site-specific conditions and needs.

A “Boeckman Road Plan” is shown in Figure 24. The intent of this plan is to show the multiple design elements that have been planned together for Boeckman Road. The following elements have been considered and coordinated in preparing the Boeckman Road Plan: the street demonstration plan, the Boeckman Road cross-section, the Boeckman frontage requirements for the landscape buffer tract and brick wall, relocation of the power lines, potential access and circulation for the future school, and existing development on the south side of Boeckman Road.

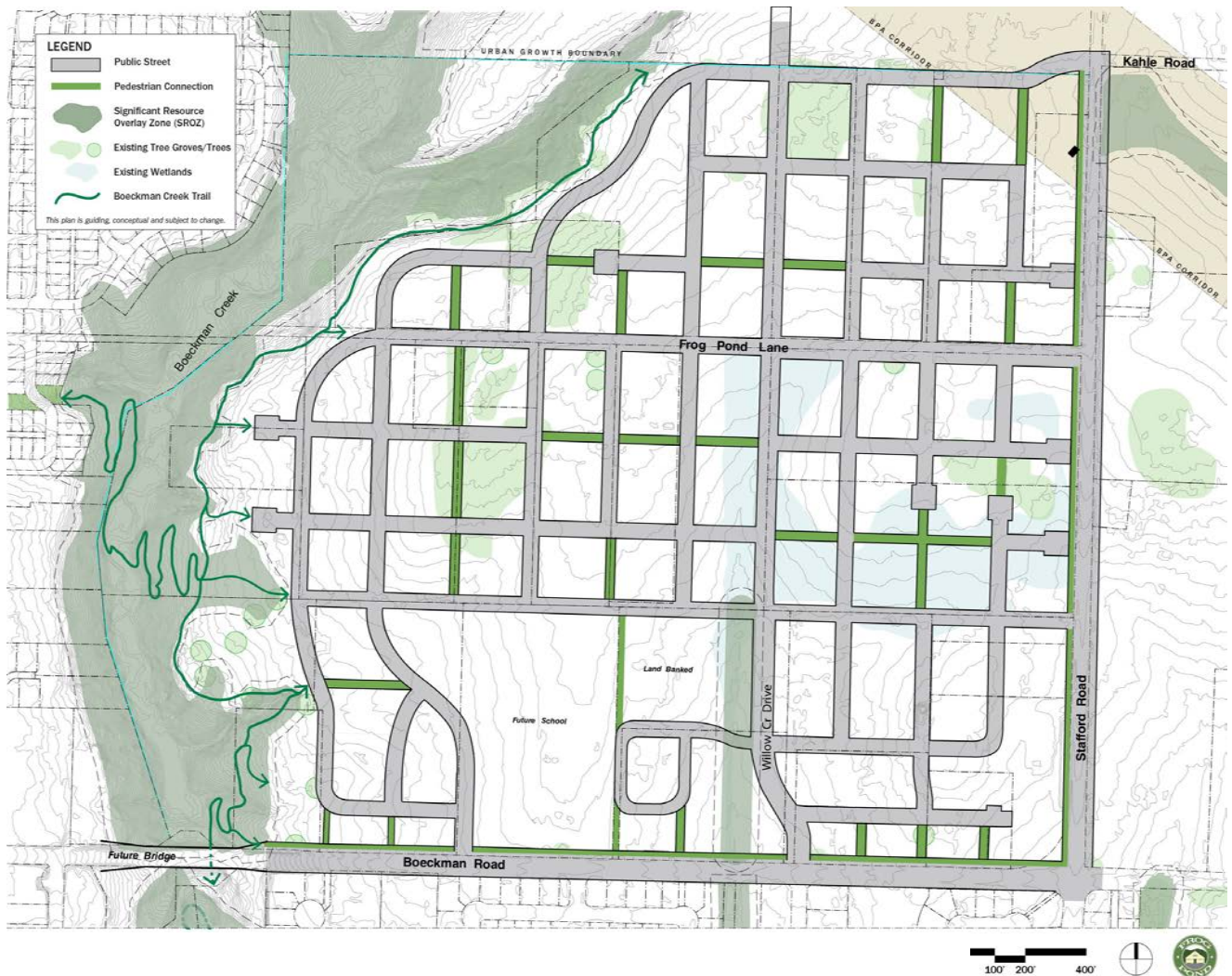
**Figure 24.** Boeckman Road Plan



## PEDESTRIAN CONNECTIONS

Frog Pond West will consist of a highly connected transportation network with direct, convenient, and comfortable walking routes. The Master Plan envisions the use of high-quality pedestrian connections (see Figure 25) to complete the street grid where automobile connections are not necessary. The street network and pedestrian connections shown on the Street Demonstration Plan will provide the framework for the school district to plan "Safe Routes To Schools" that are coordinated with the overall plan for the neighborhood.

**Figure 25.** Street Demonstration Plan - Pedestrian Connections

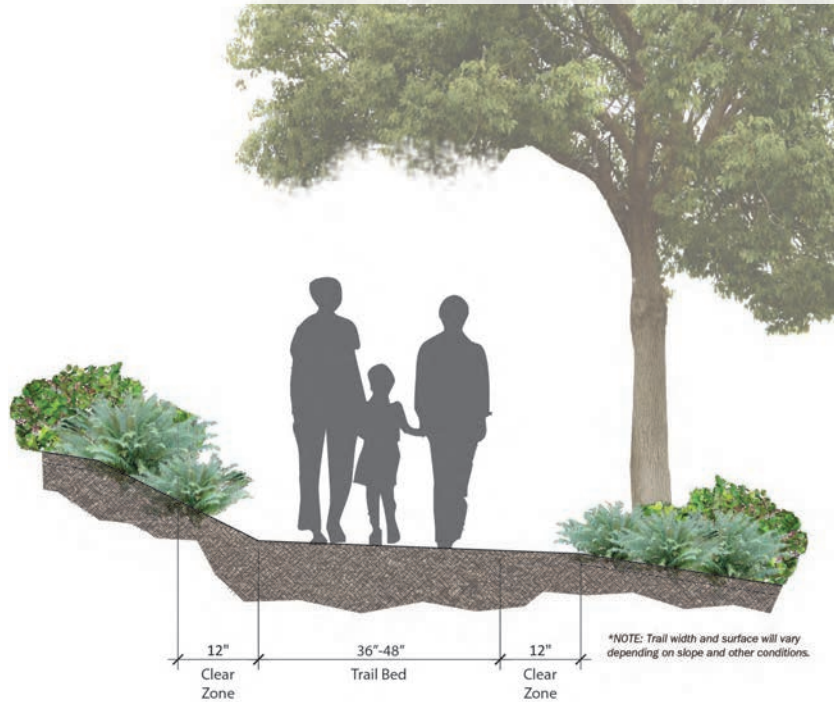




## BOECKMAN TRAIL

The Boeckman Creek Regional Trail will be both a neighborhood amenity and a key pedestrian connection to adjacent areas. South of Boeckman Road, the trail will run within the creek canyon along the sewer line easement. After passing under the future Boeckman Road bridge (which will be raised to address the “dip”), the trail will climb to the top of the bank and run along the edge of the vegetated corridor/SROZ and the western edge of the neighborhood. The trail alignment provides the opportunity for a linear park along this natural feature, with nodes of activity, or “pocket parks,” such as trailheads and play areas framed by the forest edge. This location will ensure that the trail is a neighborhood asset, and increase its use and safety. The east-west streets are intended to terminate at the trail, enhancing the visual and physical connection to the trail and creek corridor from within the neighborhood. As shown in Figure 29, the Boeckman Trail will continue east to the Kahle Road-Stafford Road intersection, connecting to the BPA Easement Trail and the South Neighborhood Trail.

**Figure 26.** Boeckman Creek Forest Trail Cross-Section



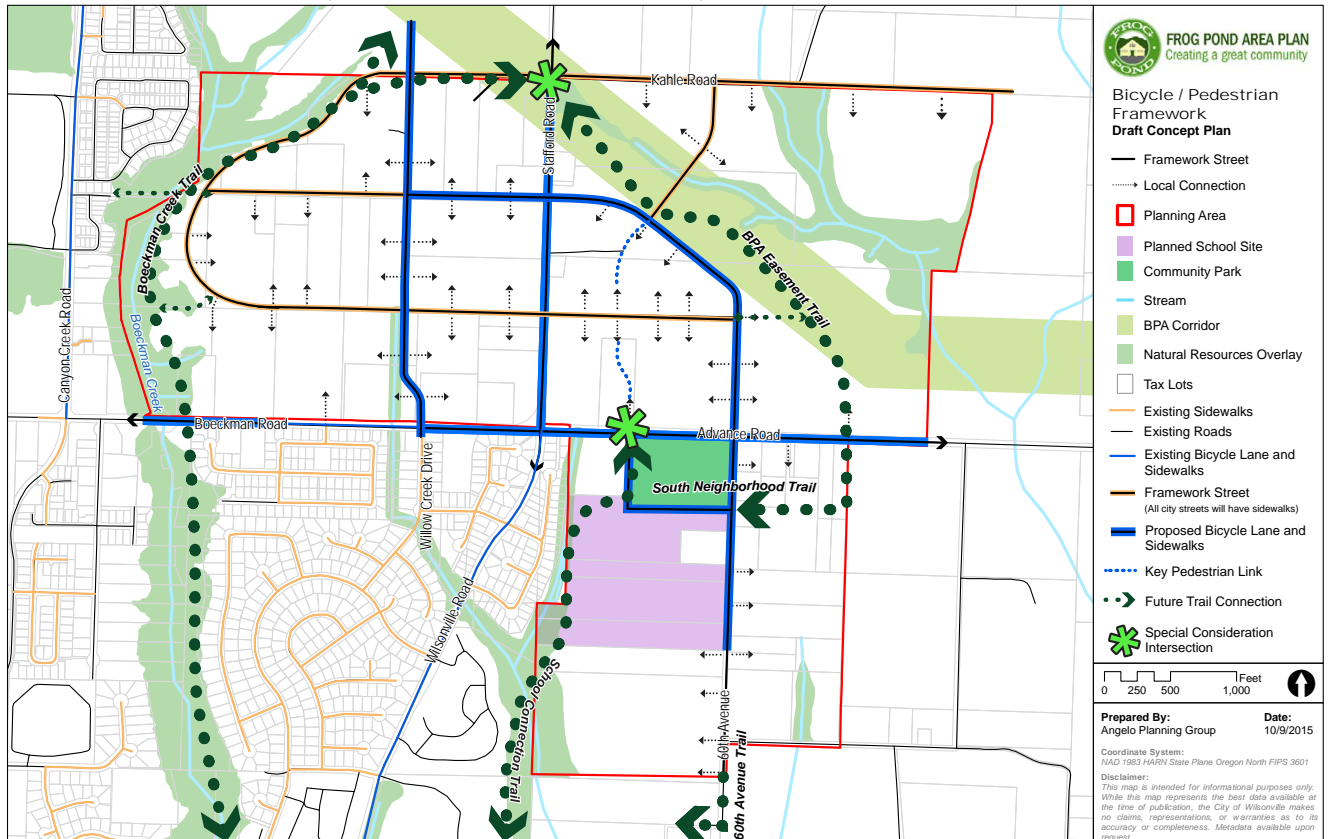
**Figure 27.** Boeckman Creek Regional Trail Cross-Section



**Figure 28.** Boeckman Trail City Connections



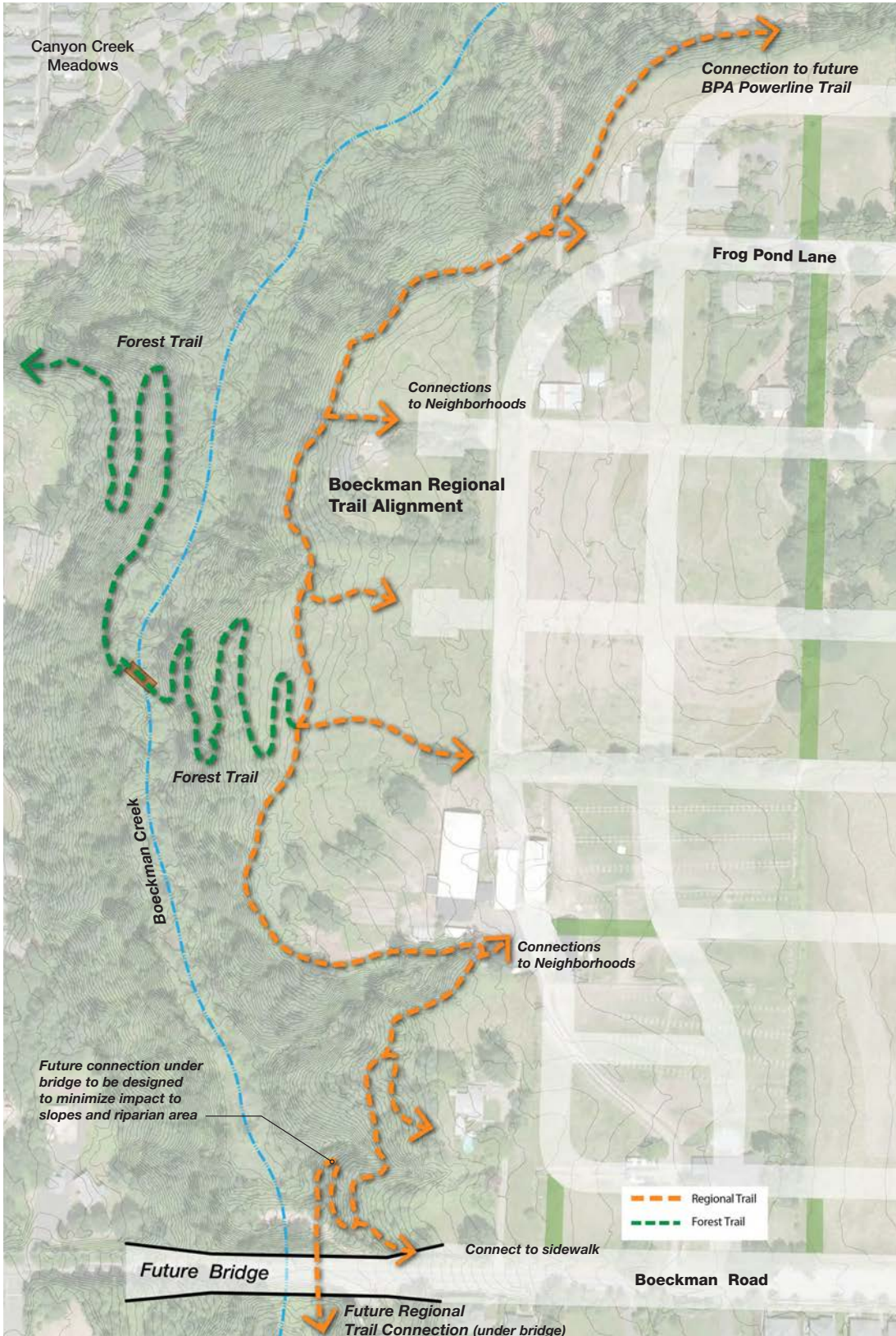
**Figure 29.** Area Plan Bicycle/Pedestrian Plan, Including Boeckman Trail Connections



# Frog Pond WEST

## Master Plan

**Figure 30.** Boeckman Trail in Frog Pond West





# Parks & Open Space



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## PARKS AND OPEN SPACE CONCEPT

Frog Pond West will be a green community, with ample parks and open spaces. Open space in the West Neighborhood will be comprised of:



2.5 ac Neighborhood Park



Wetland or riparian area



Pedestrian connection



Incorporating existing trees into the neighborhood



Tree-lined framework streets

- Significant Resources Overlay Zone (SROZ) along Boeckman Creek.
- SROZ along Willow Creek.
- A Bonneville Power Administration (BPA) Corridor in the northeast corner of the neighborhood.
- A 2.5-acre neighborhood park centrally located within the neighborhood (acreage is approximate).
- A 1.5-acre trailhead park located near the Boeckman Creek trail in the west portion of the neighborhood (acreage is approximate).
- Open space provided as part of the future school.
- Existing tree groves and wetlands, a portion of which will be protected through the development process.
- Pedestrian greenways that will result from implementation of the Street Demonstration Plan.
- The tree-lined streets and public realm of Frog Pond West that provide active transportation routes.
- Development designs with voluntary platted open space tracts and large lots around new or existing homes.
- An additional 10% open space in Small Lot Single Family Subdistricts, where homes are likely to have smaller yards, in the form of active greens, courtyards, community gardens, tot lots, public pedestrian ways, and similar spaces.

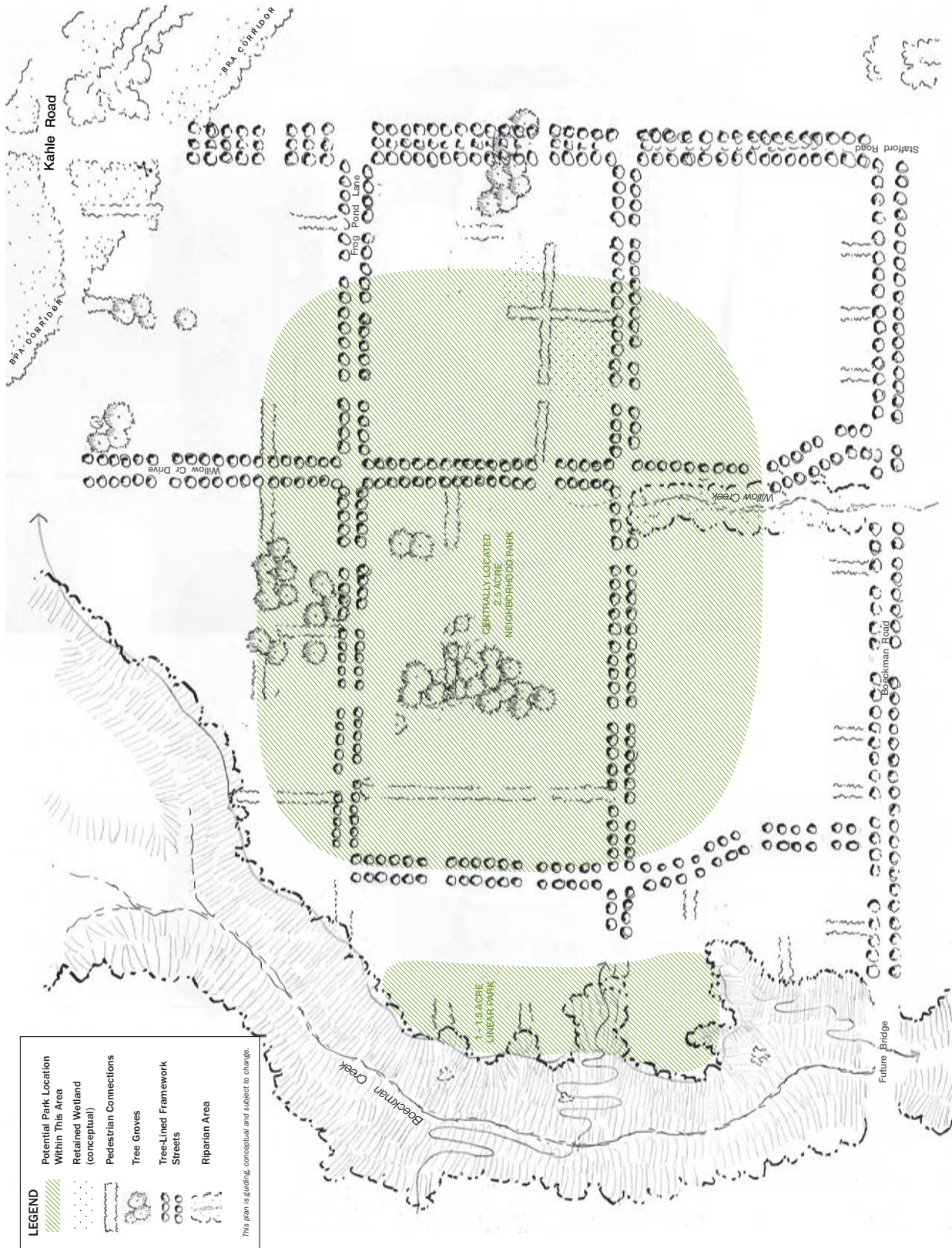
Figure 31 shows how these open spaces are expected to be integrated into a cohesive network, creating a green and walkable open space system.



# Frog Pond WEST

## Master Plan

**Figure 31.** Open Space in Frog Pond West



## NEIGHBORHOOD PARK

The neighborhood park within Frog Pond West will be an important gathering place for residents of this and nearby neighborhoods. The park for this area was first identified in the 2007 Wilsonville Park and Recreation Master Plan, and carried forward into the Frog Pond Area Plan and the Master Plan. Many other neighborhoods in Wilsonville have created parks owned and maintained by their neighborhood associations. Due to its fragmented ownership pattern, Frog Pond West is a master planned neighborhood that will be built in multiple increments. The Frog Pond Neighborhood Park will be much more than a place to recreate or enjoy open space, it will be a key shared amenity for the community.

The Master Plan shows a “land banked” parcel adjacent to the future school site’s east boundary, on property owned by the West Linn-Wilsonville School District. The intent for this parcel is for the School District to have options for its use including school facilities, a neighborhood park, and/or residential use. The City’s intent is to work with the district to acquire the site and develop it for a neighborhood park. The City and district have a long history of partnering on such projects. The location and characteristics of the site are ideal for a neighborhood park, because: the school and park are co-located, resulting in a multi-purpose community gathering place; significant open space is provided by the adjacency of the school play fields, park, and Willow Creek SROZ ; and both uses benefit from excellent access from the adjacent neighborhood streets.

**Figure 32.** Neighborhood Park Design





# Frog Pond **WEST**

## Master Plan

The relationship between the adjacent homes and the park will be important. Where feasible, the blocks fronting the park should have alley access to their garages. This design will eliminate curb cuts and driveways along the park's frontage, connecting the greenery of the front yards with the greenery of the park. Additionally, it will help reinforce "eyes on the street" and "eyes on the park."



**Kids' fountain in park plaza**



**Park events**



**Neighborhood Center Plaza**



**Neighborhood Park**



**Park integrated with powerline easement**



## BOECKMAN CREEK TRAILHEAD PARK

The Boeckman Creek Trail will provide public access through an otherwise undeveloped open space corridor, allowing residents and visitors to enjoy a natural setting with trees and wildlife. The trailhead park will provide access to this amenity, as well as both passive and active open space serving a variety of neighborhood needs.

The Linear Park should be visually and physically accessible from within the West Neighborhood, at the western end of a street opening up to Boeckman Creek (see page 42). This location will provide a public focal point at the west end of the neighborhood, and a gateway to the natural resources that define the neighborhood's character.



*Jackie Husen Park, bordering Cedar Mills Creek in Washington County*



*Little Sugar Creek Greenway Park in Charlotte, NC*



## SIGNIFICANT NATURAL RESOURCES

Protection of natural resources within the Frog Pond West Neighborhood has been a foundational principle for both the Area Plan and the Master Plan. Wilsonville's Significant Resource Overlay Zone (SROZ) implements the goals and policies of the Comprehensive Plan relating to natural resources, open space, and flood hazards that have been designated "significant" by the City. SROZ resources in the West Neighborhood include Boeckman Creek corridor and Willow Creek, totaling roughly 27 acres. Properties that contain land within the SROZ will be subject to regulations in WC Section 4.139 of the Wilsonville Zoning Code as they undergo development review.

In addition to SROZ land, existing trees are subject to the Tree Preservation and Protection sections of the Wilsonville Zoning Code (Sections 4.600 – 4.640). The City places a high value on trees and tree groves, and requires Tree Removal Permits when trees are proposed for removal on an individual basis and as part of development review. There are four types of review procedures, ranging from review by the Development Review Board to review by the Planning Director. As illustrated in Figure 33, the Master Plan requires incorporation of existing trees and groves into creative site plans.

Wetland areas will be subject to the fill and removal regulations of the Oregon Department of State Lands (DSL) and Army Corps of Engineers (ACOE). Preliminary (non-survey) wetland inventories for Frog Pond West indicates potential wetlands in the eastern part of the neighborhood. Wetland boundaries will need to be delineated and refined as part of land use review. The City, in coordination and consultation with DSL and ACOE, may permit filling of and mitigation for non-significant wetlands. Similar to trees and tree groves, the Master Plan encourages incorporation of wetlands into creative site plans.

**Figure 33.** Preserving Trees and Wetland Areas



# Street Trees, Gateways, & Signage



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## STREET TREE PLAN

### Master Plan Intent

The concept for street trees in the Frog Pond West Neighborhood is shown in the attached Street Tree Plan. The overall intent is to beautify and unify the neighborhood while providing a variety of tree species. The Street Tree Plan provides guidance tied to the street typology for Frog Pond West, as described below.

### Primary Streets

The **Primary Streets** in the new neighborhood should provide a clear identity to the community, and serve as a wayfinding structure, with street tree continuity serving as a useful tool.

The proposed trees for these Primary streets come partly from the City of Wilsonville's recommended tree list for "trees over 50 feet mature height" (Section 4.176 Landscaping, Screening and Buffering), with updates to exclude some species that do not meet current practice or are known to be invasive or prone to disease or breakage.



It should be noted that other species with similar characteristics may be considered, as identified and proposed by a professional landscape architect.

The Primary Street Tree List is as follows:

- Green Column Black Maple (*Acer nigrum* 'Green Column')
- Tulip Tree (*Liriodendron tulipifera*)
- Columnar Tulip Tree (*Liriodendron tulipifera* 'Fastigiatum')
- Bloodgood London Plane Tree (*Platanus x acerifolia* 'Bloodgood')
- Scarlet Oak (*Quercus coccinea*)
- Northern Red Oak (*Quercus rubra* Borealis)
- American Linden (*Tillia Americana*)
- Green Vase Zelkova (*Zelkova serrata* 'Green Vase')



The proposed 8' planting strips on Primary streets will help ensure these trees grow to form large canopy structures over the streets, providing future value to adjacent homes.

As required by the City's Public Works Standards, root barriers should be used in all situations to protect the sidewalk infrastructure from root damage.

The Street Tree Plan (Figure 34) attributes a code to each Primary Street, from P1 to P6. To provide strong continuity, a Primary street should be planted with the same species for its entire length. No specific tree is proposed for a given Primary Street but each of these streets should be planted on both sides with a species unique to that street, selected from the list of eight possibilities.

## Neighborhood Streets

**Neighborhood Streets** should strive for variety, as required in the Wilsonville Development Code (page C54-55 section D). A single subdivision or development's streets should not be planted with a single tree. For example, east-west streets would have one tree from the recommended list and north-south streets would need to have another. An even finer grain of species distribution is recommended if possible, at the City's discretion.

Katsura Tree



The Neighborhood Street Tree List is as follows:

- Paperbark Maple (*Acer griseum*)
- Red Sunset Maple (*Acer rubrum* 'Red Sunset')
- Katsura Tree (*Cercidiphyllum japonicum*)
- Yellow Wood (*Cladrastis kentukea*)
- Halka Honeylocust (*Gleditsia triacanthos* 'Halka')
- Skycole Honeylocust (*Gleditsia triacanthos* 'Skycole')
- Chinese Pistache (*Pistacia chinensis*)
- Glenleven Little Leaf Linden (*Tilia cordata* 'Glenleven')
- Accolade Elm (*Ulmus* 'Morton' Accolade)

Both sides of a street should be planted with the same tree species.

Underneath the BPA powerlines, a shorter neighborhood street tree is proposed. The Paperbark Maple (*Acer griseum*) is an attractive candidate for street tree planting in this condition.

## Pedestrian Connections

**Pedestrian Connections** would feature a columnar species, reflecting the narrow space in these connections and ensuring that there are views through the length of them, helping with safety and wayfinding. Four trees are proposed for Pedestrian Connections:

- Common Hornbeam (*Carpinus betulus* 'Fastigiata')
- Bowhall Red Maple (*Acer rubrum* 'Bowhall')
- English Oak (*Quercus robur* 'Fastigiata')
- Musashino Zelkova (columnar) (*Zelkova serrata* 'Musashino')



To the extent possible, existing groves of Oregon white oak should be incorporated into the neighborhood, as street trees or common area tracts or within pedestrian connections and these existing groves have been identified generally on the plan in green, as approximate extents.







## **GATEWAYS, MONUMENTS, AND SIGNAGE**

### **Overall Intent**

Development of the Frog Pond Area presents several opportunities and issues for gateways, monuments, and signage. The key issues and opportunities are:

- The entrance into Wilsonville along Stafford Road will “move” from the intersection of Stafford-Wilsonville-Advance-Boeckman Roads to Stafford Road at Kahle Road.
- The Boeckman Creek crossing, and particularly the future construction of a new bridge, presents an opportunity to mark this important gateway into East Wilsonville.
- Frog Pond Lane and Willow Creek Drive will be important entries into Frog Pond West and connections to adjacent neighborhoods.
- The internal developments in Frog Pond should not reflect a pattern of multiple subdivisions. Rather, they should be increments of a larger community that knit together phase-by-phase.

The following recommendations for gateways, monuments, and signs are intended to address the issues listed above and help knit the Frog Pond area together seamlessly into a cohesive whole with a clear identity.

### **Gateways**

There are four types of Gateways planned for the Frog Pond Area:

1. City Gateway
2. Neighborhood Gateways
3. Boeckman Bridge Gateway
4. Boeckman-Stafford Gateway

The locations, roles, and design elements for each gateway type are described in Table 2 and illustrated in Figure 35 through Figure 38.



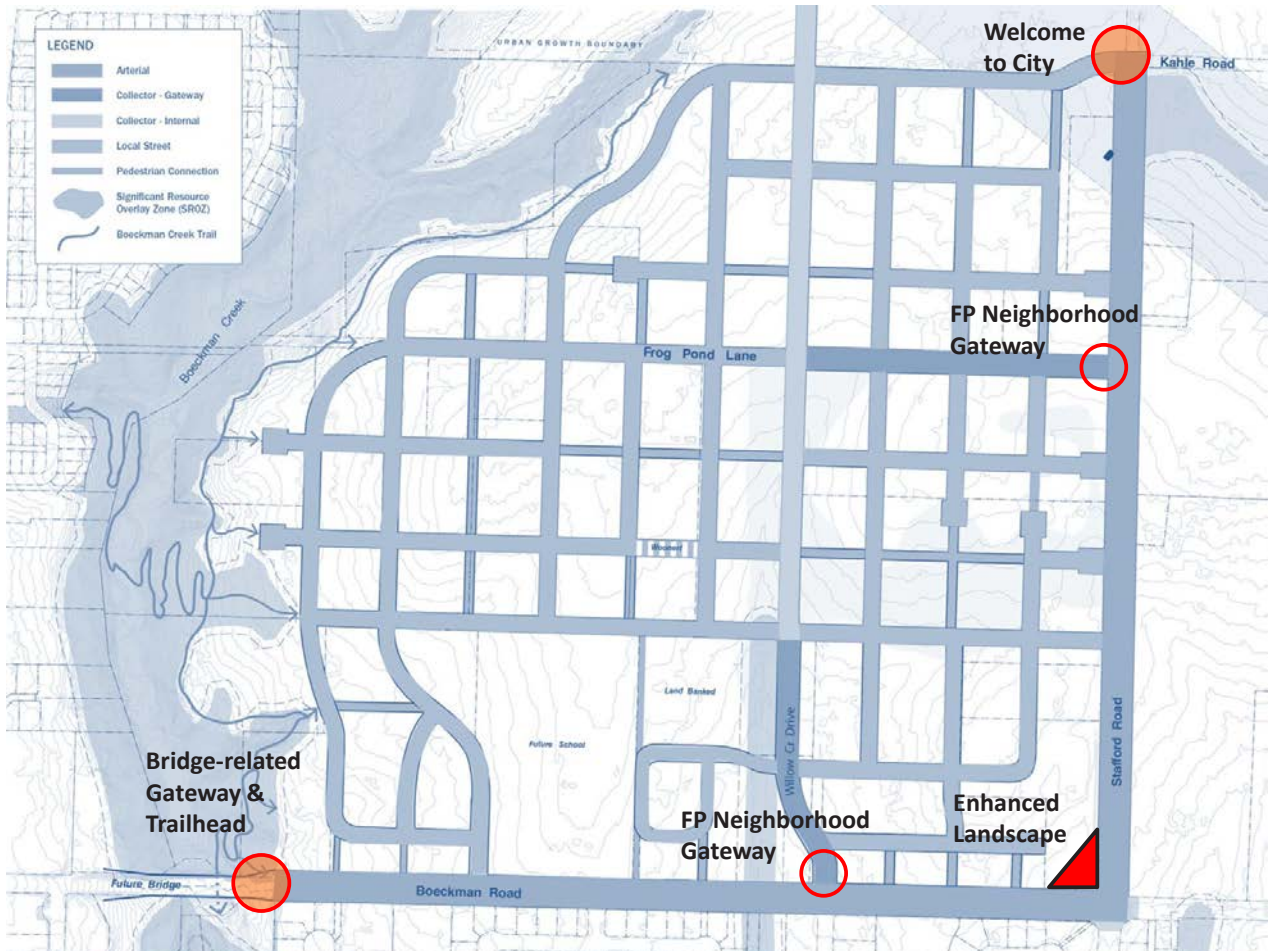
Table 2. Gateway Types, Roles, and Design Elements

Gateway Type	Location and Role	Design Elements
<b>City Gateway</b>	<p>Stafford Road at Kahle Road</p> <p>Role: Mark entry to Wilsonville</p> <p>Facilitate transition from rural to urban setting</p>	<ul style="list-style-type: none"> <li>▪ Landscaping and signage reflect the character of area</li> <li>▪ Coordinate with other City gateways in Wilsonville</li> </ul>
<b>Neighborhood Gateways</b>	<p>Willow Creek Drive at Boeckman Road</p> <p>Frog Pond Lane at Stafford Road</p> <p>Role: To mark the primary entries into Frog Pond West</p>	<ul style="list-style-type: none"> <li>▪ Use brick to blend with Boeckman property frontage wall</li> <li>▪ Brick monument should be properly scaled, respectful of Boeckman frontage context</li> <li>▪ Simple brick form, integrated with landscape</li> <li>▪ Large lettering not as important as landscape and civic element</li> </ul>
<b>Boeckman Bridge</b>	<p>Boeckman Bridge – See Figure 36 for potential locations</p>	<ul style="list-style-type: none"> <li>▪ Include a strong vertical element</li> <li>▪ Materials and design compatible with natural setting of Boeckman Creek Corridor</li> <li>▪ Potential location and integration with access to Boeckman trail</li> <li>▪ Emphasize Boeckman Creek, not Frog Pond, identity</li> </ul>
<b>Boeckman-Stafford Gateway</b>	<p>NW corner of the Boeckman-Stafford Road intersection</p> <p>Enhancement of key corner</p>	<ul style="list-style-type: none"> <li>▪ Trees and tall landscaping will mark the corner and de-emphasize powerlines</li> <li>▪ Opportunity for public art</li> <li>▪ Design should support the corner as an active pedestrian cross-road and safe route to Meridian Creek school</li> <li>▪ Design to de-emphasize power lines</li> </ul>



The City will lead the implementation of the Gateway projects as part of the infrastructure funding plan and implementation. The Neighborhood Gateways are expected to be collaborative projects with developers when those intersections are improved.

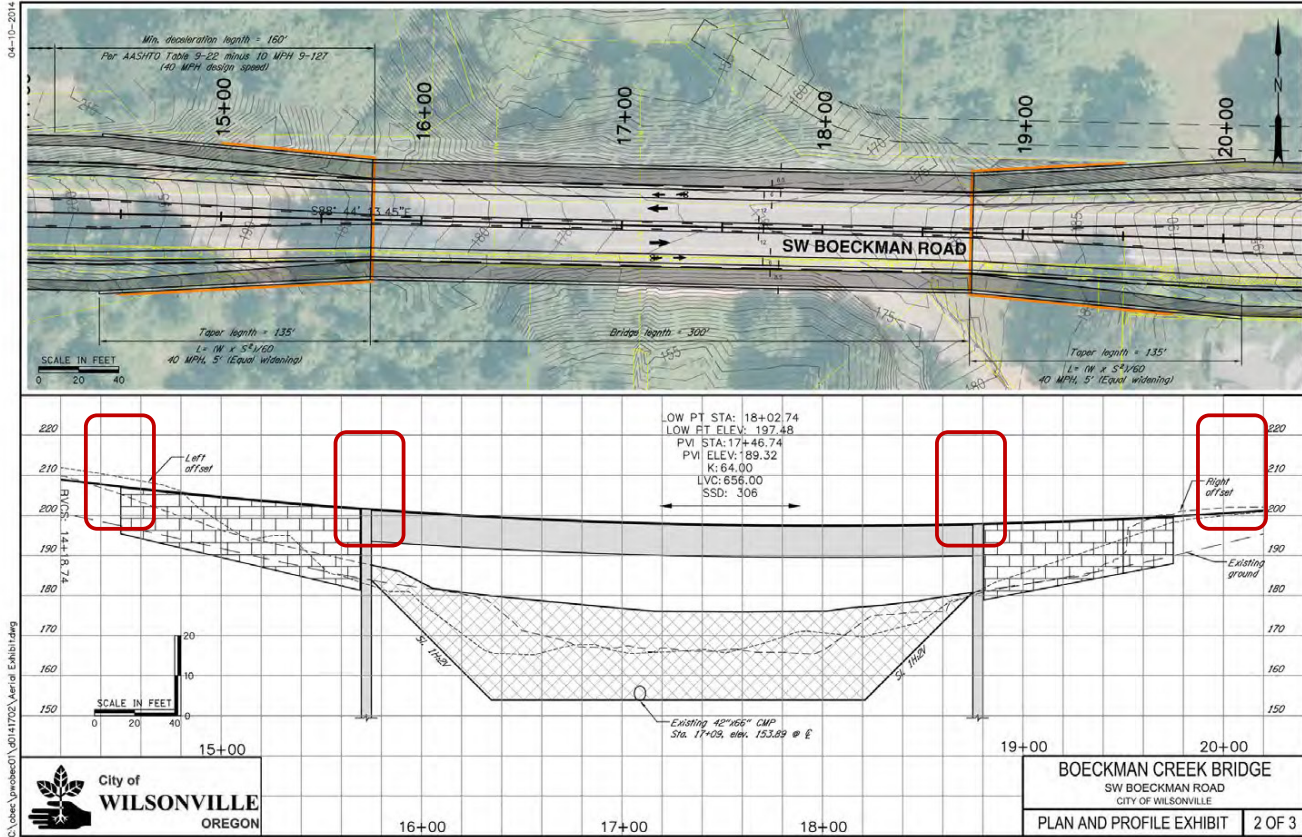
**Figure 35.** Gateway Locations




# Frog Pond WEST

## Master Plan

**Figure 36.** Boeckman Bridge Gateway

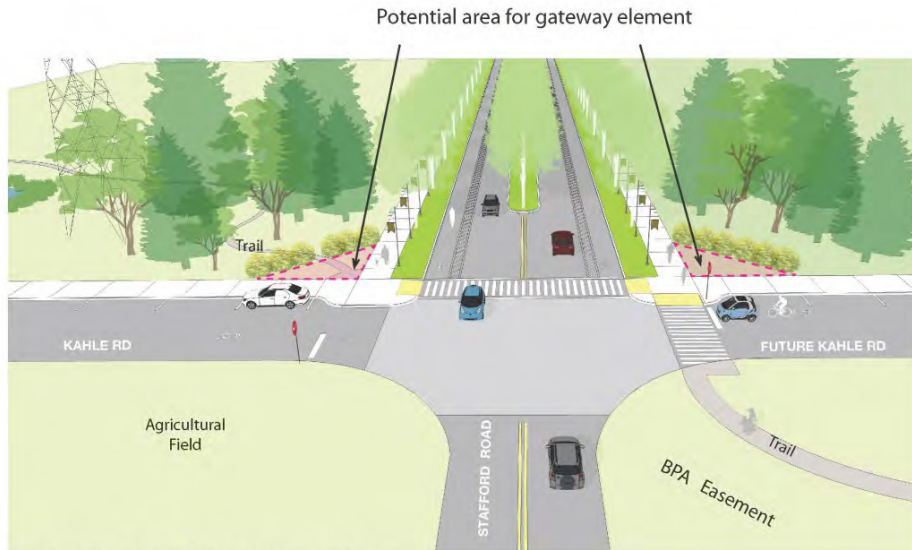


 Potential locations for vertical elements to be added to bridge

### Bridge as Gateway



**Figure 37.** City Gateway - Stafford Road at Kahle Road



**Conceptual Gateway Intersection**  
SW Stafford & SW Kahle, looking south

- Facilitates transition from rural to urban setting
- Landscape and signage design should reflect the character of the planning area



*Landscape as Gateway*



*Seasonal landscapes*



*Landforms and tall vegetation*



**Figure 38.** Frog Pond Lane and Willow Creek Gateways



Use brick to blend with Boeckman property frontage wall



Brick monument should be properly scaled, respectful of Boeckman frontage context and history



Simple brick form, integrated with landscape

Large lettering not as important as landscape and civic element



## MONUMENTS AND SIGNS



As noted throughout the Master Plan, it is likely that Frog Pond West will develop incrementally. The intent is to avoid a pattern of individual subdivisions with different names, monuments, and identities within the neighborhood. Rather, the vision is to knit each incremental project together to form a unified whole. Accordingly, the following principles and standards are required for monuments within Frog Pond West:

1. Frog Pond will continue as a unifying name for the neighborhood.
2. Monument signs will be limited to Neighborhood Gateway locations and emphasize the Frog Pond neighborhood identity.
3. Individual subdivision signs (except temporary real estate sales signage) and monuments will not be permitted.
4. "Sign caps" will be utilized on street signs.
5. Signage at non-residential developments (e.g. parks and schools) will be consistent with Neighborhood Gateway signage to further tie the area together.





# Frog Pond **WEST**

## Master Plan



Street sign 'caps' also help with neighborhood identity





# Implementation



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## ANNEXATION, ZONING, AND DEVELOPMENT REVIEW

The City will take the first step in implementing and entitling Frog Pond West by adoption of amendments to the Comprehensive Plan and Development Code. The amendments include:

- **Comprehensive Plan Map.** Application of the Residential Neighborhood (RN) designation for residential properties and the Public Facilities (PF) designation for the future school and land banked sites.
- **Comprehensive Plan Policies and Text.** Updates of descriptive text to support and enable Frog Pond West's implementation.
- **Master Plan.** Adoption of the Frog Pond West Master Plan as a supporting document of the Comprehensive Plan.
- **Transportation System Plan (TSP).** Update of the TSP to implement the transportation element of the Frog Pond Area Plan and the Master Plan.
- **Development Code.** Amendment of the Development Code to include the new Residential Neighborhood Zone and selected minor amendments in other sections (e.g. definitions).

Subsequent steps will occur as annexations and developments are proposed by property owners. The plan is for annexation, zoning map amendments, and a Stage I and Stage II Planned Development Review and Site Design Review to be submitted as a package for each property, or group of properties if multiple sites are grouped as a combined subject property for annexation. The purpose of the combined review is to ensure that each development is fully consistent with the Master Plan and Code before annexation is approved and zoning is applied. Upon approval of the packaged review, the city will amend the Zoning Map to designate the subject property RN or PF as applicable.

## INFRASTRUCTURE FUNDING PLAN

**[text to be added when Funding Plan is completed]**





# CITY COUNCIL ROLLING SCHEDULE

## Board and Commission Meetings 2016

**Items known as of 01/30/17**

### FEBRUARY

DATE	DAY	TIME	EVENT	LOCATION
2/6	Monday	7 p.m.	City Council Meeting	Council Chambers
2/8	Wednesday	1 p.m.	Wilsonville Community Seniors Inc.	Community Center
2/8	Wednesday	6 p.m.	Planning Commission	Council Chambers
2/13	Monday	6:30 p.m.	Cancelled - DRB Panel A	Council Chambers
2/20	Monday		City Offices Closed President's Day	
2/22	Wednesday	6:30 p.m.	Library Board	Wilsonville Library
2/23	Thursday	7 p.m.	City Council Meeting	Council Chambers
2/27	Monday	6:30 p.m.	DRB Panel B	Council Chambers

### COMMUNITY EVENTS

#### City Hosts French Prairie Bridge Project Open House

The City of Wilsonville is hosting a public open-house for the French Prairie Bridge Project on Wednesday, Feb. 22, 5–7 p.m., at City Hall, 29799 SW Town Center Loop East, Wilsonville. The public event features members of the project management team providing an overview of the proposed bicycle/pedestrian/emergency-access crossing of the Willamette River west of the I-5 Boone Bridge.

#### Daddy Daughter Dance

Friday, Feb 24 - Hawaiian Luau Daddy Daughter Dance 7 p.m. Wilsonville Community Center. This event sells out so register soon at [WilsonvilleParksandRec.com/Dance](http://WilsonvilleParksandRec.com/Dance)





## CITY COUNCIL MEETING STAFF REPORT

<b>Meeting Date:</b>  February 6, 2017	<b>Subject: Resolution No. 2613</b> Contract Approval for Meter Reading services  <b>Staff Member:</b> Cathy Rodocker, Assistant Finance Director  <b>Department:</b> Finance	
<b>Action Required</b>	<b>Advisory Board/Commission Recommendation</b>	
<input checked="" type="checkbox"/> Motion <input type="checkbox"/> Public Hearing Date: <input type="checkbox"/> Ordinance 1 <sup>st</sup> Reading Date: <input type="checkbox"/> Ordinance 2 <sup>nd</sup> Reading Date: <input checked="" type="checkbox"/> Resolution <input type="checkbox"/> Information or Direction <input type="checkbox"/> Information Only <input type="checkbox"/> Council Direction <input checked="" type="checkbox"/> Consent Agenda	<input type="checkbox"/> Approval <input type="checkbox"/> Denial <input type="checkbox"/> None Forwarded <input checked="" type="checkbox"/> Not Applicable  <b>Comments:</b>	
<b>Staff Recommendation:</b> Staff recommends Council adopt Resolution No. 2613		
<b>Recommended Language for Motion:</b> I move to approve the Consent Agenda.		
<b>Project / Issue Relates To:</b> <i>[Identify which goal(s), master plans(s) your issue relates to.]</i>		
<input type="checkbox"/> Council Goals/Priorities	<input type="checkbox"/> Adopted Master Plan(s)	<input checked="" type="checkbox"/> Not Applicable

**ISSUE BEFORE COUNCIL:** Review and approval of Meter Reading contract on the Consent Agenda.

**EXECUTIVE SUMMARY:** The City contracts with a private firm to read water meters the last working week of each month. The readings are then supplied to the Finance Department in electronic form and used to generate the utility bills for Wilsonville residential and commercial customers.

On December 16, 2016, Request for Proposals to provide meter reading services was published on the City of Wilsonville's website and advertised in the *The Daily Journal of Commerce*. The City received only one sealed Proposal package from the contractor who currently provides the service.

**EXPECTED RESULTS:** Maintain the monthly utility billing calendar with the meter read input supplied by Metereaders LLC.

**TIMELINE:** The current contract with Metereaders LLC expires at the end of February. The term of the new contract is three years from February 27, 2017 through February 27, 2020 and the City has the option to renew the contract for up to two additional one-year periods.

**CURRENT YEAR BUDGET IMPACTS:**

The current budget includes the meter reading services and is paid for by the Water Operating Fund and Sewer Operating Fund. Each month additional meters are added, however, at this time there is approximately 6,400 meters being read each month. Based on this information, the annual cost of the contract will be approximately \$53,000.

**FINANCIAL REVIEW / COMMENTS:**

Reviewed by: SCole Date: 1/20/2017

**LEGAL REVIEW / COMMENT:**

Reviewed by: Amanda Guile-Hinman Date: January 20, 2017

**COMMUNITY INVOLVEMENT PROCESS:**

There was no community involvement in the RFP process, however, the request for proposal was advertised in the Daily Journal of Commerce and on the City's website.

**POTENTIAL IMPACTS or BENEFIT TO THE COMMUNITY** (businesses, neighborhoods, protected and other groups):

As a result of this agreement, the monthly utility billing process will continue to be processed in a timely and effective manner.

**ALTERNATIVES:**

Council could reject the contract.

**CITY MANAGER COMMENT:**

**ATTACHMENTS:**

Resolution No. 2613



**RESOLUTION NO. 2613**

**A RESOLUTION OF THE CITY OF WILSONVILLE, ACTING IN ITS CAPACITY AS THE LOCAL CONTRACT REVIEW BOARD, APPROVING THE BID PROCESS; ACCEPTING THE PROPOSAL WHICH WILL BEST SERVE THE INTEREST OF THE CITY, AND AWARDING A CONTRACT TO METEREADERS, INC FOR THE PROJECT KNOWN AS METER READINGC**

WHEREAS, the City of Wilsonville needs meter reading services provided by a contractor with particular training, ability, knowledge, and expertise; and

WHEREAS, public contracts for such services must comply with Oregon competitive bid laws in accordance with Oregon Revised Statutes, Chapter 279B, Public Contracting – Public Procurements; Wilsonville Code 2.310, Local Contract Review Board; and the Attorney General’s Model Rules, which the City has adopted as its contracting rules; and the Wilsonville City Council serves as the City’s Contract Review Board; and

WHEREAS, the City of Wilsonville went through such a competitive process for obtaining meter reading services; and

WHEREAS, a Request for Proposal for Meter Reading Services was advertised on December 16, 2016 on both the City’s website and in the Daily Journal of Commerce; and

WHEREAS, one proposal was submitted for consideration on January 3, 2017; and

WHEREAS, that one proposal met the requirements established in the Request for Proposals and scored for acceptance; and

WHEREAS, in the public interest, the City Council, acting as the local Contract Review Board, has determined that Metereaders LLC. is qualified and capable of performing the services as required, under the terms and conditions set forth; and

WHEREAS, the City’s FY 2016/17 budget includes \$56,932 appropriated for meter reading services, and the City’s FY 2017/18 and FY 2018/19 budgets will have comparable appropriations for meter reading services, which appropriations will be sufficient to pay for meter reading services; and

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

1. The City Council, acting as the Local Contract Review Board, finds and concludes:
  - 1.1 The recitals of finding above are incorporated by reference herein.
  - 1.2 The proposal by Metereaders LLC. is deemed the preferred responsible/responsive bid and is in the best interest of the City.
2. In accordance with the provision of Oregon Revised Statutes, Chapter 279B, Public Contracting – Public Procurements; Wilsonville Code 2.310, Local Contract Review Board; and the Attorney General’s Model Rules, which the City has adopted as its contracting rules; the City Council, acting as the Contract Review Board, hereby awards the contract for meter reading services to Metereaders, Inc.
3. The City Manager is authorized to sign the contract with Metereaders LLC. for meter reading services, any subsequent amendments for calendar years 2018 and 2019 as provided in the contract, and any options exercised under the contract.
4. The Resolution is effective upon adoption.

ADOPTED by the Wilsonville City Council at a regular meeting thereof this 6<sup>th</sup> day of February 2017, and file with the Wilsonville City Recorder this date.

\_\_\_\_\_  
TIM KNAPP, MAYOR

ATTEST:

\_\_\_\_\_  
Sandra C. King, MMC, City Recorder

SUMMARY OF VOTES:

Mayor Knapp	_____
Councilor Starr	_____
Councilor Stevens	_____
Councilor Lehan	_____
Councilor Akevall	_____

Attachment: Exhibit 1: Meter Reading Services Contract

**CITY OF WILSONVILLE  
METER READING SERVICES CONTRACT**

This Meter Reading Services Contract (“Contract”) is made and entered into on this \_\_\_\_\_ day of February, 2017 (“Effective Date”), by and between the **City of Wilsonville**, a municipal corporation of the State of Oregon (hereinafter referred to as the “City”), and **Metereaders, LLC**, an Oregon limited liability company (hereinafter referred to as “Contractor”).

**RECITALS**

WHEREAS, the City has need for the services by Contractor, with the particular training, ability, knowledge, and experience possessed by Contractor, for water meter reading services; and

WHEREAS, the City issued a formal Request for Proposals for the Project described herein; and

WHEREAS, Contractor represents that Contractor is qualified to perform the services described in the Request for Proposals on the basis of specialized experience and technical expertise; and

WHEREAS, after reviewing all bids submitted in accordance with the Request for Proposals, the City has determined Contractor’s offer was the combined lowest bid and most responsive Proposal submitted in accordance with the Evaluation and Selection Criteria set forth in the Request for Proposals and meeting the City’s requirements; and

WHEREAS, Contractor is prepared to perform this Contract in accordance with all the terms and conditions as set forth below and as the City does hereinafter require;

NOW, THEREFORE, in consideration of these mutual promises and the terms and conditions set forth herein, the parties agree as follows:

**AGREEMENT**

**Section 1. Contract Documents**

This Contract includes and incorporates by reference all of the foregoing recitals and all of the following additional “Contract Documents”: Public Notice; Request for Proposals; Contractor’s Proposal; this Contract; Addenda (if any); Scope of Work (**Exhibit A**); Tax Identification Number (**Exhibit B**); and the provisions of Oregon Revised Statutes (ORS) 279C, as more particularly set forth in this Contract. Contractor must be familiar with all of the foregoing and comply with them. Any conflict or inconsistency between the Contract Documents shall be called to the attention of the City by Contractor before proceeding with affected work. All Contract Documents should be read in concert and Contractor is required to bring any perceived inconsistencies to the attention of the City before executing this Contract.

In the event a provision of this Contract conflicts with standards or requirements contained in any of the foregoing Contract Documents, the provision that is more favorable to the City, as determined by the City, will apply.

## **Section 2. Services To Be Provided**

2.1. Contractor shall diligently perform the meter reading services (“Services”), as more particularly described in the Scope of Work, including the General Requirements, set forth in **Exhibit A**, attached hereto and incorporated by reference herein, for the Water Utilities Meter Reading Services Project (“Project”). Contractor shall provide and bear the expense of all equipment, work, and labor, of any sort whatsoever, that may be required to complete the Services provided for in this Contract, unless otherwise specified. Contractor shall perform all Services in accordance with all applicable federal, state, and local laws, rules, and regulations.

2.2. The existence of this Contract between the City and Contractor shall not be construed as the City’s promise or assurance that Contractor will be retained for future services beyond the Services described herein.

2.3. Contractor shall maintain the confidentiality of any confidential information that is exempt from disclosure under state or federal law to which Contractor may have access by reason of this Contract. Contractor warrants that Contractor’s employees assigned to perform any of the Services provided for in this Contract shall be clearly instructed to maintain this confidentiality. All agreements with respect to confidentiality shall survive the termination or expiration of this Contract.

## **Section 3. Term**

3.1. The term of this Contract shall be from March 1, 2017 through and including February 29, 2020, unless earlier terminated in accordance herewith. All Services under this Contract shall be completed prior to the expiration of this Contract.

3.2. The City has the option to renew this Contract for up to two (2) additional one (1) year periods.

## **Section 4. Compensation Amount and Payment**

4.1. The City agrees to retain Contractor to provide the services, materials, and equipment to do and cause to be done the Services described in the Scope of Work, including the General Requirements, set forth in **Exhibit A**, and to complete and finish the same according to the terms and conditions contained in this Contract.

4.2. Except as otherwise set forth in this **Section 4**, the City agrees to pay Contractor for the actual Services completed, as identified in this Contract (“Services To Be Provided”) at a rate of SIXTY-NINE CENTS (\$0.69) for each water meter read (“Compensation Amount”) for the first three (3) years of the Contract.

4.3. Contractor's Compensation Amount is all inclusive and includes, but is not limited to, all work-related costs, expenses, salaries or wages, plus fringe benefits and contributions, including payroll taxes, workers compensation insurance, liability insurance, profit, pension benefits, and all other contributions and benefits.

4.4. Contractor will be paid for completed Services for which an itemized invoice has been received by the City within thirty (30) days of receipt, unless the City disputes such invoice. In that instance, the undisputed portion of the invoice will be paid by the City within the above timeframe. The City will set forth its reasons for the disputed claim amount and make good faith efforts to resolve the invoice dispute with Contractor as promptly as is reasonably possible.

4.5. Contractor shall complete and return to the City **Exhibit B** – Taxpayer Identification Number, prior to or along with the first invoice submittal.

4.6. If the City exercises its option(s) under **Section 3.2**, the Compensation Amount will be escalated using the Annual Portland-Salem, OR-WA, Consumer Price Index-Urban (CPI-U) for all items, not seasonally adjusted for the twelve (12) month period ending in June.

## **Section 5. Project Managers**

The City's Project Manager is Cathy Rodocker. Contractor's Project Manager is Greg Reynolds.

## **Section 6. Subcontractors and Assignments**

Contractor shall not subcontract with others for any of the Services prescribed herein nor assign this Contract or delegate any duties hereunder without the prior written consent of the City, which consent may be withheld by the City in its sole subjective discretion, for any cause whatsoever or for no cause. Any attempted assignment of this Contract without the written consent of the City shall be void. If the City agrees to assignment of tasks to a subcontractor, Contractor shall be fully responsible for the acts or omissions of any subcontractor and of all persons employed by them, and neither the approval by the City of any subcontractor nor anything contained herein shall be deemed to create any contractual relationship between the City and the subcontractor. Except as otherwise specifically agreed, all costs for services performed by others on behalf of Contractor shall not be subject to additional reimbursement by the City.

## **Section 7. Independent Contractor**

Except as otherwise mandated by state law, the performance of Services under this Contract is at Contractor's sole risk. All damages or loss to work, equipment, or materials incurred during the performance of the Services shall be at Contractor's sole risk. Contractor is an independent contractor for all purposes and shall be entitled to no compensation other than the Compensation Amount provided for under **Section 4** of this Contract. Contractor will be solely responsible for determining the manner and means of accomplishing the end result of

Contractor's Services. The City does not have the right to control or interfere with the manner or method of accomplishing said Services. The City, however, will have the right to specify and control the results of Contractor's Services so such Services meet the requirements of the Project. Contractor hereby represents that no subcontractors will be used on the Project.

## **Section 8. Contractor Responsibilities**

8.1. Contractor must comply with all applicable Oregon and federal wage and hour laws. Contractor shall make all required workers compensation and medical care payments on time. Contractor shall be fully responsible for payment of all employee withholdings required by law, including but not limited to taxes, including payroll, income, Social Security (FICA), and Medicaid. Contractor shall also be fully responsible for payment of salaries, benefits, taxes, Industrial Accident Fund contributions, and all other charges on account of any employees. Contractor shall pay to the Department of Revenue all sums withheld from employees pursuant to ORS 316.167. All costs incident to the hiring of assistants or employees shall be Contractor's responsibility. Contractor shall defend, indemnify, and hold the City harmless from claims for payment of all such expenses.

8.2. Contractor must maintain a City of Wilsonville or Metro business license at all times while performing this Contract.

8.3. No person shall be discriminated against by Contractor in the performance of this Contract on the basis of sex, gender, race, color, creed, religion, marital status, age, disability, sexual orientation, gender identity, national origin, or political affiliation. Any violation of this provision shall be grounds for cancellation, termination, or suspension of the Contract, in whole or in part, by the City. Contractor shall comply with all federal, state, and local laws, regulations, executive orders, and ordinances applicable to the Contract or to the implementation of the Project. Without limiting the generality of the foregoing, Contractor expressly agrees to comply with the following laws, regulations, and executive orders to the extent they are applicable to the Contract or the implementation of the Project: (a) all applicable requirements of state civil rights and rehabilitation statutes, rules, and regulations; (b) Titles VI and VII of the Civil Rights Act of 1964, as amended; (c) Sections 503 and 504 of the Rehabilitation Act of 1973, as amended; (d) the Americans with Disabilities Act of 1990, as amended, and ORS 659A.142; (e) Executive Order 11246, as amended; (f) the Health Insurance Portability and Accountability Act of 1996; (g) the Age Discrimination in Employment Act of 1967, as amended, and the Age Discrimination Act of 1975, as amended; (h) the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended; (i) all regulations and administrative rules established pursuant to the foregoing laws; and (j) all other applicable requirements of federal civil rights and rehabilitation statutes, rules, and regulations.

8.4. Contractor must make prompt payment for any claims for labor, materials, or services furnished to Contractor by any person in connection with this Contract as such claims become due. Contractor shall not permit any liens or claims to be filed or prosecuted against the City on account of any labor or material furnished to or on behalf of Contractor.

8.5. Contractor shall make payment promptly, as due, to any party furnishing medical, surgical, hospital, or other needed care and attention, incident to sickness or injury, to the employees of Contractor, of all sums which Contractor agreed to pay or collected or deducted from the wages of employees pursuant to any law, contract, or agreement for the purpose of providing payment for such service.

8.6. With certain exceptions listed below, Contractor shall not require or permit any person to work more than ten (10) hours in any one (1) day, or forty (40) hours in any one (1) week, except in case of necessity, emergency, or where public policy requires it, and in such cases the person shall be paid at least time and a half for:

8.6.1. All overtime in excess of eight (8) hours in any one (1) day or forty (40) hours in any one (1) week when the work week is five (5) consecutive days, Monday through Friday; or

8.6.2. All overtime in excess of ten (10) hours in any one (1) day or forty (40) hours in any one (1) week when the work week is four (4) consecutive days, Monday through Friday; and

8.6.3. All work performed on the days specified in ORS 279B.020(1)(b) for public contracts.

8.7. Contractor must give notice to employees who work on a public contract, in writing, either at the time of hire or before commencement of Services on the Contract, or by posting a notice in a location frequented by employees, of the number of hours per day and days per week that the employees may be required to work.

8.8. The hourly rate of wage to be paid by any Contractor to employed workers or other persons doing or contracting to do all or part of the work contemplated by a public contract shall be not less than the applicable wage required by law.

8.9. Contractor, and all employers working under the Contract, are subject employers under the Oregon Workers Compensation Law and shall comply with ORS 656.017 unless otherwise exempt under ORS 656.126.

8.10. In the performance of this Contract, Contractor shall comply with all applicable federal, state, and local laws and regulations, including but not limited to those dealing with the prevention of environmental pollution and the preservation of natural resources (and avoidance of natural resource damages) in the performance of the Contract, including but not limited to ORS 279C.525. If new or amended statutes, ordinances, or regulations are adopted, or Contractor encounters a condition not referred to in this Contract, not caused by Contractor, and that was not discoverable by reasonable site inspection, which requires compliance with federal, state, or local laws or regulations dealing with the preservation of the environment, both the City and Contractor shall have all the rights and obligations set forth in ORS 279C.525.

8.11. Contractor shall be liable for any fine imposed against Contractor, the City or the 'Project' as a result of a violation of any laws or permitting requirements by Contractor or any suppliers.

## **Section 9. Indemnity**

9.1. In the performance of the Services, Contractor agrees to use that degree of care and skill exercised under similar circumstances by reputable members of Contractor's profession, practicing in the Portland metropolitan area. Contractor will re-perform any Services not meeting this standard without additional compensation. Contractor's re-performance of any Services, even if done at the City's request, shall not be considered as a limitation or waiver by the City of any other remedies or claims it may have arising out of Contractor's failure to perform in accordance with the applicable standard of care of this Contract and within the prescribed timeframe.

9.2. Contractor acknowledges responsibility for liability arising out of the performance of this Contract, and shall defend, indemnify, and hold the City harmless from any and all liability, settlements, loss, costs, and expenses in connection with any action, suit, or claim resulting or allegedly resulting from Contractor's negligent acts, omissions, errors, or willful or reckless misconduct pursuant to this Contract, or from Contractor's failure to perform its responsibilities as set forth in this Contract. The review, approval, or acceptance by the City, its Project Manager, or any City employee of documents or other work performed, prepared, or submitted by Contractor shall not be considered a negligent act, error, omission, or willful misconduct on the part of the City, and none of the foregoing shall relieve Contractor of its responsibility to perform in full conformity with the City's requirements, as set forth in this Contract, and to indemnify the City as provided above and to reimburse the City for any and all costs and damages suffered by the City as a result of Contractor's negligent performance of this Contract, failure of performance hereunder, violation of state or federal laws, or failure to adhere to the standards of performance and care described in **Subsection 9.1**. Contractor shall defend the City (using legal counsel reasonably acceptable to the City) against any claim that alleges negligent acts, omissions, errors, or willful or reckless misconduct by Contractor.

## **Section 10. Insurance**

10.1. Contractor must maintain insurance coverage acceptable to the City in full force and effect throughout the term of this Contract. Such insurance shall cover all risks arising directly or indirectly out of Contractor's activities or services hereunder. The amount of insurance carried is in no way a limitation on Contractor's liability hereunder. The policy or policies maintained by Contractor shall provide at least the following minimum limits and coverages at all times during performance of this Contract:

10.1.1. Commercial General Liability Insurance. Contractor shall obtain, at Contractor's expense, and keep in effect during the term of this Contract, comprehensive Commercial General Liability Insurance covering Bodily Injury and Property Damage, written on an "occurrence" form policy. This coverage shall include broad form Contractual Liability insurance for the indemnities provided under this



Contract and shall be for the following minimum insurance coverage amounts: The coverage shall be in the amount of **\$2,000,000** for each occurrence and **\$3,000,000** general aggregate and shall include Products-Completed Operations Aggregate in the minimum amount of **\$2,000,000** per occurrence, Fire Damage (any one fire) in the minimum amount of **\$50,000**, and Medical Expense (any one person) in the minimum amount of **\$10,000**. All of the foregoing coverages must be carried and maintained at all times during this Contract.

10.1.2. Professional Errors and Omissions Coverage. Contractor agrees to carry Professional Errors and Omissions Liability insurance on a policy form appropriate to the professionals providing the Services hereunder with a limit of no less than **\$2,000,000** per claim. Contractor shall maintain this insurance for damages alleged to be as a result of errors, omissions, or negligent acts of Contractor. Such policy shall have a retroactive date effective before the commencement of any work by Contractor on the Services covered by this Agreement, and coverage will remain in force for a period of at least three (3) years thereafter.

10.1.3. Business Automobile Liability Insurance. If Contractor will be using a motor vehicle in the performance of the Services herein, Contractor shall provide the City a certificate indicating that Contractor has business automobile liability coverage for all owned, hired, and non-owned vehicles. The Combined Single Limit per occurrence shall not be less than **\$2,000,000**.

10.1.4. Workers Compensation Insurance. Contractor and all employers providing work, labor, or materials under this Contract that are subject employers under the Oregon Workers Compensation Law shall comply with ORS 656.017, which requires them to provide workers compensation coverage that satisfies Oregon law for all their subject workers under ORS 656.126. Out-of-state employers must provide Oregon workers compensation coverage for their workers who work at a single location within Oregon for more than thirty (30) days in a calendar year. Contractors who perform work without the assistance or labor of any employee need not obtain such coverage. This shall include Employer's Liability Insurance with coverage limits of not less than **\$500,000** each accident.

10.2. Insurance Carrier Rating. Coverages provided by Contractor must be underwritten by an insurance company deemed acceptable by the City with an AM Best Rating of A or better. The City reserves the right to reject all or any insurance carrier(s) with a financial rating that is unacceptable to the City.

10.3. Additional Insured & Termination Endorsements. The City will be named as an additional insured with respect to Contractor's liabilities hereunder in insurance coverages. Additional Insured coverage under Contractor's Commercial General Liability, Automobile Liability, and Excess Liability Policy(ies), as applicable, will be provided by endorsement. Additional insured coverage shall be for both ongoing operations via ISO Form CG 2010 or its equivalent, and products and completed operations via ISO Form CG 2037 or its equivalent. Coverage shall be Primary and Non-Contributory. Waiver of Subrogation endorsement via

ISO Form CG 2404 or its equivalent shall be provided. The following is included as additional insured: “The City of Wilsonville, its elected and appointed officials, officers, agents, employees, and volunteers.” An endorsement shall also be provided requiring the insurance carrier to give the City at least thirty (30) days’ written notification of any termination or major modification of the insurance policies required hereunder.

10.4. Certificates of Insurance. As evidence of the insurance coverage required by this Contract, Contractor shall furnish a Certificate of Insurance to the City. This Contract shall not be effective and Services shall not be performed hereunder until the required certificates and the Additional Insured Endorsements have been received and approved by the City. Contractor agrees that it will not terminate or change its coverage during the term of this Contract without giving the City at least thirty (30) days’ prior advance notice and Contractor will obtain an endorsement from its insurance carrier, in favor of the City, requiring the carrier to notify the City of any termination or change in insurance coverage, as provided above.

10.5. Primary Coverage. The coverage provided by these policies shall be primary, and any other insurance carried by the City is excess. Contractor shall be responsible for any deductible amounts payable under all policies of insurance. If insurance policies are “Claims Made” policies, Contractor will be required to maintain such policies in full force and effect throughout any warranty period.

## **Section 11. Warranties/Guaranty**

11.1. Contractor warrants to the City that any materials and equipment furnished under this Contract will be new and of good quality, unless otherwise required or permitted by the Contract Documents, that the Services will be free from defects, and that the Services will conform to the requirements of this Contract. Services not conforming to these requirements, including substitutions not properly approved and authorized in writing by the City, may be considered defective.

11.2. Contractor, for itself, and for its heirs, executors, administrators, successors, and assigns, does hereby agree to the full performance of all the covenants herein contained upon the part of Contractor. Contractor shall be responsible for, and shall indemnify and hold the City harmless from, any damage or expense by reason of failure of performance, as specified in this Contract. The City shall have the right to enter into other agreements for the Project, to be coordinated with this Contract. Contractor shall cooperate with the City and other firms or subcontractors on the Project so that all portions of the Project may be completed in the least possible time and within normal working hours.

## **Section 12. Suspension of Services**

The City may suspend, delay, or interrupt all or any part of the Services for such time as the City deems appropriate for its own convenience by giving written notice thereof to Contractor. An adjustment in the time of performance or method of compensation shall be negotiated as a result of such delay or suspension, unless the reason for the delay was within Contractor’s

control. The City shall not be responsible for Services performed by any subcontractors after notice of suspension is given by the City to Contractor.

**Section 13. Early Termination; Default**

13.1. This Contract may be terminated for convenience at any time by the City. Upon such termination, Contractor will be paid to complete any Services in process and, thereafter, this Contract shall be deemed terminated.

13.2. This Contract may be terminated prior to the expiration of the agreed upon terms:

13.2.1. By mutual written consent of the parties;

13.2.2. By the City, for any reason and within its sole discretion, effective upon delivery of written notice to Contractor by mail or in person; or

13.2.3. By the City if Contractor breaches this Contract and fails to cure the breach within ten (10) days of receipt of written notice of the breach from the City.

13.3. If the City terminates this Contract in whole or in part, due to default or failure of Contractor to perform Services in accordance with the Contract, the City may procure, upon reasonable terms and in a reasonable manner, services similar to those so terminated. In addition to any other remedies the City may have, both at law and in equity, for breach of contract, Contractor shall be liable for all costs and damages incurred by the City as a result of the default by Contractor, including, but not limited to all costs incurred by the City in procuring services from others as needed to complete this Contract. This Contract shall be in full force to the extent not terminated by written notice from the City to Contractor. In the event of a default, the City will provide Contractor with written notice of the default and a period of ten (10) days to cure the default. If Contractor notifies the City that it wishes to cure the default but cannot, in good faith, do so within the ten (10) day cure period provided, then the City may elect, in its sole discretion, to extend the cure period to an agreed upon time period, or the City may elect to terminate this Contract, without further notice to Contractor, and seek remedies for the default, as provided above.

13.4. If the City terminates this Contract for its own convenience and not due to any default by Contractor, payment of Contractor shall be prorated to, and include the day of, termination and shall be in full satisfaction of all claims by Contractor against the City under this Contract.

13.5. Termination under any provision of this section shall not affect any right, obligation, or liability of Contractor or the City that accrued prior to such termination.

**Section 14. Property of the City**

Meter reading records shall be the exclusive property of the City and shall be delivered to the City prior to final payment.

**Section 15. Dispute Resolution**

In the event of a dispute concerning performance of this Contract, the parties agree to meet to negotiate the problem. If such negotiation fails, the parties will mediate the dispute using a professional mediator, and the parties will split the cost. If the dispute cannot be resolved in either of the foregoing ways within thirty (30) days, either party may file suit in Clackamas County Circuit Court.

**Section 16. Notices**

Any notice required or permitted under this Contract shall be in writing and shall be given when actually delivered in person or forty-eight (48) hours after having been deposited in the United States mail as certified or registered mail, addressed to the addresses set forth below, or to such other address as one party may indicate by written notice to the other party.

To City: City of Wilsonville  
Attn: Cathy Rodocker, Assistant Finance Director  
29799 SW Town Center Loop East  
Wilsonville, OR 97070

To Contractor: Metereaders, LLC  
Attn: Greg Reynolds  
Mailing Address: PO Box 1902  
Lake Oswego, OR 97035  
Physical Address: 18167 SW Boones Ferry Road  
Portland OR 97224

**Section 17. Miscellaneous Provisions**

17.1. Integration. This Contract, including all exhibits attached hereto, contains the entire and integrated agreement between the parties and supersedes all prior written or oral discussions, representations, or agreements. In case of conflict among these documents, the provisions of this Contract shall control.

17.2. Legal Effect and Assignment. This Contract shall be binding upon and inure to the benefit of the parties hereto and their respective heirs, personal representatives, successors, and assigns. This Contract may be enforced by an action at law or in equity.

17.3. No Assignment. Contractor may not assign this Contract, nor the performance of any obligations hereunder, unless agreed to in advance and in writing by the City.

17.4. Adherence to Law. This Contract shall be subject to, and Contractor shall adhere to, all applicable federal, state, and local laws, including but not limited to laws, rules, regulations, and policies concerning employer and employee relationships, workers compensation, and minimum and prevailing wage requirements. Any certificates, licenses, or permits that Contractor is required by law to obtain or maintain in order to perform the Services described in this Contract shall be obtained and maintained throughout the term of this Contract.

17.5. Governing Law. This Contract shall be construed in accordance with and governed by the laws of the State of Oregon. All contractual provisions required by ORS Chapters 279A and 279B to be included in public agreements are hereby incorporated by reference and shall become a part of this Contract as if fully set forth herein.

17.6. Jurisdiction. Venue for any dispute will be in Clackamas County Circuit Court.

17.7. Legal Action/Attorney Fees. If a suit, action, or other proceeding of any nature whatsoever (including any proceeding under the U.S. Bankruptcy Code) is instituted in connection with any controversy arising out of this Contract or to interpret or enforce any rights or obligations hereunder, the prevailing party shall be entitled to recover attorney, paralegal, accountant, and other expert fees and all other fees, costs, and expenses actually incurred and reasonably necessary in connection therewith, as determined by the court or body at trial or on any appeal or review, in addition to all other amounts provided by law. If the City is required to seek legal assistance to enforce any term of this Contract, such fees shall include all of the above fees, whether or not a proceeding is initiated. Payment of all such fees shall also apply to any administrative proceeding, trial, and/or any appeal or petition for review.

17.8. Nonwaiver. Failure by either party at any time to require performance by the other party of any of the provisions of this Contract shall in no way affect the party's rights hereunder to enforce the same, nor shall any waiver by the party of the breach hereof be held to be a waiver of any succeeding breach or a waiver of this nonwaiver clause.

17.9. Severability. If any provision of this Contract is found to be void or unenforceable to any extent, it is the intent of the parties that the rest of the Contract shall remain in full force and effect, to the greatest extent allowed by law.

17.10. Modification. This Contract may not be modified except by written instrument executed by Contractor and the City.

17.11. Time of the Essence. Time is expressly made of the essence in the performance of this Contract.

17.12. Calculation of Time. Except where the reference is to business days, all periods of time referred to herein shall include Saturdays, Sundays, and legal holidays in the State of Oregon, except that if the last day of any period falls on any Saturday, Sunday, or legal holiday observed by the City, the period shall be extended to include the next day which is not a Saturday, Sunday, or legal holiday. Where the reference is to business days, periods of time

referred to herein shall exclude Saturdays, Sundays, and legal holidays observed by the City. Whenever a time period is set forth in days in this Contract, the first day from which the designated period of time begins to run shall not be included.

17.13. Headings. Any titles of the sections of this Contract are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of its provisions.

17.14. Number, Gender and Captions. In construing this Contract, it is understood that, if the context so requires, the singular pronoun shall be taken to mean and include the plural, the masculine, the feminine and the neuter, and that, generally, all grammatical changes shall be made, assumed, and implied to individuals and/or corporations and partnerships. All captions and paragraph headings used herein are intended solely for convenience of reference and shall in no way limit any of the provisions of this Contract.

17.15. Good Faith and Reasonableness. The parties intend that the obligations of good faith and fair dealing apply to this Contract generally and that no negative inferences be drawn by the absence of an explicit obligation to be reasonable in any portion of this Contract. The obligation to be reasonable shall only be negated if arbitrariness is clearly and explicitly permitted as to the specific item in question, such as in the case of where this Contract gives the City “sole discretion” or the City is allowed to make a decision in its “sole judgment.”

17.16. Other Necessary Acts. Each party shall execute and deliver to the other all such further instruments and documents as may be reasonably necessary to carry out this Contract in order to provide and secure to the other parties the full and complete enjoyment of rights and privileges hereunder.

17.17. Interpretation. As a further condition of this Contract, the City and Contractor acknowledge that this Contract shall be deemed and construed to have been prepared mutually by each party and it shall be expressly agreed that any uncertainty or ambiguity existing therein shall not be construed against any party. In the event that any party shall take an action, whether judicial or otherwise, to enforce or interpret any of the terms of the contract, the prevailing party shall be entitled to recover from the other party all expenses which it may reasonably incur in taking such action, including attorney fees and costs, whether incurred in a court of law or otherwise.

17.18. Entire Agreement. This Contract, all documents attached to this Contract, and all Contract Documents and laws and regulations incorporated by reference herein, represent the entire agreement between the parties.

17.19. Counterparts. This Contract may be executed in one or more counterparts, each of which shall constitute an original Contract but all of which together shall constitute one and the same instrument.

17.20. Authority. Each party signing on behalf of Contractor and the City hereby warrants actual authority to bind their respective party.

The Contractor and the City hereby agree to all provisions of this Contract.

**CONTRACTOR:**

METEREADERS, LLC

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

As Its: \_\_\_\_\_

Employer I.D. No. \_\_\_\_\_

**CITY:**

CITY OF WILSONVILLE

By: \_\_\_\_\_

Print Name: \_\_\_\_\_

As Its: \_\_\_\_\_

APPROVED AS TO FORM:

\_\_\_\_\_  
Barbara A. Jacobson, City Attorney  
City of Wilsonville, Oregon

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**EXHIBIT A  
City of Wilsonville**

**SCOPE OF WORK**

Contractor shall provide meter reading services for the City of Wilsonville, as outlined below:

**1.0 Contractor's Services**

1.1. The City shall provide Contractor a monthly list of meters to be read. This list, in a text file format, may vary each month based on additional meter installations or meter removals. The list shall be submitted to the Contractor on or before the 20<sup>th</sup> of each month.

1.2. Contractor will read all manually read water meters designated by the City to be read ("Services"). Contractor agrees that it shall commence reading meters no sooner than the 22<sup>nd</sup> of each month, and no later than the 25<sup>th</sup> of each month ("Reading Period"). Contractor shall be required to submit meter reading data to the City's Finance Department electronically no later than the first working day of the month following the collection of the data. Meter reading data shall be submitted via e-mail to [utility@ci.wilsonville.or.us](mailto:utility@ci.wilsonville.or.us).

1.3. In addition to monthly meter reading data, separate electronic files of Contractor shall provide the following information for City staff no later than the first working day of the month following the collection of data:

- Meter maintenance items (meter lid replacement, trim, etc.)
- Meter problems (fogged/damaged register, dead meter)
- Misread meters from prior month
- Potential leaks
- Unreadable meters, along with reasoning
- Meter not found in City's file

1.4. Contractor shall read all meters included in the City's file unless Contractor determines that the meter is not reasonably accessible or safe for reading. In such case, Contractor shall immediately notify the City of which meters Contractor cannot read and the reasons why. Contractor shall not be held responsible for, or liable for, any defective or faulty meter unless the meter was intentionally or negligently damaged by Contractor and, in that case, Contractor shall reimburse the City for any such damage, and if Contractor fails to reimburse the City, the City may deduct the reimbursement amount from the next payment due to Contractor by the City.

1.5. Contractor shall not be responsible for readings associated with an opening or closing of customer accounts with the City, nor shall Contractor be responsible for rereads, checking for vacancies, verifying whether meters are on or off, reading meters inside buildings, pumping flooded vaults, or reading meters inside vaults that are not readable without entering. Further, Contractor shall not be responsible for reading meters the access to which is obstructed in such a manner that more than due diligence is required to read the meter, which is inclusive of extreme weather



conditions caused by an act of God that would make it impossible for Contractor to perform said contracted service during the current Reading Period. If reading is delayed beyond the Reading Period, both parties shall decide when the readings shall be completed by Contractor for that certain Reading Period.

1.6. All meter reading records and documents provided to Contractor by the City shall remain the property of the City and will be immediately returned to the City upon completion of each Reading Period. Contractor agrees to keep strictly confidential all information provided by the City or obtained by Contractor through the performance of this Contract.

1.7. Contractor will not be responsible for damages or be deemed to be in default by reason of delays in performance due to reasons beyond Contractor's reasonable control, including but not limited to strikes, lockouts, severe acts of nature, or other unavoidable delays or acts of third parties not under Contractor's direction and control ("Force Majeure"). Lack of labor, supplies, materials, or the cost of any of the foregoing shall not be deemed a Force Majeure event.

1.8. Contractor will maintain the confidentiality of any confidential information to which Contractor may have access by reason of this Contract. Contractor warrants that Contractor's employees assigned to perform the Services will be clearly instructed to maintain this confidentiality. All agreements with respect to confidentiality shall survive the termination or expiration of this Contract.

## **2.0 Deliverables**

2.1. An electronic comma delimited text file that meets the specifications of the City's utility billing software program shall be submitted by Contractor to the City each month. The text file shall include the following information:

- Meter reading
- Date of meter reading
- Account numbers
- Meter serial number

2.2. All water meters must be accurately read, and estimated reads will not be accepted. If Contractor is unable to read a meter then the reason must be included in the electronic file sent to the City. Acceptable reasons for an unread meter may include, but are not limited to, a buried meter, vehicle parked over meter, or meter under water.

## GENERAL REQUIREMENTS

General Requirements are additions to, or revisions of, the City's standard contract. In the event of a conflict between the Contract Documents and the General Requirements, the more stringent requirements shall apply.

A. Errors. Contractor shall perform such additional services as may be necessary to correct errors in the services required under this Contract, without undue delay and without additional cost to the City.

B. Records. The City shall have access to such books, documents, papers, and records of Contractor as are pertinent to this Contract for the purpose of making audits, examination, excerpts, and transcripts. Contractor shall maintain records to assure conformance with the terms and conditions of this Contract, and to assure adequate performance and accurate expenditures during the term of this Contract. Contractor agrees to permit the City, the State of Oregon, the Federal Government, or their duly authorized representatives to audit all records pertaining to this Contract to assure the accurate expenditure of funds.

C. Contractor's Office. Contractor shall be required to maintain an office, which shall be provided with telephones and such personnel as may be necessary to address complaints or to receive any other instruction. Responsible management or supervisory persons shall be accessible at or through the office so as to assure the required performance under the Contract. When the office is closed, a telephone answering service shall be in operation to receive messages.

D. Contractor's Contact. Contractor agrees to designate one (1) primary and one (1) backup person who will be the responsible contact person for Contractor with respect to implementation of the Contract and communication of information necessary for the performance of the Contract.

E. Project Safety. Contractor agrees that, in performing the services contained within this Contract, it will meet all regulations in safety as required by OSHA. Contractor further agrees that it will bring to the attention of the City all conditions on the job site or contained within the specifications which appear to be in violation of the provisions of OSHA. Contractor further agrees that it will include within all subcontracts or contracts for purchase of materials provisions requiring said supplier or subcontractors to meet OSHA standards. All materials, components, and design elements of this Contract will be reviewed and an affirmative determination made by Contractor that they meet the requirements of OSHA.

F. Incidental Costs and Additional Compensation. Contractor shall be responsible for all miscellaneous and incidental costs associated with meter reading for the City of Wilsonville. Contractor assumes the risk of all conditions foreseen or unforeseen and agrees to continue to perform the services described in this Contract without additional compensation unless otherwise provided in this Contract.

**EXHIBIT B**  
**City of Wilsonville**

**TAX IDENTIFICATION NUMBER**

In order for you to receive payment from the City of Wilsonville, you must have either a Tax Identification Number or a Social Security Number. The Internal Revenue Service Code requires a Form 1099 for payments to every person or organization other than a corporation for services performed in the course of trade or business. Further, the law requires the City to withhold twenty percent (20%) on reportable amounts paid to unincorporated persons who have not supplied the City with their correct Tax Identification Number or Social Security Number.

Please complete this information request form, or *IRS Form W-9*, and return it to the City of Wilsonville prior to or along with submittal of the first billing invoice.

Please check the appropriate category:

\_\_\_\_\_ Corporation                      \_\_\_\_\_ Partnership                      \_\_\_\_\_ Government  
\_\_\_\_\_ Individual/Proprietor                      \_\_\_\_\_ other (explain)                      \_\_\_\_\_ Consultant

Tax Identification No. \_\_\_\_\_

-or-

Social Security No. \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Business Phone: \_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature (required)

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**CITY OF WILSONVILLE**  
**CITY COUNCIL MEETING MINUTES**

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A special meeting of the Wilsonville City Council was held at the Wilsonville City Hall beginning at 7:00 p.m. on Thursday, January 5, 2017. Mayor Knapp called the meeting to order at 7:12 p.m., followed by roll call and the Pledge of Allegiance.

The following City Council members were present:

- Mayor Knapp
- Councilor Starr - excused
- Councilor Stevens
- Councilor Lehan
- Councilor Fitzgerald
- Councilor-elect Akervall

Staff present included:

- Bryan Cosgrove, City Manager
- Jeanna Troha, Assistant City Manager
- Barbara Jacobson, City Attorney
- Sandra King, City Recorder
- Chris Neamtzu, Planning Director
- Nancy Kraushaar, Community Development Director
- Delora Kerber, Public Works Director
- Jon Gail, Community Relations Coordinator
- Amanda Guile-Hinman, Assistant City Attorney
- Pam Munsterman, Municipal Court Clerk
- Jamie Nightingale, Finance Clerk
- Angela Handran, Community Liaison Coordinator
- Adam Phillips, Chief of Police
- Keith Katko, Finance Operations Manager

Wilsonville Scout Troop 194 led the audience in the Pledge of Allegiance.

Swear In Newly Elected Councilors and Mayor – the Honorable Judge Gleeson

Judge Gleeson read a brief bio for each of the Councilors. He then administered the oath of office to Councilors-elect Stevens and Akervall, to Mayor-elect Knapp and to Judge Weinhouse.

Mayor Knapp invited the newly sworn-in Councilors to say a few words.

Councilor Akervall recalled she was introduced to local government by attending an ELGL conference because she was interested in how communities were built and how at the time she had no intention of running for office. As she has been involved on the Development Review Board and the School Board Budget Committee she has been impressed with the level of care that the boards apply to their work. The Councilor has seen people with different perspectives and who may not agree, but they are still working together. Councilor Akervall thanked her husband and daughter for their support. She encouraged those who were thinking about volunteering to take action to do so.

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**CITY OF WILSONVILLE**  
**CITY COUNCIL MEETING MINUTES**

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Councilor Stevens welcomed Councilor Akervall to the Council. Councilor Stevens was honored to serve another four years on the Council, and stated she has learned a lot during the past four years from citizens, fellow Councilors and the Mayor. She agreed appreciation for different perspectives is important as is keeping an open mind and felt the Council is strong since it can comfortably express different points of view and still work together.

Mayor Knapp commented elected officials know they will not find perfect solutions to every problem, but they try to find the best route forward. In addition a part of being an elected official is the time taken away from family, and he expressed his appreciation to his wife, Melodee. He thanked staff for their work, their skills and the professionalism they bring to their work which reflects positively on the City.

Mayor Knapp recognized and thanked retiring Judge Michael Gleeson for his many years of service in the position of Municipal Court Judge for the City.

Judge Gleeson indicated he has served as Wilsonville's Municipal Court Judge since 1988, and he has watched the community change and grow. The past 29 years have been a time of growth for the City and the Municipal Court deals with different issues than it did in 1988. The Judge appreciated the autonomy the City afforded the Court, which is important especially in a municipality. It can get to be a blurry distinction in the idea of separation of powers and it is easy for a court to become a part of the other parts of the city, but the City has always respected the autonomy of the Court as a separate branch of government.

The Mayor invited Judge Weinhouse to say a few words.

Judge Weinhouse provided his background, and acknowledged his wife. He thanked Judges Gleeson and Sartell and the Court staff who taught him about the Municipal Court procedure. Judge Weinhouse felt the Court was important since it had to do with community safety as far as traffic is concerned and making sure defendants are treated fairly and with respect.

The Mayor invited outgoing Councilor Fitzgerald to provide her perspective on the past four years.

Councilor Fitzgerald enjoyed the opportunity of serving on Council and agreed it is a great learning experience. Although it does take considerable time, city staff does what they can to make it manageable for citizens who have jobs and family to serve on the Council. The Councilor thanked her husband for his support. She stated the decisions made by the Council are complicated, and are dependent on existing laws. Councilor Fitzgerald felt the staff and the Councilors were responsive and willing to meet with citizens to explain process. She advised citizens to contact the City if they want to know why things are happening, attend Council meetings, ask questions, and find ways to change and improve things.

The Council members, City Manager and City Attorney conveyed their appreciation for Councilor Fitzgerald's work on the Council.

Mayor Knapp declared a recess for refreshments and reconvened the meeting at 8:22 p.m.

Motion to approve the order of the agenda.

**Motion:** Councilor Stevens moved to approve the order of the agenda. Councilor Lehan seconded the motion.

**Vote:** Motion carried 4-0.

## **MAYOR'S BUSINESS**

A. Elect City Council President

**Motion:** Councilor Lehan moved to elect Councilor Starr as City Council President for the next two years. Councilor Stevens seconded the motion.

The Mayor and Councilors felt Councilor Starr had done an outstanding job in his role as Council President.

**Vote:** Motion carried 4-0.

The Mayor announced the next Council meeting will be January 19<sup>th</sup> which is a Thursday.

B. Proclamation in Honor of 2017 Martin Luther King, Jr., Day

Mayor Knapp felt the upcoming Martin Luther King, Jr. Day was a significant holiday, more so today due to the dialogue and discussion that occurred during the prior election season which seemed to enable a certain amount of coarseness in what people were feeling empowered to say or do in ways that surprised many people in the country.

The opportunity to observe Martin Luther King Day in a way that acknowledges the ideals that Dr. King expressed is upon us and we have prepared a proclamation to honor that day. Mayor Knapp read the proclamation into the record.

## **COMMUNICATIONS**

A. WilsonvilleSTAGE Theater Presentation "The Laramie Project" by Moises Kaufman

Terry Kester, artistic director for WilsonvilleSTAGE thanked the Council for the timely proclamation. He said the organization has pledged to perform in each theatrical season a drama that addresses the issues stressed in the proclamation. This winter WilsonvilleSTAGE is presenting *The Laramie Project* by Moises Kaufman and the Tectonic Theater. The play is based on hundreds of interviews conducted in Laramie Wyoming after the 1998 murder of University of Wyoming gay student Matthew Shepard. The play includes how 60 different characters reacted to the hate crime that spurred many states to enact new hate crime laws.

### **CITIZEN INPUT & COMMUNITY ANNOUNCEMENTS**

This is an opportunity for visitors to address the City Council on items *not* on the agenda. It is also the time to address items that are on the agenda but not scheduled for a public hearing. Staff and the City Council will make every effort to respond to questions raised during citizens input before tonight's meeting ends or as quickly as possible thereafter. Please limit your comments to three minutes.

Diana Cutaia thanked the Mayor and Council for the proclamation. Ms. Cutaia believed it was one's responsibility to speak out against hate and as a newer resident to Wilsonville she felt welcome in the community.

Charles Smith spoke as the HOA president of Wilsonville Meadows. He thanked the Council for the residential parking program ordinance and believed it would help; however, he felt good weather would bring the return of the parking problems.

Mary Ott indicated she lives two doors down from Wilsonville Road on Meadows Loop, and she does not believe the parking problem has gotten better. She approved of the parking program ordinance but felt the cost for the permits was too high and suggested a one-time fee to be paid by homeowners.

Jason Abernathy, a homeowner in Brenchley Estates appreciated staff attending their HOA meeting; however, the overflow parking problems continue due to the number of adults living in the Jory Trail apartments resulting in the tenants parking on their street. He also pointed out there is increased vandalism, Republic Services cannot collect trash, the Post Office is unable to deliver mail because of cars parked in front of the mail boxes, and homeowners are moving and renting out their homes. He invited the Councilors to visit his home to see the situation first hand.

Jarrold Prater of Brenchley Estates endorsed the residential parking permit program as do all of the homeowners.

John Mohatt a resident of Landover subdivision expressed concern about the future development of the Frog Pond area and the increased traffic. He said large trucks still use Wilsonville Road they are speeding, and he does not see any police presence issuing tickets. Mr. Mohatt contacted Target and Martin Trucking who both said there were not aware of the truck restrictions on Wilsonville Road or the "No Thru Truck Traffic" signs. He thought Wilsonville was deteriorating with too many people, cars and construction.

Jan Johnson a resident of Landover subdivision complained the "No Thru Truck Traffic" signs are ineffective and are not visible. She thought more trucks are using Wilsonville Road, and speeding, there is no police enforcement, and high school students are driving too fast. Ms. Johnson said her yard is unusable due to the truck traffic. She suggested putting out "traffic change ahead" signs to alert the trucks.

Lyneil Vandermolen suggested installing cameras on Wilsonville Road to identify semis that are using Wilsonville Road illegally.

Mr. Cosgrove pointed out cameras cannot cite vehicles, officers have to do that. Cities have to have special legislation from the State legislature to implement photo radar, and the city cannot do that on its own.

Ms. Vandermolen held that cameras would be an inexpensive fix for the problem. She thought the Martin Luther King Proclamation carried a negative sub text within it that Americans were narrow minded.

Mayor Knapp asked staff what the next steps might be.

Mr. Cosgrove stated Wilsonville Road is being patrolled by the police and citations have been issued to trucks for violations in the past month. The program is a trial and data will be collected after three months and again after six months. If the Council wants to leave the “No Thru Trucks” signs in place for an additional period of time that can be done. He understood the issues are emotional and people’s quality of life is being impacted. Staff will continue to monitor the situation and will do what is within our power to mitigate the problems with the resources we have. The City is not ignoring the citizens’ concerns and for now we will monitor what has been done and see if after six months it is having any actual impact in terms of the types of trucks using Wilsonville Road.

Continuing, Mr. Cosgrove said an important aspect of this is how the community is laid out, flanked by I-5 and I-205, there will always be traffic issues which will only get worse with the influx of people moving to Oregon in the next 10-15 years. The issues are not going to get better until the State addresses transportation issues regionally.

Regarding the residential parking permit program ordinance, Mr. Cosgrove said the first reading of the ordinance will be January 19<sup>th</sup>, with the second reading February 6<sup>th</sup>. He noted if the ordinance passed on first reading, there was nothing that precluded him from conducting community meetings from neighborhoods.

## **COUNCILOR COMMENTS, LIAISON REPORTS & MEETING ANNOUNCEMENTS**

Councilor Akervall – (Development Review Panels A & B Liaison) noted the January DRB meetings have been cancelled.

Councilor Stevens – (Library Board and Wilsonville Seniors Liaison) announced the next meeting date for the Wilsonville Community Seniors.

Councilor Lehan – (Planning Commission, CCI and Tourism Promotion Committee Liaison) reported the Commission will be addressing the Frog Pond Master Plan and Water Treatment Master Plan at their next meeting.

## **CONSENT AGENDA**

Ms. Jacobson read the title of the Consent Agenda item into the record.



A. **Resolution No. 2608**

A Resolution Of The City Of Wilsonville To Enter Into An Intergovernmental Cooperative Agreement Regarding Future Transfer Of Roadway Authority On Portions Of Stafford Road And Advance Road From Clackamas County To The City Of Wilsonville.

**Motion:** Councilor Stevens moved to approve the Consent Agenda. Councilor Lehan seconded the motion.

**Vote:** Motion carried 4-0.

**PUBLIC HEARING**

- A. **Ordinance No. 804** – first reading *This item to be continued to Jan. 19<sup>th</sup>.*  
An Ordinance Of The City Of Wilsonville Amending Wilsonville Code Chapter 5 By Renumbering Section 5.245 As Section 5.250 And Adding A New Section 5.245 To Create A Residential Parking Zone Program.

Ms. Jacobson reported the continuation of the public hearing for Ordinance No. 804 will allow the new Police Chief time to review the ordinance.

**Motion:** Councilor Lehan moved to continue Ordinance No. 804 to the January 19, 2017 meeting. Councilor Akervall seconded the motion.

**Vote:** Motion carried 4-0.

**CONTINUING BUSINESS**

Ms. Jacobson read the title of Ordinance No. 803 into the record on second reading.

- A. **Ordinance 803** – 2nd reading  
An Ordinance Regarding Road Maintenance, Authorizing A Fee For The Purpose Of Road Maintenance Services And Repealing Ordinance Nos. 484 And 540.

**Motion:** Councilor Lehan moved to adopt Ordinance No. 803 on second reading. Councilor Stevens seconded the motion.

**Vote:** Motion carried 3-0-1.  
Mayor Knapp - Yes  
Councilor Starr - excused  
Councilor Stevens - Yes  
Councilor Lehan - Yes  
Councilor Akervall - abstain

**NEW BUSINESS**

A. Employment Contract for Municipal Court Judge Weinhouse.

**Motion:** Councilor Lehan moved to execute the Employment Contract for Municipal Court Judge Weinhouse. Councilor Akervall seconded the motion.

Councilor Stevens impressed with credentials, demeanor, and open-mindedness of Judge Weinhouse.

**Vote:** Motion carried 4-0.

B. **Resolution No. 2612**

A Resolution Of The City Of Wilsonville To Establish A Methodology And Billing Rate For The Road Maintenance Utility Fee And Repealing Resolutions No. 1394, 1424, And 1748. Resolution –Road Maintenance Fees (staff - Ward)

Ms. Jacobson read the title of Resolution No. 2612 into the record.

Mr. Ward presented the staff report. As previously discussed in staff reports regarding Ordinance 803, a Task Force of residents and businesses was formed to study the road maintenance fee. FCS Group presented several topics to the Task Force for consideration that are intended to make the methodology more transparent and better situated against a challenge. The Task Force recommended the following changes:

- 1) Change the methodology to remove truck counts. Truck counts are a factor in pavement wear, however the data are difficult and time consuming to accurately establish. None of the task force members were first aware that trucks were a component in their fees. However, proposed changes to the methodology will result in each trip having a charge; hence heavy trip generating entities will pay higher road maintenance fees than a single family resident, which will offset the lack of trucks as a factor in the billing method.
- 2) Remove specific reference to the edition of the Institute of Transportation Engineers (ITE) Manual on Trip Generation. The manual is currently in its 9<sup>th</sup> edition, with a 10<sup>th</sup> edition anticipated. The ordinance specifies the use of the 5<sup>th</sup> edition.
- 3) Change the methodology to reflect costs per Equivalent Residential Unit (ERU). Charges per account would be based on the number of trips generated by a customer according to the ITE Manual. Those site-specific trips would be converted to ERUs, using a factor of 9.45 which is the number of trips generated by a single family home. This establishes a unit of measurement with a single family home paying 1 unit and a multifamily home paying 0.65 units.
- 4) Update the categories (bins) that non-residential customers are placed in to be in line with current clusters of businesses. In looking at a graphical presentation of the number of trips generated by Wilsonville businesses, there are apparent breaks at 20, 40, 60, 80,

120, 200, 400, and 600 ERUs. Utilizing bin averages the road maintenance fees are charged over ranges of non-residential trip generation. Businesses may move slightly inside a bin, but will seldom move from one bin to another. This allows for most typical modifications to business operations without needing to be re-evaluated for a new road maintenance fee.

- 5) When the fee was initially determined the rate was designed to split the costs evenly between residential and non-residential. Because there have been no changes to the fee since 2002 the balance of the fund had become 54% residential. With the change in methodology to a trip paying for a trip, the residential funded portion is estimated to be 47%.
- 6) Include cost recovery for staff administrative time for project management and design contracts when necessary. This more clearly aligns the actual costs of the program with fee and provides transparency regarding actual costs. This is not allowed in the current program.
- 7) Specify that Federal, State, and City requirements are included in the acceptable expenditures list. The City is required by the Americans with Disabilities Act to bring pedestrian ramps on roads that are improved by more than a slurry seal into compliance with existing ADA policy. This change would clarify that the Road Maintenance Fund may pay for that work where required.
- 8) Perform an interim rate increase. The Task Force recognizes that the next logical increase would occur at the beginning of the fiscal year (July 1), however, they feel strongly that current limitations in the fund will increase the backlog of needs and does address timely maintenance. The Task Force recommends a stepped increase in the Road Maintenance Fee, starting this winter, to provide sufficient funds for work in summer 2017.

The updated methodology provides for equity and fairness among those served by the road maintenance utility. Increasing the monthly rate allows for a sustainable fund to maintain Wilsonville roads and preserves significant past public and private investments in the system.

The new fees are expected to be implemented 30 days after this resolution is effective. Higher revenues will be received for approximately the last quarter of the 2016-17 budget cycle.

With the new method of categorization, many businesses will be billed different amounts than they would have paid since 2001. The new methodology and billing rate will result in higher revenues for the Road Maintenance Fund which is needed to adequately fund the upcoming 5-year road maintenance program. This will benefit the users because the roads they use will be maintained at a level of service that is more cost effective than allowing the pavement structure to decline to a condition that requires far more expensive rehabilitation measures. Preventive road maintenance also serves the community by protecting and maintaining past public and private investments in the road infrastructure.

Mr. Ward introduced Patricia Zimmerman, Chair of Task Force, and Al Steiger, Task Force member who both spoke in support of the resolution and the methodology process. In addition, they felt it was imperative to maintain the city's road infrastructure and not to "fall behind".

Mr. Ward explained engineering technicians conducted a survey of the pavement conditions throughout the city. From this pavement survey, Mr. Ward established a pavement management program for the next five years. He then explained the different types of maintenance work that would be used based upon the condition of the pavement. The Task Force recommended increasing the fee to insure the funds were available to do the street maintenance during the five year period.

To make the repairs identified in the survey of street conditions an increase in the monthly fee is necessary. The current monthly fee for a single family home (\$4.30) has been in place since 2002 and the task force recommended an increase to \$5.23 per trip with an additional increase to \$7.62 the next November. Yearly increases will begin the following November based on the *Engineering News-Record Seattle Construction Cost Index*. The Task Force also recommended implementing billing categories based on groups of 20 ERUs (equivalent residential units).

The Task Force recommended removing truck counts, and to charge a fee based on the number of trips. Every trip generated will be charged a set fee.

Councilor Lehan asked how staff would insure the capital improvement projects do not drift into the road maintenance fund and provided a scenario regarding the upgrade of sidewalks for ADA compliance.

Mr. Ward said upgrades to an ADA ramp would be triggered by the type of maintenance treatment and anything greater than a slurry seal may trigger an upgrade. There are instances where it is legitimate to use the fund for street rebuilding, specifically when there are more damaged sections than good sections, and at that time it is more cost effective to replace the street than it is to piece it together.

Ms. Kraushaar added taking a street down to its structural replacement is considered a maintenance tool in a pavement management program.

Ms. Cole pointed out the ordinance restricts the funds to pavement management, and it is part of the Finance Department's job to insure that funds are used as intended. The auditors also test to insure expenses are in line with city ordinances and policies.

Mr. Ward noted the street maintenance work to be done in Charbonneau over the next five years is directly pulled from the Charbonneau Consolidated Plan.

Mayor Knapp asked for clarification on the need for major changes in the methodology.

Ms. Kraushaar said there had been a lot of experience over the last twenty years, and from a cost of service standpoint to make sure we are using this as a utility the consultant recommended that

every trip pay the same as a change to the old ordinance, which is more widely accepted throughout the experiences learned over the past two decades.

Mr. Cosgrove added when the City adopted the original ordinance it was pioneering new territory. What we know now is based on the learned experiences over the years, and treating a trip as a trip is, from a best practices standpoint, makes the most sense. The appeal process in the ordinance and resolution is there to address anomalies and the bins and averages from the ITE manual helps to smooth out extreme cases. If someone wants to make a particular case of why their particular circumstance is unique, they may appeal. Mr. Cosgrove explained further a fast food restaurant is an “attractor” generating a certain number of trips that are identifiable in the ITE manual because it is known how many trips a fast food restaurant generates.

Mr. Ward said there was a certain amount of maintenance that needs to be performed over the next five years, so a certain dollar amount is necessary to pay for that, and the fees are split between the restaurant and local driver. Based on taking trips at every point, we’ve lowered the fee per trip to reflect the spread out nature of the fees.

Ms. Cole said the engineering department conducted a rigorous review of the city’s streets per the pavement management index, and forecasted the needs into the next five years. She was unsure if this type of review had previously been done, or whether the City was aware of the costs it was facing for the program. The department did an excellent job of reviewing all of the costs, and tried to reflect the true costs of maintaining the streets to a certain condition index of 65 as a minimum. The FCS Group took the costs and helped to define the rates for the next five years.

Mayor Knapp was concerned local businesses will be shocked by the increase in their bills, and whether enough information has been provided to those who will be most affected.

Ms. Cole said the plan was to insert an informational piece in the utility bills which will explain the change to come. Another idea was to advertise in the Boones Ferry Messenger.

Ms. Kraushaar asked the Task Force members if they had anything to add since the Task Force guided the decision and methodology.

Ms. Zimmerman explained the Task Force all agreed this was the best way to go. There was a lot of discussion, and review of three or four scenarios. The consultant did not push for this solution; the Task Force felt they had a lot of input during the process. The Task Force was concerned about the increases the larger commercial establishments will feel. However, looking at the equity factor for everyone, the Task Force concluded this was the best methodology.

Mr. Steiger added one of the reasons there will be large increases for a select number of companies is that the prior categorization put them into a low rate. In the past Fred Meyer was charged at the same rate as the Library, now we are saying the trips generated because of Fred Meyer are significantly higher than the trips generated by the Library; and Fred Meyers should pay their fair share of that trip generation. He did not think that happened under the old methodology.

Councilor Stevens suggested providing an insert explanation of the methodology in the utility bills and include information about making the fees more equitable for all businesses. She asked how churches and similar facilities are charged.

Mr. Ward said they are placed in a bin based on the number of trips they generate, which for a church is based upon square footage. In the vein of a utility, a trip is a trip; a distinction is not made for all trips occurring heavily on one day as opposed to being spread out through the week.

Ms. Kraushaar provided additional examples in response to Mr. Steiger's example. Previously Fred Meyer was paying the same as one of the elementary schools in town, which was \$285.00 per month. With the new rates, the elementary school will pay less, and Fred Meyer's bill will increase.

Mayor Knapp wished the resolution had been structured with a 30-day advance notice to the people that will pay the bill, instead of the first notice being inserted into the utility bill which reflects the increase.

Ms. Cole clarified the resolution states the first increase in a bill will be in April, and the inserts will be included in the February and March utility bills.

The Mayor thought providing what the new bill amount will be under the new methodology would be beneficial – old rate versus new rate.

Mr. Cosgrove asked the Finance Director how difficult it would be to show the new rate compared to the current rate. Ms. Cole thought this might be accomplished, however she was not sure and would look into it. Mr. Cosgrove did not want to make a promise staff could not deliver on, but the intent is if that can be done, it will be.

Mayor Knapp reiterated the concern he had about 'surprising' people with an increase. It seemed to him the community needed to be alerted to what is coming, and what impact it will have.

Mr. Cosgrove indicated the Chamber of Commerce was represented on the Task Force as were Republic Services and a variety of different interests.

**Motion:** Councilor Stevens moved to approve Resolution No. 2612. Councilor Lehan seconded the motion.

Councilor Stevens thanked the Task Force for their work. She also commended the City for the use of a citizen Task Force to address these types of issues.

Mr. Steiger thanked City staff for providing information to address questions of the Task Force.

Mayor Knapp agreed with the comments of Councilor Stevens.

Councilor Lehan recalled being on the Council when the road maintenance fee was originally implemented and it was difficult to arrive at a formula that was fair and achieve what was needed to maintain the roads. She also thanked the Task Force for the update.

Councilor Akervall added her thanks to the Task Force, and for the proactive road maintenance since replacement is more expensive than maintenance.

**Vote:** Motion carried 4-0.

### **CITY MANAGER'S BUSINESS**

Mr. Cosgrove wished the Council a Happy New Year.

### **LEGAL BUSINESS**

Ms. Jacobson said that Mr. Kohlhoff quietly slipped out of the building December 31 to begin full retirement, and that he will be missed. She will be scheduling individual appointments with the Councilors to discuss the track the Legal Department will be taking.

### **ADJOURN**

Mayor Knapp adjourned the meeting at 10:00 p.m.

Respectfully submitted,

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Sandra C. King, MMC, City Recorder

ATTEST:

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Tim Knapp, Mayor

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A special meeting of the Wilsonville City Council was held at the Wilsonville City Hall beginning at 7:00 p.m. on Monday, January 19, 2017. Mayor Knapp called the meeting to order at 7:10 p.m., followed by roll call and the Pledge of Allegiance.

The following City Council members were present:

Mayor Knapp  
Councilor Starr  
Councilor Stevens  
Councilor Lehan - excused  
Councilor Akervall

Staff present included:

Bryan Cosgrove, City Manager  
Jeanna Troha, Assistant City Manager  
Barbara Jacobson, City Attorney  
Sandra King, City Recorder  
Nancy Kraushaar, Community Development Director  
Jon Gail, Community Relations Coordinator  
Andrew Phillips, Police Chief

Motion to approve the order of the agenda.

**Motion:** Councilor Starr moved to approve the order of the agenda. Councilor Stevens seconded the motion.

**Vote:** Motion carried 4-0.

### **MAYOR'S BUSINESS**

A. Board and Commission Appointments. Appointments to Boards and Commissions will be held over to the February 6<sup>th</sup> Council meeting to allow the Mayor to make his recommendations for appointments to the Council.

B. The Mayor provided information regarding the upcoming Legislative Session and on the regional meetings he attended on behalf of the City.

### **CITIZEN INPUT & COMMUNITY ANNOUNCEMENTS**

This is an opportunity for visitors to address the City Council on items *not* on the agenda. It is also the time to address items that are on the agenda but not scheduled for a public hearing. Staff and the City Council will make every effort to respond to questions raised during citizens input before tonight's meeting ends or as quickly as possible thereafter. Please limit your comments to three minutes.

There were none.

### **COUNCILOR COMMENTS, LIAISON REPORTS & MEETING ANNOUNCEMENTS**



Councilor Starr – Park and Recreation Advisory Board Liaison. The Councilor reported he asked the Parks and Recreation Board for their concerns, comments and suggestions to share during the upcoming Council Retreat.

Councilor Stevens – Library Board and Wilsonville Seniors Liaison. Councilor Stevens said Ride Connection Inc. provided information to the Wilsonville Seniors on how to effectively use public transit. Information about the upcoming improvements to be made to the Library was given to the Library Board and the new Operations Manager was introduced. She and Councilor Lehan attended the French Prairie Forum meeting where the economic value and importance of agriculture in the French Prairie and Willamette Valley was discussed.

The upcoming Planning Commission meeting date was announced by Mayor Knapp.

Councilor Akervall – Development Review Panels A and B Liaison. The Councilor stated the upcoming meeting dates for the DRB Boards and reported the Transit Planning Task Force will have a Transit Master Plan ready for review in the near future. She announced the annual Daddy/Daughter Dance.

#### **CONSENT AGENDA**

Ms. Jacobson read the Consent Agenda item into the record.

A. Minutes of the December 19, 2016 Council Meeting.

**Motion:** Councilor Stevens moved to approve the Consent Agenda. Councilor Starr seconded the motion.

**Vote:** Motion carried 3-0-1. Councilor Akervall abstained

#### **PUBLIC HEARING**

Ms. Jacobson read the title of Ordinance No. 804 into the record for first reading.

A. **Ordinance No. 804** – 1<sup>st</sup> Reading (cont. from 1/5/17)  
An Ordinance Of The City Of Wilsonville Amending Wilsonville Code Chapter 5 By Renumbering Section 5.245 As Section 5.250 And Adding A New Section 5.245 To Create A Residential Parking Zone Program By Amending Chapter 5, Section 5,420, To Reference New Section 5.245 And By Amending Section 5.210 To Add A New Subsection 5.210(13).

Mayor Knapp provided the public hearing format and opened the public hearing at 7:29 p.m. The copy before Council is modified from what was included in the council packet.

The proposed ordinance is in response to Council’s request for a residential parking program to address certain neighborhoods experiencing on-street parking problems related to health and safety issues. The idea is that on-street parking is public parking open to all citizens. This ordinance is intended to only address those situations that are especially problematic and the

ordinance contains guidance as to when the ordinance should be applied. Discretion is given to the City Manager to take applications from neighborhoods that would like to have a residential parking permit zone, to gather information, hold a public hearing and then make a determination on whether or not a parking permit zone is appropriate for that neighborhood given the information received.

A rough draft of the ordinance was prepared when the prior police chief was in Wilsonville; since then, Wilsonville has a new police chief who has experience with towing ordinances and enforcing towing ordinances. He has provided comments on the proposed ordinance and a revised ordinance has been prepared. Stylistic changes were made in the “Whereas” clauses. Additional changes are as follows:

Public hearings are included in this ordinance so residents of the proposed zone and nearby residents are aware this is being considered for their neighborhood. Being unsure what the appropriate radius for notification would be a one half mile radius was used in the draft ordinance. However, after discussion at work session it was determined that a more appropriate radius would be consistent with what is used for land use regulations or 500 feet for notification.

Page 4 of 8 under subsection 2.(e) has been revised to read, “The City Manager’s proposal will be mailed to all Residents within ~~a one half mile radius of~~ a 500 feet radius of the proposed Residential Parking Zone, with a notice of a public meeting to be held at City Hall.”

On page 5 of 8 staff is proposing the following language, “The cost of each resident and guest parking permit will be determined by the City Manager, based on reasonable cost recovery, each year and is subject to change annually.”

Paragraph (h) on page 5 of 8 deals with when parking permits may be purchased, either annually, or at any time during the year. Council may leave the paragraph as is, remove it, or amend the language.

Paragraph (4). Violations and Enforcement is the foundation of the ordinance. Currently there is no residential parking permit program in Wilsonville; therefore there is no violation if one parks on a public street. A new violation section was created under the parking code to address parking without a permit in a residential parking permit zone. This new language specifies that because parking enforcement is a low priority for police action, especially in the evening when there may be limited officers busy with more important calls, the ordinance will be enforced based on complaints. Since the ordinance is complaint driven residents within the zone must inform the police of parking violations within the parking zone and the police will respond based upon the type of violation.

Towing, ticketing, or issuing a warning would be at the discretion of the officer. The ordinance adds warnings to the effect that residents in one of these parking zones are parked on the street the parking permit must be displayed in the vehicle window, or the car would be subject to ticketing or towing.

The balance of the changes in the ordinance detail other sections of the Code addressing how vehicle owners are notified after their vehicle has been towed, what is done with their property, the appeal process, and the notification to display the parking permit prominently in the window of a vehicle parked in a residential parking zone.

Ms. Jacobson concluded the basic premise is that streets are intended for public parking. The ordinance does not address any specific neighborhood, it will be up to the City Manager to determine whether it is appropriate or not to create a neighborhood parking zone based on the individual circumstances that are presented.

Chief Phillips, Wilsonville's Police Chief felt he was coming late to the process; however there were important issues for the Council to consider. One of the tenants of modern policing is "evidence based policing", or having data drive how a community is policed. After reviewing the call history for the area, he did not find evidence there were public safety issues that were not addressed through existing ordinances. Such as parking in front of a fire hydrant, blocking mailboxes, or blocking city intersections in such a way that makes it hard for vehicles to travel through. No injury crashes were reported in those areas and there were no instances where an emergency vehicle could not make it through. There may have been anecdotal situations that were not reported to the dispatch system.

It is important to have a sense of equity in the remedies presented to the public. Currently there are parking regulations in City Code; but this is not a heavily enforced area based on the priority call list, and parking complaints are included in the lowest priority. Chief Phillips thought the towing of a vehicle was an inequity due to the high cost of retrieving the vehicle which could approach \$300.00 while the current parking violation is \$25.00. Using Brenchly Estates as an example, if one was to park on the east side of Parkway where there is no parking zone proposed, the fine would be \$25.00. If one was to park on the other side of Parkway the fine would be \$25.00 plus the cost and inconvenience of having one's vehicle towed. This is an inequity the Chief is sensitive to in his role as a community policing officer. He pointed out the remoteness to the decisions made in Council Chambers compared to the on-street action happening with the police officers.

Chief Phillips asked Council to consider neighboring cities do have residential parking permit programs, but these are in place in neighborhoods near the high schools or higher institutions of learning.

The parking issues experienced by residents of Brenchly Estates are due to the apartment complex approved for construction by the City, whereas, the parking issues in the neighboring communities result from a school that negatively affects the quality of life in that neighborhood.

One of the issues addressed in Work Session is the idea that the deputy has flexibility in how they handle a complaint in this situation. This discretion allows the deputy to interact and have a conversation with the neighborhood with the goal of changing behavior.

Councilor Starr said if the ordinance was put into effect, the goal would a change of behavior. He agreed with the proposed language of "and/or" to give the deputy the chance to talk people and

educate since the purpose of the ordinance is changed behavior. The Councilor thought there should be updates from the Chief on whether or not there is changed behavior, and if the results are negative, to ticket and then tow.

Discussion followed regarding garage use by both homeowners and renters and the possible use of the boot for serial violators.

Councilor Stevens asked for clarification on the “ticketing and towing” which Chief Phillips thought was doubly punitive.

Chief Phillips said some judges prefer that ticketing and towing not be done together with parking violations; they preferred either citing the person, or towing the person, but not both. The Chief is proposing a deputy be allowed to have the discretion of writing a warning, issuing a citation for the parking violation, or tow the vehicle for the parking violation. He was also concerned the ordinance may cause a domino effect pushing the on-street parking to another neighborhood without a parking permit zone.

Mayor Knapp said he had received copies of a petition, which may be the start of an application from a given neighborhood.

Mr. Cosgrove felt the petition was an indication of support for the ordinance in that neighborhood.

The Mayor invited public testimony.

Ryan Reese of Brenchly Estates expressed his gratitude to the Council for addressing the parking concerns of Brenchly Estates residents. He submitted a petition in support of the parking program.

Kathy Channessian a resident of Brenchly Estates commented when she leaves for work in the morning the street is one lane due to the parking on either side of the street, cars are parked over the crosswalk, and that ambulances could not get through in an emergency. She felt her neighborhood was absorbing the responsibility for the apartments.

Jason Abernathy submitted testimony in support of the ordinance via email which has been included in the record.

Mayor Knapp invited additional speakers, seeing none he closed the public hearing at 8:05 p.m.

**Motion:** Councilor Stevens moved to approve Ordinance No. 804 on the first reading. Councilor Starr seconded the motion.

As part of Councilor Stevens motion she wanted to insure the changes include: on page 4 of 8 to Section 2. (e) first sentence change notification distance to 500 feet. And (h) of the same section is taken out; and that there not be any set time that residents can come in and apply for a parking permit, that it can happen anytime

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during the year; and that in Section 4 the term “and/or” is used, as well as the term “will” be changed to “may”.

Ms. Jacobson asked for the Council discretion to clean up the language in citations, warnings, or tows.

Councilor Starr agreed with the stipulated changes.

Councilor Stevens was sympathetic with the situation in the neighborhood, however she was concerned that the ordinance may move the parking situation to another neighborhood resulting in unintended consequences and asked that staff keep watch the situation closely. The Council will hear if issues develop in other neighborhoods. The Councilor thought the ordinance was the best course of action at this moment.

Councilor Starr suggested adding language to Ordinance 804 if the maker of the motion would agree as well. In the third Whereas, number (3), include the term “intersections” after mailboxes, and before driveways.

Councilor Akervall agreed with removing Section (h) on page 5 of 8, people should have the opportunity to purchase a permit more than once a year. The modifications do allow for the type of engagement the Chief was speaking about and officers engaging with community members may change behavior.

Mayor Knapp endorsed the previous comments. He pointed out people who live in apartments are Wilsonville citizens also, they pay taxes and are part of the whole system even if their taxes flow through their rent payments rather than property taxes. The Mayor did not want a situation where the Council is creating a class of people that have rights different than others because one is a renter and one is a homeowner. Mayor Knapp was concerned with the domino effect that pushed vehicles from one neighborhood into an adjacent neighborhood resulting in complaints from that area. He did not feel the situation was black and white, and not something that one particular approach will resolve.

Councilor Starr agreed, adding the community will need to find a way to make the ordinance work.

The Mayor asked the City Manager if the Council was overlooking anything significant.

Mr. Cosgrove indicated he was aware of the unintended consequences. He thought the implementation of the ordinance was a serious issue because the City has not privatized certain portions of city streets in terms of turning over public right-of-way for private use. Council has heard from the people, who are being negatively impacted, but we have not heard from the people who will be affected on the other side but staff will reach out to them. Staff will monitor the situation and if there are problems Council will be advised. The City Manager thought the issues were real, but he wanted to use the least amount of enforcement possible to change the behavior that people are finding unacceptable.

**Vote:** Motion carried 4-0.

B. Ordinance No. 801 1st reading *Placeholder*  
An Ordinance Authorizing Ground Lease Agreement. (Staff – Jacobson)

C. Ordinance No. 802 1st reading *Placeholder*  
An Ordinance Authorizing Amending Section 6.1 Of The July 6, 2000 Agreement Regarding Water Treatment Plant Design, Construction, Operator And Property Ownership. (Staff – Jacobson)

**Motion:** Councilor Starr moved to continue Ordinance No. 801 and 802 to the February 6, 2017 Council meeting. Councilor Akervall seconded the motion.

**Vote:** Motion carried 4-0.

### **CITY MANAGER'S BUSINESS**

Mr. Cosgrove reminded Council of their Goal Setting scheduled for February 10 and 11 and to schedule their one-on-one appointments with the facilitator. A report regarding the City's response to the recent snow and ice event will be written and provided to Council. He said people's expectations in dealing with snow were different than what the City has resources for and education about responsibilities in clearing sidewalks will also need to be done. If the Council wants the city to have a stronger response to these weather events there is a fiscal cost as well as environmental cost with the use of salt and deicer. He thought much of the frustration people felt was related to the closing of schools in the West Linn-Wilsonville School District.

Mayor Knapp asked what it would cost to plow the main collectors that are residential streets in terms of equipment and staff time. Mr. Cosgrove will bring back information.

Councilor Stevens gave public works high marks for their work during the storm.

### **LEGAL BUSINESS**

Ms. Jacobson addressed the comments made by Councilor Lehan regarding the Kinder Morgan pipeline that runs through the City, and whether they are adhering to the federal safety requirements. She distributed a packet containing the letter addressing the safety concerns, and the violation letter. If Council wants staff to write a letter to the city's congressman requesting follow up on the safety violations, staff would do so.

Mayor Knapp commented if the pipeline was built today it would require shut off valves on either side of the river; the ability to shut the flow off would be critical.

Mr. Cosgrove agreed that any additional safety measures we could have Kinder-Morgan agree to would be essential.

**ADJOURN**

Mayor Knapp adjourned the meeting at 8:35 p.m.

Respectfully submitted,

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Sandra C. King, MMC, City Recorder

ATTEST:

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Tim Knapp, Mayor

**ORDINANCE NO. 804**

**AN ORDINANCE OF THE CITY OF WILSONVILLE AMENDING WILSONVILLE CODE CHAPTER 5 BY RENUMBERING SECTION 5.245 AS SECTION 5.250 AND ADDING A NEW SECTION 5.245 TO CREATE A RESIDENTIAL PARKING ZONE PROGRAM, AMENDING CHAPTER 5, SECTION 5.420, TO REFERENCE THE NEW SECTION 5.245, AND AMENDING SECTION 5.210 TO ADD A NEW SUBSECTION 5.210(13).**

WHEREAS, the City of Wilsonville recognizes the need to preserve the livability of residential neighborhoods and to ensure residents' adequate ingress and egress, while also maintaining reasonable public access to City streets; and

WHEREAS, the City of Wilsonville recognizes the need to provide adequate ingress and egress for emergency and ambulatory vehicles to quickly reach residents in need of emergency assistance; of waste management to collect residents' trash and recycling; and of the United States Postal Service to access residents' mailboxes; and

WHEREAS, residents of certain Wilsonville neighborhoods have expressed the following concerns related to non-residents parking on their neighborhood streets: (1) difficult for emergency vehicle access to residences in certain neighborhoods due to on-street parking that may delay response times; (2) the presence of trash, inappropriate behavior, noise, and other public nuisances occurring within residential neighborhoods related to street parking; and (3) vehicles blocking mailboxes, intersections, driveways, and fire hydrants. Residents have identified the primary cause of these concerns as non-residents driving into their residential neighborhoods and parking their vehicles overnight or for extended periods of time; and

WHEREAS, the City of Wilsonville recognizes the need of residents and non-residents to travel through residential neighborhoods and to have public access to the City's streets and on-street parking; and

WHEREAS, in certain instances where residential streets experience a significant amount of regular non-resident parking at night or for extended periods of time, limiting the hours and times non-resident vehicles can be parked in residential neighborhoods should lead to a reduction of traffic and parking congestion; safety issues; a reduction in noise and other nuisance complaints; and more efficient and effective service from emergency personnel, waste



management, and the United States Postal Services; while still providing both residents and non-residents with access to the City's public roads;

NOW, THEREFORE, THE CITY OF WILSONVILLE ORDAINS AS FOLLOWS:

1. Section 5.245 of Chapter 5 of the Wilsonville Municipal Code, entitled "Exemption," is renumbered as Section 5.250, and the following new Section 5.245, entitled "Residential Parking Zones," is added to Chapter 5:

**"5.245 Residential Parking Zones**

(1). Definitions.

- (a). Residents means the individuals that reside within the area where a Residential Parking Zone is being applied for.
- (b). Non-Residents means those individuals who do not live within the Residential Parking Zone.
- (c). Residential Parking Zone means an identified geographic area, approved by the City Manager, to be designated for parking by Residents and their guests, only, during all or some identified and posted hours of the day.

(2). Process.

- (a). The City Manager may establish a Residential Parking Zone at the request of the Residents within the proposed affected geographic area in the manner set forth below in subsection (b). The purpose of a Residential Parking Zone is to prohibit on-street parking by Non-Residents during specific time periods and/or limiting the duration Non-Residents may park within specific geographic areas used predominantly for residential purposes. The City Manager shall clearly define the geographic limits of the area affected by the zone and the hours during which parking by Non-Residents will be prohibited and/or the allowable duration of Non-Resident parking. Residents within the Residential Parking Zone must obtain parking permit(s) from the City Manager, or his/her designee, pursuant to subsections (b) through (h) of this section, in order to allow Residents and their guests to park within the Residential Parking Zone during the restricted hours.
- (b). Residents of an area may apply to have an area designated as a Residential Parking Zone through a community-initiated petition, with signatures of the owners representing at least sixty percent (60%) of

the affected addresses (one signature per address), to be submitted to the City Manager. This petition shall include:

- (i) A detailed description of the parking problem;
  - (ii) The probable cause(s) of the problem;
  - (iii) The geographic boundaries of the impacted area which the petitioners seek to designate as a Residential Parking Zone;
  - (iv) A listing of all individual addresses and property owners located within the proposed Residential Parking Zone and a list of all their vehicle license plate numbers;
  - (v) The type of on-street parking restrictions requested, which may include the following restrictions: (1) prohibiting all unpermitted parking during specified hours; (2) limiting unpermitted parking to a specific duration of time; or (3) a combination of (1) and (2); and
  - (vi) The proposed maximum number of resident and guest parking permits to be available for issuance to each Resident.
- (c). Upon receipt of a petition, in full conformance with subsection (b), the City Manager will investigate whether the affected area is eligible for a Residential Parking Zone. To investigate the eligibility of a Residential Parking Zone, the City Manager may consider some or all of the following:
- (i) Survey of vehicles parked on-street within the affected area at different times of the day or evening, and a determination of the percentage of vehicles parked that are Non-Resident vehicles (based on the list of Resident license plate numbers supplied by the petitioning Residents);
  - (ii) Statements of Residents within the affected area;
  - (iii) Review of police reports and parking tickets issued in the affected area;
  - (iv) Statements from police or other emergency personnel, postal personnel, and waste management personnel concerning access and safety issues;
  - (v) Any research, analysis, or review conducted by City departments regarding the affected area and parking issues within the affected area; and
  - (vi) Information supplied by the petitioners, and any other information the City Manager deems relevant.
- (d). Based on the findings of the City Manager's investigation, the City Manager will determine if a petitioned area is eligible for a Residential Parking Zone. The City may request additional information from petitioners if insufficient information is available to make a decision. If a petitioned area is approved as eligible for a Residential Parking

Zone, the City Manager may propose a Residential Parking Zone. The proposal by the City Manager shall state:

- (i) The boundaries of the proposed area of the Residential Parking Zone;
  - (ii) The type of on-street parking restrictions proposed, which may include: (1) prohibiting all unpermitted parking during specified hours; (2) limiting unpermitted parking to a specific duration of time; or (3) a combination of (1) and (2); and
  - (iii) The number of resident and guest parking permits available for purchase by each Resident.
- (e). The City Manager's proposal will be mailed to all Residents within 500 feet of a one-half mile radius of the proposed Residential Parking Zone, with a notice of a public meeting to be held at City Hall. After the public meeting, the proposal will be refined and a ballot prepared. A ballot will be mailed to all addresses within the proposed Residential Parking Zone within thirty (30) days after the public meeting. One legal owner per address in the proposed Residential Parking Zone is eligible to vote. (In other words, only one vote per residence, even if more than one legal owner.) The ballot must be received by the City Manager on or before the date specified in the mailing. A minimum of seventy percent (70%) of the ballots must be returned, out of which a minimum of seventy-five percent (75%) must be "yes" votes, to approve the Residential Parking Zone.
- (f). If the vote in subsection (e) is negative, a minimum of twelve (12) months must elapse before any new proposal can be initiated. If the vote in subsection (e) is positive, the City Manager will notify all owners within the Residential Parking Zone of the approval. (Permit fees from all of the Residents requesting permits within the Residential Parking Zone must be collected prior to the installation of customized parking signs by the City.)
- (g). Once a Residential Parking Zone is approved, Residents may apply for on-street parking permits by completing a resident parking permit application and providing the City Manager proof of residency within the Residential Parking Zone and proof of vehicle ownership of vehicle(s) registered to that address. A Resident may apply for a residential parking permit for each vehicle registered to that address. In addition to vehicles registered to Residents who reside in the Residential Parking Zone, Residents may also apply for the number of guest parking permits approved per Resident by the City Manager, based on input from the Residents, which provides a guest of the Resident with the same rights and permissions as resident parking

permits. *(The cost of each resident and guest parking permit will be determined by the City Manager, based on reasonable cost recovery, each year and is subject to change annually.)* Residents must reapply and pay each year for all parking permits. Residents who may need additional guest parking permits for an event may borrow them from other Residents. In all cases, the parking permit must be clearly displayed in the front window of the vehicle so as to be easily visible to Residents and law enforcement officers. **All permits, regardless of when obtained, expire one year from the date of City Manager approval of the Residential Parking Zone.**

~~(h). Permits may only be applied for within a designated period of time once per year; provided, however, new Residents who move to the neighborhood may apply upon surrender of permit(s) by the prior Resident. *[This seems onerous and I'm not understanding the necessity to limit when someone can apply. Also, what happens if the previous owner doesn't surrender his/her permit?]*~~

**(h). The Residents of the Residential Parking Zone will be required to pay the City's actual cost of signage before any permits will be issued.**

(i). Designation of the Residential Parking Zone will automatically renew annually, unless:

- (i) The City Manager receives a petition, representing at least sixty percent (60%) of the addresses within the designated Residential Parking Zone (one signature per address), requesting termination of the Residential Parking Zone; or
- (ii) The designated Residential Parking Zone or Residents do not meet or follow the rules or procedures established by the City Manager. In such a case, the City Manager will send notice of a public meeting to the Residents in the Residential Parking Zone. After the public meeting, the City Manager will determine whether to terminate the Residential Parking Zone. The City Manager's determination will be mailed to Residents in the Residential Parking Zone within thirty (30) days of the last public meeting. If the City Manager terminates the Residential Parking Zone, a minimum of twelve (12) months must elapse before any new proposal can be initiated.

(3). Signs. The City Manager will cause official signs for Residential Parking Zones to be installed and maintained. The signs shall clearly identify the on-street parking restrictions for Non-Residents and the exception to those restrictions for permit holders within the Residential Parking Zones. A permitted vehicle, displaying the authorized parking permit (whether

resident or guest), which is parked on-street in accordance with the Residential Parking Zone signs, and in accordance with parking regulations, generally is permitted to be parked in excess of the Non-Resident parking limit, as long as legally parked.

(4). Violations and Enforcement.

(a). Residential Parking Permit Zone Violations:

- (i) During permit designated hours, it is unlawful and a violation for an unpermitted vehicle to be parked on-street in the Residential Parking Zone.
- (ii) This Ordinance will be enforced on a complaint-driven basis. Therefore, Residents within the Residential Parking Zone are responsible for monitoring and notifying the police of violations.
- (iii) Police officers may issue parking citations or warnings and may also have a vehicle towed if a repeat offense or if the officer deems a health or safety risk is present, at the officer's discretion. If no health or safety issue exists, a complaint regarding a parking permit violation will be a low priority police call, and police response may be delayed.
- (iv) Any vehicle without a parking permit prominently displayed in the front window may be subject to ticketing and/or towing. Therefore, if a Resident fails to display the parking permit, or a guest of the Resident fails to display a guest permit, those vehicles will may be subject to towing and/or ticketing.

(b). Other Violations: It is further unlawful and a violation for any person to:

- (i) Provide false information in connection with an application for a resident or guest permit.
- (ii) Fail to surrender a permit, when requested to do so, when the person is no longer entitled to the permit.
- (iii) Use a permit when the permit holder is no longer entitled to the permit.
- (iv) Use, or allow the use of, a residential parking permit in connection with a vehicle other than the Resident's vehicle for which the permit was issued.
- (v) Sell, transfer, purchase, or otherwise acquire for value any permit issued by the City of Wilsonville.
- (vi) Use, or allow the use of, a permit in a manner inconsistent with the terms and limitations of the permit.

(c). Any violation under subsection (3).(b) may result in the immediate revocation of a resident and/or guest parking permit.

(5). Notice After Towing; Vehicle Inventory and Report. Notice after towing shall be provided in accordance with Wilsonville City Code Section 5.420. Vehicle Inventory and Report shall be in accordance with Wilsonville City Code Section 5.425.

(6). Appeals. The decision of the City Manager with respect to any of the foregoing is final and is not subject to appeal. Any party who wishes to contest the tow may do so to the City’s Municipal Court, pursuant to Code Sections 5.430, 5.435, 5.440, and 5.445.

(7). Payment of Towing Charges; Liens and Storage Charges; Release of Vehicle; Sale of Vehicle. All of the foregoing shall be governed by Wilsonville City Code Chapter 5, Sections 5.450, 5.455, and 5.460.”

2. Subsection 5.420(1) of Wilsonville Municipal Code, Chapter 5, Section 5.420, which is entitled “Notice after removal; methods; contents,” is amended to add a reference to Section 5.245 to the series of applicable Section references.

23. Section 5.210 of Chapter 5 of the Wilsonville Municipal Code, entitled “Prohibited Parking or Standing,” is amended to add a new subsection 5.210(13), to read as follows:

“(13). No vehicle shall be parked in any Residential Permit Parking Zone without a residential parking permit clearly displayed in the window for that Residential Parking Zone, as more particularly described in Chapter 5, Section 5.245.”

34. The City Recorder is directed to amend Wilsonville Code Chapter 5, Sections 5.245 and 5.250, Subsection 5.420(1), and Section 5.210, as approved above, and to make such format, style, and conforming changes to match the format and style of the Vehicles and Traffic Chapter of the Wilsonville Code.

45. Except as set forth above, Chapter 5 of the Wilsonville Municipal Code remains in full force and effect, as written.

SUBMITTED to the Wilsonville City Council and read for the first time at a meeting thereof on the 19<sup>th</sup> day of January, 2017, and scheduled for second reading on the \_\_\_\_ day of

\_\_\_\_\_, 2017, commencing at the hour of 7 p.m., at the Wilsonville City Hall, 29799 SW Town Center Loop East, Wilsonville, Oregon.

\_\_\_\_\_  
Sandra C. King, MMC, City Recorder

ENACTED by the City Council on the \_\_\_\_ day of \_\_\_\_\_, 2017, by the following votes:                    Yes: \_\_\_\_\_                    No: \_\_\_\_\_

\_\_\_\_\_  
Sandra C. King, MMC, City Recorder

DATED and signed by the Mayor this \_\_\_\_ day of \_\_\_\_\_, 2017.

\_\_\_\_\_  
TIM KNAPP, MAYOR

SUMMARY OF VOTES:

- Mayor Knapp
- Council President Starr
- Councilor Stevens
- Councilor Lehan
- Councilor Akervall

**ORDINANCE NO. 804**

**AN ORDINANCE OF THE CITY OF WILSONVILLE AMENDING WILSONVILLE CODE CHAPTER 5 BY RENUMBERING SECTION 5.245 AS SECTION 5.250 AND ADDING A NEW SECTION 5.245 TO CREATE A RESIDENTIAL PARKING ZONE PROGRAM, AMENDING CHAPTER 5, SECTION 5.420, TO REFERENCE THE NEW SECTION 5.245, AND AMENDING SECTION 5.210 TO ADD A NEW SUBSECTION 5.210(13).**

WHEREAS, the City of Wilsonville recognizes the need to preserve the livability of residential neighborhoods and to ensure residents' adequate ingress and egress, while also maintaining reasonable public access to City streets; and

WHEREAS, the City of Wilsonville recognizes the need to provide adequate ingress and egress for emergency and ambulatory vehicles to quickly reach residents in need of emergency assistance; of waste management to collect residents' trash and recycling; and of the United States Postal Service to access residents' mailboxes; and

WHEREAS, residents of certain Wilsonville neighborhoods have expressed the following concerns related to non-residents parking on their neighborhood streets: (1) difficult for emergency vehicle access to residences in certain neighborhoods due to on-street parking that may delay response times; (2) the presence of trash, inappropriate behavior, noise, and other public nuisances occurring within residential neighborhoods related to street parking; and (3) vehicles blocking mailboxes, intersections, driveways, and fire hydrants. Residents have identified the primary cause of these concerns as non-residents driving into their residential neighborhoods and parking their vehicles overnight or for extended periods of time; and

WHEREAS, the City of Wilsonville recognizes the need of residents and non-residents to travel through residential neighborhoods and to have public access to the City's streets and on-street parking; and

WHEREAS, in certain instances where residential streets experience a significant amount of regular non-resident parking at night or for extended periods of time, limiting the hours and times non-resident vehicles can be parked in residential neighborhoods should lead to a reduction of traffic and parking congestion; safety issues; a reduction in noise and other nuisance complaints; and more efficient and effective service from emergency personnel, waste



management, and the United States Postal Services; while still providing both residents and non-residents with access to the City's public roads;

NOW, THEREFORE, THE CITY OF WILSONVILLE ORDAINS AS FOLLOWS:

1. Section 5.245 of Chapter 5 of the Wilsonville Municipal Code, entitled "Exemption," is renumbered as Section 5.250, and the following new Section 5.245, entitled "Residential Parking Zones," is added to Chapter 5:

**"5.245 Residential Parking Zones"**

(1). Definitions.

- (a). Residents means the individuals that reside within the area where a Residential Parking Zone is being applied for.
- (b). Non-Residents means those individuals who do not live within the Residential Parking Zone.
- (c). Residential Parking Zone means an identified geographic area, approved by the City Manager, to be designated for parking by Residents and their guests, only, during all or some identified and posted hours of the day.

(2). Process.

- (a). The City Manager may establish a Residential Parking Zone at the request of the Residents within the proposed affected geographic area in the manner set forth below in subsection (b). The purpose of a Residential Parking Zone is to prohibit on-street parking by Non-Residents during specific time periods and/or limiting the duration Non-Residents may park within specific geographic areas used predominantly for residential purposes. The City Manager shall clearly define the geographic limits of the area affected by the zone and the hours during which parking by Non-Residents will be prohibited and/or the allowable duration of Non-Resident parking. Residents within the Residential Parking Zone must obtain parking permit(s) from the City Manager, or his/her designee, pursuant to subsections (b) through (h) of this section, in order to allow Residents and their guests to park within the Residential Parking Zone during the restricted hours.
- (b). Residents of an area may apply to have an area designated as a Residential Parking Zone through a community-initiated petition, with signatures of the owners representing at least sixty percent (60%) of

the affected addresses (one signature per address), to be submitted to the City Manager. This petition shall include:

- (i) A detailed description of the parking problem;
  - (ii) The probable cause(s) of the problem;
  - (iii) The geographic boundaries of the impacted area which the petitioners seek to designate as a Residential Parking Zone;
  - (iv) A listing of all individual addresses and property owners located within the proposed Residential Parking Zone and a list of all their vehicle license plate numbers;
  - (v) The type of on-street parking restrictions requested, which may include the following restrictions: (1) prohibiting all unpermitted parking during specified hours; (2) limiting unpermitted parking to a specific duration of time; or (3) a combination of (1) and (2); and
  - (vi) The proposed maximum number of resident and guest parking permits to be available for issuance to each Resident.
- (c). Upon receipt of a petition, in full conformance with subsection (b), the City Manager will investigate whether the affected area is eligible for a Residential Parking Zone. To investigate the eligibility of a Residential Parking Zone, the City Manager may consider some or all of the following:
- (i) Survey of vehicles parked on-street within the affected area at different times of the day or evening, and a determination of the percentage of vehicles parked that are Non-Resident vehicles (based on the list of Resident license plate numbers supplied by the petitioning Residents);
  - (ii) Statements of Residents within the affected area;
  - (iii) Review of police reports and parking tickets issued in the affected area;
  - (iv) Statements from police or other emergency personnel, postal personnel, and waste management personnel concerning access and safety issues;
  - (v) Any research, analysis, or review conducted by City departments regarding the affected area and parking issues within the affected area; and
  - (vi) Information supplied by the petitioners, and any other information the City Manager deems relevant.
- (d). Based on the findings of the City Manager's investigation, the City Manager will determine if a petitioned area is eligible for a Residential Parking Zone. The City may request additional information from petitioners if insufficient information is available to make a decision. If a petitioned area is approved as eligible for a Residential Parking

Zone, the City Manager may propose a Residential Parking Zone. The proposal by the City Manager shall state:

- (i) The boundaries of the proposed area of the Residential Parking Zone;
  - (ii) The type of on-street parking restrictions proposed, which may include: (1) prohibiting all unpermitted parking during specified hours; (2) limiting unpermitted parking to a specific duration of time; or (3) a combination of (1) and (2); and
  - (iii) The number of resident and guest parking permits available for purchase by each Resident.
- (e). The City Manager's proposal will be mailed to all Residents within 500 feet of the proposed Residential Parking Zone, with a notice of a public meeting to be held at City Hall. After the public meeting, the proposal will be refined and a ballot prepared. A ballot will be mailed to all addresses within the proposed Residential Parking Zone within thirty (30) days after the public meeting. One legal owner per address in the proposed Residential Parking Zone is eligible to vote. (In other words, only one vote per residence, even if more than one legal owner.) The ballot must be received by the City Manager on or before the date specified in the mailing. A minimum of seventy percent (70%) of the ballots must be returned, out of which a minimum of seventy-five percent (75%) must be "yes" votes, to approve the Residential Parking Zone.
- (f). If the vote in subsection (e) is negative, a minimum of twelve (12) months must elapse before any new proposal can be initiated. If the vote in subsection (e) is positive, the City Manager will notify all owners within the Residential Parking Zone of the approval. (Permit fees from all of the Residents requesting permits within the Residential Parking Zone must be collected prior to the installation of customized parking signs by the City.)
- (g). Once a Residential Parking Zone is approved, Residents may apply for on-street parking permits by completing a resident parking permit application and providing the City Manager proof of residency within the Residential Parking Zone and proof of vehicle ownership of vehicle(s) registered to that address. A Resident may apply for a residential parking permit for each vehicle registered to that address. In addition to vehicles registered to Residents who reside in the Residential Parking Zone, Residents may also apply for the number of guest parking permits approved per Resident by the City Manager, based on input from the Residents, which provides a guest of the Resident with the same rights and permissions as resident parking

permits. *(The cost of each resident and guest parking permit will be determined by the City Manager, based on reasonable cost recovery, each year and is subject to change annually.)* Residents must reapply and pay each year for all parking permits. Residents who may need additional guest parking permits for an event may borrow them from other Residents. In all cases, the parking permit must be clearly displayed in the front window of the vehicle so as to be easily visible to Residents and law enforcement officers. All permits, regardless of when obtained, expire one year from the date of City Manager approval of the Residential Parking Zone.

- (h). The Residents of the Residential Parking Zone will be required to pay the City's actual cost of signage before any permits will be issued.
  - (i). Designation of the Residential Parking Zone will automatically renew annually, unless:
    - (i) The City Manager receives a petition, representing at least sixty percent (60%) of the addresses within the designated Residential Parking Zone (one signature per address), requesting termination of the Residential Parking Zone; or
    - (ii) The designated Residential Parking Zone or Residents do not meet or follow the rules or procedures established by the City Manager. In such a case, the City Manager will send notice of a public meeting to the Residents in the Residential Parking Zone. After the public meeting, the City Manager will determine whether to terminate the Residential Parking Zone. The City Manager's determination will be mailed to Residents in the Residential Parking Zone within thirty (30) days of the last public meeting. If the City Manager terminates the Residential Parking Zone, a minimum of twelve (12) months must elapse before any new proposal can be initiated.
- (3). Signs. The City Manager will cause official signs for Residential Parking Zones to be installed and maintained. The signs shall clearly identify the on-street parking restrictions for Non-Residents and the exception to those restrictions for permit holders within the Residential Parking Zones. A permitted vehicle, displaying the authorized parking permit (whether resident or guest), which is parked on-street in accordance with the Residential Parking Zone signs, and in accordance with parking regulations, generally is permitted to be parked in excess of the Non-Resident parking limit, as long as legally parked.

(4). Violations and Enforcement.

(a). Residential Parking Permit Zone Violations:

- (i) During permit designated hours, it is unlawful and a violation for an unpermitted vehicle to be parked on-street in the Residential Parking Zone.
- (ii) This Ordinance will be enforced on a complaint-driven basis. Therefore, Residents within the Residential Parking Zone are responsible for monitoring and notifying the police of violations.
- (iii) Police officers may issue parking citations or warnings and may also have a vehicle towed if a repeat offense or if the officer deems a health or safety risk is present, at the officer's discretion. If no health or safety issue exists, a complaint regarding a parking permit violation will be a low priority police call, and police response may be delayed.
- (iv) Any vehicle without a parking permit prominently displayed in the front window may be subject to ticketing and/or towing. Therefore, if a Resident fails to display the parking permit, or a guest of the Resident fails to display a guest permit, those vehicles may be subject to towing and/or ticketing.

(b). Other Violations: It is further unlawful and a violation for any person to:

- (i) Provide false information in connection with an application for a resident or guest permit.
- (ii) Fail to surrender a permit, when requested to do so, when the person is no longer entitled to the permit.
- (iii) Use a permit when the permit holder is no longer entitled to the permit.
- (iv) Use, or allow the use of, a residential parking permit in connection with a vehicle other than the Resident's vehicle for which the permit was issued.
- (v) Sell, transfer, purchase, or otherwise acquire for value any permit issued by the City of Wilsonville.
- (vi) Use, or allow the use of, a permit in a manner inconsistent with the terms and limitations of the permit.

(c). Any violation under subsection (3).(b) may result in the immediate revocation of a resident and/or guest parking permit.

- (5). Notice After Towing; Vehicle Inventory and Report. Notice after towing shall be provided in accordance with Wilsonville City Code Section 5.420. Vehicle Inventory and Report shall be in accordance with Wilsonville City Code Section 5.425.
  - (6). Appeals. The decision of the City Manager with respect to any of the foregoing is final and is not subject to appeal. Any party who wishes to contest the tow may do so to the City’s Municipal Court, pursuant to Code Sections 5.430, 5.435, 5.440, and 5.445.
  - (7). Payment of Towing Charges; Liens and Storage Charges; Release of Vehicle; Sale of Vehicle. All of the foregoing shall be governed by Wilsonville City Code Chapter 5, Sections 5.450, 5.455, and 5.460.”
2. Subsection 5.420(1) of Wilsonville Municipal Code, Chapter 5, Section 5.420, which is entitled “Notice after removal; methods; contents,” is amended to add a reference to Section 5.245 to the series of applicable Section references.
  3. Section 5.210 of Chapter 5 of the Wilsonville Municipal Code, entitled “Prohibited Parking or Standing,” is amended to add a new subsection 5.210(13), to read as follows:

“(13). No vehicle shall be parked in any Residential Permit Parking Zone without a residential parking permit clearly displayed in the window for that Residential Parking Zone, as more particularly described in Chapter 5, Section 5.245.”
  4. The City Recorder is directed to amend Wilsonville Code Chapter 5, Sections 5.245 and 5.250, Subsection 5.420(1), and Section 5.210, as approved above, and to make such format, style, and conforming changes to match the format and style of the Vehicles and Traffic Chapter of the Wilsonville Code.
  5. Except as set forth above, Chapter 5 of the Wilsonville Municipal Code remains in full force and effect, as written.

SUBMITTED to the Wilsonville City Council and read for the first time at a meeting thereof on the 19<sup>th</sup> day of January, 2017, and scheduled for second reading on the \_\_\_\_ day of \_\_\_\_\_, 2017, commencing at the hour of 7 p.m., at the Wilsonville City Hall, 29799 SW Town Center Loop East, Wilsonville, Oregon.

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Sandra C. King, MMC, City Recorder

ENACTED by the City Council on the \_\_\_\_ day of \_\_\_\_\_, 2017, by the following votes:            Yes: \_\_\_\_            No: \_\_\_\_

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Sandra C. King, MMC, City Recorder

DATED and signed by the Mayor this \_\_\_\_ day of \_\_\_\_\_, 2017.

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TIM KNAPP, MAYOR

SUMMARY OF VOTES:

- Mayor Knapp
- Council President Starr
- Councilor Stevens
- Councilor Lehan
- Councilor Akervall

**Introduction:**

The following is the first annual report on the City’s Municipal Court. It is in response to Council request for periodic updates on court activity.

**Highlights of 2016:**

1. Long presiding, Judge J. Michael Gleeson retired effective December 31, 2016. Judge Gleeson served as the Municipal Court Judge since 1988. During his 28 year tenure cases grew from an average of 29 per month in 1988 to a high of 286 per month in 2012. The Council appointed Judge Fredric Weinhouse to replace. Judge Weinhouse has been acting as a pro-tem and will begin as presiding judge in January 2017.
2. Municipal Court began implementing Laserfiche as software solution for its documentation and records retention needs. This will allow all of court records to be stored paperless, with records being accessed through Laserfiche. All existing court ordered driver’s license suspensions are in the process of being scanned into the system, and going forward for 2017 all closed cases will be filed this way. Currently the records retention for municipal court records is 5 years so this will save a tremendous amount of file space and is a step towards a paperless office.

**2016 Caseload:**

The court adjudicated a total of 2,009 cases in 2016, generated mainly by the uptick in parking cites with vehicle code violations down 3.6% and parking cites up 194%. Case load is detailed in the chart below.

YEAR	O.R.S. Violations <sup>1</sup>			City Code		TOTAL Violations
	Vehicle Code	Motor Carrier (Truck)	Misc. <sup>2</sup>	Parking <sup>3</sup>	Misc. <sup>4</sup>	
2012	3,413	7	9	73	4	3,506
2013	2,305	8	9	98	6	2,426
2014	2,238	0	7	189	12	2,446
2015	1,647	1	7	134	14	1,803
2016	1,587	20	7	394	1	2,009

<sup>1</sup> ORS fines are set by state agencies. Upon each citation issued by the officer, Wilsonville Municipal Court also mails a letter explaining options for adjudication. For moving violations reportable to the DMV, licenses are suspended after 14 days of non-payment. Citations are turned over to collection after 12 months.

<sup>2</sup> O.R.S. Miscellaneous (non-traffic) violations have included: Possession of inhalants, purchase/possession of liquor by minor, unlawful possession of marijuana, throwing burning material.

<sup>3</sup> City Code parking citations are \$25.00. A citation is left on vehicle and a letter is sent to the registered owner. After 30 days from date of issue with nonpayment the citation double and a second letter is sent to the registered owner. Two weeks to four weeks after that the citation is sent to collection agency and an additional 25% is added (\$12.50)

<sup>4</sup> City Code miscellaneous citations are typically assessed from \$25.00 to \$1,000 and have included: noise ordinances, soliciting without an permit, dog at large or off leash in park, drinking in the parks, skateboarding in park, urinating in public place, and camping in public property.



**2016 (Calendar Year) financial information:**

• Total Fines Imposed:	\$274,452
• Total Collected (including fines & state/county Fees)	\$284,944
• Total Online Payments collected	\$50,663
• Accounts Turned to Collection	294
• Payments received	\$4,605

**2016 Drivers Licenses on Suspension:**

Total Suspensions Processed	487
Total Licenses Reinstated	269
Outstanding Suspensions	2,830

**2016 Staff Development:**

In March 2016, Judge Gleeson and Court Clerk Pam Munsterman attended the ODOT Judicial Education Conference. Judge Weinhouse also attended, taking part in the new judge's session. In June Accounting Specialist Jamie Nightingale received her Law Enforcement Data System (LEDS) certification, and trained in court as court clerk.