



Adelante Mujeres Listening Sessions Report



Community Connector Transit Study

Estudio de Conectores Comunitarios de Transporte

03/26/2026

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BACKGROUND

This report provides a summary of the listening sessions that Adelante Mujeres provided related to the Community Connector Transit Study. Methodology was implemented by the support of the toolkits provided by Metro. The facilitators and organizers of the listening session were Petrona Dominguez Francisco, Leadership and Advocacy Manager, and Alma Sanjuan, Leadership Trainer, staff of the Leadership & Advocacy Department of Adelante Mujeres.

Both Petrona and Alma, organized two Spanish listening sessions, with the option of in-person or virtual via zoom. This report summarizes the two listening sessions' responses to the questions that were asked, comments/feedback received by participants, and materials used as addendums.

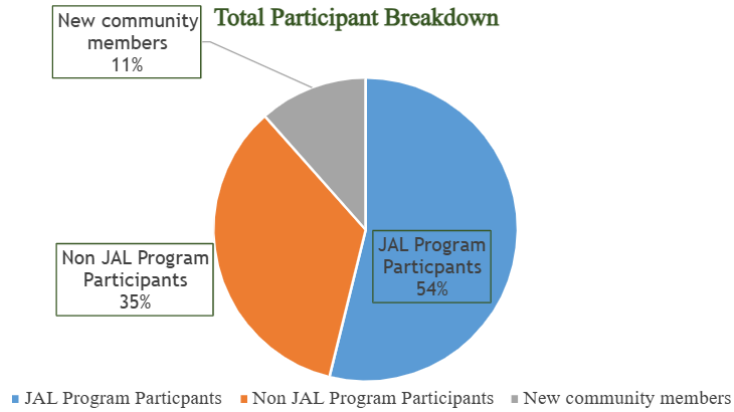
The responses and notes were taken in Spanish and have been translated to English by the facilitators to present this report.

In this report, we use the "+" system to highlight the frequency a statement was agreed on. When we add a "+1, +2, +3 and so on" it expresses the amount of time others agreed with that idea/statement.

RECRUITMENT

Recruitment timeline fell between February 25th – March 11th, 2026, with a visual flyer and short description. We recruited Spanish speaking participants primarily through our program WhatsApp groups where alumni (ranging from 25 –60 years old) of our departments are, and where we engage primarily with them to share about opportunities and events in the community.

Twenty-four community members registered, and only 22 participated in either the in-person or virtual modality. The chart below shows our program participants community engagement based off if they were either new to our programs or if they had previous experiences with our programs, such as the Environmental Justice & Leadership program (in Spanish: Justicia Ambiental y Liderazgo (JAL), or other department programs.



Fifty four percent of the participants were part of our JAL Program. We highlight this to share the commitment and willingness of our Latine community members to address, engage, and participate on issues related to environmental justice, which include transportation.

Demographics

- 100% identify as Latino/a/e
- 77% identify as women and 22% as men
- 81% live in Washington County

City Representation

Forest Grove	Cornelius	Hillsboro	Beaverton	Portland
13%	13%	27%	27%	18%

IN-PERSON LISTENING SESSION

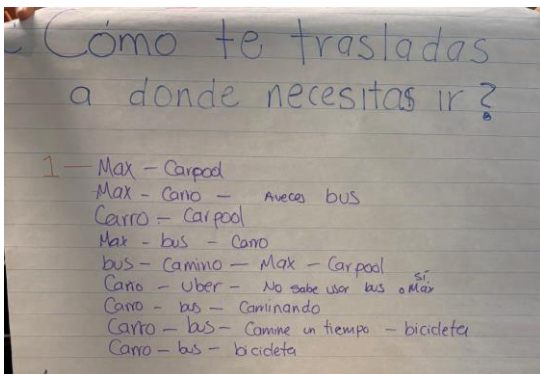
Childcare, food, and gift cards were provided to compensate for the participants' time and commitment. Nine participants attended. We spent 2 hours and 30min together. We divided questions based on sections to smooth the process and be clear on the topics we would be asking. The following are the responses to the questions from Section 1-4.

SECTION 1

For this section, we asked participants to engage in a series of methodologies such as big group share-out and writing on sticky notes.

Initial Conversations

Question 1: Share your name, city, how do you get to where you need to go? (e.g., walking, bus, car, train, max, carpool, bicycle, other)



Responses

Transportation

Walking: 3
Bus: 6
Car: 6
Max: 4
Carpool: 4
Bike: 2

City

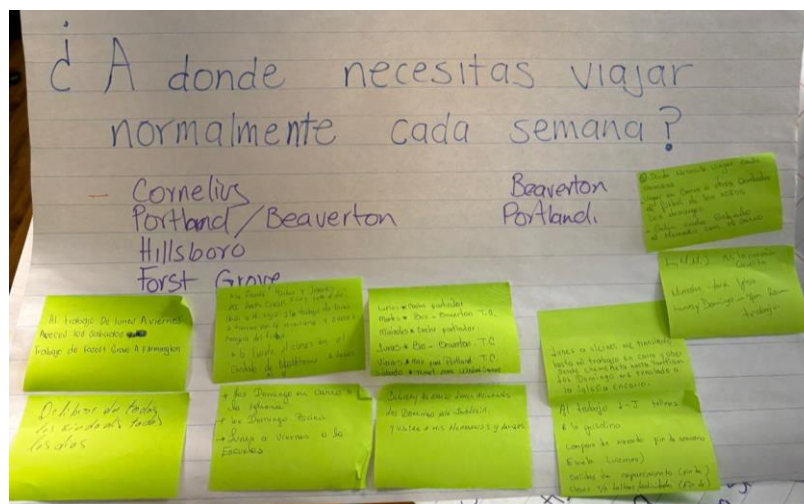
Forest Grove: 1
Cornelius: 2
Hillsboro: 1
Beaverton: 2
Portland: 3

Quotes:

- "Taking the bus from my house is difficult. In the summer, I ride my bicycle with my grandchildren."
- "When my vehicle breaks down, getting around is difficult. Figuring out the transit routes is a challenge. I have to cross the bridges. Safety—especially when traveling at night—is a concern."
- "I have to find a ride to get to work since the route involves taking back roads—which are dangerous—it can be complicated. For this reason, I have to look for rides with people who live close to me so we can commute to work together."

- “For over 15 years, I relied on the MAX train and the bus—a commute that took me two hours to get to work. Now that I have my own car, the trip takes only 25 minutes”
- “I take the 76 or the 78, but the bus stops are quite a long walk from where I live. They recently discontinued the 76 and 78 lines, and that has really impacted my commute.”
- “I’ve never actually ridden a bus before; I don't know how to use the transit apps, I don't know where the bus stops are, and so on. I simply lack the know-how.”

Question 2: Where do you typically need to travel every week?



Responses:

City

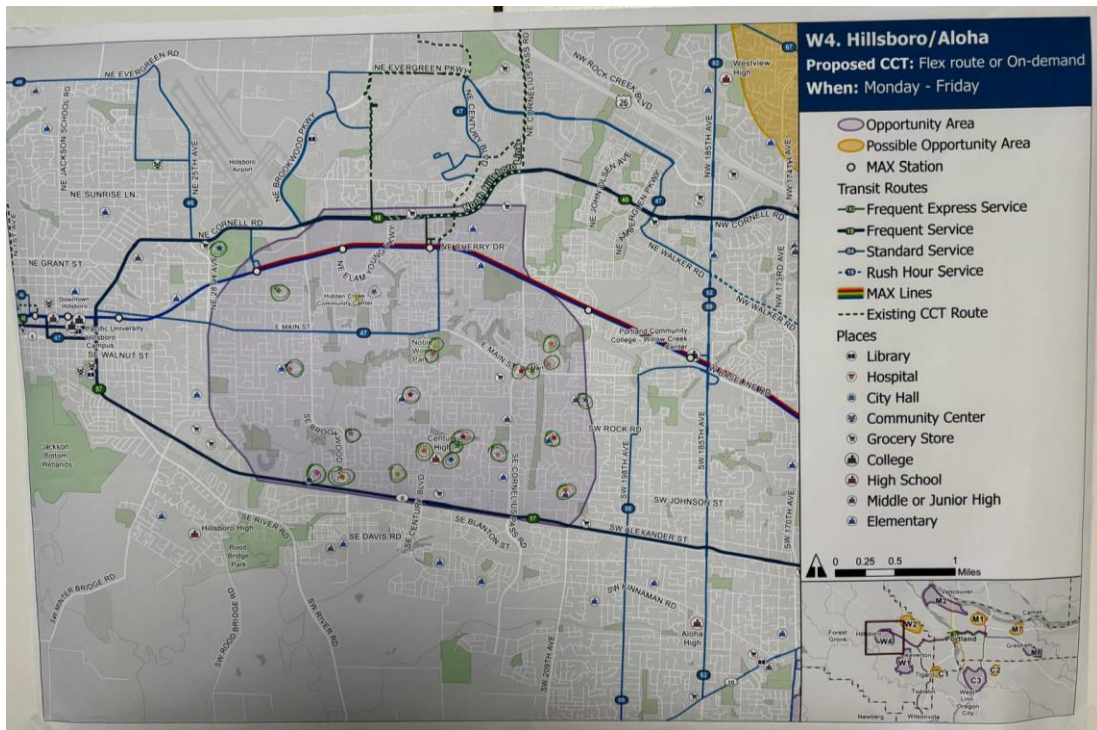
- Cornelius
- Portland+1
- Beaverton+1
- Hillsboro
- Forest Grove
- All cities (amazon delivery driver)

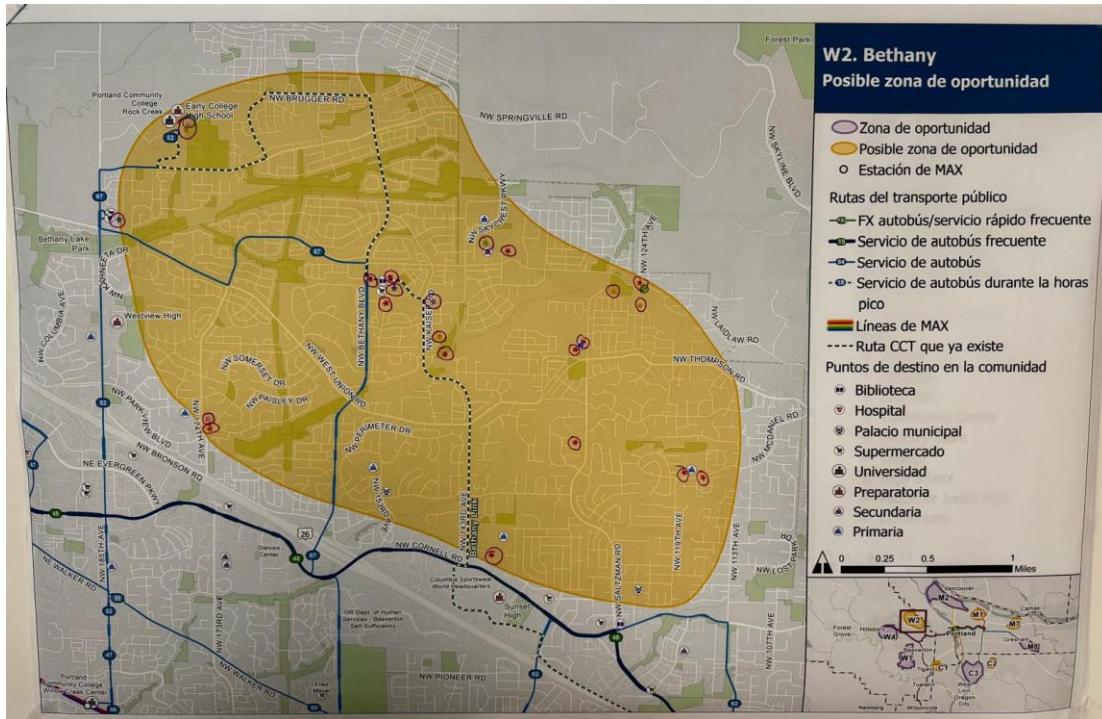
Locations

- Work +6
- School +2
- Gas
- Church +3
- Family +3
- Stores +4
- Recreational Activities
 - Educational Workshops
 - Soccer
 - Pool
 - Parks

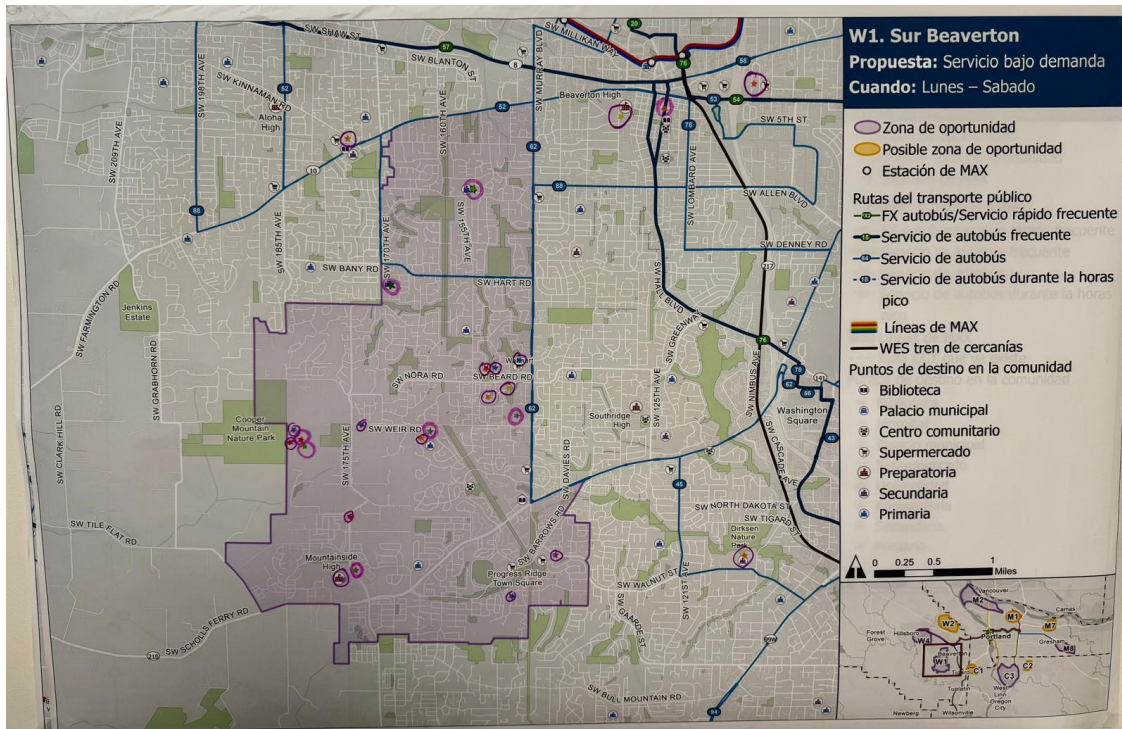


Participants placing their dots



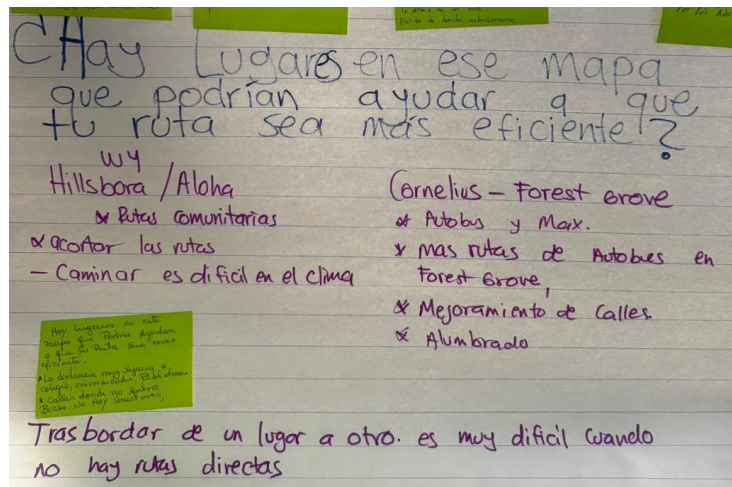


Map 2



Map 3

Question 4: Are there places on this map that could help make your route more efficient?



Responses

Hillsboro/Aloha

- There are common routes not addressed here.
- Cut down routes not needed.
- Walking can be difficult in some areas due to the weather.
- Brookwood Area: Needs a bus route.
- The bus route cuts off at Orenco.

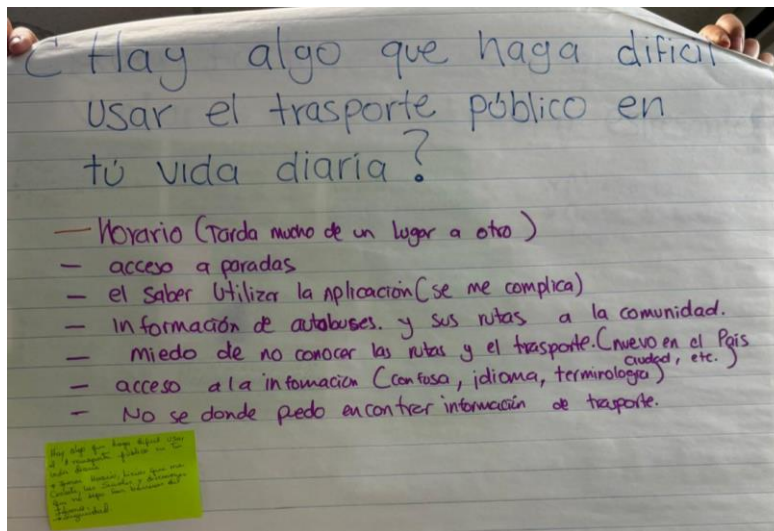
Cornelius – Forest Grove

- Bus and Max accessibility: more bus routes in Forest Grove.
- Better streets in rural areas of Forest Grove.
- More lighting.

Quotes:

- "Transferring from one place to another is very difficult when there are no more direct routes."
- "Distance takes a long time to get to colleges, universities, and libraries. Streets where there is no bus accessibility, there are not community connectors."
- "They build housing complexes, but there are no bus routes. They focus solely on roadways for cars, and there are no public services."

Question 5: Is there anything that makes it difficult to use public transportation in your daily life?



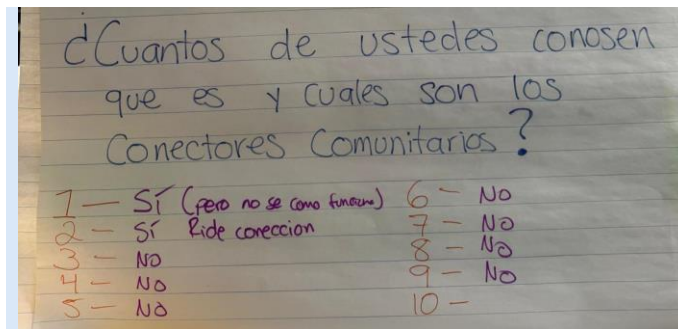
Responses

- Schedule: Takes a long time from one place to another.
- Access to more bus stops.
- Not know how to use the apps – it is complicated for me.
- Information about buses and routes in the community.
- Fear of not knowing the routes and transportation services. I am new to this city / country.
- Access to information: confusing, language, terminology, where to get information.

Quotes:

- "The bus schedule is limited. Service is infrequent. If you don't catch the bus at that specific time, you could end up being late."
- "A bus takes 15 minutes—I've calculated it. You can see where the bus is on the apps. The app provides all the information, but when the bus runs late, it doesn't update right away."
- "The route guides I mentioned earlier used to be available at bookstores. Now, however, you can access that information through the TriMet app. In the past, I used to carry around all the schedules for the routes I took; I would pick them up at the bookstore."

Question 6: How many of you know what community connectors are and what they entail?



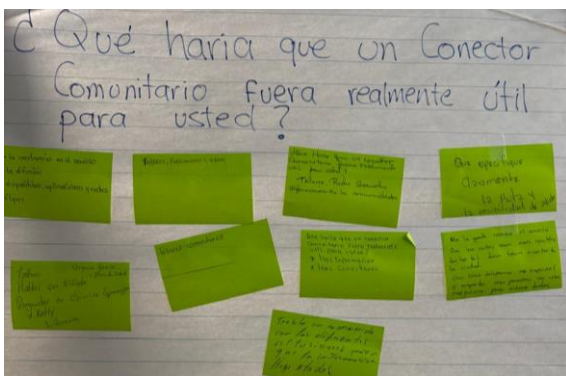
Responses

Yes: 22%
No: 77%

Solutions

In this section, we asked participants for feedback related to community connectors. Many expressed the term "community connector" as new. For those who knew, only Ride Connection was what they were familiar with, after having learned from the presentation from Alfredo.

Question 7: What would make a community connector truly useful to you? (schedule, dates, safety, accessibility, publicity—in detail)



Responses:

- Consistency in service.
 - The dissemination of presentations, applications, flyers, and social media content. +2
 - Videos.
 - Community Workshops. +3
 - Speak with Alfredo from Metro.
 - More community connectors.
-
- Speak with Beatriz (Adelante Mujeres Staff who supports Tri-Met Enrollment) at Clinica Esperanza.
 - Information at community locations such as Libraries. +3
 - Healthcare plan with Virgina Garcia.
 - Routes be clearer and more visible.
 - Spanish hotline to ask questions, but that is a real human and not a robot.

Question 8: Triangle Activity - If you could only choose two characteristics, which ones would they be? Frequency, flexibility, or economy.



Responses

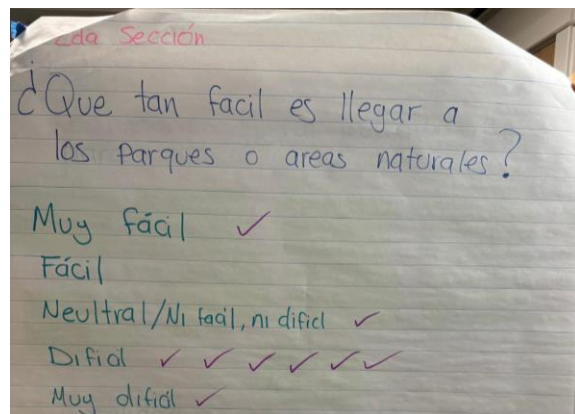
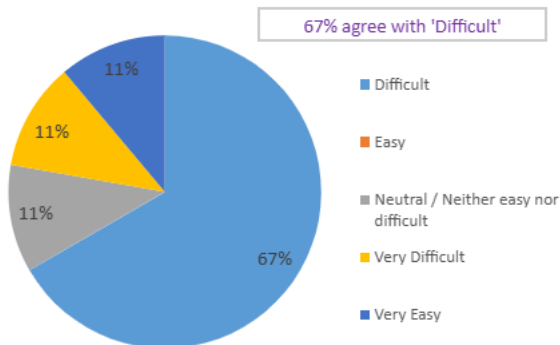
- (36%) - Frequency: 8
- (40%) - Flexibility: 9
- (22%) - Economy: 5

SECTION 3

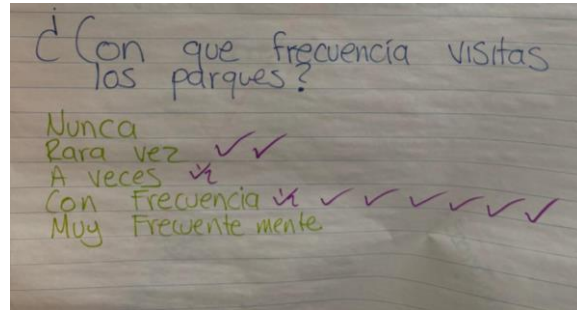
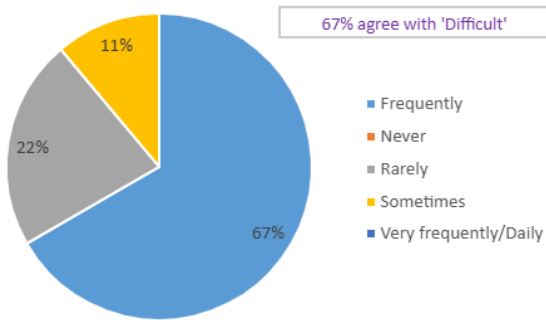
Access to and Needs Regarding Parks and Nature

In this section, we asked participants a series of Linkert-scaled questions, writing on sticky notes, and group shared out questions. Below you will see the pictures of their responses and pie charts to provide better visuals of the results for the Linkert-scale questions.

Question 9: How easy is it to get to the parks or natural areas?



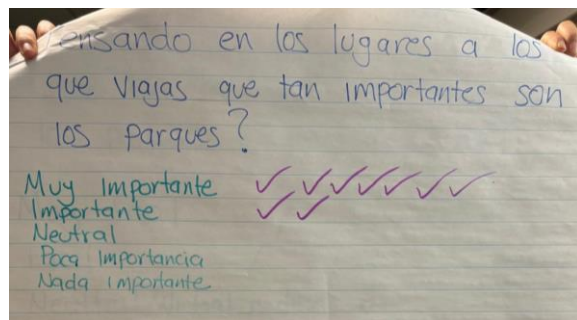
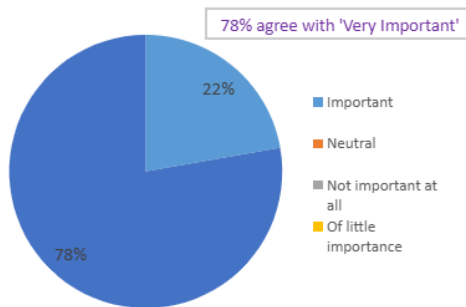
Question 10: How often do you visit the parks?



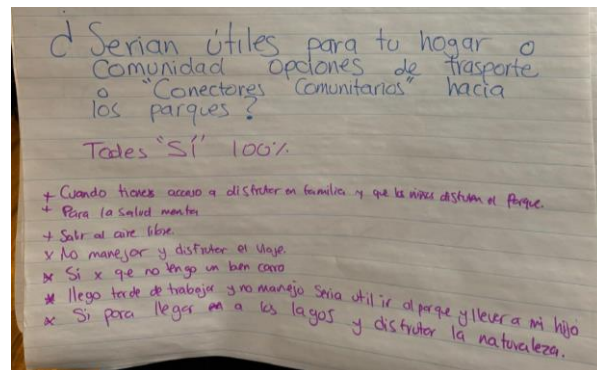
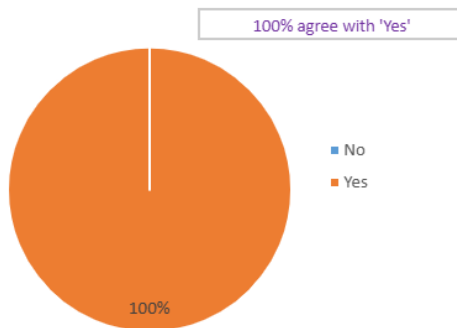
Quotes:

- “Depending on the weather and the time available, I visit it more often in the summer.”

Question 11: Thinking about the places you travel to, how important are parks? Do they represent one of your biggest challenges?



Question 12: Would transportation options—or a “community connector”—to the parks be useful for your home or community?

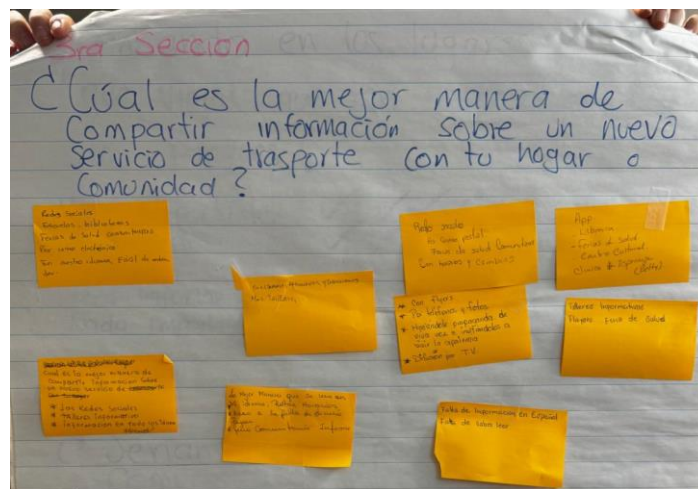


Quotes:

- “When the weather is nice, it offers an excellent opportunity to have fun, get out with the family, boost your mental health, and feel a sense of freedom.”
- “The matter of not driving - traveling in a relaxing way, without having to worry about whether there’s parking or if you’re far away, or getting stressed out by the driving itself. I would love to visit more parks—but by bus.”
- “Sometimes I get home late from work and want to take my son to the park, but I don't have a car, and then I think that it's already too late. If there were transportation available to get to the park, I would use it to take my son out.”
- “It would be nice to have routes to the beach, parks, etc.”

Communication and Multilingual Needs

Question 13: What is the best way to share information about a new transportation service with your household or community? What problems or limitations have you encountered with language services?

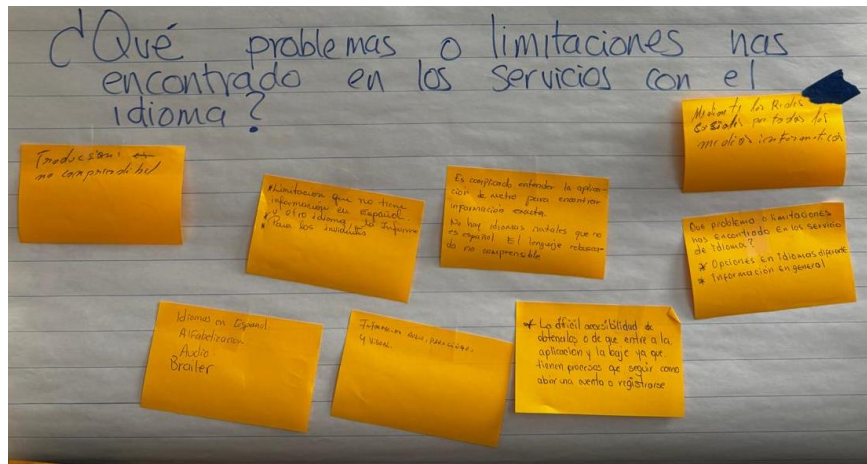


Responses

- Social Media +2
 - Televised +2
 - Photos
- Flyers +1
- Schools
- Libraries +1
- Health Community Fairs +4
 - Centro Cultural
- Language
 - Easily understandable terminology +1
 - Multiple languages +2
- Workshops +2
 - Informational +2
 - Handson
- Workplaces
- Apps +1

- Adelante Mujeres Clinica Esperanza with Beatriz
- By Phone and Email
- Schedules +1
- Postal services

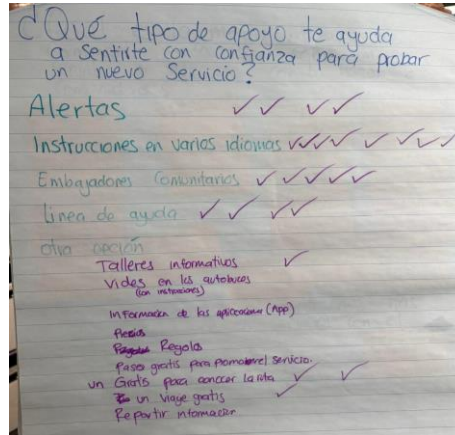
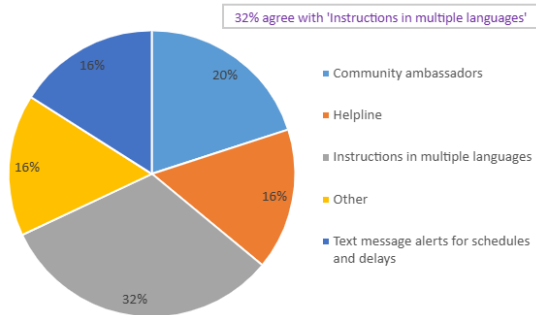
Question 14: What problems or limitations have you encountered with language services?



Responses

- Translation is not understandable. There are different variations of Spanish.
- Accessibility: Limitations for non-Spanish speakers (ex: indigenous languages).
- Accessibility: Information in audio, visuals, for members who are disabled (blind).
- Downloading or how to proceed after downloading TriMet apps. How to register.
- Audio on services
- Difficult using Metro apps and where to get information.
- Lack of information in general.

Question 15: What kind of support helps you feel confident in trying a new service? (Message alerts about schedules and delays, instructions in multiple languages, community ambassadors, helplines, and other options?)



Responses to “Other”

- Informational workshops.
- Screens on buses displaying informational videos.
- Affordable fares.
- A dedicated transportation system app.
- Introductory rides during peak hours to promote the service.
- Bringing in community members to familiarize them with the route.
- Free passes or incentives for prospective users—such as students—to help them learn the route.
- Promotions or discounts to launch a new route.
- Free tours.

SECTION 4

This next section covers the final set of questions, which assessed the level of importance of participants placed on certain service factors.

Votes

Instructions: Hold up a number from 1 to 5 (1 is not important at all, and 5 is very important) using your fingers to rate the following:

Sección Final

Votaciones

	1	2	3	4	5
Servicio de en la noche					9
Servicio de fin de semana					9
Gratis/ de bajo costo			1	1	7
Distancia más cerca				1	8
Espacio para silla de ruedas					9
Atención al cliente Multilingüe					9
Portabicietas	1				8
Presencia de seguridad					9
Opciones para viajar en grupo					9

Statements	Rating
Night service	→ 100% agree with 'Very Important'
Weekend service	→ 100% agree with 'Very Important'
Free / Low-cost	→ 77% agree with 'Very Important'
Distance to nearest stop	→ 88% agree with 'Very Important'
Space for wheelchairs / strollers	→ 100% agree with 'Very Important'
Multilingual customer service	→ 100% agree with 'Very Important'
Bike racks	→ 88% agree with 'Very Important'
Onboard security	→ 100% agree with 'Very Important'
Group travel options	→ 100% agree with 'Very Important'

VIRTUAL LISTENING SESSION

Thirteen participants attended virtually via Zoom. Gift cards were delivered in person to compensate for their time and commitment. We spent 2 hours and 30 min together. We divided questions based on sections to smooth the process and be clear on the topics we would be asking. The following are the responses to the questions from Section 1-4.

SECTION 1.2

For this section, we provided lots of visuals to engage in a series of methodologies such as big group share-out and sharing in the chat.

Initial Conversations

Question 1: share your name, city, how do you get to where you need to go? (e.g., walking, bus, car, train, max, carpool, bicycle, other)

Responses	
<u>Transportation</u>	<u>City</u>
Walking: 5	Forest Grove: 3
Bus: 6	Cornelius: 1
Car: 11	Hillsboro: 4
Train: 1	Beaverton: 3
Max: 9	Portland: 1
Carpool: 3	
Bike: 2	
Other: Running, Ride Connection+1	

Quotes:

- "I carpool for group runs and take the MAX for games."
- "I drive for shopping trips but take the bus if it's not too far."
- "Generally, I use my car or my bicycle; I take the MAX when traveling to Hillsboro or Portland."
- "Because of my job, I mostly use my car; otherwise, I take the MAX or walk."
- "I drive when I can, go with my husband or take the bus or carpool. Taking the bus is tricky for me because of the children, but I have used it."
- "I carpool, take Bus 57, walk if the destination is nearby, or take the MAX for longer distances."

Question 2: Where do you typically need to travel every week)

Responses	
<p><u>Cities</u></p> <ul style="list-style-type: none"> - Beaverton +3 - Sherwood - Hillsboro +2 - Forest Grove - Portland +1 	<p><u>Locations</u></p> <ul style="list-style-type: none"> - Stores +3 - Gym - Family +2 - School +2 - Work +3 - Medical Appointments +2 - Church +2 - Recreational activities <ul style="list-style-type: none"> o Biking +2 - Community events

Question 3: What factors make traveling difficult or stressful?

Responses	
<ul style="list-style-type: none"> - Traffic +2 - Lack of Cross walks - Weather +2 <ul style="list-style-type: none"> o Rain - Schedules / Hours +1 - Lack of benches – long standing +1 	<ul style="list-style-type: none"> - Long distance to bus stops +3 - Wait time +2 - Transferring from spot to stop +1 - Lack of TriMet to other cities <ul style="list-style-type: none"> o Sherwood, Forest Grove - Maintenance of bus stops - Security concerns +2

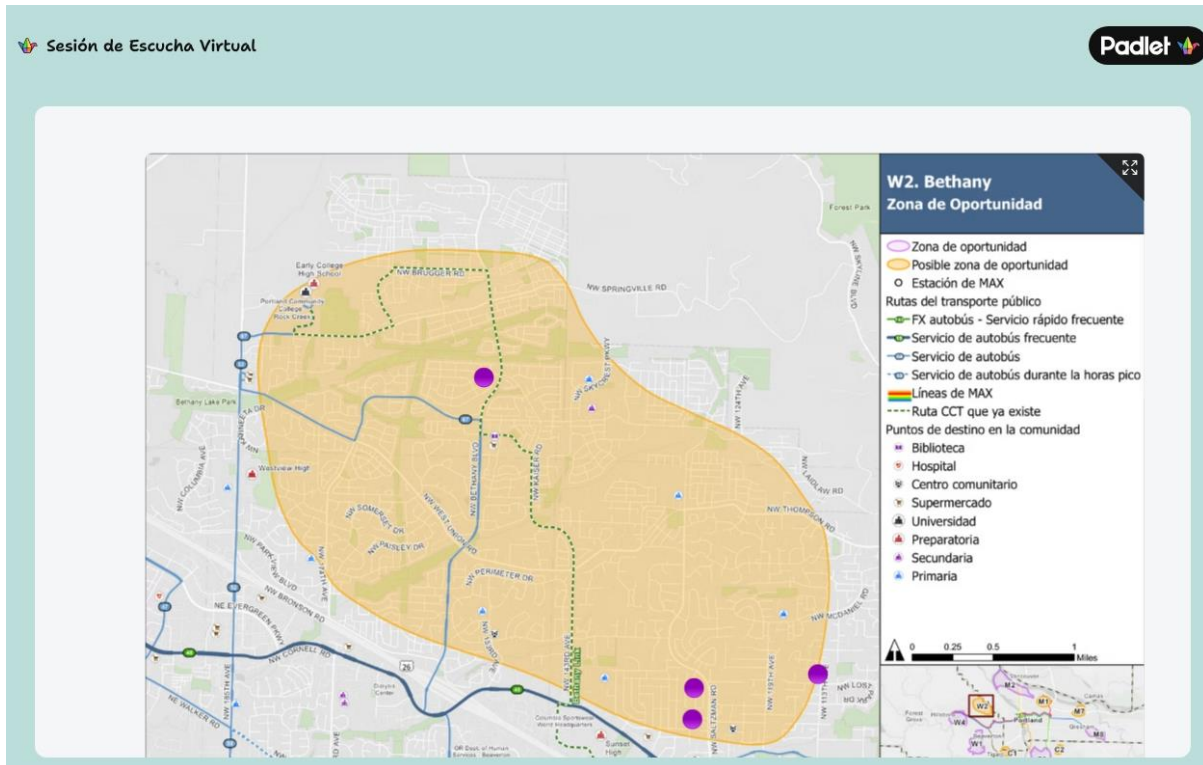
Quotes:

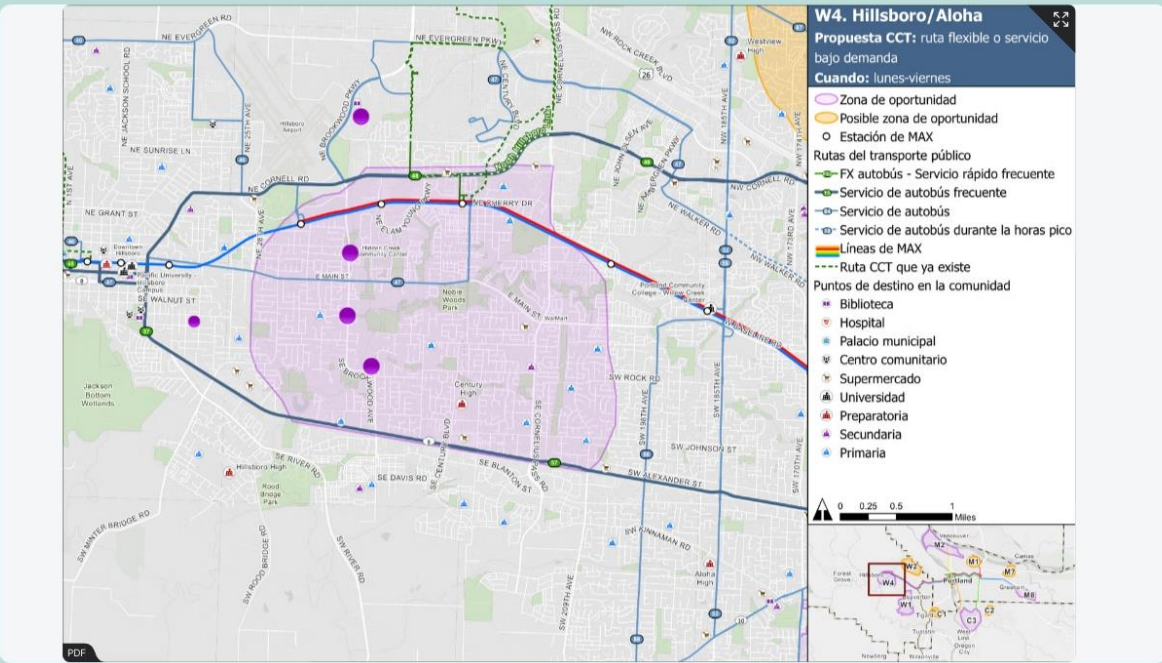
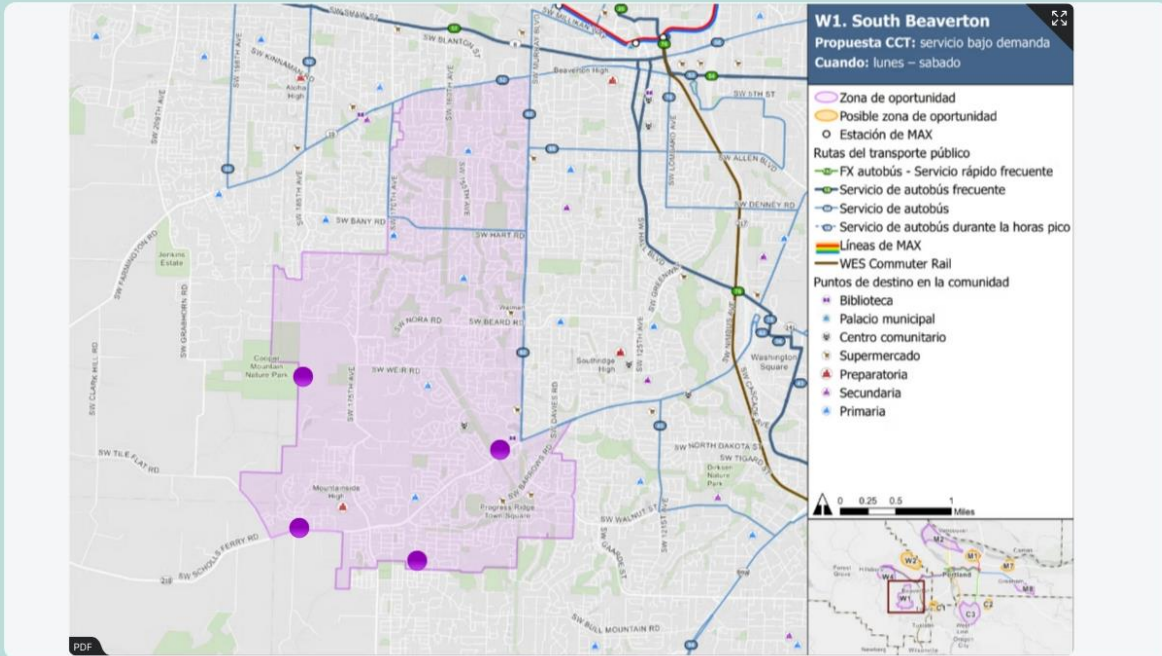
- “My appointments. It would take me 45 minutes by car. But by bus, counting the round trip, it would take a total of four hours. The 57 comes every 45 minutes. To get to those places, I have to wait for it and take it. That is frustrating, because that is the closest bus line.”
- “For me, the distance to the bus stop is quite far.”
- “When you get off at a stop, you have to walk for more than five minutes to reach your next connection; sometimes there are no sidewalks, and if there are, they run right alongside the street—which makes walking with children much more difficult. You have to adjust your pace to your child.

SECTION 2.2

Gaps and Needs in Public Transportation Systems

For this next section, we virtually placed their dot as they informed us as to where the transportation gaps align with their transportation needs. For many, it did, while for others it was outside of the area. The next three maps represent the areas of Hillsboro/Aloha, Bethany, and Sur Beaverton. Responses to questions based on these maps in continuation. Additional questions were a mix of group share out and chat questions.





Question 4: Are there places on this map that could help make your route more efficient?

Responses	
<ul style="list-style-type: none"> - Flexible Hours +1 - More frequent stops +1 - More connectors in busy communities to reduce max capacity 	<ul style="list-style-type: none"> - Affordable Fare rates - More stops to reduce extensive length of walk to a bus stop

Quotes:

- "At Maple and Oak Streets in Hillsboro, significant transportation is needed for children who do not have bus service; and at Walker Road and Ambergleen, transportation is required to serve the many apartment complexes currently under construction."
- "Community connectors via Baseline and Yew in Forest Grove for workers, to prevent further accidents."
- "It would be great to have community connectors to get to the Brookwood Library, Costco, and the Salvation Army located near Sunset and TV Hwy, instead of having to take the long way around."
- "From Mountainside High School to Murray Boulevard—via School Ferry—community connectors are needed."
- "A connector to Schoolferry and Cooper Mountain Park—both located in that area—would be beneficial, as many members of the Latino community are unaware of this park and could thus enjoy it on a beautiful day."
- "Instead of relying on local connector routes, it would be great if the return bus—traveling from Cornelius and Forest Grove to Hillsboro—ran more frequently. Specifically, the route heading toward the 47/48 lines and Rock Creek."
- "It would be beneficial to have community connector routes in this part of Bethany—specifically in this potential "Opportunity Zone"—to serve the people who travel through this area, which is home to many community hubs such as churches. Along Saltzman Road, heading toward NW Thompson, there is currently no bus service; yet, there is a large Latino community in this area that frequents the local churches and shops. I firmly believe that a community connector route is indeed needed here."
- "In the vicinity of Cedar Hills and Cedar Mill, such a connector route could make transit much more accessible."

- "I believe a MAX line to Forest Grove would help alleviate the issue of buses that are always overcrowded—a significant limitation for me, as I am unable to stand for extended periods. Furthermore, the MAX would give you the opportunity to see which train cars are full and which are emptier, allowing you to choose the best spot—a crucial feature for those of us who cannot stand for long, as well as for wheelchair users.

Question 5: Is there anything that makes using public transportation difficult in your daily life?

Responses	
<ul style="list-style-type: none"> - Wait time - Using Apps - Length of time to walk to a bus stop +1 - Buses to schools / universities - Lack of communication <ul style="list-style-type: none"> o when a bus is full – delays commute o Time of arrival due to delays 	<ul style="list-style-type: none"> - Security concerns +1 - Maintenance - Fares - Length of time to transfer - How to validate passes / cards - Getting lost - Lack of Information +1 - Distance to a bus stop +1

Question 6: How many of you know what community connectors are and what they entail?

Responses
No: 8 Yes: 0 Somewhat: 5

Solutions

In this next section, we asked participants for feedback related to community connectors. Many expressed the term "community connector" as new. For those who knew, only Ride Connection was what they were familiar with, after having learned from the presentation from Alfredo.

**Question 7: What would make a community connector truly useful to you?
(schedule, dates, safety, accessibility, publicity—in detail)**

Responses:

- | | |
|---|--|
| <ul style="list-style-type: none">• Better hours availability +3• Respect arrival times +1• A fixed service that operates on weekends and holidays. +2<ul style="list-style-type: none">○ Everyday service +1• Educational information +3<ul style="list-style-type: none">○ “how to use”. | <ul style="list-style-type: none">• Services to parks, schools• Collaborations with CBO’s, community groups to distribute information +1• App to know times & plan trips• Available in more accessible locations +1 |
|---|--|

Quotes:

- “Please respect the schedules you publish, as there are times when services are not available even though they are listed—and I have missed medical appointments because I had no transportation.
- “I wish there was access to my neighborhood. I live in a neighborhood with a very—very—adult population, and people only pass through when they are on their way to church, the dollar store, and so on. It is a community with limited access.”
- “It would be helpful if the TriMet app could notify us when an incoming bus is already full; that way, we would know whether to start walking to our destination or wait for the next bus.”
- “TriMet shares information regarding community connectors with agencies such as Adelante Mujeres (Clínica Esperanza) to share with the community.

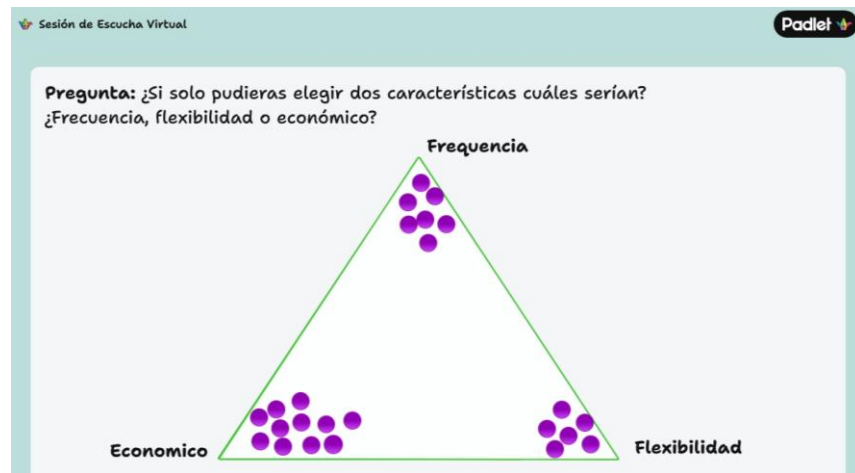
Question 8: Triangle Activity - If you could only choose two characteristics, which ones would they be? Frequency, flexibility, or economy.

Responses

Frequency: 7 (29%)

Economic: 11 (45%)

Flexibility: 6 (25%)

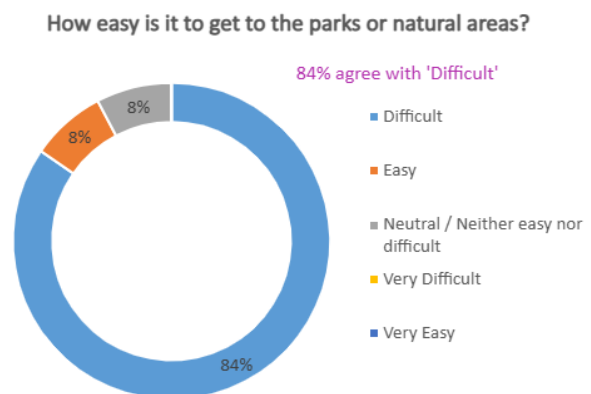
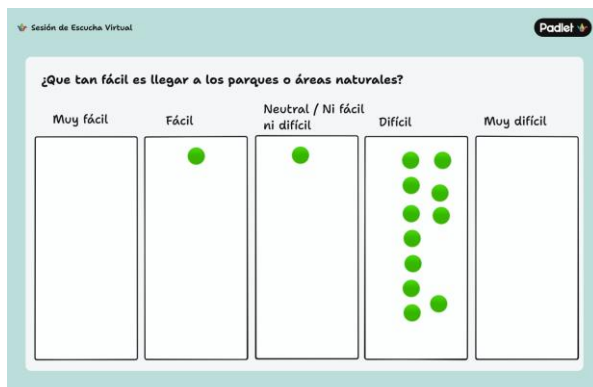


SECTION 3.3

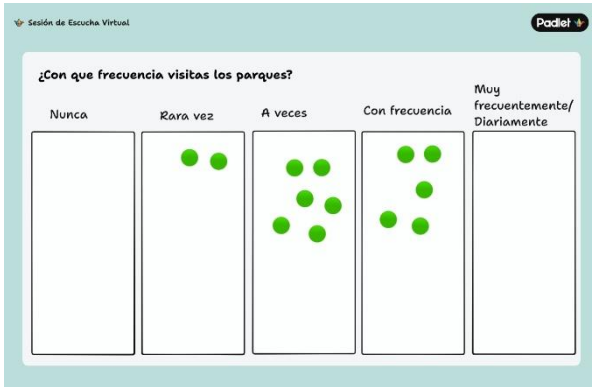
Access to and Needs Regarding Parks and Nature

In this section, we asked participants a series of Linkert-scaled questions, and facilitator took note virtually through Padlet. Below you will see the pictures of their responses and pie charts to provide better visuals of the results for the Linkert-scale questions.

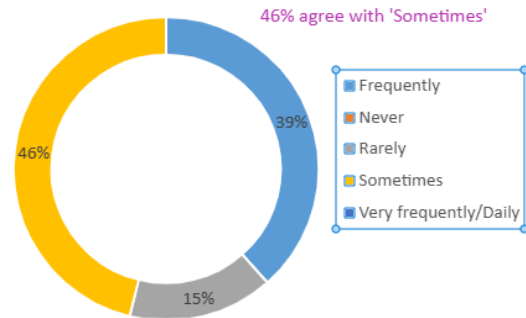
Question 9: How easy is it to get to the parks or natural areas?



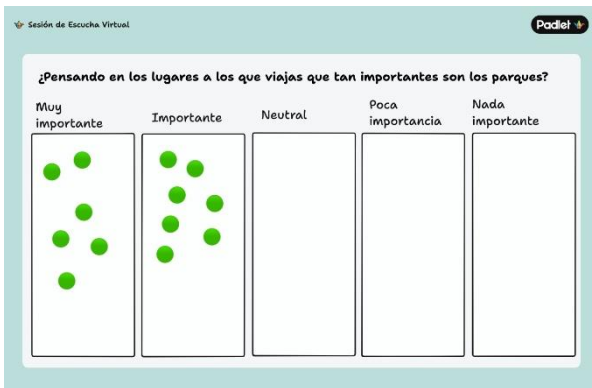
Question 10: How often do you visit the parks?



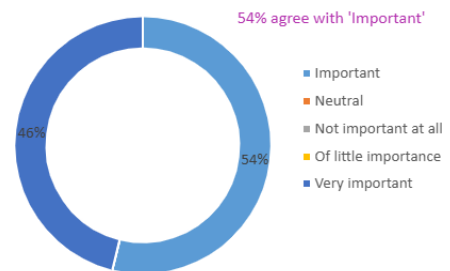
How often do you visit the parks?



Question 11: Thinking about the places you travel to, how important are parks? Do they represent one of your biggest challenges?

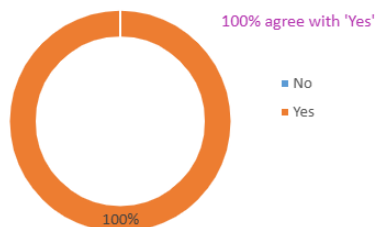


Thinking about the places you travel to, how important are parks? Do they represent one of your biggest challenges?



Question 12: Would transportation options—or a “community connector”—to the parks be useful for your home or community?

Would transportation options—or a “community connector”—to the parks be useful for your home or community?



Quotes:

- “Chehalem Park, for example, is very nice, but it’s very far away.”

- "If it operates on weekends, there are currently no options available."

Communication and Multilingual Needs

Question 13: What is the best way to share information about a new transportation service with your household or community?

Responses

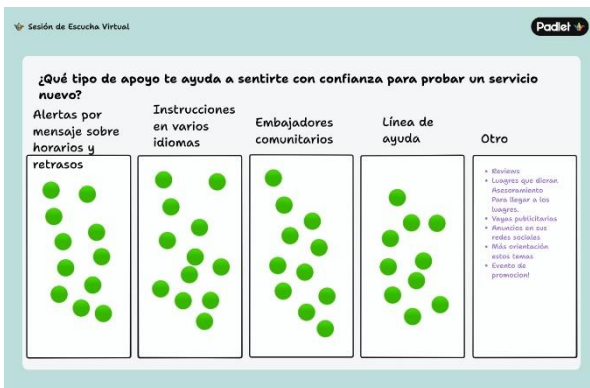
- Social Media +5
 - Facebook
- Radio
- Informational Tabling
- Websites of organizations
- Mail
- Flyers
- Workplaces

Question 14: What problems or limitations have you encountered with language services?

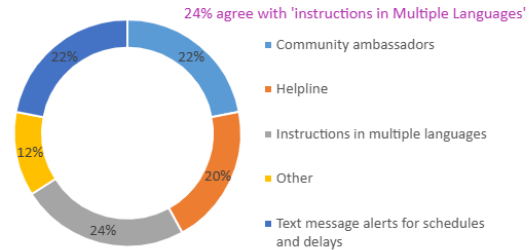
Responses

- All Apps are in English – Not accessible in other languages +7
 - Darci, Farci, Spanish
 - Difficult to get responses when looking up online
- Information in Spanish +4
- Service bills (such as light and bill in Spanish)

Question 15: What kind of support helps you feel confident enough to try a new service?



What kind of support helps you feel confident enough to try a new service?



Responses "Other"

- Referrals from other people
- Information from schools and clinics that share such information

- Social media advertisements
- Advertising

SECTION 4.4

This next section covers the final section of questions.

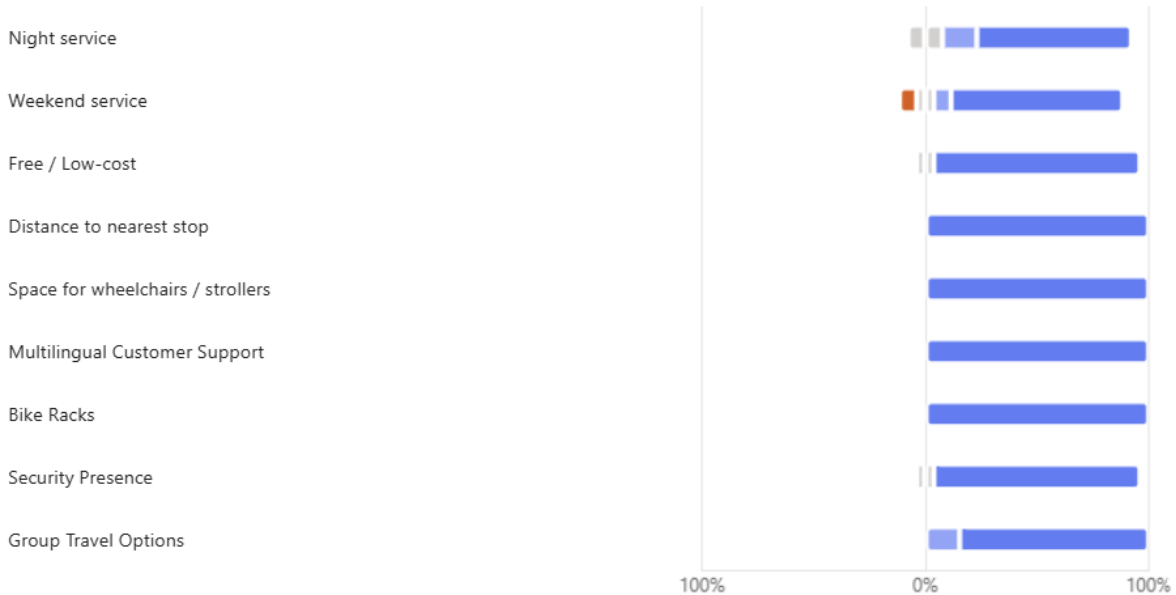
Votes

Instructions: Hold up a number from 1 to 5 (1 is not important at all, and 5 is very important) using your fingers to rate the following:

Statements	Rating
Night service	→ 69.2% agree with 'Very Important'
Weekend service	→ 76.9% agree with 'Very Important'
Free / Low-cost	→ 92.3% agree with 'Very Important'
Distance to nearest stop	→ 100% agree with 'Very Important'
Space for wheelchairs / strollers	→ 100% agree with 'Very Important'
Multilingual customer service	→ 100% agree with 'Very Important'
Bike racks	→ 100% agree with 'Very Important'
Onboard security	→ 92.3% agree with 'Very Important'
Group travel options	→ 84.6% agree with 'Very Important'

1. Votes

● 1 ● 2 ● 3 ● 4 ● 5



COLLECTIVE SUGGESTIONS

In closing, the following is a short summarized collective list of suggestions we as facilitators heard strongly from both listening sessions. As well as questions that were raised that would be important to address for future FAQ's.

Suggestions

- MAX routes to Forest Grove
- MAX route to Sherwood
- Larger bus lines or connector routes with fewer stops, to prevent buses from becoming overcrowded—as this creates an unsafe environment where passengers begin fighting and hurling insults over seats or a lack of space, while drivers are powerless to intervene.
- Assess population growth to determine the number of additional Community Connectors needed, as well as whether to expand existing transit routes.
- Evaluate whether the implementation of Community Connectors would result in their actual utilization by the public.
- Coordinate with community organizations on how to effectively disseminate information regarding Community Connectors.

Questions

- Do the connectors incur any costs?
- If I purchase passes that include community connectors, can I claim the amount spent on taxes as a deduction?

MATERIALS

- [Canva Presentation Link](#) (Used for both modalities)
- [Padlet Link](#) (virtual session)
- [Zoom recording](#) (virtual session)
 - Passcode: &iEW8t8V
- Agendas (attached below)

Sesión de Escucha: Transporte Comunitario 2026

Presencial

DETAILS
<p>Fecha: jueves, 12 de marzo</p> <p>Horario: 5:30pm – 8:00pm</p> <p>Lugar: 265 SE Oak St C, Hillsboro, OR 97123</p> <p>Facilitadora: Petrona</p> <p>Toma de Notas y Tiempo: Alma</p> <p>Presentadores invitados:</p>
OBJETIVOS DE LA SESION DE ESCUCHA
MATERIALES
<ul style="list-style-type: none"> <input type="checkbox"/> Presentación <input type="checkbox"/> Asistencia <input type="checkbox"/> Lista de Contacto de Emergencia <input type="checkbox"/> Registro de Cuidado de Niños <input type="checkbox"/> Lista de Logística AQUI

**Todas las notas en flipchart

AGENDA			
Horario	Actividad	Facilitadora	Materiales
4:30pm - 5:30pm	<p>Acomodar el Espacio</p> <ul style="list-style-type: none"> ▫ Sillas y Mesas ▫ Área de Bienvenida ▫ Área de logística ▫ Sonido y Presentación ▫ Área de niños 	Todas	
5:30pm - 5:45pm (15min) (13min)	<p>Bienvenida</p> <ul style="list-style-type: none"> – Reconocimiento de la tierra (3min) – Repaso de la logística (4min) – Objetivos (1mn) – Introducciones (4min) – Recordatorio: Que estén sentados con personas de la misma ciudad (1min) 	Petrona	Presentación
5:45pm – 6:15pm (30min)	<p>Presentación del proyecto</p> <ul style="list-style-type: none"> - Invitar a Alfredo, quien es el investigador en desarrollo, planificación y participación pública con Metro. Él nos va a dar una pequeña presentación sobre porque estamos realizando estas sesiones de escucha. 	Alfredo	Presentación de Alfredo

<p>6:15pm – 6:40pm (25min)</p> <p>(20min)</p>	<p>Conversaciones Iniciales</p> <p>Preguntas</p> <ul style="list-style-type: none"> - (Grupo grande) Su nombre, ciudad, ¿cómo te trasladas a donde necesitar ir? (ex: caminando, autobús, carro, tren, max, carpool, bicicleta, otro) (15min) - (Sticky Note) A donde necesitas viajar normalmente cada semana? (5min) - (Sticky Note) Qué factores hacen que viajar resulte difícil o estresante? (5min) 		<p>Flip chart con preguntas y opciones.</p>
<p>6:40pm – 7:10pm (30min)</p>	<p>Actividad: Brechas en el sistema de transporte público y necesidades</p> <ul style="list-style-type: none"> – (Dot y ponen su sticker en los mapas) Pon un punto en el lugar donde las brechas de transporte identificadas se alinean con sus necesidades de transporte. (7min) – (Grupo grande) ¿Hay lugares en este mapa que podrían ayudar a que tu ruta sea más eficiente? (5min) – (Grupo Grande) ¿Hay algo que haga difícil usar el transporte público en tu vida diaria? (5min) – (Grupo Grande- Contar) ¿Cuántos de ustedes conocen que es y cuales son los conectores comunitarias – levanta la mano (3min) <p>20min total</p> <p>Soluciones:</p> <ul style="list-style-type: none"> – (Sticky note) ¿Qué haría que un conector comunitario fuera realmente útil para usted? (horario, fechas, seguridad, accesibilidad, publicidad – en detalle) (5min – 5min shareout) <p>Actividad de Triangulo</p> <p>(Dot place on triangle) ¿Si solo podrías elegir dos características cuáles serían? Frecuencia, flexibilidad o económico? (5min – 5min shareout)</p>		<p>Mapas Dots</p> <p>Flip Chart</p>
<p>7:10 – 7:15 (5min)</p>	<p>Descanso breve (5min)</p>		
<p>7:20pm – 7:45pm (25min)</p>	<p>Acceso y Necesidades a Parques y a la naturaleza</p> <p>Linkert-Scaled</p> <ul style="list-style-type: none"> – (Linkert-Scaled) ¿Que tan fácil es llegar a los parques o áreas naturales? (2min) <ul style="list-style-type: none"> ○ Muy fácil ○ Fácil ○ Neutral / Ni fácil ni difícil ○ Difícil 		<p>Flip chart con Linkert Scale</p> <p>Flip Chart</p> <p>Sticky Note</p> <p>Dot</p>

	<ul style="list-style-type: none"> ○ Muy difícil – (Linkert-Scaled) ¿Con que frecuencia visitas los parques? (2min) <ul style="list-style-type: none"> ○ Nunca ○ Rara vez ○ A veces ○ Con frecuencia ○ Muy frecuentemente/Diariamente – (Linkert-Scaled) Pensando en los lugares a los que viajas que tan importantes son los parques? ¿Representan uno de tus mayores retos? (2min) <ul style="list-style-type: none"> ○ Muy importante ○ Importante ○ Neutral ○ Poca importancia ○ Nada importante – (Pregunta Abierta) Serian útiles para tu hogar o comunidad opciones de transporté o “conector comunitario” hacia los parques? (6min) <p>Comunicación y necesidades multilingüísticas</p> <ul style="list-style-type: none"> - (Sticky Note) ¿Cuál es la mejor manera de compartir información sobre un nuevo servicio de transporte con tu hogar o comunidad? (5min) - (Sticky Note) ¿Qué problemas o limitaciones has encontrado en los servicios de idioma? (5min) - (Place Dot on Paper) ¿Qué tipo de apoyo te ayuda a sentirte con confianza para probar un servicio nuevo? (Alertas por mensaje sobre horarios y retrasos, instrucciones en varios idiomas, embajadores comunitarios, línea de ayuda, otra opción__) 		
7:45pm – 7:57pm (7min)	<p>Votaciones</p> <p>Levanta del 1-5 (1 es nada importante y 5 es muy importante) usando tus dedos para calificar lo siguiente</p> <ul style="list-style-type: none"> ● Servicio en la noche ● Servicio de fin de semana ● Gratis / de bajo costo ● Distancia más cercana a la parada ● Espacio para silla de ruedas / carriola ● Atención al cliente multilingüe ● Portabicicletas ● Presencia de seguridad 		Flip Chart

	<ul style="list-style-type: none"> • Opciones para viajes en grupo 		
7:57pm – 8:00pm (3min)	<p>Cierre</p> <ul style="list-style-type: none"> – Agradecimiento y daremos seguimiento con resultados en cuanto estén listas – Recordatorios: <ul style="list-style-type: none"> ○ 21 de marzo evento – invitados ○ Encuesta: https://es.surveymonkey.com/r/TWJMYLY – Foto Grupal 		

Sesión de Escucha: Transporte Comunitario 2026

Virtual

DETAILS
<p>Fecha: jueves, 13 de marzo</p> <p>Horario: 5:00pm – 8:30pm</p> <p>Lugar: Virtual</p> <p>Facilitadora: Alma</p> <p>Toma de Notas: Petrona</p> <p>Toma de Tiempo: Gabriela O.</p> <p>Presentadores invitados: Alfredo Haro</p>
OBJETIVOS DE LA SESION DE ESCUCHA
MATERIALES
<ul style="list-style-type: none"> <input type="checkbox"/> Presentación <input type="checkbox"/> Mapas virtuales <input type="checkbox"/> Asistencia <input type="checkbox"/> Lista de Logística AQUI <input type="checkbox"/> Presentación de Alfredo

AGENDA			
Horario	Actividad	Facilitad ora	Materiales
5:00pm - 5:30pm	<p>Acomodar el Espacio</p> <ul style="list-style-type: none"> ▫ Sonido y Presentación ▫ Compartir Pantalla 	Todas	
5:30pm – 5:45pm (20min)	<p>Bienvenida</p> <ul style="list-style-type: none"> – Reconocimiento de la tierra (3min) – Repaso de la logística (4min) <ul style="list-style-type: none"> ○ Chat ○ Micrófono ○ Video (opcional) ○ Grabar la reunión – Objetivos (1mn) – Introducciones (4min) 	Alma	Presentación
5:45pm – 6:15pm (30min)	<p>Presentación del proyecto</p> <ul style="list-style-type: none"> – Invitar a Alfredo, quien es el investigador en desarrollo, planificación y participación pública con Metro. Él nos va a 	Alfredo	Presentación de Alfredo

	<p>dar una pequeña presentación sobre porque estamos realizando estas sesiones de escucha.</p> <p>–</p>		
<p>6:15pm – 6:40pm (25min)</p> <p>(20min)</p>	<p>Conversaciones Iniciales</p> <p>Preguntas</p> <ul style="list-style-type: none"> - (Grupo grande) Su nombre, ciudad, ¿cómo te trasladas a donde necesitar ir? (ex: caminando, autobús, carro, tren, max, carpool, bicicleta, otro) (15min) - (Chat) A donde necesitas viajar normalmente cada semana? (5min) - (Chat) Qué factores hacen que viajar resulte difícil o estresante? (5min) 	Alma	Tomar notas en documento
<p>6:40pm – 7:10pm (30min)</p>	<p>Actividad: Brechas en el sistema de transporte público y necesidades</p> <ul style="list-style-type: none"> – (Dot y ponen su sticker en los mapas) Pon un punto en el lugar donde las brechas de transporte identificadas se alinean con sus necesidades de transporte. (7min) – (Grupo grande) ¿Hay lugares en este mapa que podrían ayudar a que tu ruta sea más eficiente? (5min) – (Grupo Grande) ¿Hay algo que haga difícil usar el transporte público en tu vida diaria? (5min) – (Grupo Grande- Contar) ¿Cuántos de ustedes conocen que es y cuales con los conectores comunitarias – levanta la mano (3min) <p>20min total</p> <p>Soluciones:</p> <ul style="list-style-type: none"> – (Chat) ¿Qué haría que un conector comunitario fuera realmente útil para usted? (horario, fechas, seguridad, 		<p>Mapas usando Padlet</p> <p>https://padlet.com/pdominguez31/mapas-sesion-de-escucha-virtual-cqcl0e5qnmo05m8u</p>

	<p>accesibilidad, publicidad – en detalle) (5min – 5min shareout)</p> <p>Actividad de Triangulo (Dot place on triangle) ¿Si solo pudieras elegir dos características cuáles serían? ¿Frecuencia, flexibilidad o económico? (5min – 5min shareout)</p>		Usando Padlet Pagina 5
7:10 – 7:15 (5min)	Descanso breve (5min)		
7:20pm – 7:45pm (25min)	<p>Acceso y Necesidades a Parques y a la naturaleza Linkert-Scaled</p> <ul style="list-style-type: none"> – (Linkert-Scaled) ¿Que tan fácil es llegar a los parques o áreas naturales? (2min) <ul style="list-style-type: none"> o Muy fácil o Fácil o Neutral / Ni fácil ni difícil o Difícil o Muy difícil – (Linkert-Scaled) ¿Con que frecuencia visitas los parques? (2min) <ul style="list-style-type: none"> o Nunca o Rara vez o A veces o Con frecuencia o Muy frecuentemente/Diariamente – (Linkert-Scaled) Pensando en los lugares a los que viajas que tan importantes son los parques? ¿Representan uno de tus mayores retos? (2min) <ul style="list-style-type: none"> o Muy importante o Importante o Neutral o Poca importancia o Nada importante – (Pregunta Abierta) Serian útiles para tu hogar o comunidad opciones de transporté o 		

	<p>“conector comunitario” hacia los parques? (6min)</p> <p>Comunicación y necesidades multilingüísticas</p> <ul style="list-style-type: none"> - (Chat) ¿Cuál es la mejor manera de compartir información sobre un nuevo servicio de transporte con tu hogar o comunidad? (5min) - (Chat) ¿Qué problemas o limitaciones has encontrado en los servicios de idioma? (5min) - (Place Dot on Paper) ¿Qué tipo de apoyo te ayuda a sentirte con confianza para probar un servicio nuevo? (Alertas por mensaje sobre horarios y retrasos, instrucciones en varios idiomas, embajadores comunitarios, línea de ayuda, otra opción__) 		
<p>7:45pm – 7:57pm (7min)</p>	<p>Votaciones (Chat) del 1-5 (1 es nada importante y 5 es muy importante) usando los números en el chat para calificar lo siguiente</p> <ul style="list-style-type: none"> – Servicio en la noche – Servicio de fin de semana – Gratis / de bajo costo – Distancia más cercana a la parada – Espacio para silla de ruedas / carriola – Atención al cliente multilingüe – Portabicicletas – Presencia de seguridad – Opciones para viajes en grupo 		<p>Padlet</p>
<p>7:57pm – 8:00pm (3min)</p>	<p>Cierre</p> <ul style="list-style-type: none"> – Agradecimiento y daremos seguimiento con resultados en cuanto estén listas – Recordatorios: <ul style="list-style-type: none"> o 21 de marzo evento – invitados 		

	<ul style="list-style-type: none">o Encuesta: https://es.surveymonkey.com/r/TWJMYLY- Foto Grupal		
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Community Connect Transit Study

2026



Upstream
Access

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3	Promotion of Event
5	Demographics
10	Overview
11	Key Themes
21	Key Takeaways
22	Community Area Responses for Maps
23	Additional Survey Responses

Promotion



Community Transportation Listening Session



We want to hear from you!

Join a community conversation about transportation needs in your area and help shape future transit services. All community members are welcome. You do not need to be a transit rider to participate.



Dates to choose from:

- Feb. 23 Time: 4 - 5:30 pm
- Mar. 06 Time: 1 - 2:30 pm

Scan QR code to [register](#) →



Hosted by Upstream Access

www.UpstreamAccess.org

Why Attend?

Metro and community partners are exploring Community Connector Transit, which is smaller, more transportation options, that can help people get where they need to go.

Your Input Will Help:

- Identify barriers to using transit to get where you want to go.
- Improve safety, accessibility and communication.



What To Expect:

- Welcoming, guided group discussion
- Map activities and simple questions
- Opportunities to share your experiences and ideas
- Language support, if requested. ASL and Spanish provided.

Questions or Access Needs?
admin@UpstreamAccess.org

Promotion

Subject: You're Invited: Community Transportation Listening Session

Hello,

We'd love to invite you to join an upcoming Community Transportation Listening Session hosted by Upstream Access.

We want to hear from you! This is a welcoming community conversation about transportation needs in your area and how future transit services can better serve our communities. You do not need to be a transit rider to participate — all community members are welcome.

Dates to choose from:

- February 23 | 4:00 – 5:30 pm
- March 6 | 1:00 – 2:30 pm

[Metro Listening Session Registration](#) or Scan QR Code in attached flyer

Why attend?

Metro and community partners are exploring Community Connector Transit — smaller, more flexible transportation options that can help people get where they need to go. Your input will help:

- Identify barriers to using transit
- Improve safety, accessibility, and communication

What to expect:

- A welcoming, guided group discussion
- Map activities and simple questions
- Space to share your experiences and ideas
- Language support if requested (ASL and Spanish provided)

If you have questions or access needs, please email admin@UpstreamAccess.org.

We hope you can join us and share your voice!

With appreciation,

The Upstream Access Team

www.UpstreamAccess.org

Participant Demographics

Age

- Ages ranged from 25 to 75+
- Breakdown:
 - 25–34: 7 participants (28%)
 - 35–44: 8 participants (32%)
 - 45–54: 4 participants (16%)
 - 55–64: 3 participants (12%)
 - 65–74: 3 participants (12%)
 - 75+: 3 participants (12%)

Gender Identity

- Women: 15 participants (60%)
- Men: 7 participants (28%)
- Non-binary / genderqueer: 2 participants (8%)
- Transgender (also identified as non-binary): 1 participant (4%)

Race & Ethnicity (multi-select)

- White: 16 participants (64%)
- Hispanic or Latino: 4 participants (16%)
- Black or African American: 3 participants (12%)
- Asian or Asian American: 1 participant (4%)
- Native Hawaiian or Pacific Islander: 1 participant (4%)
- Prefer not to say: 3 participants (12%)

Participant Demographics (cont.)

Employment, Education & Roles (multi-select)

- Employed full-time: 1 participant (4%)
- Employed part-time: 7 participants (28%)
- Students: 5 participants (20%)
- Retired: 8 participants (32%)
- Looking for work: 1 participant (4%)
- Caregivers: 2 participants (8%)

Disability & Access Needs

- Identify as disabled/chronic condition affecting travel: 20 participants (80%)
- Do not identify as disabled: 2 participants (8%)
- Prefer not to say: 1 participant (4%)

Common Access Needs (multi-select):

- Walker/cane: 8 participants (32%)
- Wheelchair/mobility device: 8 participants (32%)
- Cannot stand for long periods: 8 participants (32%)
- Vision/hearing needs: 9 participants (36%)

Participant Demographics

Additional supports shared:

- Large print materials
- ASL communication / nonverbal communication
- Caregiver or support person
- Pain management (seat/back cushions)
- Need to recline/rest throughout the day
- Navigation/reminder apps for transit support

Highlights: access needs and mobility considerations across the group

Participant Demographics Narrative

Upstream Access conducted two 90-minute virtual listening sessions via Zoom to gather input from community members. For those who were unable to attend, we offered one-on-one interviews using the same slide deck and maps to ensure consistent participation and accessibility.

The listening sessions were promoted to our cross-disability community throughout the Tri-County area, including Multnomah, Clackamas, and Washington Counties. This approach allowed us to gather perspectives from a diverse range of participants with varied lived experiences across the region.

Listening sessions were promoted via social media (Facebook and Instagram) to Upstream Access members, and emails were sent to over 100 community members.

Participants in this engagement represented a wide range of ages, identities, and lived experiences, reflecting the diversity within the communities we serve. Ages spanned from 25 to over 75, with strong representation among adults ages 25–44 and 45–64, as well as older adults (65+). This cross-generational participation highlights the importance of inclusive planning that supports people across the lifespan, particularly in the context of emergency preparedness and community resilience.

In terms of gender identity, the majority of participants identified as women, alongside a strong representation of men. Participants also included individuals who identify as transgender and non-binary/genderqueer, reinforcing the importance of creating spaces that affirm and include gender-diverse community members.

Racial and ethnic identities among participants were predominantly White; however, there was also meaningful representation from Black or African American, Hispanic or Latino, Asian or Asian American, and Native Hawaiian or other Pacific Islander communities. Some participants identified with multiple racial or ethnic identities, and others chose not to disclose, reflecting the importance of maintaining trust, autonomy, and safety in data collection.

A significant portion of participants identified as disabled or living with chronic health conditions that impact how they move through the world and access transportation. Their responses highlight the wide range of access needs that must be considered in planning and systems design. Many participants rely on mobility supports such as wheelchairs, walkers, and canes, while others shared needs related to limited stamina, including difficulty standing for long periods or walking long distances. Several participants identified vision- and hearing-related access needs, including large-print materials and communication supports such as ASL.

Participants also shared important insights into less visible or often overlooked access needs. These included the need for rest and the ability to recline throughout the day, the use of seat and back cushions to manage pain, reliance on caregivers or support people, and the use of navigation and reminder apps to support independent travel. One participant shared that they were nonverbal and used ASL, reinforcing the importance of communication access across all settings.

Employment and daily-life roles among participants varied widely, reflecting different economic realities, access to opportunities, and life stages. Some participants were employed full-time or part-time, while others were students, retirees, or actively seeking work. Several participants identified as caregivers, balancing employment or education alongside supporting family members. Others shared that they are not currently working, including individuals who are disabled, not seeking paid work, or navigating unemployment while building their own businesses.

Importantly, participants also identified roles beyond traditional employment categories, including advocacy and entrepreneurship. These responses highlight the many ways people contribute to their communities, even when those contributions are not always recognized within standard workforce frameworks.

A smaller number of participants reported having children in their household, adding another layer of responsibility and consideration in planning for safety, transportation, and emergency preparedness.

Overall, these demographics underscore the importance of centering disability, economic diversity, and lived experience as core components of equity—not afterthoughts. The range of access needs, employment situations, and caregiving responsibilities shared by participants highlights the necessity of flexible, person-centered, and trauma-informed approaches that honor interdependence, autonomy, and dignity.

These insights directly inform our work to build systems, programs, and emergency preparedness strategies that are truly inclusive and responsive to the realities of people's lives.

Overview of Community listening Sessions

Across multiple listening sessions, participants shared that transportation is essential not only for meeting basic needs but also for maintaining social connections, physical health, and overall well-being.

While some systems support access to work, medical care, and groceries, significant gaps continue to limit full participation in community life.

Participants consistently emphasized that transportation is not just about getting from place to place—it is directly tied to independence, dignity, and emotional health.

“Transportation systems are not built for us... they are not built to be accessible.”

“We really have to advocate and fight to ensure that we do have that accessibility.”

“It’s very frustrating... that we cannot find a system that works well enough for all of us.”

Key Themes

1. Transportation Enables Survival— But Not Full Community Participation

Participants use transportation for:

- Work
- Medical appointments
- Grocery shopping
- Social activities (when possible)
- Recreational outings and physical well-being

However, access is often limited when it comes to:

- Evening events (theater, comedy shows, OMSI, social gatherings)
- Weekend activities
- Recreational trips (parks, coast, mountains)
- Travel outside the metro area (including nearby cities like Seattle)

Transportation systems are currently structured to support essential trips, but do not support full participation in social, cultural, and recreational life.

Time, Energy, and Health Impacts

- “It can take me 2 hours to go 12 miles.”
- “That is an 8-hour day using all of my spoons.”
- “I am usually in bed the next day to regenerate.”

Family & Dignity Barriers

- “We have to pretend our children are our personal care attendants just to ride paratransit.”
- “That is insulting. It’s demeaning.”
- “You should be able to travel as a family.”

2. Transportation is Critical to Social and Emotional Health

Participants clearly stated that:

Travel is essential for social and emotional health.

Limited transportation options result in:

- Missed social opportunities
- Reduced participation in community life
- Increased isolation

Participants also shared that planning outings can take so much time and energy that it becomes exhausting before even arriving, discouraging participation altogether.

Isolation & Shrinking Worlds

- “I have made a smaller footprint the older I’ve gotten.”
- “I get so locked into the metro area.”
- “There are so many things I don’t do because of what it takes to get there.”

Loss of Nature, Joy, and Connection

- “I’ve been dying to make it to the ocean... I really miss that.”
- “The ocean is my place to... just renew myself.”
- “I don’t go to community events... comedy shows, and plays due to transportation barriers.”

3. Rigid Systems Limit Independence

Transportation depends on:

- Fixed bus schedules
- Multiple transfers
- Limited hours
- Booking rides in advance
- Apps that are not always accurate

Common barriers:

- Rides fill up early
- No same-day or last-minute options
- Long travel times
- No ride home after events

This makes it hard for people to be flexible, independent, and fully take part in everyday life.

Inequity & Structural Discrimination

- “People without disabilities can go wherever they want.”
- “We are automatically second-class, less than equal citizens.”
- “We have to consider transit in where we live... others don’t.”
- “My life has to fit the schedule—not the other way around.”
- “I can’t be flexible because the system isn’t flexible.”

4.

Gaps in Service Hours, Coverage, and Reliability

Participants highlighted:

- Limited evening and weekend service
- Restricted service areas
- Programs like Ride Connection operate only on limited days (e.g., Tuesday–Thursday)
- Inconsistent reliability—many participants shared that they cannot depend on public transportation

While some services (such as Lyft) offer more flexible hours and have been experienced positively, they are not always accessible, affordable, or consistent for all users.

Where People Don't Go (Barriers to Life)

- “I think almost a more important question is—where don't we go?”
- “There are limited places that I can even get an office job, because public transit wouldn't get me there in an acceptable manner.”
- “What would be a 25-minute car ride is an hour and a half on public transportation.”
- “It's not just a night out, it's a day-long event.”

5. Safety is a Major Concern Across the Entire Travel Experience

Safety concerns were consistently raised at every stage:

- **Before the ride:** poorly lit stops, long wait times, exposure to weather
- **During the ride:** rough driving, lack of secure or appropriate seating, driver behavior
- **After the ride:** lack of door-to-door support

Participants emphasized the need for:

- Well-lit stops
- Reduced wait times
- Safe, secure, and reliable options
- Door-to-door service where possible

Lack of Security and Fears

- “I think almost a more important question is—where don’t “It’s not just fear—it’s knowing the system isn’t built for me.”
- “It’s hard to feel safe when you have to plan everything perfectly just to get through the day.”
- “When transportation falls through, everything else falls apart—and that’s where the fear is.”

6. Accessibility Must Be Built Into Every Part of the System

Participants identified multiple accessibility gaps:

- Inconsistent availability of accessible seating and space for wheelchair users
- Drivers unable or unwilling to adjust seating configurations
- Reports of rude or dismissive behavior toward riders using mobility devices
- Lack of driver training on:
 - Transfers
 - Communication (including ASL, AAC, and other methods)
 - Rider safety and disability awareness

Failed Solutions & Accessibility Gaps

- “The app didn’t work... everything was always full... I just quit trying.”
- “Don’t promise on-demand services if they don’t actually work.”
- “It’s worse than useless... it’s frustrating.”

7. Infrastructure, Navigation, and Information Barriers

Participants rely heavily on technology to navigate systems, but shared concerns about:

- Outdated or inaccurate information in apps (routes, arrival times, ride updates)
- Difficulty locating stops and planning trips
- Need for improved tools, such as a dedicated app for community-based transportation options

Environmental barriers also include:

- Lack of covered bus stops in cold and wet weather
- Buses lack sufficient space for mobility devices in competition with strollers, groceries, individuals transporting all their possessions, luggage, invisible users occupying reserved seating, etc.
- Often refused access because there is no room. Also, more users rely on mobility aids.
- Long wait times in unsafe or uncomfortable conditions

Navigation and Information Barriers

- “Everything assumes you can see, hear, or read the same way.”
- “Technology isn’t always accurate, and then I’m stuck.”
- “When apps are wrong, I’m the one who deals with the consequences.”
- “Every place is different, and I have to relearn how to navigate each time.”

8. Cost and Policy Barriers Limit Access

Participants noted:

- Cost differences between public transportation and alternatives like taxis or rideshare
- Limited affordable options for more flexible or accessible rides
- Inability to reserve a taxi or Lyft option requiring wheelchair access, making them extremely unreliable, especially given the rarity of vehicles equipped for wheelchair use. Even if you could get to your destination, a return is not guaranteed.

Policy barriers also impact access, including:

- Rules about what mobility devices are allowed on buses
- Systems that do not reflect the real needs of disabled riders

Where People Don't Go (Barriers to Life)

- “I think almost a more important question is—where don't we go?”
- “There are limited places that I can even get an office job, because public transit wouldn't get me there in an acceptable manner.”
- “What would be a 25-minute car ride is an hour and a half on public transportation.”
- “It's not just a night out, it's a day-long event.”

9. Gaps in Service Hours, Coverage, and Reliability

Communication barriers add another layer of difficulty to already complex transportation and navigation systems. Participants shared that information is often inconsistent, outdated, or not accessible in multiple formats, making it harder to plan, adapt, or respond when things change.

Real-time updates are not always reliable, and when systems shift—such as delays, route changes, or cancellations—people are often left without clear or usable information. This creates confusion, stress, and, at times, unsafe situations.

For many, communication barriers mean needing to rely on others for support, reducing independence and confidence when moving through the community. When information is not accessible—whether due to format, language, or technology—it becomes a barrier to participation.

Gaps in Coverage and Reliability

- “I need updates I can actually access in real time.”
- “Sometimes I just stop trying because it’s too confusing.”
- “I shouldn’t have to rely on someone else just to get where I’m going.”
- “Service changes happen, but I don’t get updates I can actually access.”
- “Extreme weather makes an already hard system even harder to use.”

10. Emotional Impact: Fatigue, Frustration, and Being Let Down

Across all sessions, participants expressed:

- Physical and mental fatigue from coordinating transportation
- Frustration with unreliable, inflexible systems
- A sense of being consistently let down

One participant shared that:

Public transportation can create segregation, as people with disabilities are often excluded from social and community spaces due to a lack of access.

The Emotional Toll is Real

- “I’m tired before I even get there.”
- “So much of my energy goes into planning transportation.”
- “It shouldn’t take this much effort just to exist in the community.”
- “I have to think through every step—and it wears me down.”
- “I feel drained just coordinating rides and schedules.”
- “It creates separation—I’m not included the same way others are.”
- “Access to transportation is access to community—and I don’t always have that.”

Key Takeaways

- Transportation must support full participation, not just essential trips.
- Expanded service hours (evenings/weekends) and broader coverage areas are critical.
- Flexible, same-day transportation options are needed to support independence and spontaneity.
- Systems must align with real-life schedules, including the full duration of social events.
- Safety must be addressed holistically—before, during, and after travel.
- Accessibility must be embedded system-wide, including driver training, communication access, and inclusive policies around mobility devices.
- Accurate, accessible, and real-time navigation tools are essential.
- Affordability and policy changes are needed to reduce barriers.
- Transportation is directly tied to social connection, emotional well-being, and quality of life.
- Without meaningful improvements, current systems will continue to reinforce isolation, inequity, and exclusion.

Community Area Responses for Maps

C1 – Lake Oswego

- No interest / no support identified

C2 – Happy Valley

- 6 yes
- Mixed/no interest from others (including no responses)

C3 – Oatfield

- 4 yes
- Some no responses

M1 – Cully Park

- 11 yes
- Some no responses

M2 – North Portland (Peninsula)

- 9 yes
- Some no responses

M7 – Fairview

- 8 yes
- Some no responses

M8 – Gresham

- 4 yes
- Some no and no responses

W1 – Bethany / SW Beaverton

- 2 yes
- Feedback included the need for expanded service beyond Monday–Friday, on-demand rides

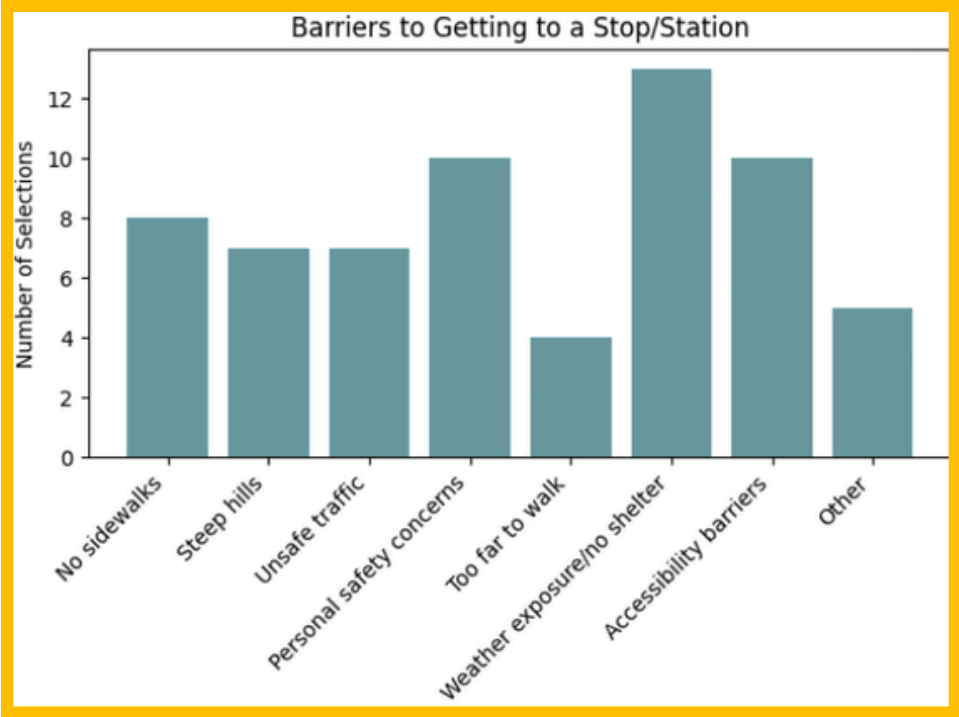
W2 – Bethany

- 4 yes

W4 – Hillsboro / Aloha

- 5 yes
- Some no and no responses

Additional Survey Responses

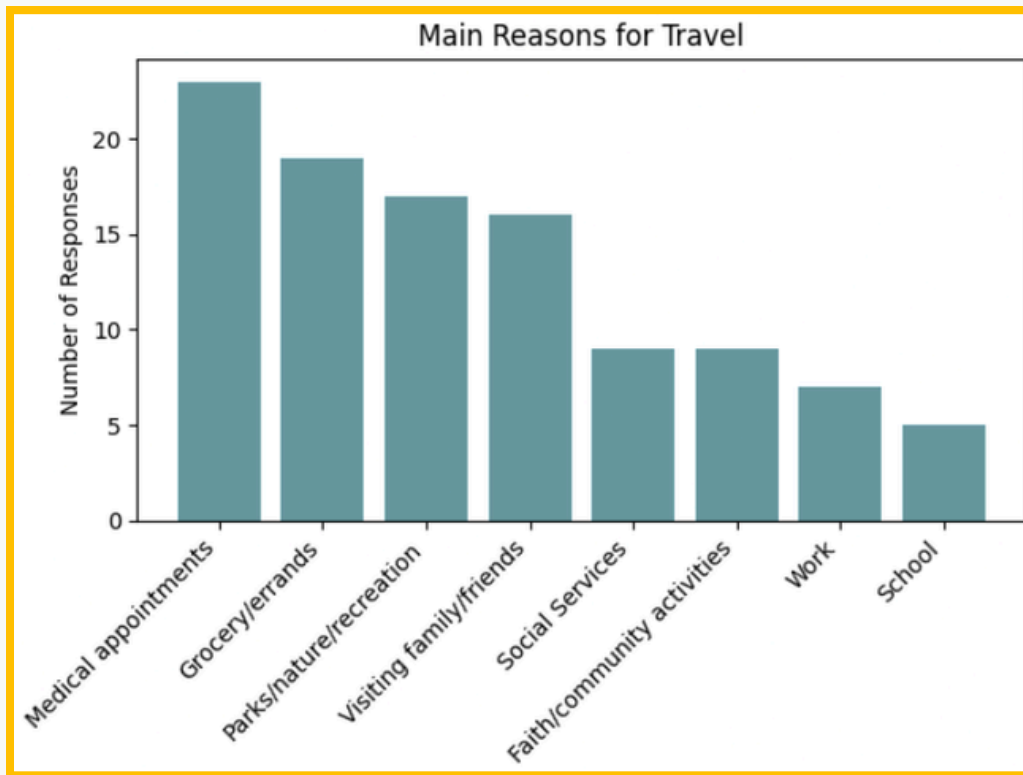


Participants identified multiple barriers to accessing transit stops, with weather exposure and lack of shelter (20.3%) emerging as the most common challenge. This was followed by personal safety concerns (15.6%) and accessibility barriers (15.6%), highlighting both environmental and systemic issues that impact access.

Additional barriers included lack of sidewalks (12.5%), steep hills (10.9%), and unsafe traffic (10.9%), all of which make reaching a stop difficult or unsafe. While fewer participants identified other factors (7.8%) or distance (too far to walk) (6.2%), these still represent meaningful obstacles.

Overall, the findings show that barriers to transportation extend beyond transit systems themselves, with infrastructure, safety, and weather protection playing a critical role in whether individuals can even reach a stop.

Additional Survey Responses

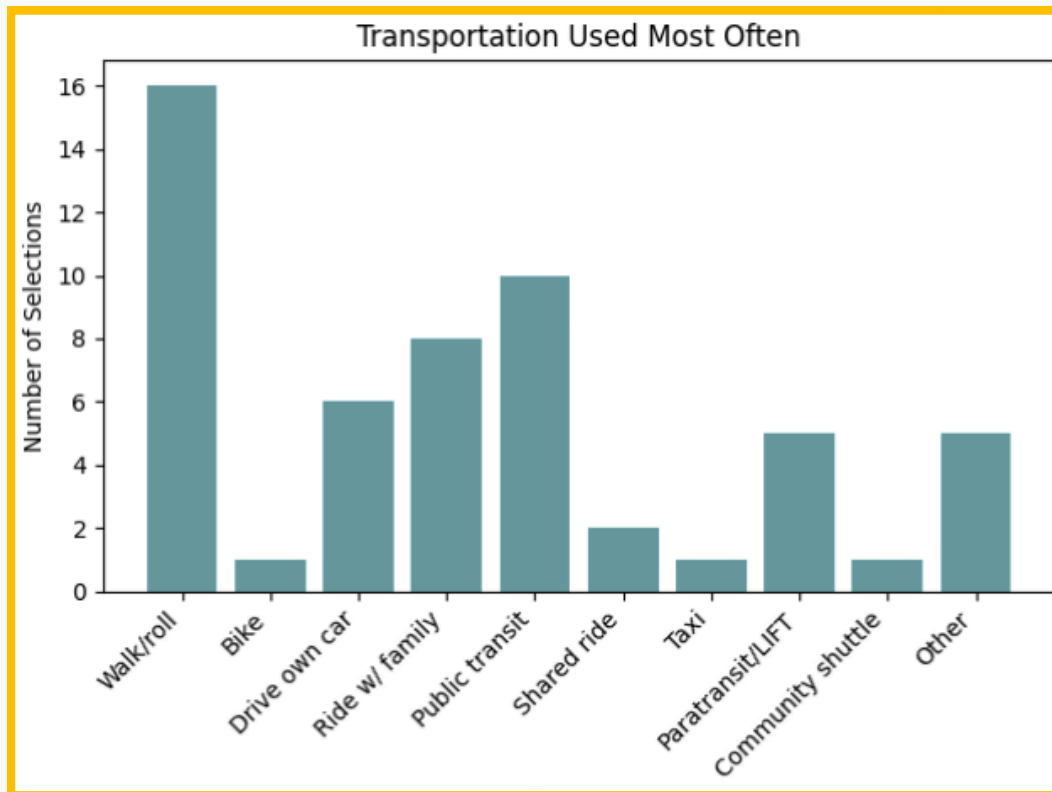


Participants identified a wide range of reasons for travel, highlighting that transportation supports both essential needs and community participation. The most frequently reported reason was medical appointments (23 responses, 87%), followed by grocery shopping and errands (19 responses, 73%). These findings reinforce that transportation is critical for accessing healthcare and meeting basic daily needs.

Beyond essential trips, participants also reported traveling for parks, nature, and recreation (17 responses, 65%) and visiting family and friends (16 responses, 62%), demonstrating the importance of transportation for social connection and overall well-being. Additionally, social services (9 responses, 35%) and faith or community activities (9 responses, 35%) were commonly identified, indicating reliance on transportation to access community-based supports and engagement opportunities.

Of all participants, 8 work, and 7 of those use public transportation (88%). 100% of school goers use public transportation. This underscores the need for accessibility to meet basic needs.

Additional Survey Responses

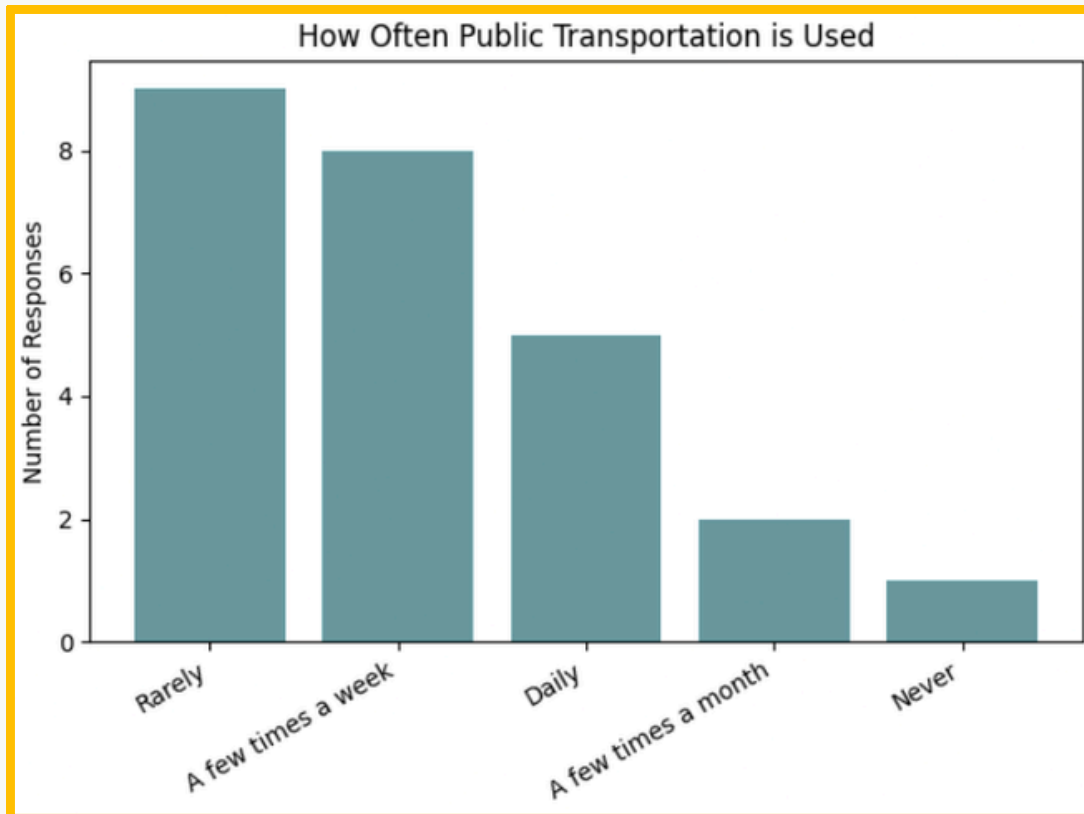


Participants reported using a variety of transportation methods, often relying on more than one option to meet their needs. The most common mode was walk/roll (29.1%), reflecting both independence and necessity.

This was followed by public transit (18.2%), rides with family or friends (14.5%), and driving their own car (10.9%). Additional supports included paratransit/LIFT (9.1%) and other methods (9.1%), such as caregiver assistance or adaptive devices.

Less frequently used options included shared ride services (3.6%), as well as bike, taxi, and community shuttle options (each 1.8%). These results demonstrate that individuals often piece together multiple transportation options, underscoring the need for a flexible and connected transportation system.

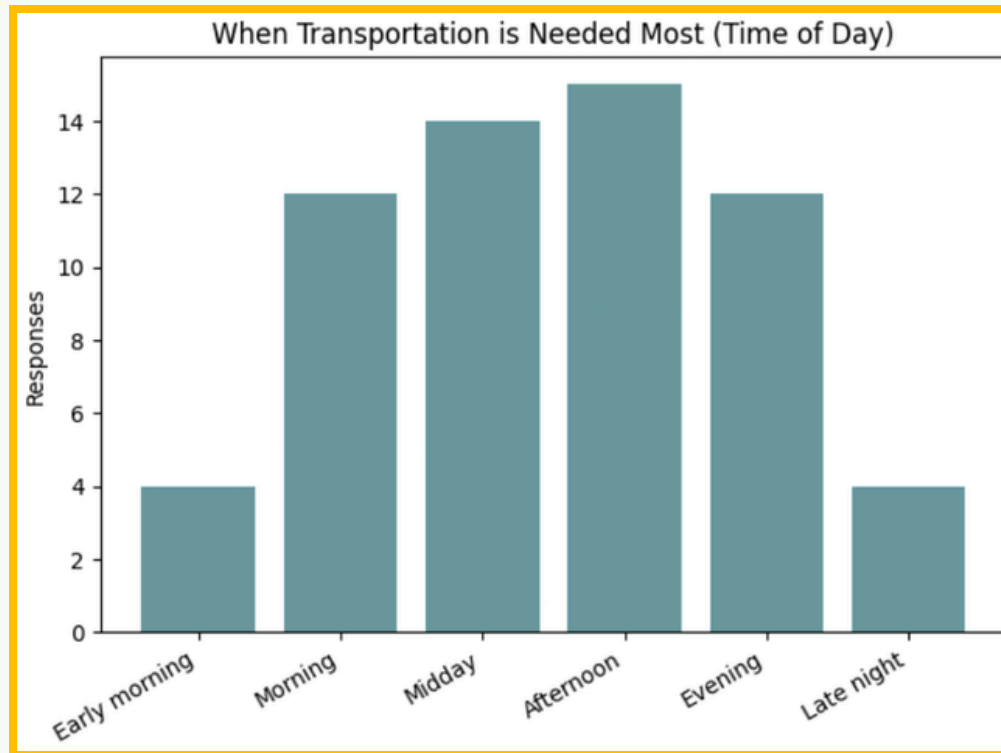
Additional Survey Responses



Use of public transportation varied widely among participants. The largest group reported using transit rarely (36%), followed closely by those who use it a few times a week (32%). A smaller portion of participants rely on transit daily (20%), while others reported using it a few times a month (8%) or never (4%).

These patterns suggest that while most participants do engage with public transportation at some level, barriers limit consistent use. Rather than choosing not to use transit, many participants appear to be navigating systems that do not fully meet their needs, resulting in inconsistent and often reduced usage.

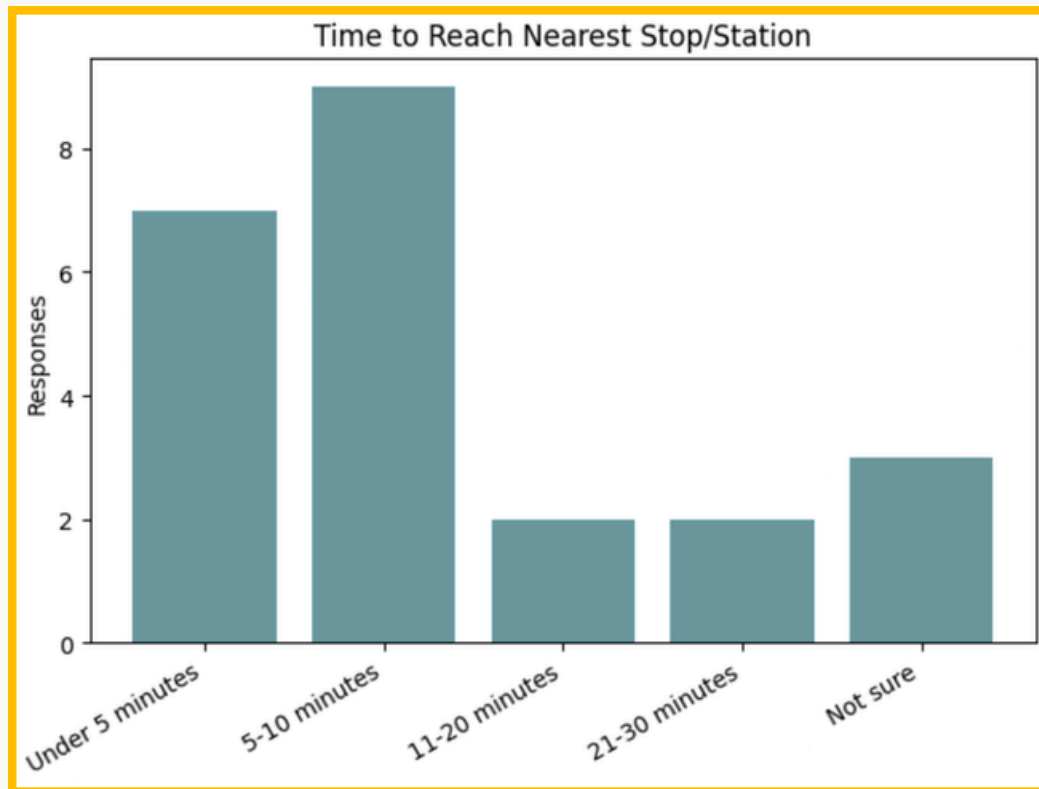
Additional Survey Responses



Participants reported needing transportation most often during the middle of the day, with afternoon (24.6%) and midday (23.0%) being the highest-demand time periods. Demand remains strong into the morning (19.7%) and evening hours (19.7%), showing that transportation needs span across most of the day. In contrast, fewer participants reported needing transportation during early morning (6.6%) and late night hours (6.6%), though these times still represent important access needs for some individuals.

In addition to time of day, participants indicated a consistent need for transportation across both weekdays (48%) and weekends (52%), highlighting that transportation needs are not limited to traditional workweek schedules. Overall, the data shows that transportation systems must be flexible and available throughout the day and across the full week to meet the diverse needs of the community.

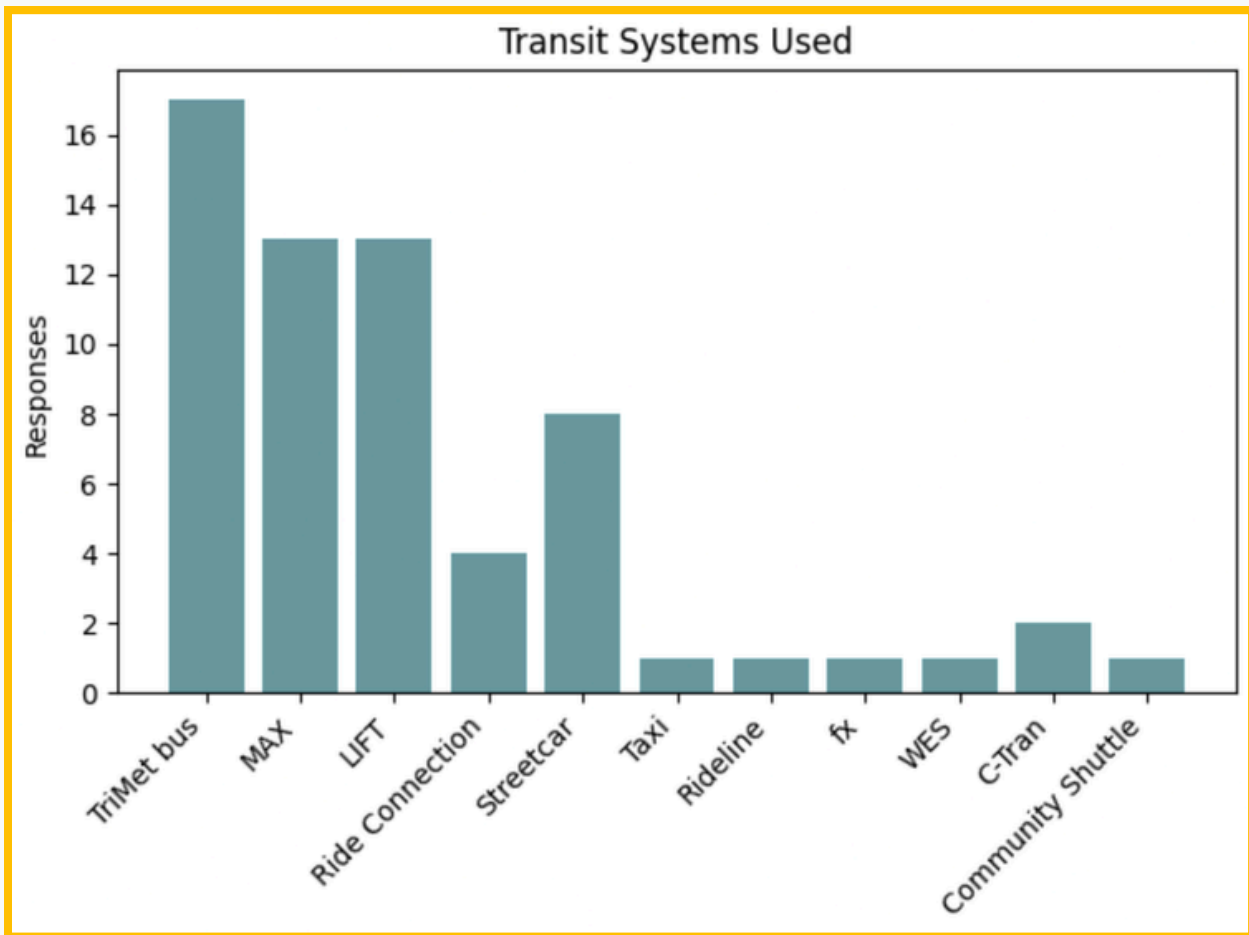
Additional Survey Responses



Participants reported that most people live relatively close to a transit stop or station, with 5–10 minutes (39.1%) being the most common travel time, followed by under 5 minutes (30.4%). This indicates that a majority of participants are within a short distance of transit access points. However, a smaller portion of participants reported longer travel times, including 11–20 minutes (8.7%) and 21–30 minutes (8.7%), which can present additional challenges, especially when combined with other barriers such as weather, safety, or accessibility.

Additionally, 13.0% of participants were unsure how long it takes to reach a stop, which may reflect inconsistent routes, reliance on others, or variability in travel conditions. Overall, while many participants are geographically close to transit, proximity alone does not guarantee access, as other barriers may still prevent individuals from safely and reliably reaching transit stops.

Additional Survey Responses



Participants most often used TriMet bus (27.4%), followed by MAX light rail and TriMet LIFT/paratransit (both 21.0%), showing reliance on both fixed-route and paratransit services. Portland Streetcar (12.9%) also reflects regular use within the urban core .

Other services, like Ride Connection (6.5%) and C-Tran (3.2%), were used less often but remain important, while options such as taxis, FX bus, WES, and shuttles (each at 1.6%) support more specific needs.

Overall, participants rely on a mix of transit options, highlighting the need for a connected, accessible, and multimodal system.

Acknowledgements

We thank you for trusting Upstream Access to be a part of this project!

Contact

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Memo



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Date: March 30, 2026

To: Ally Holmqvist, Senior transportation planner

From: Jai Daniels,
Alfredo Haro, Senior public engagement and Title VI specialist
Katie McDonald, Tribal liaison
Siena Lopez-Johnston, Policy advisor

Subject: DRAFT Engagement report Community Connector Transit Study: Barbie's Village Native community workshop

Metro staff from the Planning, Development and Research department and the Tribal Affairs office conducted a workshop intentionally engaging the Native community from the greater Portland region. The workshop supported Phase 2 of the Community Connector Transit (CCT) Study and was held on Thursday, March 5, 2026, from 5:30 p.m. to 8 p.m. at Barbie's Village located in Northeast Portland.

Metro intentionally engaged with the Native community with two primary approaches. First, Metro recognizes the importance of meaningful engagement that honors their distinct histories and priorities. The CCT Study created space for Native community members to share their perspectives to help shape a transportation project that affects their lands and community well-being. Second, Metro worked closely with the Future Generations Collaborative to program this event. The collaborative approach ensured that engagement was holistically centered to support this community. Tangible cultural competency approaches included:

- Catering provided by a Native business owner who provided first food meals for a variety of dietary restrictions
- Ensuring Elders receive their meal first
- Contracting a prayer leader to bless the meal and ensuing workshop
- Prioritizing and shifting focus to Elders when they provide feedback. Metro staff were instructed to never interrupt Elders regardless of remaining agenda items
- Providing free childcare

- Providing a \$100 gift card per participant in recognition of the burden of engaging with an in-person, technical transportation workshop

The workshop had two primary engagement needs to best support the CCT Study. First, the team solicited input on the transit opportunity areas identified by the study thus far and their proposed solutions. These include better understanding the area's travel patterns and destinations, preliminary boundaries and potential service solutions. Second, the engagement explored ranking the opportunity areas for meeting Native community transit needs. The following engagement findings ensure that Native community voices are reflected in the study outcomes.

The following sections of the memo describe the workshop, identifies the groups and communities that were involved, and summarizes the feedback received. The information in this memo will be incorporated into a broader public engagement summary describing engagement activities and feedback from all communities across the four project milestones. The summary will be included as an appendix to the final study report.

Overview of Breakout Session

After a general introduction to Metro and its regional government roles, Metro staff explained the CCT Study and its regional impact. The team defined Community Connectors as smaller, more flexible transportation options different than TriMet busses, max lines or street cars. They often come in the form of vans or shuttles and are already operating in the Portland region such as Ride Connection in Washington County, Clackamas Connect shuttle serving more rural communities and C-Tran in Vancouver. The CCT Study is centered around understanding how to improve transit trips through these solutions to connect areas harder to reach by fixed transit alone.

The team was intentional to explain that the Community Connector Study is exactly that, a study. It is not a final decision or policy. Due to ongoing TriMet budget cuts, several transit programs and routes are experiencing service reductions. However, the CCT Study will be included in the upcoming 2028 Regional Transportation Plan update ensuring the program is eligible for state and federal funding upon its availability. Similarly, the findings will be shared with current community connector programs to help inform their service approaches.

Following an overview of the CCT Study, participants engaged in a breakout session designed to gather their input. Four stations displayed large, printed maps showing CCT Study opportunity areas. To develop these areas, the study team compared gaps in transit service today with plans for the future, as well as transportation needs identified by community members during the first phase of public outreach conducted in early 2025.

Each station was equipped with dot stickers, markers, and Post-It notes to allow participants and the project team to leave comments directly on the maps. Facilitators at each station guided discussions by asking participants about unserved destinations, times of day or days of the week when transit would be most useful, whether shuttles could address travel needs, and potential alternative transit solutions like moving transit stops or increasing transit frequency. Paper forms with these prompts were also provided to participants to capture additional details, particularly for those who prefer to share written feedback rather than join in larger group discussion.

Each of the four stations focused on different parts of the region:

1. **Station 1** – Northeast Portland, including the North Portland Peninsula and Cully neighborhoods, in Multnomah County
2. **Station 2** – Fairview and Gresham in Multnomah County
3. **Station 3** – Oatfield and Happy Valley in Clackamas County
4. **Station 4** – Westside region, including parks and natural areas

Summary of Feedback

This section summarizes the feedback heard at the different stations during the breakout session. A definition is provided for each theme followed by sub-themes and their key takeaways provided by participants. They represent the collective feedback

Service coverage and connectivity

Participants shared specific destinations and areas they frequent that are either not served by existing transit or are difficult to reach due to a lack of direct connections or the need to transfer multiple times.

Community centers

- Most participants would like to see transit connections to NAYA Family Center and other NAYA locations, including Auntie’s Place and Barbie’s Village. There is no direct transit line to Barbie’s Village, causing several members to have trouble traveling to that location.
- Participants want better connections to community centers throughout the region, Some participants expressed particular desire for better access to these types of locations from Gresham.
- The Portland area office for the Confederated Tribes of Siletz Indians is an example of a transit gap that was not identified by the maps.

Education

- The Happy Valley Public Library does not have access to public transportation. The nearest bus stop is over a 30-minute walk away. One participant's child travels from Downtown Portland to the library to attend school online.
- In Lake Oswego, some participants want better bus service to Portland Community College's Sylvania campus from within SW Portland.

Shopping and services

- In Fairview, participants would like better access to the shopping plaza in Wood Village, Walmart, and the library near Salish Ponds Park.
- In Gresham, participants want better options to places of care (hospitals, physical therapy, clinics, etc.). Additionally, more options within downtown Gresham are needed. Some destinations are too far to walk to, yet current bus options travel too far beyond them. Access to WinCo from downtown Gresham is needed, especially for those with mobility devices.
- Several areas in SE Portland near Division Avenue were highlighted as transit gaps that were not identified by the maps.
- In Oatfield, participants would like better access to grocery stores, especially affordable options like WinCo and Fred Meyer.
- Participants shared that the area around the University of Portland is difficult to leave to access grocery stores and schools.

Recreation

- Participants mentioned wanting to travel by transit to Chinook Landing, Sauvie Island, and St. Helens, particularly during the weekend. The Columbia County Rider currently provides service between downtown Portland at St. Helens, and Multnomah County offers new shuttles that connect the St. John's neighborhood in Portland to Sauvie Island and St. Helens.
- In Fairview, one participant would like access to a 1,000-acre dog park, one of the only off-leash parks in the region.
- The Sandy River was identified as another opportunity area.

Housing

- Native housing, including Painted House, was mentioned as needing better transit service, although it is located near the FX2 and MAX station.

Scheduling challenges and needs

Participants expressed challenges related to long travel times, infrequent or indirect service, and limited service hours. They also shared times of day or days of the week when a Community Connector shuttle would be most useful.

Long travel times impacting employment

- One participant living in Tualatin is transit-dependent and recently landed a job in Gresham. However, their commute was more than two and a half hours each way (five hours of commuting daily), making it impossible to keep the job, and now they are unemployed again.
- One participant living in the Cully neighborhood in North Portland and working at Portland International Airport has a three-hour commute by transit despite the relatively short geographic distance. The airport and surrounding businesses provide employment for many people who may depend on transit to commute to work.
- Commuting from Cully to major employment areas, such as Swan Island, North Portland Peninsula, Alberta Street, and Expo Center, can take multiple hours by transit, including significant walking time, compared to 20 minutes by car.

Infrequent or indirect service

- Participants expressed the need for more transit options near Auntie's Place, a family housing shelter in Milwaukie, to have more direct access to other NAYA properties, including Barbie's Village and NAYA Family Center, hospitals, and city welfare offices, such as the Clackamas office in Oregon City. While TriMet Route 75 provides direct service to Auntie's Place, it is slow.
- Participants need better connections to the NAYA Family Center and other NAYA services.
- Some participants want better connections between Fairview and downtown Gresham.
- One participant travels one and a half hours one-way from central Portland to NAYA in the evening, requiring a transfer from the MAX to a bus.

Service span limitations

- Participants shared that bus lines near NAYA stop service too early for evening events.
- Participants expressed frustration with TriMet service cuts to the FX2, with limited service starting at 7 p.m.

- At the Siletz offices, there are evening events once every two weeks, with most people leaving around 8 p.m.

Useful days and times for shuttle service

- Connectors would be useful during the week during typical office hours.
- Shuttle service would be useful for nighttime (after 7 PM) and weekends to accommodate for events.

Safety concerns

Participants shared safety concerns related to using transit, both on transit vehicles and at transit stops. Some participants noted feeling more stressed in the current political climate, and some of those who rely on public transportation expressed that it feels increasingly unsafe.

Concerns

- Children are fearful of some of the behaviors they witness on transit vehicles.
- Some participants are fearful that their bikes will be stolen while riding the MAX.
- Participants cited concerns about sexual harassment and drug exposure while using transit.
- The condition of some bus stops is concerning to some participants. Vandalism and trash, including needles, can sometimes be found near certain stops.
- Poor lighting, inadequate pedestrian and bicycle infrastructure, and heavy and fast traffic in some areas contributes to participants feeling unsafe when accessing transit or walking or biking to their destinations.

Suggested improvement

- There was feedback that adding more staff on transit available for security or assistance would help participants feel safer.

Inadequate pedestrian and bicycle infrastructure impacting safe transit access

Participants expressed general concerns about gaps in bicycle and pedestrian infrastructure and uncleared sidewalks throughout the region. Some shared specific examples of locations that have accessibility challenges around transit stops.

Area surrounding NAYA

- Conditions around NAYA are considered intimidating and dangerous for those walking and biking. Long blocks, infrequent bus stops, and low lighting create

barriers for accessing transit. There is consistently heavy traffic volumes, including large trucks, and vehicles tend to travel at high speeds and sometimes run traffic lights. A lack of safe crossings and sidewalks makes it particularly challenging for those leaving NAYA to safely cross NE Columbia Boulevard to reach the bus stop. For wheelchair users, gravel roads wear on tires.

North Portland and Marine Drive

- The Kliever Memorial Armory is difficult to access. TriMet Route 70 runs close but does not stop at the location, and service ends early. The road to NE Columbia Boulevard lacks sidewalks and has poor lighting. Participants expressed safety concerns due to encampments and crime along this corridor.
- Marine Drive lacks bike lanes and sidewalks, making it unsafe for cycling and walking.

Southwest Portland

- The nearest bus stop to the Portland area office for the Confederated Tribes of Siletz Indians is located at Barbur Boulevard and Whittaker Street, which is around 15 blocks from a MAX stop. To access the office from the nearest bus stop, people must navigate a steep hill or stairs, neither of which is accessible for people using mobility devices, such as wheelchairs, or people with young children.
- A lack of sidewalks throughout SW Portland near Lake Oswego makes it difficult to access fixed-route transit. To reach buses on Barbur Boulevard, transit users are required to take long and challenging walks.
- Residents living up the large hill above the south waterfront, between Ross Island Bridge and Sellwood Bridge, find it difficult to travel downhill to the nearest bus stops.

Clackamas County

- Sunnyside Road is steep, making walking in that area difficult, especially when traveling from Oatfield to Happy Valley. There is interest in a Community Connector shuttle to bridge these two areas.

Transit access for specific populations

Participants expressed transit needs related to youth, childcare, elders, and people living with disabilities.

Youth and families

- Youth need safe and reliable transit to access activities and community resources at NAYA. They try to attend activities regularly, whether accompanied by an adult or not.
- Youth from Gresham lack direct transit connections to NAYA. Currently, their options include getting dropped off by car or taking transit that exceeds an hour of travel time, as buses along NE Columbia Boulevard do not cover the full distance to NAYA.
- One participant living in transitional housing needs better transit options to take their children to school and after school programming and childcare.

Veterans and elders

- The Cully neighborhood is home to a significant number of mobile homes where many veterans and elders reside. They face challenges accessing groceries.

People living with disabilities

- Participants using mobility devices, such as wheelchairs and walkers, expressed the need for accessible transit options, particularly to reach destinations like the Siletz Portland area office, WinCo in Gresham, and other essential services.

Access to parks and nature

Participants expressed interest in using transit to reach parks and natural areas in the region.

Priority destinations

- Transit to these potential parks service areas identified by the study would improve access the most for some participants: Clackamas River, Columbia River Gorge, Marine Drive, and Sauvie Island.
- Other areas that would benefit from improved transit include Fairview, Forest Grove, South Willamette, and West Linn.
- Specific parks of interest Cathedral Park, Delta Park, Kelly Point Park, Oxbow Park, and Smith and Bybee wetlands, which are challenging to access using current transit options.
- Blue Lake is not well known by participants. Some were unsure where the nearest bus stop to the park is located, but it is likely a mile or further away.

Other considerations

- Shuttle options to parks would be valuable to participants, allowing them to connect culturally, ground themselves and enjoy nature, access powwows, and spend time with their children.
- People accessing parks may have additional items, such as fishing poles, backpacks, coolers, blankets, and strollers and wagons with snacks and toys.

Information and wayfinding

Participants identified barriers to and solutions for learning about and using transit services.

Trip planning

- Most people use Google Maps or the TriMet Trip Planner to navigate transit; however, no one has seen Community Connector Transit options listed on either of those platforms.
- One participant noted that Barbie's Village is not included on Community Connector map materials.

Fare payment

- Some want easier options for attaining or reloading transit passes, especially during the weekends when the TriMet office is closed.

Outreach and awareness

- Participants suggested the following methods to increase awareness of available transit services:
 - Integrate information about Community Connectors on TriMet maps
 - Use social media to share information about transit services
 - Advertise transit services at the Native American Rehabilitation Association of the Northwest, Inc. (NARA NW) and other substance recovery providers
 - Share information at powwows
 - Connect with Title 7 and other school outreach programs
 - Table at events and resource fairs
 - Develop a promotional campaign with a reward program for frequent riders
- One participant asked whether rides can be requested for non-medical purposes, suggesting that eligible trip purposes should be communicated more clearly.

Service type preferences

Participants shared feedback on whether shuttles would meet their transit needs and what service characteristics would be most useful.

Interest in shuttle service

- Overall, participants seem very interested and optimistic about how shuttles could meet their transit needs.
- In North Portland, some participants talked about how shuttles could be one circulator or two different shuttles. This participant preferred one circulator connecting from Delta Park- or at least running along Columbia- to reach more parks destinations and connect to industrial jobs.

Questions about shuttle service

- Participants asked how shuttles would function, including whether they could group up with others to schedule a trip or make multiple stops in one trip.

Alternative solutions

- Some participants suggested that other improvements to existing transit service may meet their transit needs, including extended service hours, additional stops, and increased frequency.

Thursday,
March 5th

FUTURE GENERATIONS COLLABORATIVE
**COMMUNITY
CONNECTOR**



WORKSHOP

Barbie's Village
935 NE 33rd Ave
97232

Doors open: 5:30 PM
Event time: 6 - 8 PM

Receive a \$100 gift card,
warm meal and free on-
site child care while you
tell us where you need
flexible transit!



**Only 30 seats
available! Scan
to reserve your
spot.**

Community connectors are smaller transit vehicles (think shuttles or vans) that have flexible routes to get people to their destinations more easily! Metro is studying how community connectors could improve transit in areas with limited access.

This workshop is designed for Indigenous community members supported by the Future Generations Collaborative. For those outside this community, additional opportunities to participate in the project can be found here: tinyurl.com/cconnector

Barbie's Village Workshop Feedback Form Data

Table 1 - N/NE Portland

	Where are you and people you know coming from and going to, either within or near the identified opportunity area? (plus for M2, question about circulator or 2 shuttles)	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M1 Cully					
Participant 1		Columbia Boulevard			
Participant 2					connector transit during construction
Participant 3	S Beaverton to NAYA S Beaverton to Oxbow Park		MAX to community connector	Saturdays	more span of service during the day
Participant 4	In the Woodlawn area	From Woodlawn area to any Boys & Girls club or daycare	Maybe from a school to a daycare and from daycare to home		Yes, maybe for my son to get to daycare and home while I'm at work or college.
Participant 7	There is no direct line from NE Cully to PDX. There should be and up until 1AM. Employment.	People need direct rides to grocery stores and other necessities.		NE to PDX until 1am	Potentially but a direct bus line would work as well.
Participant 8	NAYA- more than one bus that goes to & from	Bus (shuttle) for elders, less stops but going to frequent places (parks, shopping, etc.)	A bus stop @ the door stop od NAYA to other TriMet transit centers, ease of access.	Late evenings at NAYA	More stops and more frequency. A shuttle going from NAYA apartments (Hayu, Mamook etc.) to go straight to NAYA center
Participant 9	NAYA to Gresham NAYA elder direct transport to daily activities (i.e., Tai Chi, Yoga)	My children/myself travel between NAYA & Gresham area (Mt Hood Community College. My mother/brother from NAYA to Lloyd	Bus service to/from NAYA to Gresham TC and to elder's homes in Lloyd	Monday - Friday daily or as needed for scheduled activities like NAYA kids volleyball practice/game nights.	
Participant 10	NAYA Family Center to/from SE, E, W, SW. A circulator within this zone would be helpful.	I work with houseless youth (18 yr-24) so they are coming from everywhere.	We need direct transport from Auntie's Place and Gresham. Airport	After hours (6-12PM)	More frequency. Fix the direct pick up from NAYA/.
Participant 11	N/NE Portland to Gresham	Near airport other than TriMet MAX	More faster to and from farther areas		More span, more stops, more shuttles
Participant 13	NAYA housing sites to groceries	Grocery stores and shopping		Some shuttles for large community events, after hours	
Participant 14	Transportation to and from NAYA (hub on 42nd Avenue from NAYA housing). Cully has 9% mobile home parks, over half of city PDX. Elders, veterans need connector transit.	Groceries, health services, shopping.		On weekends, for events	Also, there are hot spots at certain hubs that are more dangerous after dark in NE Portland.
M2 North Portland Peninsula					
Participant 2		Smith & Bybee Area	4, 17 & 13 bus routes		
Participant 5	Shuttle to bus from Delta Park to Kelly Point	Near Delta Park	Peninsula to PCC Cascade campus		Yes, a shuttle
Participant 6	Yes (probably to the circulator question)				
Participant 8	More late service to University of Portland. More frequent bus stops and a frequent shuttle for MAX and Transit Centers.	Pier Park near North Columbia NoPo- Cathedral Park by St John's	The St John's Bridge Cathedral Park area- a bus stop nearby or a shuttle would be nice.	A late schedule at Cathedral Park in the summer time	A shuttle to Vancouver, WA.
Participant 9	University of Portland, Willamette area N Columbia & Peninsular to NAYA	NAYA	Unfamiliar with what is available/needed now		Change schedule to hours of 75 @ NAYA & increase lines to/from NAYA & Gresham

<i>Participant 10</i>	A business circulator or park to park circulator would be useful for people seeking straight shots or rides to work (preference for separate shuttles)	Me and my cousins head to & from my Auntie's house			
<i>Participant 12</i>	A bus from Delta Park to Kelly Point Park. People and myself would be coming from and going to Delta Park, near it	I don't really know because I don't live in that area	N/A		A shuttle would be good.
<i>Participant 7</i>	Yes (there is demand for an E-W park to park circulator) but only in the Spring, Summer and Fall. Grocery stores and other necessities.	To jobs on Swan Island. 20 minutes by car or over 4 hours by transit.	N/A		A shuttle could help someone get to work at a manufacturing job.

Table 2 - Fairview/Gresham

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M7 Fairview					
<i>Participant 2</i>		Blue Lake Park			
<i>Participant 3</i>	Home, work, school	Chinook Landing, Cully Area to Gresham		Daytime on weekends	Possibly as some routes have changed or stopped (with TriMet cuts)
<i>Participant 4</i>	Gresham/Fairview to NE for meet-up with NAYA or therapy sessions	Near airport other than TriMet MAX	More faster to and from farther areas		More span, more stops, more shuttles0
M8 Gresham					
<i>Participant 1</i>	69th & Powell to NARA Gresham	Delta Park is hard to get to, St. Helen's, Oxbow Regional Park		All days/times	Shuttle would be good
<i>Participant 2</i>		Oxbow Regional Park			
<i>Participant 3</i>	North Portland to Gresham/Fairview Beaverton to Gresham Vancouver to Gresham OR Vancouver to NE Portland NE to Gresham (for our little cousin in school and working)	Vancouver to Gresham	NE Portland to Gresham	Late night (after 7PM or 9PM)	More frequency (every 10 minutes)
<i>Participant 4</i>	North Portland to Gresham/Fairview Beaverton to Gresham Vancouver to Gresham OR Vancouver to NE Portland	Vancouver to Gresham	NE Portland to Gresham	Late night (after 7PM or 9PM)	More frequency (every 10 minutes)
<i>Participant 5</i>		Mitigate (help) people traveling from Gresham to NAYA for food. NARA/other food pantries in Gresham don't have food.	21 bus at 223rd and Sandy- stop connector to Chinook Landing and loop around Blue Lake	Monday-Friday evenings and late night, weekends more frequent for community events	73 can bus, rude no room for people sitting; separate shuttle bus? People live there and avoid. Something separate for folks returning cans.
<i>Participant 6</i>	I feel there should be closer routes to get where you need to go faster N to SE (PDX). I feel there should be more routes going to Gresham from NE. [Participant drew a route from Gresham TC East along Burnside, then North along 122nd, East near Halsey, North on 33rd Avenue to end near M1 at NAYA sites.]				

Table 3 - Clackamas

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
C2 Happy Valley					
<i>Participant 4</i>	36 minute walk from transit stop to Happy Valley library	Barbie's Village, Happy Valley library		11Am-3PM weekdays	more stops
<i>Participant 5</i>	Identified SE Clackamas in the region as a transit gap	Happy Valley Public Library, Mount Talbert			
C3 Oatfield					
<i>Participant 1</i>	Auntie's Place, NAYA, Barbie's Village, Welfare Office. Grocery stores	Barbie's Village connector transit or shuttle welfare along in either Oregon City or Clackamas	C-TRAN to visit relatives in Vancouver, WA	week days, during office hours	Bus 75 has notifications that frequent service will be nearing soon. More connector transit needed in Clackamas area.
<i>Participant 2</i>	Auntie's Place	Barbie's Village, NAYA			
<i>Participant 3</i>	Auntie's Place	Barbie's Village			
<i>Participant 4</i>	Auntie's Place	Barbie's Village		Monday-Friday 11AM-8PM	More stops moved
<i>Participant 6</i>	Clackamas/SE Lents. Me & my family/friends go to and from schools either rushing or having to wait another 30 (minutes for the bus)	Unsure	Milwaukie to Clackamas	Monday-Friday and Sunday	N/A

Table 4 -Westside

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
W1 South Beaverton					
Participant 1	Going from Sterling Pointe apartments to South Waterfront or Kaiser on Interstate	Tualatin	Max + bus	Late night (after 9PM) and weekends	more frequency of existing service
Participant 2	Tigard to SW Portland (Capitol & Barbur Boulevard)				
C1 Lake Oswego					
Participant 4	Mountain Park area			early evening, all days of the week	
Other					
Participant 3	Barbie's Village	I am currently in SW Portland. People are coming to this space from all across Portland.	Connect from Hollywood Transit Ce	Monday-Friday, 12PM-9PM	A shuttle
Participant 5	Barbie's Village. Coming from SW Portland, yes a shuttle would be helpful.		Connect from Hollywood Transit Center to Barbie's Village.	7 days a week from 7-9AM or 10PM	A shuttle would be good.
Participant 6	I live in SE (PDX) so I go from Cleveland (high school) to home. After suffer bus delays and scary people = 7 at night.	Some destinations that aren't serviced are...	Most TriMet services I want to connect to/from are N/SE (PDX)	Usually times around 6-10AM and 7-10PM are the most useful	More span, stops & frequency are useful, being able to make certain times without being cut short
Participant 7	From SE to Barbie's Village, NARA, NAYA, Painted Horse & more Native destinations. SE has TriMet operating but for me the bus stops are too far for me to walk. I need assistance with a walker, a closer bus stop is needed.	SE Lents area the bus stops are too far from where I live (94th Avenue)	From 92nd/94th to bus line or the MAX	Weekdays during business hours and weekend for same reason	To be able to call TriMet to shuttle me to destination, SE. Currently there is no shuttle service that I'm aware of.
Participant 8	122nd and Powell Boulevard to 82nd.	All served pretty good	The MAX	in the evening from 4PM till 12AM Monday-Friday	A shuttle could fix it
Participant 9	SE Portland to Lents Park, NAYA Generations, NAYA to Gresham/Fairview, NARA Food Pantry, PCC College, NAYA Family Center, NARA Wellness Center. NE Division and NE Kelly Streets.		NAYA Generations to NAYA Family or Wellness Center by bus or shuttle	Yes mostly in the evenings when buses don't come as often. Later times and weekends.	
Participant 10	SE Portland to Lents Park, NAYA Generations	PCC College, NAYA Family Center	NAYA Generations to NAYA Family or Wellness Center by bus or shuttle	Yes mostly in the evenings when buses don't come as often. Later times and weekends.	
Participant 11	Central City. Siletz Tribal people are coming from N, NE, SE, outer SE areas. Many events are planned at SW 1st Area Office. Elders and disabled people cannot ride TriMet due to the length of walking from bus stops or the bus stop is at the top of a cement staircase (which is not standard), impossible to use wheelchair or walkers.	Siletz Area Social Service Office (3220 SW 1st Ave, PDX OR 97239). Siletz PAO is in "Liar Hill" a very steep residential area. Barbie's Village, PiNee Was Pow-wow @ Clever Armory- It's an elder Portland-wide event. Delta Park Pow-wow- the walk is so long.	It's too hot and too long of a walk for Elders or small children.		Yes shuttle. Contract out Uber/Lyft? Or open account for Uber/Lyft to be able to use & pay for transportation. Maybe provide a voucher to assist w/ Uber or Lyft uses to events & to help pay. Remember people would be required to have a smart phone to use services.)
Participant 12	[Circled M1, M2 and M7, then C2 and C3 and East Clackamas, then W1 and C1.]				Long House area has many sketch people/ Painted Horse and Alano Club. Riding the bus at night is scary...especially in regalia.





Parks

Code	How easy is it for you to access parks, natural areas or outdoor spaces in your community?	How often are you visiting parks, natural areas or outdoor spaces?	What park or public open green space is closest to your home?	Would transit to any of the potential parks service areas identified by the study help improve access for you and/or your family?	Would transit to any of the potential parks service areas identified by the study help improve access for you and/or your family THE MOST? (pick 2)	How would shuttle options to parks be valuable to you or your community?	What else should we know about how you access potential parks service areas?	What additional feedback on parks and accessing parks and nature would you like to provide?
Participant 1	Somewhat difficult	Weekly	Haag Lake, nature trails in S Beaverton	Columbia River Gorge, Clackamas River	Columbia River Gorge	Cultural connection & grounding	Fishing poles & backpacks	Even if stops aren't frequent, families would benefit
Participant 2	Somewhat easy	Monthly	Tualatin Community Park	Sauvie Island, Marine Drive, Fairview, Clackamas River, South Willamette	**	Powwows, enjoying nature	I miss out on summer activities because I can't get there from Tualatin	I actually care more about trying to get to things I need to first
Participant 3	Easy	Monthly	Park in Vancouver, WA on 192nd	For work- West Linn	N/A, Clark County	It would be great. I'm new in the community (2 months). I have yet to really give public transit a try. I look forward to utilizing the light rail and bring my family downtown or to PDX.	I haven't really experienced the parks service areas as of yet. However, through work, I have heard that there isn't much access to West Linn. As a community advocate with staff of my own, it is a great idea to learn more and seek further information (resources on how people could potentially access our project's potential site).	N/A
Participant 4	Very difficult	Weekly		Sauvie Island, Marine Drive, Fairview, Columbia River Gorge, Clackamas River, Forest Grove	Sauvie Island, Marine Drive, Columbia River Gorge, Clackamas River	For a single mom with two kids this would help so much.	I always have my son's wagon with snacks, toys, blankets, coolers. Would I be able to bring this with me?	We just need better access!

Confederated Tribes of Siletz Indians Portland Area Office Workshop Feedback Forms

N/NE Portland

	Where are you and people you know coming from and going to, either within or near the identified opportunity area? (plus for M2, question about circulator or 2 shuttles)	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M1 Cully					
Sheet 1	Clackamas	Kiliver Armory for pow wows	Tri county Med link. Ride to care	After 9 pm. Customer service should be available 24/7. Have transportation to boen time for night pick ups. Driver to contact passenger.	Yes
Sheet 2	From here to NW Portland. A circulator bus would alleviate some of the extra walking and waiting involved with the travel. Also with carrying groceries and household goods plus the difficulty in transfers and the timing involved.	It's extremely time consuming and difficult to get from here (NE 42nd) to the airport and cascade shopping center.	Busses + Max to shuttle for specific and specialized destinations	Weekends and evenings are more difficult and evenings especially can be scary when it's dark and are traveling alone	Shuttle seems ideal in that it doesn't have to go on a specified route that may be way out of the way
Sheet 3	Commuting to work	Bus connections on Prescott or areas with shopping. Commuting to work	[Blank]	Post work transportation - all shift times, all days outside of major transit	C3 - Milwakie busline needs to be more frequent
M2 North Portland Peninsula					
Sheet 1	[Blank]	[Blank]	[Blank]	[Blank]	[Blank]
Sheet 2	Two separate shuttles would expand the possibilities for more specific destinations. NE to cascade shopping + airport. NE to Forest Grove and back. NE to NW	The airport trip is difficult	Shuttles to bus stops + max stops to alleviate extra walking	[N/A]	Yes
Sheet 3	More buses to industrial areas for work	[Blank]	[Blank]	[Blank]	[Blank]

Clackamas County

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
C2 Happy Valley					
Sheet 1	Travel from Portland to Clackamas	[blank]	[blank]	Saturday afternoon and Sunday days	more frequency. Transfer fix
Sheet 2	122nd sunnyside	Served but only through set hours. Could increase in frequency	A to B. 151 - short time frame. No bus service on Sunday	Yes, sundays.	Yes
Sheet 3	No transportation to my relative's house	[blank]	[blank]	weekends	Possibly with ADA accommodations
Sheet 4	[blank]	[blank]	[blank]	[blank]	[blank]
Sheet 5	Clackamas to Damascus	Damascus	Shuttle to max or mall	Saturday and Sunday	More shuttles please, more time running
Sheet 6	They need more support Clackamas to Damascus	Damascus	[blank]	[blank]	[blank]
C3 Oatfield					
Sheet 1	Clackamas to Damascus	Happy valley / Clackamas HWY 212 in early evenings	sunny side Kiaser	Days and evenings	More span
Sheet 2	Elders come from the area. Could improve between NE and Milwkie	Lots of milwkie. Have to walk	From Ne to Milwkie	M-F	Unsure
Sheet 3	Clackamas town center	Clackamas mall	Tricounty med link. Ride to care	Late night after 9 pm	If it comes when we call 9 pm - 2 pm or 5 am - 10 am
Sheet 4	From Portland to Clackamas.	Unsure	Unsure	Sundays and Saturdays	Unsure
Sheet 5	From Portland to Clackamas.	Unsure	Max	Sundays and Saturdays	Shuttle is great
Participant 6	From NE to Clackamas. Need more buses to [??]	I'm not really sure but I know they need	shuttle to mall Saturday, Sunday	Saturday Sunday more shuttles	Yes need more please would help a lot more

Fairview/Gresham

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M8 Gresham					
Sheet 1	From NE to Gresham. More direct line	Powell Valley needs better transit. They don't run on weekends	[blank]	Public transportation on irregularly evenings/weekends. Freemont bus has short running hours 82/83 need shutte	A shuttle is needed for powell valley area

David Douglas Powwow Feedback Forms

	Where are you and people you know coming from and going to, either within or near the identified opportunity area? (plus for M2, question about circulator or 2 shuttles)	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M1 Cully					
Sheet 1	The airport area	80th area by airport	72	Weekends - noon, Weekends - Mon, Tue	Yes, too many hills to walk.

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
M7 Fairview					
Sheet 1	Rockwood	None	[blank]	Weekends	yes

	Where are you and people you know coming from and going to, either within or near the identified opportunity area?	What destinations specifically aren't served by transit now?	What TriMet services do you want to connect to/from?	Are there times of day or days of the week when a connector would be most useful?	Is a shuttle the solution to your needs or is it something else?
C2 Happy Valley					
Sheet 1	Work store	[blank]	Clackamas shuttle	Evenings and weekends	A shuttle would meet my needs to get to & from work and the store