

# PBOT

PORTLAND BUREAU OF TRANSPORTATION

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**Chloe Eudaly** Commissioner **Chris Warner** Director

## REPORT TO COUNCIL

**DATE:** February 5, 2020  
**TO:** Commissioner Chloe Eudaly  
**FROM:** Kathryn Levine, Division Manager, Portland Streetcar  
**SUBJECT:** **Portland Streetcar Annual Report for 2019**

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The annual report from Portland Streetcar has been scheduled for February 5, 2020, at 10:15 a.m.

The purpose of this report is to provide Council members with an update on Portland Streetcar performance, transit service, ridership, and fleet expansion. Attached please find the 2019 Annual Report, which includes performance metrics from the five-year Portland Streetcar Strategic Plan.

Presenters will include Dennis Allen, Board Chair of Portland Streetcar, Inc. (PSI), Dan Bower, Executive Director of PSI, and Kathryn Levine, Portland Transportation Division Manager.

We appreciate the opportunity to share with you the latest data on Streetcar performance, safety, and asset management.



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# Portland Streetcar

## 2019 Annual Report

# Building Communities

Portland Streetcar is crucial to the daily lives of Portlanders from all walks of life. Every day, we connect thousands of people to jobs, services, education and commerce in the central city—and we provide frequent and reliable transit service that is meeting the needs of a growing city.

When Streetcar began operating almost 20 years ago, we did not know we would lead a modern streetcar renaissance across the country. We've grown from a single 4.8-mile route to sixteen miles of track, connecting numerous neighborhoods and districts, and providing robust transit service to 15,000 people every day.

Along the way, we've learned that streetcars shape a human-scale city: growing local businesses and sparking much-needed new housing development, including the almost 40 percent of the city's affordable housing units located within a quarter-mile of the streetcar system.

Today, Portland Streetcar riders are students going to class, seniors on fixed incomes and everyday commuters heading to work. More than 40 times every hour our streetcars serve people with mobility

devices. We are proud to serve a diverse ridership and are committed to the highest quality service for all Portlanders.

There are challenges ahead. By 2025, we expect ridership to grow to 20,000 riders per day, which means a stark need for new cars and improved service. The City of Portland is committed to building more dedicated transit lanes in the Central City, which will ensure greater mobility, reliability and safety for transit riders from all areas of the city.

As our community works together to shape our city's future, Portland Streetcar will continue to pursue its vision of connecting people and building a Portland where everyone has equitable access to opportunity.



Dan Bower, Executive Director  
Portland Streetcar, Inc.



Chris Warner, Director,  
Portland Bureau of Transportation

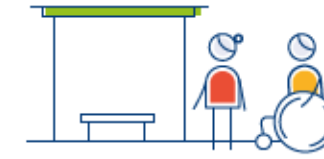
# Why Streetcar?

Portland Streetcar's was created to accomplish three goals:



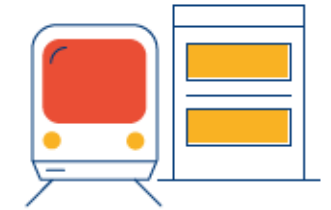
## Community Growth

Streetcar has a track record of helping to grow communities in Portland, most recently in the Central Eastside.



## Equitable Mobility

Streetcar empowers transit-dependent Portlanders, many of whom are on fixed incomes.



## Complete Service

Streetcar is purchasing new streetcars and extending service farther into NW Portland to meet the demands of Portland's growth.

**“Portland Streetcar is accessible, reliable, green, and an asset to Portland’s transportation system. I am pleased to see how our Rose Lane Project has already had a positive impact on Portland Streetcar, and I look forward to future improvements as we work to provide safe, equitable, sustainable transportation to all Portlanders.”**

**Portland City Commissioner  
Chloe Eudaly**



# Connecting to More Housing

Portland Streetcar plays an integral role in ensuring Portlanders have access to high-quality transportation.



In the early 1990s, when plans were being drawn for the first Streetcar line, the vision for the system was to connect everyday Portlanders in their neighborhoods to jobs, schools and services.

This vision has become a reality. The Streetcar corridor continues to be one of the most powerful magnets for new housing in the city.

More than 23 million square feet of real estate has been built along the streetcar alignment, including nearly 18,000 homes and over 3,000 affordable housing units.

Since 2010, nearly 3.5 million new square feet of development has been added within a quarter of a mile of Streetcar lines in Portland's Central Eastside alone.

## New development within a quarter-mile of the Streetcar alignment since 2001:



# Building Opportunity

As Portland Streetcar connects growing numbers of people to the central city, we will achieve our vision for a jobs-focused district that benefits everyone.

**30%**  
of Portland's  
jobs are  
along the  
streetcar route

Employment-based development continues to flourish along the streetcar alignment, with over 30 percent of Portland's jobs along the route.

We are poised to extend Streetcar service toward Montgomery Park in NW Portland. An area of the city that has experienced dramatic change

and growth, Northwest Portland has become one of the most densely populated residential areas in the state. To that end, the extension of the streetcar to Montgomery Park will further catalyze development and help restore a once-bustling area of the city, cultivating greater civic activity and commerce.

## Streetcar's expansion into Northwest Portland will provide:



# Serving all Portlanders

Portland Streetcar provides quick and efficient transit for Portlanders from all walks of life, serving the most diverse transit riders in the region, including transit-dependent Portlanders and those with fixed and low incomes.



Through TriMet's low-income and honored citizen fare programs, Streetcar ensures that seniors, people with low-incomes and people with disabilities have reliable and accessible mobility to important appointments, for grocery shopping and get to school and work around the city.

Every Portlander's voice is important to our work and we place the customer and community at the center of our decision-making. To that end, we continually seek input from our riders and other stakeholders to ensure that the services we provide move us forward in achieving our city's commitments to equity, sustainability and economic opportunity.



## Portland Streetcar Ridership

### Where do people ride Streetcar to?

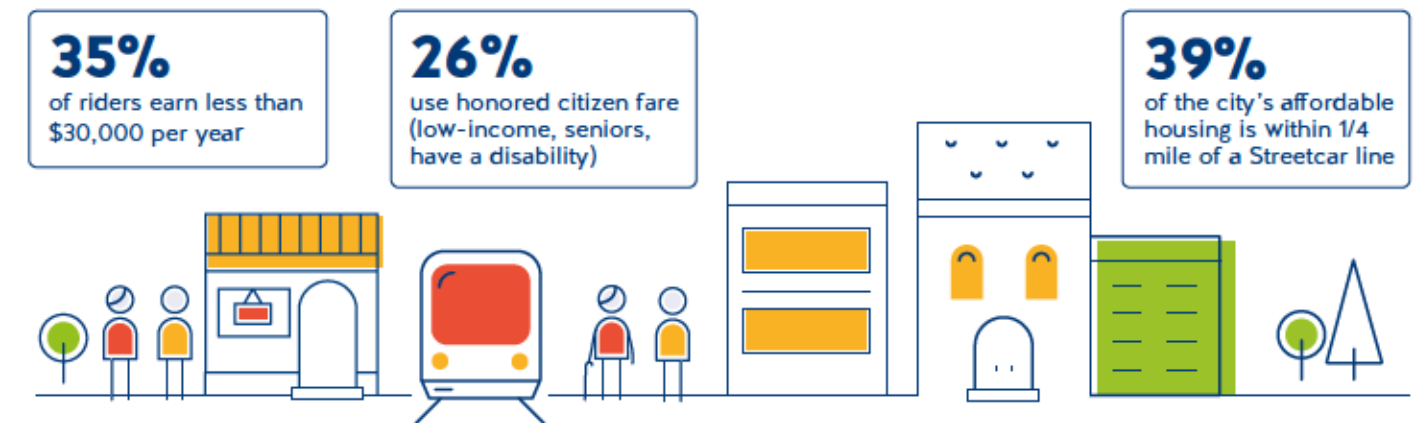


Since adding cars in August 2019, Streetcar has increased weekday ridership by 24% in the first two months.

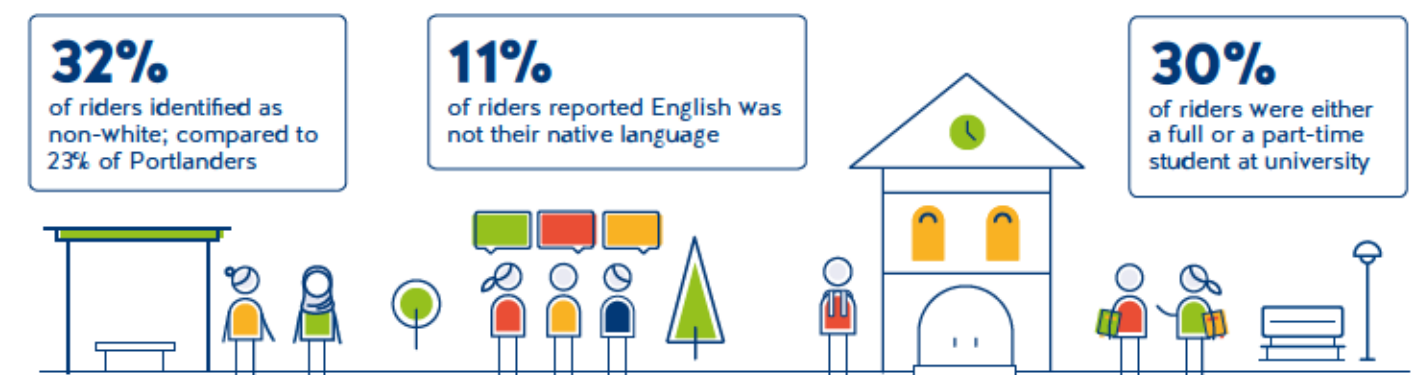
### Who rides the Streetcar?

Portland Streetcar serves riders who are more diverse and transit-dependent compared to other transit riders in the Portland region.

#### AFFORDABILITY



#### EQUITY



#### SUSTAINABLE MOBILITY



# Service Improvements

The Streetcar's success in connecting more people within our city comes from our continued commitment to improving and expanding service.



We've accomplished this through our focus in three areas:

- operational improvements
- trackway changes
- expansion into new neighborhoods

In September 2019, we added a streetcar back into service per day and within the first two months weekly ridership increased by 24 percent. Newly constructed streetcars arriving in the next year will provide even more reliability, and daily ridership is expected to grow to 20,000 riders by 2025.

Trackway changes and relocation of tracks are planned to allow for a greater flow of traffic in high density areas, and as we expand to Montgomery Park, we will provide even more riders with direct access to education, housing, and jobs.

As we continue to emphasize more consistent, fast and reliable service, we hope that Portland transit riders will spend less time in traffic and more time enjoying their city and at home with family and friends.

# Greater Reliability

As Portland continues to grow, so does traffic and congestion on our roads. Ensuring the reliability of our service will keep Portland moving.

**47%**  
reduction in travel times during peak evening traffic

To that end, we worked with our partners at the Portland Bureau of Transportation to add a Business Access and Transit (BAT) lane on a stretch of NE Grand Ave near the on-ramp to I-84 dedicated to Streetcar and TriMet Line 6 bus.

The lane allows right turns only for traffic while allowing streetcars and buses to travel more freely on Grand Avenue. This improvement

has reduced travel times by 47 percent during peak evening traffic and increased overall on-time performance by 18 percent.

In light of this success, we will continue to work with our agency partners to introduce more transit-priority lanes and traffic signals, increasing the reliability of the Streetcar as a frequent service option.



# Keeping Riders Safe

Portland Streetcar's five-year strategic plan prioritizes the safety and security of Portland Streetcar staff, riders, and the general public. We've seen great success.

Over the last few years, we've taken significant strides to reduce collisions by thorough monitoring and improvement of problematic intersections, and through educating and training streetcar operators and the riding public. This has resulted in a reduction of collisions by 45 percent compared to 2018.

Through targeted signage, continued training and education and system improvements, we will provide the traveling public with a transit experience that is safe and secure and that meets the continually growing needs of our city.

**45%**  
reduction  
in collisions  
compared  
to 2018



## Streetcar Performance: 2019

In 2015, the City of Portland and Portland Streetcar adopted a five-year strategic plan to establish and track goals related to financial stability, long-term asset management, continued operational success, and targeted expansion into new service areas.

**1. Safety & Security** | Vision: Provide a safe and secure streetcar system consistent with the City of Portland's Vision Zero policy, including the safety and security of Portland Streetcar staff, riders and the general public

STRATEGY	PERFORMANCE MEASURE	2019
Reduce collisions between autos and streetcars by 20%	Annual # of collisions per one thousand revenue hours	<b>0.45</b>
Continue to improve safety of traveling public, especially that of passengers and those operating bicycles around streetcar tracks	Number of fatal or serious injuries on the streetcar system	<b>0</b>
Ensure the safety of streetcar passengers staff through targeted investments in security personnel, video surveillance and partnerships with local and federal law enforcement agencies	Annually account for demonstrated progress	<b>Hired 2 new Streetcar officers</b>

**2. Planning for the Future** | Vision: Ensure the existing streetcar system is operating as efficiently as possible while exploring strategic expansions consistent with the land use vision included in adopted plans and policies. Ensure adequate capacity on the system, including vehicles and stations, for 20,000 riders per day by 2020.

STRATEGY	PERFORMANCE MEASURE	2019
Ensure existing system has appropriate redundancies and operational fallback opportunities through investments in track "turn-backs", tail tracks or other investments that can support operations during unplanned events	Number of opportunities to turn streetcars around within the existing track system	<b>7</b>
Acquire three to five additional modern streetcars to support operations and work toward providing 10 minute frequency of service on all streetcar lines	Number of modern streetcars available for service	<b>15</b>
Evaluate solutions for improving customer information including electronic station signage, arrival information, mobile applications for ticketing and enhanced web presence		<b>Added Hop Fastpass to Google Pay &amp; Apple Wallet</b>

**3. Transit Performance** | Vision: Provide reliable and efficient transit service to support a growing central city which will include more residents and businesses, more cars and traffic and more passengers relying on Portland Streetcar for access and mobility.

STRATEGY	PERFORMANCE MEASURE	2019
Maintain at least 85% on-time performance across the system	Percentage of streetcars arriving at time-points within a window of up to one minute early, or five minutes late, by line, using GPS data	<b>83% (NS 85%, A Loop 84%, B Loop 80%)</b>
Evaluate the existing streetcar system for operational improvements including signal timing, station consolidation, dedicated rights-of-way or other solutions	Run time for streetcar lines as tracked by NextBus GPS data (including planned layovers)	<b>NS: 75 minutes A/B Loop: 60 minutes</b>
Invest in technology to support better workflow and performance monitoring	Measurable steps taken toward improving operations planning and reporting through investments in technology	<b>N/A</b>

**4. Efficient & Cost-Effective Operations** | Vision: Provide frequent transit for a majority of service hours at a cost-effective rate and with reliable scheduling for customers and operators.

STRATEGY	PERFORMANCE MEASURE	2019
Provide service at 15-minute frequency or better on all streetcar lines for a majority of service hours at or below \$180 per Revenue Hour	Cost per Revenue Hour	<b>\$220</b>
Develop twenty-year capital asset management plan	Demonstrated progress toward adoption and updates of 20-year capital asset plan	<b>Plan in Place and Annually Updated</b>
Increase fare-box recovery from 10% to 20% by 2020 through a transition to e-fare and improved enforcement	Percentage of operating costs covered by fares received by the City of Portland	<b>13%</b>

**5. Development & Public-Private Partnerships** | Vision: Further integrate streetcar planning with land-use decisions and building designs to support transit-oriented development and encourage "place-making" and public spaces through public-private partnerships, including the continued engagement of a Board of Directors for PSI, meant to represent the private sector interests of Portland.

STRATEGY	PERFORMANCE MEASURE	2019
Annually account for and report on the total square feet of residential and commercial development, number of jobs, and affordable housing units along the streetcar alignment	Annual publication of economic development figures	<b>Full reports available online</b>
Continue to integrate streetcar into large planned developments occurring over the next five years	Number Track Access Permits issued each year	<b>172</b>

Agenda No.  
**REPORT**  
Title

Portland Streetcar Annual Report for 2019 (Report)

<p><b>INTRODUCED BY</b> Commissioner/Auditor: <b>Chloe Eudaly</b></p>	<p>CLERK USE: DATE FILED <u>JAN 28 2020</u></p>
<p><b>COMMISSIONER APPROVAL</b></p> <p>Mayor—Finance &amp; Administration – Wheeler</p> <p>Position 1/Utilities - Fritz</p> <p>Position 2/Works - <i>Vacant</i></p> <p>Position 3/Affairs - Hardesty</p> <p>Position 4/Safety - Eudaly <i>[Signature]</i></p>	<p style="text-align: center;">Mary Hull Caballero Auditor of the City of Portland</p> <p>By: <u><i>[Signature]</i></u> Deputy</p>
<p><b>BUREAU APPROVAL</b></p> <p>Bureau: PBOT Group: Development, Permitting &amp; Transit Group Manager: Christine Leon Director: Chris Warner <i>[Signature]</i></p> <p>Prepared by: Kathryn Levine; CB <i>[Signature]</i> Supervisor: Christine Leon <i>[Signature]</i> Date Prepared: December 30, 2019</p>	<p><b>ACTION TAKEN:</b></p> <p style="font-size: 1.2em; font-weight: bold;">FEB 06 2020 ACCEPTED</p>
<p><b>Impact Statement</b></p> <p>Completed <input checked="" type="checkbox"/> Amends Budget <input type="checkbox"/></p>	
<p><b>Portland Policy Document</b> If "Yes" requires City Policy paragraph stated in document.</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	
<p><b>City Auditor Office Approval:</b> required for Code Ordinances</p>	
<p><b>City Attorney Approval:</b> required for contract, code, easement, franchise, charter, Comp Plan</p>	
<p>Council Meeting Date <b>February 5, 2020</b></p>	

**AGENDA**

**TIME CERTAIN**

Start time: **10:15 a.m.** *302*  
Total amount of time needed: **25 minutes**  
(for presentation, testimony and discussion)

**CONSENT**

**REGULAR**

Total amount of time needed: \_\_\_\_\_  
(for presentation, testimony and discussion)

FOUR-FIFTHS AGENDA	COMMISSIONERS VOTED AS FOLLOWS:		
		YEAS	NAYS
1. Fritz	1. Fritz	✓	
2. <i>Vacant</i>	2. <i>Vacant</i>		
3. Hardesty	3. Hardesty	✓	
4. Eudaly	4. Eudaly	✓	
Wheeler	Wheeler	✓	