

Service cuts: outreach activities and survey results

TriMet Board Retreat
November 12, 2025



Objectives

The purpose of this report is to share community feedback on types of service cuts to help balance TriMet's budget.

We will discuss how we communicated proposed changes to the community and gathered input through research.

Findings will outline **community priorities** for potential service cuts.

This will inform how the Planning, Community Engagement and Communications teams approach future changes.



Methods

Data Analysis:

- Online survey – choices randomized
- Mixed methods analysis, combining quantitative and qualitative feedback

Comment period: Sept 24 - Oct 31, 2025

- 4,806 total responses
 - 612 from open house events
 - 4,194 from online survey
- 29 comments through emails and customer service



What we asked

- Rank nine types of service cuts
- Why, open-ended
- Optional demographics

Service Priority Options: Coverage

Eliminate bus lines with very few riders.

\$ \$ \$ /   

Stop funding county shuttles that serve areas where few people ride transit.

\$ / 

Stop funding support to other transit agencies that connect with TriMet services.

\$ / 

Service Priority Options: Nights and Weekends

Reduce or eliminate some bus service after 8 p.m.

\$ \$ /  

Reduce or eliminate some bus service on weekends.

\$ /  

Service Priority Options: MAX, Frequent Service

Reduce how often MAX trains arrive. Trains may come less often during most of the day (every 17-18 minutes) or even less often during early morning, late night hours and/or on weekends

\$ \$ \$ \$ / 

Reduce how often buses arrive on Frequent Service lines. Buses may come less often during most of the day (every 17-18 minutes) or even less often during early morning, late night hours and/or on weekends

\$ \$ \$ / 

Service Priority Options: Network changes

Reduce or eliminate service where lines are so close together that riders could walk/roll or transfer to nearby service.

\$ \$ \$ / 

Shorten the MAX Green Line to run only between Gateway and Clackamas Town Center transit centers.

\$ \$ \$ / 

Survey: Online and Paper (available in 6 languages)

TRI MET

Service Priorities Survey

TriMet must cut service by July 2028, to balance the costs of providing transit service with our revenues. Below are the options for ways to cut service and save money. What priorities do you feel are most important for our service?

Also, please note that reducing bus and MAX service would cut service for some LIFT paratransit riders.

The money symbols show you how much savings we expect from each type of cut:
\$ = small savings
\$ \$ \$ \$ = biggest savings

The human symbols show you how many rides may be impacted:
👤 = small impact
👤 👤 👤 👤 = biggest impact

Rank the types of cuts we're considering by writing numbers 1 through 9 in the boxes by the options below:
1 = I would cut this first
9 = I would cut this last

Reduce how often buses arrive on Frequent Service lines. Buses may come less often during most of the day (every 17-18 minutes) or even less often during early morning, late night hours and/or on weekends.
\$ \$ \$ \$ / 👤 👤 👤 👤

Reduce or eliminate some bus service after 8 p.m.
\$ \$ \$ / 👤 👤

Service Priorities Survey

Rank the types of cuts we're considering by choosing 1 through 9 by the options listed:
1 = I would cut this first
9 = I would cut this last

	Cut this first → → → Cut this last								
Service Cut Options	1	2	3	4	5	6	7	8	9
Reduce how often buses arrive on Frequent Service lines. Buses may come less often during most of the day (every 17-18 minutes) or even less often during early morning, late night hours and/or on weekends. \$\$\$ / 👤 👤 👤 👤									
Reduce or eliminate some bus service after 8 p.m. \$\$\$ / 👤 👤									
Reduce or eliminate some bus service on weekends. \$ / 👤 👤									
Reduce or eliminate service where lines are so close together that riders could walk/roll or transfer to nearby service. \$\$\$ / 👤 👤 👤 👤									
Eliminate bus lines with very few riders. \$\$\$ / 👤 👤									

Outreach

- Communications
- Events

Communications Reach: News Media

FOX 12

Live News Weather Sports Investigates FOX 12 Now Traffic Good Day Oregon

Riders weigh in on looming TriMet service cuts



As TriMet prepares to roll out historic service cuts starting in November, riders across the metro area are getting a chance to weigh in on proposed changes.

By Leslie Dominique
Published: Oct. 14, 2025 at 11:16 PM PDT

PORTLAND Ore. (KPTV) - As TriMet prepares to roll out [historic service cuts](#) starting in November, riders across the Portland metro area are getting a chance to weigh in on proposed changes.

During an open house hosted by TriMet on Tuesday at the Rosewood Initiative in Southeast Portland, riders shared concerns and feedback about possible service reductions. Multiple virtual open houses have also been scheduled this month.

OregonLive
The Oregonian

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PORTLAND

Deep cuts are coming to TriMet's services. Here's your chance to weigh in on where they'll happen

Updated: Oct. 08, 2025, 10:27 a.m. | Published: Oct. 07, 2025, 1:37 p.m.

TriMet seeks feedback for planned 'historic service cuts' to service

by Victor Park, KATU | Wed, September 24th 2025 at 10:27 PM
Updated Wed, September 24th 2025 at 11:15 PM



TriMet bus line. Photo by Victor Park/KATU

LOCAL NEWS

TriMet seeks rider input on upcoming 'dramatic' service cuts

Bus frequency will be reduced on certain lines starting in November, then on more lines in March. More drastic cuts are planned for later in 2026 and in 2027.



Credit: KGW

TriMet's proposed cuts include shortening the MAX Green Line to only run between Gateway Transit Center and Clackamas Town Center.

Communications Reach: Online

Channels	Opens / Impressions
Newsletters/Email/Releases	135,170
Riders Club	78,455
Service Alerts email groups	47,445
TriMet news releases	5,700
TriMet on the Move	3,570
Social Media	404,588
Facebook	230,280
Instagram	156,595
X (Twitter)	11,308
Bluesky	6,405
Total Eyes	539,758

Web page traffic
153,717 views

Online Open Houses: 98 Participants

Five events held via Zoom

- Two afternoon, three evening
- Languages in addition to English:
 - Spanish
 - American Sign Language (ASL)
- One event focused on older adults and people with disabilities



TriMet Virtual Open House

For older adults, people with disabilities, caregivers and families.

Tuesday, October 28
5–7 p.m.



Join us via Zoom to share your feedback about potential bus and MAX service cuts.

1



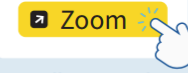
Open Camera App on phone

2



Point camera at QR Code

3

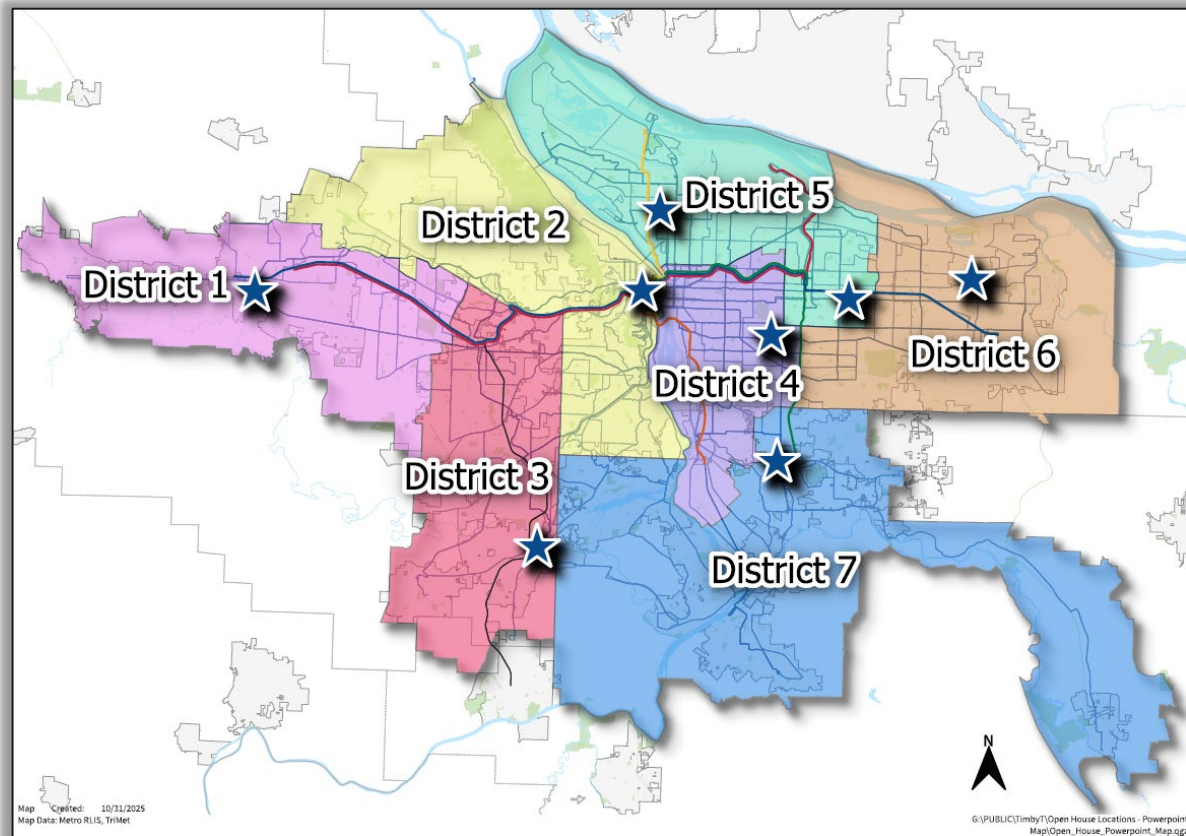


Tap yellow Zoom button to join online meeting

Join via website link at trimet.org/servicecuts



In-person Open Houses: 514 Participants



Eight events

- Two afternoon, six evening
- All Board districts

Languages in addition to English:

- Spanish
- Vietnamese
- Russian
- Ukrainian
- Mandarin
- Dari
- Burmese
- Rohingya
- Nepali
- Cantonese

In-person Open Houses: Community Partners

Partnered with community-based organizations for recruitment, hosting and interpretation

- APANO
- Centro Cultural
- H-Labs
- Lideres Naturales
- Rosewood Initiative
- Slavic Center of NW



Results

- Demographics overview
- Explore ranked options in priority order
- Consider community feedback themes for context

Demographics Overview

Personal Characteristics

- 58% white, 27% persons of color
- 45% female, 37% male, 9% non-binary
- 39% at least 1 functional challenge
 - 23% invisible (e.g., neurodiversity)
 - 15% mobility-related
- 32% \$49,999 or less annual income;
- 51% \$50,000 or more annual income

Rider and Region

- 90% ride at least 'regularly'
- 70% City of Portland residents
- Counties:
 - Multnomah: 58%
 - Clackamas: 19%
 - Washington: 16%

‘Cut first’ Options | Community Context

Why these were ranked first

- Seen as logical, least harmful, “common sense” and based in efficiency while preserving the core network
- Viewed as temporary or reversible, not permanent reductions

Conditions: Maintain access for dependent riders, preserve lifelines to key destinations.

Underlying theme: Support for **operational efficiency** with minimal harm.



- Reduce or eliminate service where lines are close together
- Shorten the MAX Green Line
- Stop funding support to other transit agencies

‘Cut last’ Options | Community Context

Why these were protected

- Late-night, weekend and frequent service are seen as essential, not optional, especially for people who perform shift work, caregiving and nightlife safety.
- Concern that reduced frequency could discourage ridership.
- Belief that consistent coverage is foundation for a strong and fair system.

Underlying theme: Frequency and span of service are symbolic of TriMet’s reliability and fairness; protecting them preserves confidence in the system.



- Reduce how often MAX trains arrive.
- Reduce how often buses arrive on Frequent Service lines.
- Reduce or eliminate some bus service after 8 p.m.
- Reduce or eliminate some bus service on weekends.

Remaining Options | Community Context

Priority ordering not definitive

- Respondents focused on improving operational efficiency and preserving frequency.
- Sentiment for the two remaining options was neutral and not often discussed.
- Comments showed strong empathy for the riders who would be impacted.

Underlying theme: Strong concern for the small proportion of riders who would be affected by these cuts, and a push for data-driven, conscientious decision-making.

- Stop funding county shuttles
- Eliminate bus lines with very few riders

Core Priorities

“The main strategy I used for prioritizing was reducing redundancy without eliminating service. The MAX has a lot of redundancy. However, reducing weekend or late-night service means that areas might become simply inaccessible during those times.”

Rational support for efficiency cuts

- Efficiency cuts seen as smart stewardship.
- Focus on the impact per dollar saved.
- Overlapping lines feel unnecessary in dense areas.

Fairness and practicality

- Efficiency-oriented cuts viewed as acceptable only if they didn't limit access to essential destinations (PSU, PCC, OHSU) or burden vulnerable riders.
- Walking/rolling between lines seen as reasonable where accessible and in limited, short distances (e.g., ½ mile).

Conclusions

“I tried to prioritize decreasing services for the masses that would result in high cost savings vs. eliminating services for people who may be more isolated, dependent on public transport, and have fewer services or alternatives available to them.”

Summary

Respondents clearly differentiated between cutting redundant service and cutting *lifeline service* that supports riders with limited mobility, fewer alternatives or safety concerns.

- No significant differences found between groups (e.g., demographic, region)
- Strong support for beginning with strategic, network efficiency cuts.
- Favor protecting late night, weekend and high-frequency service.
- Requested transparent strategies to protect vulnerable populations.



Next steps

- Survey results inform proposal for specific service cuts; gather feedback in January 2026
- Feedback from January outreach informs service change ordinance for Board consideration in March 2026
- Service changes effective in fall 2026