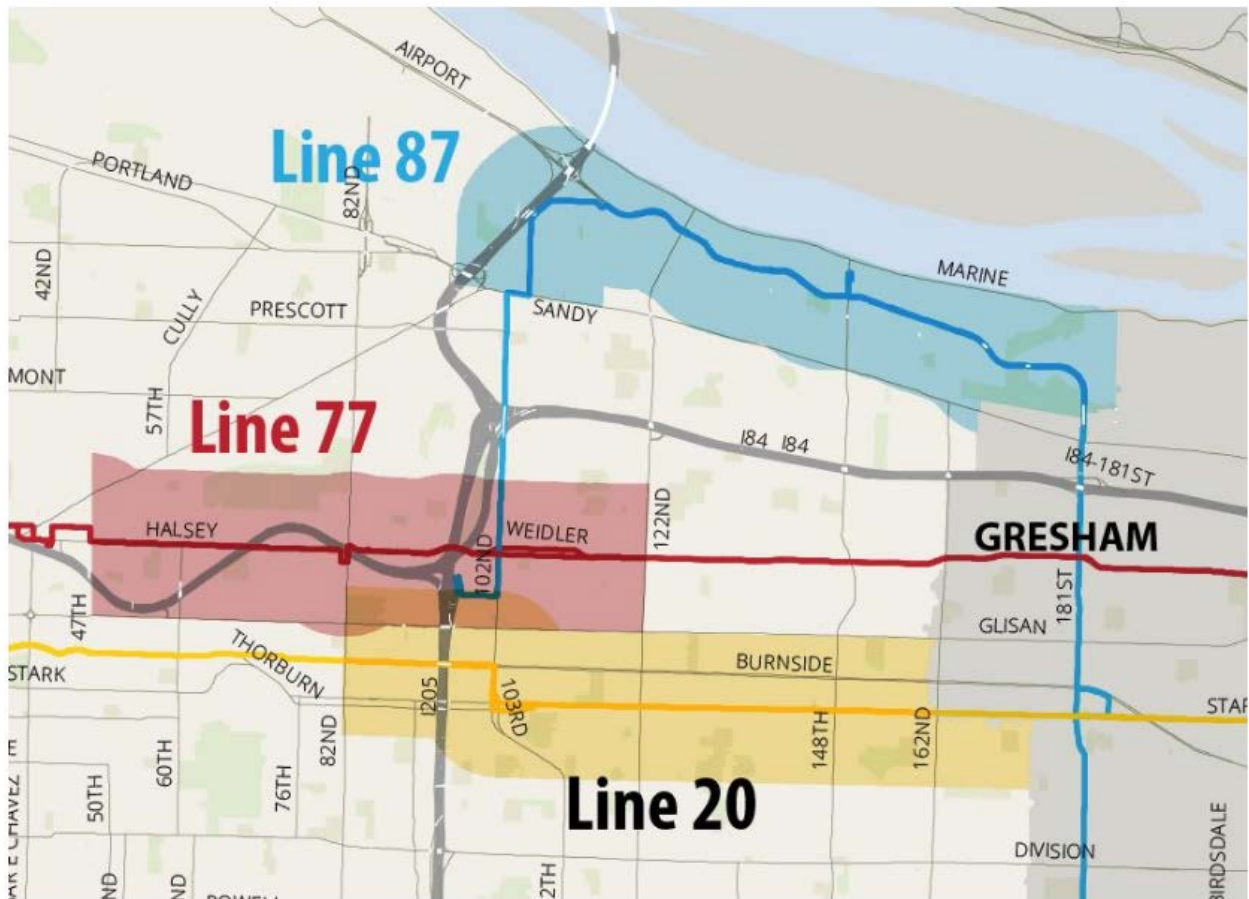


## Growing Transit Communities Plan Online Survey Results and Analysis

### APPENDIX: Open Comments

6/30/16



## Overview

The Portland Bureau of Transportation (PBOT) conducted an online survey for the Growing Transit Communities (GTC) Plan, as part of the GTC Plan community outreach process. PBOT conducted the survey electronically on the PBOT website, [www.surveymonkey.com/r/GTCbus](http://www.surveymonkey.com/r/GTCbus). It was hosted from March 7 to May 4, 2016. All questions and answer options were provided in English and for any other accommodations, modification, translations, or other services, could be conducted over the phone.

In total, there were 698 surveys collected.

The GTC Plan is an effort to identify and prioritize the most beneficial improvement that would make getting to the bus and using the bus, a safer and more convenient option along sections of bus lines 87, 77, and 20. The Bus line 77 study area includes NE Halsey St from the Hollywood Transit Center (HTC) to 122nd. The Bus line 20 study area included E Burnside St from 82nd to 102nd, SE 102nd Ave from Burnside to Stark, and SE Stark St from 102nd to 162nd. The Bus line 87 study area included NE 105th from Sandy to Holman, NE Holman St from 105th to Airport Way, and NE Airport Way from Holman to City Limits.

## Open Feedback Comments

There was an opportunity for respondents to provide feedback that may have not been addressed in the survey. Of the 188 responses collected, comments were categorized into themes. There are 7 key themes that stood out:

- access/ADA,
- bus service,
- bus stop improvements,
- personal safety,
- traffic safety,
- no improvements and
- miscellaneous.

Bus stop improvements is a top theme with the most responses followed by access/ADA, and bus service. Highlighted earlier was a priority for traffic safety and is a key theme also discussed in the open feedback with 34 comments.

The open comments are organized on the following pages by the key themes.

## Theme: Access/ADA

Record Number	Categories	Comments
6	Access/ADA	Have light walk to cross the street so car can stop for blinking light would be very helpful and safer for the people
7	Access/ADA	Better crosswalks on places like 66th and Halsey
14	Access/ADA	This is regarding walking from the west side of 80th down Halsey to catch the 72 or Max. Everyone I see walking this route crosses at the curve on NE 81st where it connects to Halsey so they can wall on the sideal though Eastern Cathay. I myself cross this area myself multiple times each week. It is a very dangerous crossing anything that can be done at this location would be an improvement. Many vehicles are reckless going around the curve crossing into other lanes of traffic adding mutple people crossing at a blind curve. In my opinion it's not a matter of if but when a traffic fatality occurs there.
32	Access/ADA	I also use the 19 bus which runs between the 77 and the 20. It is a bus that runs between two Fred Meyer grocery stores, yet the 19 runs very infrequently on the weekend when I have an opportunity to go grocery shopping. It is incredibly inconvenient. Also crossing Glisan is very dangerous at nearly every stop, and I often see riders making very dangerous attempts to cross without being hit by cars. Line 19/Glisan needs attention from Trimet.
33	Access/ADA	The Line 19 has an awkward stop at 90th that is very hard to get to. Sometimes during high traffic I have to choose the 20 (even if I have to add a connection downtown) because getting to that 19 stop is too risky.
37	Access/ADA	Getting the bus to stop and pick up people. My boyfriend bought me a car after the bus did not stop and pick me up.
48	Access/ADA	In the area between NE 60th and NE 68th, north of Glisan and south of the Banfield, the main street leading toward NE 60th is NE Oregon, which is an unimproved street. It is treacherous to walk and bike on due to lack of sidewalks, increase of potholes, and those who use the area as a "park and ride" for the MAX at North Tabor/NE 60th. It would be great to see improvements to that street as well, as NE 60th has sidewalks (though they are very narrow between the Banfield and Halsey). I would also be interested in more prevalent crosswalks crossing Willow St, where the entrance to the eastbound Banfield is off of NE 60th. That is always a very sketchy street to cross due to the speed most people take to go around the corner there.
49	Access/ADA	In these areas, the ability to cross major streets is huge! More safe crossings, please.  And there need to be a ton more safe biking routes for getting to/from the bus. Right now it feels unsafe biking in these areas.
52	Access/ADA	Shelters and getting to bus stops safely are a top priority. Seniors and people w/ disabilities having to stand/sit in the rain is a major barrier as well as having to walk on gravel/unpaved roads due to limited sidewalks or crosswalks in east PDX.

63	Access/ADA	My neighborhood has many unimproved sidewalks with make walking to a bus a hazard.  Poor lighting means I am walking in the dark on my way home. This influences my choices in activities resulting in staying home more often than I would like.
67	Access/ADA	crosswalks with flashing lights
84	Access/ADA	There needs to be a crosswalk near 67th and 68th on Halsey to get to the stop and also just for pedestrian safety as many people in our neighborhood walk to the Fred Meyer on Glisan.
87	Access/ADA	More crosswalks or more time to cross at existing crosswalks
89	Access/ADA	NE 90th Avenue between E Burnside and NE Glisan is very unsafe for pedestrians walking to the bus stop. The road is narrow and in poor condition; there are no sidewalks; and motorists routinely drive in excess of the posted speed limits (even though it is a school zone).
91	Access/ADA	More sidewalks on route to 77 in Madison south.
96	Access/ADA	Continue creating bike lanes, fixing sidewalks by adding ADA curb cuts even in neighborhoods. Pay for more public art!
97	Access/ADA	The majority of bus stops in this area have no cross walks close. Make cross walks where the bus stops are.
99	Access/ADA	I used to live on Everett and 58th, at that time i would take the 20 bus regularly because there where sidewalks on the streets between Everett and Burnside. I used the 20 burnside bus to go to work in downtown portland or whenever we went out at night downtown, o avoid driving there and needed a sober driver. I now live on 91st and Oak and all the streets that lead to that Burnside bus stop have no sidewalks and are not keep up at all. I avoid taking that bus and instead take the 15 on Strak and transfer/or walk downtown. I don't feel safe walking to burnside from Oak because their are cars driving thur there on a regular bases, especially in the morning, and I have to cross a busy burnside to get to the stop. I would love for there to be sidewalks on the streets that connect Stark and Burnside so that walking to the bus would be much safer and desirable. Cars do use those streets often since it connects Stark to Burnside. It would also improve the community's safety whenever they are walking by these roads, walking there dog or whatever it may be.
104	Access/ADA	Please consider a crosswalk at the intersection of 68th & Halsey. There is no means of safely crossing for many blocks in both directions. It would create better access between a large apartment community and Fred Meyer on Glisan St.
108	Access/ADA	Line 77 is most applicable to me but I don't often use it due to insufficient service frequency. I walk the route from 75th and Halsey to the Max station regularly and observe many problems along the way, the worst of which are: no crosswalks or signals past 74th and crossing in front of homeless services to the sidewalk along eastern Cathay - this issue is a major traffic danger and danger to the users of the homeless service facility as well as Max commuters and commuters walking to the bus depot on 82nd.
110	Access/ADA	Begin installing sidewalks on the access streets to bus stops. Thank you for asking us.
114	Access/ADA	A crosswalk across Halsey at 68th is very necessary! Crossing Halsey St at that location during rush hour is treacherous!

120	Access/ADA	I would like to be able to cross the street by a crosswalk to catch the bus, instead of having to walk 5 minutes down to a street light.
129	Access/ADA	spotty sidewalk coverage makes it difficult to get to the bus stops in a wheelchair
131	Access/ADA	Threre are no crosswalks between 60th and 74th on NE Halsey Street.
133	Access/ADA	I think here should be a controlled crosswalk on NE Halsey somewhere between 60th and 70th.
135	Access/ADA	we live at NE 65th and Halsey. Right by stops #2442 and #2443. There is no crosswalk to cross Halsey and drivers do not stop or slow down for the many people who cross the street here. I feel for myself and my neighbors that its dangerous not to have a crosswalk here.
136	Access/ADA	Additional crosswalk somewhere between 60th and 74th on Halsey would improve pedestrian safety reaching eastbound bus stops and foot traffic heading to Fred Meyer.
138	Access/ADA	Sidewalks are key to moving people. Sometimes just walking, biking and other times getting to secondary kinds of transportation. Sidewalks! There are places, close in to town, that still do not have sidewalks. Shame!
139	Access/ADA	There is no safe place to cross Halsey between 60th Ave and 74th. The Fred Meyer on 68th and Glisan is within walking and bus distance from the stop along Halsey, but very dangerous to cross the street. Not safe to cross to get to the bus stops either. There is also a rise/hill in the road at the crest of 67th which makes it harder to see oncoming cars. Flashing lights would help them know to stop.
146	Access/ADA	The lack of sidewalks in my neighborhood, near the SE 117th and SE Stark #20 stops, is unbelievable. What could be a very walkable area is entirely unsafe. SE 117th is a MAIN thoroughfare, and pedestrians are forced to jump out of the way of speeding cars into bushes, yards, puddles, and who knows what else. In addition to the fear of being killed by an oncoming car, the area leaves pedestrians feeling vulnerable psychologically. In addition to the lack of good lighting along main and residential streets in the area, commercial offerings that would actually encourage families to venture out of their homes by foot (movie theaters, restaurants, grocery stores, cafes...a la Montavilla, perhaps) would lend to a feeling of security to all pedestrians, including those who are walking or waiting for a bus.
155	Access/ADA	The stops on & near 82nd are pretty reasonable. I wish it was a little safer to cross the street & get to Grant HS.
167	Access/ADA	improve 82nd. Enough already. Terrible to walk on for bus or MAX. Unsafe. Narrow. No buffer. Crossings are hazardous.
172	Access/ADA	Improve access to the 20 the entire stretch instead out Justin the outline
176	Access/ADA	The large size of the intersections plus the inability to cross midblock without fearing for your life means that planning the time it takes to walk to a bus stop along SE Stark in E Portland is very difficult. I miss more buses on the #20 line in East Portland than any other bus because I'm often stuck waiting to cross at the huge intersection, or am walking way out of direction to reach a safe crossing. While improved crossings may help, I look forward to increased transit service helping to alleviate this problem as well!
188	Access/ADA	Crosswalks with flashing lights on Halsey and 68th Ave.

## Theme: Bus Service

Record Number	Categories	Comments
1	Bus Service	Earliest 20 to run on weekends should give more time to get to 8 bus downtown.
2	Bus Service	Please, PLEASE try to convince TriMet to increase frequency and hours of operation on the #77 route!!!! Because I am transit dependent and rely on this route to commute to and from home, I have often ended up crushed on crowded buses and/or stranded at unsafe bus stops well after dark for up to a half an hour. The #77 is a long cross-town route that services many low income and disabled folks, so it makes no sense to me that TriMet has never chosen to restore frequency on this route after they reduced it to once every 30 minutes from about once every 20 minutes during non-rush-hours. Increasing the frequency would prevent heavily crowded buses, improve reliability and promptness, and increase personal safety.
5	Bus Service	I think closing the stop at 112th and weidler and just retaining the one at 111th and weidler would make it safer since cars always speeding there and having kids bus plus that bus is a traffic accident waiting to happen.
8	Bus Service	Especially in the case of the lines 77 and 20, on schedule reliability is a BIG issue. We believe these routes need to be broken into shorter segments. Currently the cumulative effects of congestion along the routes means buses are frequently, SERIOUSLY off schedule.
9	Bus Service	Personally, having been on the line 20, more buses need to be put on this route because wait times are much longer than a lot of other busy lines like the 4 and the 9. Also, lights should be available at all bus stops because Stark Street is very dark at night and it is not easy to see the bus stops.
10	Bus Service	More frequent trips for 77 bus
12	Bus Service	Due to my work schedule I work both week days and weekends but because the 87 doesn't run on weekends I have to take a whole different route. Also the 20 bus doesn't pass by house until 7:55am on weekend which makes it impossible to get to work by 8:00am. It there was a bus that ran on 201st/202nd that would be of much help!
13	Bus Service	The top priority for East Portland should be getting more frequent service so that we can get where we need to go without spending an hour to go three miles.
16	Bus Service	More frequency and reliability, especially at rush hour (6-9am & 4-6pm).
17	Bus Service	Put more busses in tualatin, sherwood amd newberg. And work on max lines out here along highway 99w
19	Bus Service	Add 157th to bus 20 again!!

20	Bus Service	I think the 87 study area is off. It should be along 181st. I commute close to sandy and 181st for work almost every day but the 87 doesn't run on Sunday's and is not reliable on weekdays. I end up walking from the Max station.
21	Bus Service	The 87 needs scheduling improvements. Whenever I have taken this line, there seems to be no understanding, at all, whatsoever, that the traffic here is a freaking nightmare, worst I have experienced in the service area, and buses need to move better. Regular riders, in my experience, and according to people I have spoken to that use the 87 make it clear that the service is almost unusable.
25	Bus Service	We need more north/south service. It's pathetic.
26	Bus Service	Include more bus lines in more rural areas in Pdx. Better reliability on infrequent busses.
27	Bus Service	Line 87 needs to link to the Red Line
32	Bus Service	I also use the 19 bus which runs between the 77 and the 20. It is a bus that runs between two Fred Meyer grocery stores, yet the 19 runs very infrequently on the weekend when I have an opportunity to go grocery shopping. It is incredibly inconvenient. Also crossing Glisan is very dangerous at nearly every stop, and I often see riders making very dangerous attempts to cross without being hit by cars. Line 19/Glisan needs attention from Trimet.
34	Bus Service	Closer to max lines
38	Bus Service	I would take them more often if it was faster from start to destination, and if I could reliably have room for my bike on the bus. The less I have to transfer, the better, but I end up doing part MAX, part cycling, part bus a lot b/c of late buses, poor connection timing, and lack of bike space.
41	Bus Service	troutdale area!!
44	Bus Service	Get rid of the extra turns on the 77 near the Hollywood area and just send the bus straight down Halsey. The bus wastes a ton of time going up and down 42nd and 47th If the bus is on time before that area it's now 5 to 10 minutes late after that area, I know that is not the area in question but it IS a problem area. Also on Halsey from 47th to 60th tell the city to repaint that road so it is only one lane of traffic each way, as it is the bus takes up two lanes because it is too wide to safely use only one lane. That or have the city actually widen the road!
50	Traffic Safety	I commute daily by bus, MAX, streetcar. I find the most frustrating aspects are poor schedule reliability and dangerous traffic conditions (both car and bike). I have very close encounters daily with speedy cyclists who do not stop at crosswalks. The bus stops along 60th between Stark and Halsey are an example.
55	Bus Service	More frequently schedule through Gateway.
66	Bus Service	I would love if there was a place to sit at the stop on Prescott and 102nd. A lot of the time the bus is late because of the traffic blocking the light at 102nd and Sandy and it would be beneficial for those of us with disabilities to have a place to rest our aching bodies.

70	Bus Service	Reinstating the end of the #15/Belmont line to where it USED TO END, at Parkrose TC, would make life a LOT easier. As it is, I have to transfer at least twice to get anywhere I have to go, because the #77 dumps me way NW of where I need to be downtown or up at the VA. NOWHERE downtown is a pleasant place to wait for a bus/streetcar/MAX, because of the constant panhandlers and loiterers that surround these areas. Routes to East Multnomah don't run nearly often enough, and they cut back service EARLY. The Belmont bus took me through the *middle* of town, to the *middle* of downtown, making it MUCH easier for me to make connections, and ran until 12:30am. As it is, I often miss the connecting streetcar at NW Glisan, because it shows up at the SAME TIME the #77 bus lets off A BLOCK AWAY. I can't RUN. So I wind up waiting however long until the *next* streetcar comes along. If I had a dollar for every time I've had to watch a bus/streetcar pull away from the curb and drive off AS I tried to run for it, I could afford a CAR.
76	Bus Service	It would be great if the 87 ran on the weekends and later in the evenings.
77	Bus Service	Why are there so few north south bus lines east of 82nd Ave.?
78	Bus Service	Work with surrounding communities because we're currently outside/beyond the study areas, and we'd have to drive or ride bikes to get there, which is not convenient with small children.
82	Bus Service	More frequent service on the 77 would help.
83	Bus Service	I would prefer #77 stopped inside Gateway Transit Center. The current stop on Halsey St. is too far for me to walk to get there. Gateway Transit Center is much more convenient for me to use than the 82nd Ave. Max stop.
90	Bus Service	I would like to see more frequent service on bus line 77 after 7 pm and all times during the weekend. I would use this bus line more if it operated more frequently.
92	Bus Service	Busses need to run more frequent and later and on weekends
98	Bus Service	More routine service and no harassment by the ODOT folks of homeless individuals.
107	Bus Service	If the bus was more frequent that would help a lot.
108	Bus Service	Line 77 is most applicable to me but I don't often use it due to insufficient service frequency. I walk the route from 75th and Halsey to the Max station regularly and observe many problems along the way, the worst of which are: no crosswalks or signals past 74th and crossing in front of homeless services to the sidewalk along eastern Cathay - this issue is a major traffic danger and danger to the users of the homeless service facility as well as Max commuters and commuters walking to the bus depot on 82nd.
109	Bus Service	My only request is to have the #77 access the Gateway TC somehow.
112	Bus Service	improve more bus stop and security for people



117	Bus Service	The buses seem to break down too much to be reliable. Buses get cancelled all the time, buses become so late, there should have been another bus that was scheduled to be here already. This is mainly the 77. The drivers don't appear to be doing anything wrong, but SOMETHING it regularly holding up these buses and it's not fair to the rest of us who rely on it to get us to work on time or home. It's usually the evening buses, morning buses are usually fine. My only advice out of this is talk to your drivers and consider their input. They experience a lot of what we do (they know the problems we have with the buses), and are there the whole ride.
119	Bus Service	a bus stop on 136th would be nice, there's one on 133rd and 139th but no in between. And possibly a light at the 133rd stop? it gets very scary at night
123	Bus Service	More frequent service at high rider times so customers are not jammed onto overcrowded, unsafe busses. When busses run late, they often pick up double the passengers who normally would catch the next bus. There should be a maximum capacity to insure safety and comfort. It is not pleasant to pay the current rate for a crammed, unsafe ride. Oftentimes, with the number of wheel chairs, strollers, walkers and grocery carts on a bus, there is little room to maneuver on and off. Highly unsafe in the event of an emergency. I have often waited for the next bus, or even ended up walking, rather than being jammed on. That to me is a waste of the fare I have paid.
134	Bus Service	When the bus #77 late i take the max and walk like 30 mintus to my house
143	Bus Service	It is a disservice to have the 77 bus bypass the Gateway transit center. It should be see less. You get off the bus, you do your shopping or go to the doctor, then you get on the max or the bus and continue. If you go to the airport, it's a struggle to take the 77 bus with your bag and go to 82nd to catch the red line, when you should be able to catch it at the Gateway Transit Center
145	Bus Service	It would be nice if line 20 kept going South on Stark to 82nd Ave and then cut over to Burnside, instead of doing so on 103rd Ave.
147	Bus Service	Bus score, security, garbage containers. My bus stop by my house #72 need more often schedule, no safe people running from train to bus.
152	Bus Service	#77 line is way too infrequent at 30 minute headway especially after 2:30PM. It is next to impossible for me to board/alight with my walker most of the time due to overcrowding on the #77
154	Bus Service	I am nearly 74. I am tired of standing and waiting for the bus, especially 20. There is no shelter and no bench. The bus is always late or early.
159	Bus Service	Split the 20 up the route is long and is consistently off schedule on the east side then the driver is rushing bus is packed i waited 40 mins for one last week people depend on it have more frequent servie during peak hours
167	Bus Service	improve 82nd. Enough already. Terrible to walk on for bus or MAX. Unsafe. Narrow. No buffer. Crossings are hazardous.

168	Bus Service	More frequent service. My brother lives in Vancouver, B.C. And gave up his car because he has bus service within 2 blocks of his home and busses are available every 3 minutes.
169	Bus Service	I don't understand why the 77 parallels the the MAX line. It's unpredictable (I've tried to take it home from the airport).
170	Bus Service	Line 20 is crowded and needs to run more frequently during rush hour in the morning and afternoon like the 15.
173	Bus Service	Don't let drivers leave stops early, it completely messes up people's ability to get places on time. No more of this leaving 3 minutes early is OK nonsense.
174	Bus Service	Lighting, traffic speed reduction, shelters with bus timing readout.
176	Bus Service	The large size of the intersections plus the inability to cross midblock without fearing for your life means that planning the time it takes to walk to a bus stop along SE Stark in E Portland is very difficult. I miss more buses on the #20 line in East Portland than any other bus because I'm often stuck waiting to cross at the huge intersection, or am walking way out of direction to reach a safe crossing. While improved crossings may help, I look forward to increased transit service helping to alleviate this problem as well!
177	Bus Service	Make 77 line consistently run every 15 minutes throughout the day, or at least push back the restricted time until later in the day. Switching to less frequent service at 9:30 is inconvenient.
178	Bus Service	More buses
179	Bus Service	Bus #87 needs to run latter in day. TRiMet gave us midday service this March-thanks. There needs to be Saturday and Sunday service for so many workers along  Airport way in the hospitality business hotels motels busy on week-ends lots of workers by bus. Danner and Portland Habilitation and other businesses have night shifts but no bus.
180	Bus Service	slow down buses
181	Bus Service	More frequent bus service. Low cost rides for youth. At least one free and local connector for youth.
182	Bus Service	Make the 77 run more often than 2x an hour during the day and late evening hours
185	Bus Service	More frequent runs on 77 and 87 would enable my household to use these routes for routine commutes.
187	Bus Service	The 77 could be a great complement/alternative to the MAX line if we increased service and reduced importance of car traffic on Halsey; Halsey has become a small interstate as competition to I-84, and it's getting in the way of reliable transit, safe streets, and livable communities; investing in the 77, I believe, could make the biggest difference in making Portland a sustainable and healthy city. It is crucial that we look at every aspect of transit on the 77 line, because the communities that parallel it are suffering.

## Theme: Bus Stop Improvements

Record Number	Categories	Comments
9	Bus Stop Improvements	Personally, having been on the line 20, more buses need to be put on this route because wait times are much longer than a lot of other busy lines like the 4 and the 9. Also, lights should be available at all bus stops because Stark Street is very dark at night and it is not easy to see the bus stops.
42	Bus Stop Improvements	Bus stops are generally dangerous at night for a woman or woman and child. Also, bus stops on busy streets are dangerous due to inattentive drivers. Any lighting, traffic calming around key bus stops, and ways to create safe spaces would be my first priority.
43	Bus Stop Improvements	more lighting at bus stops in southeast and north Portland would be great because 2 people I know have almost been abducted at bus stops in those areas
46	Bus Stop Improvements	When it's cold or pouring, I can't find shelter fast enough when waiting for a bus. The bus is almost always late, but that's on Trimet for coordination and planning issues with regards to traffic and events.
48	Bus Stop Improvements	In the area between NE 60th and NE 68th, north of Glisan and south of the Banfield, the main street leading toward NE 60th is NE Oregon, which is an unimproved street. It is treacherous to walk and bike on due to lack of sidewalks, increase of potholes, and those who use the area as a "park and ride" for the MAX at North Tabor/NE 60th. It would be great to see improvements to that street as well, as NE 60th has sidewalks (though they are very narrow between the Banfield and Halsey). I would also be interested in more prevalent crosswalks crossing Willow St, where the entrance to the eastbound Banfield is off of NE 60th. That is always a very sketchy street to cross due to the speed most people take to go around the corner there.
52	Bus Stop Improvements	Shelters and getting to bus stops safely are a top priority. Seniors and people w/ disabilities having to stand/sit in the rain is a major barrier as well as having to walk on gravel/unpaved roads due to limited sidewalks or crosswalks in east PDX.
59	Bus Stop Improvements	I have been trying to get the streetlight repaired directly over the crosswalk on E Burnside (at 102nd MAX station, westbound stop) for almost a year. I have notified both the City and the power company several times, but no one fixes the streetlight over the crosswalk. It has been burned out for over a year. I have put in multiple requests. Traffic speeds on Burnside are not enforced and the dark crosswalk is dangerous for those in mobility devices from the adjacent retirement facility. This is at the mid-block crosswalk on the westbound lanes of Burnside, at the west end of the MAX platform. Please fix this streetlight!!!!!!!!!!!!!!!!!!!!!!
62	Bus Stop Improvements	Seating at 58th & Halsey, both sides, and more frequent #77

63	Bus Stop Improvements	<p>My neighborhood has many unimproved sidewalks with make walking to a bus a hazard.</p> <p>Poor lighting means I am walking in the dark on my way home. This influences my choices in activities resulting in staying home more often than I would like.</p>
66	Bus Service	I would love if there was a place to sit at the stop on Prescott and 102nd. A lot of the time the bus is late because of the traffic blocking the light at 102nd and Sandy and it would be beneficial for those of us with disabilities to have a place to rest our aching bodies.
86	Personal Safety	Should have security at the 82nd Max station as there are often street people there. Maybe have a more secure or designated spot, like elevated pavement with railing for those waiting... Maybe add buttons to alert security at all Max station stops.
89	Bus Stop Improvements	NE 90th Avenue between E Burnside and NE Glisan is very unsafe for pedestrians walking to the bus stop. The road is narrow and in poor condition; there are no sidewalks; and motorists routinely drive in excess of the posted speed limits (even though it is a school zone).
102	Miscellaneous	Line 77 the most important thing to address in the planning area is the 82nd St MAX Station area, amazed no one has died already approaching it along Halsey from the West.
124	Bus Stop Improvements	The MAX and bus stop at NE 82nd needs to be safer for people in general.....more lighting especially under the over pass nearby and keeping the stop cleaner as it looks dirty a lot of the time....thanks
146	Bus Stop Improvements	The lack of sidewalks in my neighborhood, near the SE 117th and SE Stark #20 stops, is unbelievable. What could be a very walkable area is entirely unsafe. SE 117th is a MAIN thoroughfare, and pedestrians are forced to jump out of the way of speeding cars into bushes, yards, puddles, and who knows what else. In addition to the fear of being killed by an oncoming car, the area leaves pedestrians feeling vulnerable psychologically. In addition to the lack of good lighting along main and residential streets in the area, commercial offerings that would actually encourage families to venture out of their homes by foot (movie theaters, restaurants, grocery stores, cafes...a la Montavilla, perhaps) would lend to a feeling of security to all pedestrians, including those who are walking or waiting for a bus.
147	Bus Stop Improvements	Bus score, security, garbage containers. My bus stop by my house #72 need more often schedule, no safe people running from train to bus.
150	Bus Stop Improvements	I would like to feel more secure about using these specific bus stops because I would use the bus more often if I felt safe using these stops. Lighting is extremely helpful.
154	Bus Stop Improvements	I am nearly 74. I am tired of standing and waiting for the bus, especially 20. There is no shelter and no bench. The bus is always late or early.
160	Miscellaneous	I'd like to see fare inspectors on the busses more often. Too many people know they won't get citations on busses and use fake or hard to read expired transfers. I don't doubt TriMet loses an enormous amount of money due to this issue and operators shouldn't be expected to be enforcers. Very unsafe.

162	Bus Stop Improvements	The walking trail along the 205 corridor is scary. I walk it late at night and it is dark and full of tranients. Then I have to wait at the end of the trail for my bus. I know you can't change people but having atleast some better light there would be helpful.
166	Bus Stop Improvements	Why does the 77 have a separate bus shelter at the Max stop when it takes a left from Halsey to 82. I would combine the stops so people wait on the West side of 82. Instead of Halsey. When the bus sits there it creates a blocking hazard for cars and they pass to the left of the bus and sometimes I have to. Cross I front of the bus which is crazy.
174	Bus Stop Improvements	Lighting, traffic speed reduction, shelters with bus timing readout.

## Theme: Personal Safety

Record Number	Categories	Comments
42	Personal Safety	Bus stops are generally dangerous at night for a woman or woman and child. Also, bus stops on busy streets are dangerous due to inattentive drivers. Any lighting, traffic calming around key bus stops, and ways to create safe spaces would be my first priority.
43	Personal Safety	more lighting at bus stops in southeast and north Portland would be great because 2 people I know have almost been abducted at bus stops in those areas
47	Personal Safety	have someone try to get to a stop from across the street and stay at the stop for a full timeframe between buses to give a sense of how safe and user friendly the stop is.
49	Personal Safety	In these areas, the ability to cross major streets is huge! More safe crossings, please.  And there need to be a ton more safe biking routes for getting to/from the bus. Right now it feels unsafe biking in these areas.
60	Personal Safety	Needs rider-marshals-security
63	Personal Safety	My neighborhood has many unimproved sidewalks with make walking to a bus a hazard.  Poor lighting means I am walking in the dark on my way home. This influences my choices in activities resulting in staying home more often than I would like.
86	Personal Safety	Should have security at the 82nd Max station as there are often street people there. Maybe have a more secure or designated spot, like elevated pavement with railing for those waiting... Maybe add buttons to alert security at all Max station stops.
98	Personal Safety	More routine service and no harassment by the ODOT folks of homeless individuals.

99	Personal Safety	I used to live on Everett and 58th, at that time i would take the 20 bus regularly because there where sidewalks on the streets between Everett and Burnside. I used the 20 burnside bus to go to work in downtown portland or whenever we went out at night downtown, o avoid driving there and needed a sober driver. I now live on 91st and Oak and all the streets that lead to that Burnside bus stop have no sidewalks and are not keep up at all. I avoid taking that bus and instead take the 15 on Strak and transfer/or walk downtown. I don't feel safe walking to burnside from Oak because their are cars driving thur there on a regular bases, especially in the morning, and I have to cross a busy burnside to get to the stop. I would love for there to be sidewalks on the streets that connect Stark and Burnside so that walking to the bus would be much safer and desirable. Cars do use those streets often since it connects Stark to Burnside. It would also improve the community's safety whenever they are walking by these roads, walking there dog or whatever it may be.
102	Personal Safety	Line 77 the most important thing to address in the planning area is the 82nd St MAX Station area, amazed no one has died already approaching it along Halsey from the West.
108	Personal Safety	Line 77 is most applicable to me but I don't often use it due to insufficient service frequency. I walk the route from 75th and Halsey to the Max station regularly and observe many problems along the way, the worst of which are: no crosswalks or signals past 74th and crossing in front of homeless services to the sidewalk along eastern Cathay - this issue is a major traffic danger and danger to the users of the homeless service facility as well as Max commuters and commuters walking to the bus depot on 82nd.
112	Personal Safety	improve more bus stop and security for people
112	Personal Safety	improve more bus stop and security for people
113	Personal Safety	I live on 63rd and Broadway. My 9-year-old and I walk to the 60th and Halsey bus stop or Max from home. Crossing Halsey is scary, like much of the city, the increased population (thus cars) has caused safety issues for pedestrians. It's scary crossing Halsey. Safer crossings would do a tremendous service to livability and, most likely, encourage more use of mass transit. I very much try and not drive if possible. Walking to MAX on 60th and going downtown is pleasant and fast. Much nicer than driving - but crossing that darn street - presents a barrier.

122	Personal Safety	<p>The stretch of NE 60th Ave between NE Glisan and NE Halsey is a deathtrap because of extremely narrow sidewalks and no bike lanes, fast traffic and a very wide street. Especially after my Providence coworker's husband died while jogging at NE 60th Ave and NE Wasco St last year because he was ran over by a drunk driver in broad daylight as he jogged through this intersection with very limited visibility. Drivers are also very aggressive on the convoluted strip of NE Halsey between 47th and 81st. After the 77 Trimet lets passengers off at any stop between these locations, the traffic makes it impossible for pedestrians to cross and no one will stop during rush hour, especially between NE 63rd and NE 67th when Providence workers turn illegally left into traffic from the Home Services facility. Things did improve for driving when they narrowed the street to a single lane recently between these intersections, but traffic aggressiveness hasn't much for the sake of pedestrians and bus riders. This is a high density, low-income neighborhood (Ellington Apartments) and folks who live here have to daily contend with traffic. Another very dangerous intersection is NE 65th and NE Broadway. Traffic traveling east-west on Broadway very frequently does not see their stop signs (possibly because it is such a wide and open intersection), and we have witnessed many near accidents with pedestrians, bikes, and cars alike and nearly have been hit several times ourselves. We have learned that when approaching this intersection north-south on 65th that we pretend to have a stop sign ourselves, because it is better to stop and look out for the drivers who don't see their real ones. This has saved us several times.</p>
132	Personal Safety	<p>The NE 60th Avenue MAX Station area is still a very dangerous area for pedestrians and bicyclists. Motorists habitually speed and do not slow down for cyclists, preferring to speed up and "right hook" across the cyclists path to get on to the I84 East freeway ramp. They also speed going south across the freeway overpass and drive too close to the side where bicyclists need to ride to get to and from the MAX station and the bus stops there and on Halsey Street. At one point there were plans for bike lanes but they never materialized. The pedestrian crossing flasher lights are an improvement but much more work on that area is needed including reduced traffic speed limits, more signage and more enforcement of the speed limits.</p>
146	Personal Safety	<p>The lack of sidewalks in my neighborhood, near the SE 117th and SE Stark #20 stops, is unbelievable. What could be a very walkable area is entirely unsafe. SE 117th is a MAIN thoroughfare, and pedestrians are forced to jump out of the way of speeding cars into bushes, yards, puddles, and who knows what else. In addition to the fear of being killed by an oncoming car, the area leaves pedestrians feeling vulnerable psychologically. In addition to the lack of good lighting along main and residential streets in the area, commercial offerings that would actually encourage families to venture out of their homes by foot (movie theaters, restaurants, grocery stores, cafes...a la Montavilla, perhaps) would lend to a feeling of security to all pedestrians, including those who are walking or waiting for a bus.</p>
150	Personal Safety	<p>I would like to feel more secure about using these specific bus stops because I would use the bus more often if I felt safe using these stops. Lighting is extremely helpful.</p>

151	Personal Safety	There should be a security alert button at each bus stop. Homeless and drug addicts are becoming increasingly aggressive and if the button isn't possible then there should be patrolled stops to make sure it is safe and not squatted on.
160	Personal Safety	I'd like to see fare inspectors on the busses more often. Too many people know they won't get citations on busses and use fake or hard to read expired transfers. I don't doubt TriMet loses an enormous amount of money due to this issue and operators shouldn't be expected to be enforcers. Very unsafe.
186	Personal Safety	I ride the 77 and walk to the 82nd Ave MAX Station to ride the train. I walk along Halsey St from 74th to 82nd. Traffic speeds are dangerous and there is no buffer to the sidewalk. This makes walking feel very unsafe. There is only one place to safely cross Halsey in this area. Please improve Halsey from 69th through 82nd by implementing traffic calming measures and crossing options. This area is so close to transit, yet feels so far away given the safety issues involved with walking or biking to transit on this area.

## Theme: Traffic Safety

Record Number	Categories	Comments
5	Traffic Safety	I think closing the stop at 112th and weidler and just retaining the one at 111th and weidler would make it safer since cars always speeding there and having kids bus plus that bus is a traffic accident waiting to happen.
11	Traffic Safety	Red light running on Halsey is epidemic. People use it either to get to or bypass the freeway and they drive accordingly. The many 3-way intersections give drivers on Halsey a feeling of safety, so that they can speed and run red lights without worrying about cross traffic. Crossing the street is extremely dangerous and despite my many calls to the city and their pledges to enforce the light, I have never seen them out there. Traffic needs to be calmed through this area and pedestrians given greater visibility.
14	Traffic Safety	This is regarding walking from the west side of 80th down Halsey to catch the 72 or Max. Everyone I see walking this route crosses at the curve on NE 81st where it connects to Halsey so they can wall on the sideal though Eastern Cathay. I myself cross this area myself multiple times each week. It is a very dangerous crossing anything that can be done at this location would be an improvement. Many vehicles are reckless going around the curve crossing into other lanes of traffic adding mutple people crossing at a blind curve. In my opinion it's not a matter of if but when a traffic fatality occurs there.
15	Traffic Safety	I would like you to work with the city to lower the speed limit in the line 77 area down by 5 MPH on the whole area. 35 is way too fast for the neighborhood.
30	Traffic Safety	Traffic on Halsey is out of control since the lane changes on Glisan. It's like a freeway with people routinely going over 50mph. It's especially bad during rush hour times with impatient drivers.



32	Traffic Safety	I also use the 19 bus which runs between the 77 and the 20. It is a bus that runs between two Fred Meyer grocery stores, yet the 19 runs very infrequently on the weekend when I have an opportunity to go grocery shopping. It is incredibly inconvenient. Also crossing Glisan is very dangerous at nearly every stop, and I often see riders making very dangerous attempts to cross without being hit by cars. Line 19/Glisan needs attention from Trimet.
42	Traffic Safety	Bus stops are generally dangerous at night for a woman or woman and child. Also, bus stops on busy streets are dangerous due to inattentive drivers. Any lighting, traffic calming around key bus stops, and ways to create safe spaces would be my first priority.
50	Traffic Safety	I commute daily by bus, MAX, streetcar. I find the most frustrating aspects are poor schedule reliability and dangerous traffic conditions (both car and bike). I have very close encounters daily with speedy cyclists who do not stop at crosswalks. The bus stops along 60th between Stark and Halsey are an example.
59	Access/ADA, Traffic Safety	I have been trying to get the streetlight repaired directly over the crosswalk on E Burnside (at 102nd MAX station, westbound stop) for almost a year. I have notified both the City and the power company several times, but no one fixes the streetlight over the crosswalk. It has been burned out for over a year. I have put in multiple requests. Traffic speeds on Burnside are not enforced and the dark crosswalk is dangerous for those in mobility devices from the adjacent retirement facility. This is at the mid-block crosswalk on the westbound lanes of Burnside, at the west end of the MAX platform. Please fix this streetlight!!!!!!!!!!!!!!!!!!!!!!
69	Bus Stop Improvements, Traffic Safety	Cars go extremely fast by that bus stop. Even though there is a cross walk, most drivers don't pay attention to it. The streets don't have sidewalks. There have been many times when we had our bike and all the bike holders in the front were full, so we had to wait for the next bus. The buses were more often than not late. During rush hour it they weren't late, but any other time of day. The light in the shelter didn't always work. It's a very dangerous area. Also it would be nice to have the overhead thing which shows when the next bus was coming.
79	Traffic Safety	#77 Halsey is too narrow for buses on this route. Cars cannot travel along side the bus, must wait and cars must pass in opposing lane of traffic to get around a bus, even if the bus is not pulled over for a stop. Bus 77 makes extra wide turn on 47th. They block the travel lanes when headed west at peak travel time and this corner should be re-designed. With the parking allowed on one side of Halsey during non peak travel times there are cars seemingly in and out and difficult to predict. Often cars are parked in the travel lane when they should not be. It can be dangerous for pedestrians at any given point along Halsey. There are very few crosswalks past NE 60. There are a lot of apartments and rentals East of 60th and no where to cross. Bicycles on Halsey should not be allowed.
80	Traffic Safety	The traffic on Halsey intersections is very hazardous for riders who must cross Halsey to take the bus or get off the bus.
81	Traffic Safety	When I catch the 20 bus at SE 102nd and Pine, I have to cross 102nd and many times I have almost been hit by drivers who don't respect the crosswalk. We NEED a flashing light.

89	Traffic Safety	NE 90th Avenue between E Burnside and NE Glisan is very unsafe for pedestrians walking to the bus stop. The road is narrow and in poor condition; there are no sidewalks; and motorists routinely drive in excess of the posted speed limits (even though it is a school zone).
95	Bus Stop Improvements, Traffic Safety	<p>The bench on SE 126th SE Stark is tiny and not comfortable at all and is made for the width of a child's rear end and not an adult, therefore not comfortable to ever sit there and with no bus shelter the rain drowns you and the seats are wet even when I have an umbrella and there is no place to avoid a very blinding hot sun in the summer.</p> <p>SE 122nd Stark is a ridiculous slanted tiny rear seat that isn't even horizontal so at best I can only lean on it and that doesn't do any good for me. Especially as I have multiple physical disabilities and I need to sit down while waiting for the bus at both stops.</p> <p>There is also no bus shelter to protect from weather.</p> <p>In fact, I'm not aware of hardly 'Any,' stops on the 20 bus line that have shelters that are useful and protective for bus riders.</p> <p>Max stops are much more effective for people.</p> <p>I think something in between what's there and Max stops would be a great improvement!!!</p> <p>To try to implement safer ways to keep drivers from going over the speed limits as many in the bus areas I identified, cars are acting like their on the freeway and driving way too fast.</p> <p>So we have to watch out much more for the cars than is reasonable!!!</p> <p>This is very uncomfortable!!! 🤢🤢🤢🤢</p>
102	Traffic Safety	Line 77 the most important thing to address in the planning area is the 82nd St MAX Station area, amazed no one has died already approaching it along Halsey from the West.
108	Bus Service, Access/ADA, Traffic Safety, Personal Safety	Line 77 is most applicable to me but I don't often use it due to insufficient service frequency. I walk the route from 75th and Halsey to the Max station regularly and observe many problems along the way, the worst of which are: no crosswalks or signals past 74th and crossing in front of homeless services to the sidewalk along eastern Cathay - this issue is a major traffic danger and danger to the users of the homeless service facility as well as Max commuters and commuters walking to the bus depot on 82nd.
111	Traffic Safety	Generally, slow the cars down and make room for walkers and bikers.
113	Traffic Safety	I live on 63rd and Broadway. My 9-year-old and I walk to the 60th and Halsey bus stop or Max from home. Crossing Halsey is scary, like much of the city, the increased population (thus cars) has caused safety issues for pedestrians. It's scary crossing Halsey. Safer crossings would do a tremendous service to livability and, most likely, encourage more use of mass transit. I very much try and not drive if possible. Walking to MAX on 60th and going downtown is pleasant and fast. Much nicer than driving - but crossing that darn street - presents a barrier.

115	Traffic Safety	I don't take the buses but I walk/bike in these areas Mon-Fri. There needs to be more done with traffic (i.e. speeds, inattentive drivers, road debris, lack of proper street markings or inop lights for crosswalks, etc.) to make these areas safer for all.
116	Traffic Safety	Halsey St is a disaster waiting to happen given that it is two *very narrow* lanes in either direction. Buses already have to take up more than one lane to simply travel along Halsey between 68th and 47th, and with the growing volume of traffic, this stretch of road will only become more hazardous to all forms of travel without some abatement or control or redesign.
121	Traffic Safety	A Halsey road diet seems like a good idea <sup>1</sup>
122	Traffic Safety	The stretch of NE 60th Ave between NE Glisan and NE Halsey is a deathtrap because of extremely narrow sidewalks and no bike lanes, fast traffic and a very wide street. Especially after my Providence coworker's husband died while jogging at NE 60th Ave and NE Wasco St last year because he was ran over by a drunk driver in broad daylight as he jogged through this intersection with very limited visibility. Drivers are also very aggressive on the convoluted strip of NE Halsey between 47th and 81st. After the 77 Trimet lets passengers off at any stop between these locations, the traffic makes it impossible for pedestrians to cross and no one will stop during rush hour, especially between NE 63rd and NE 67th when Providence workers turn illegally left into traffic from the Home Services facility. Things did improve for driving when they narrowed the street to a single lane recently between these intersections, but traffic aggressiveness hasn't much for the sake of pedestrians and bus riders. This is a high density, low-income neighborhood (Ellington Apartments) and folks who live here have to daily contend with traffic. Another very dangerous intersection is NE 65th and NE Broadway. Traffic traveling east-west on Broadway very frequently does not see their stop signs (possibly because it is such a wide and open intersection), and we have witnessed many near accidents with pedestrians, bikes, and cars alike and nearly have been hit several times ourselves. We have learned that when approaching this intersection north-south on 65th that we pretend to have a stop sign ourselves, because it is better to stop and look out for the drivers who don't see their real ones. This has saved us several times.
128	Traffic Safety	Have the cop give out more traffic tickets. Cars run the red lights. You can have the sidewalks in the world . It not matter if cars ignore basic traffic laws
132	Traffic Safety	The NE 60th Avenue MAX Station area is still a very dangerous area for pedestrians and bicyclists. Motorists habitually speed and do not slow down for cyclists, preferring to speed up and "right hook" across the cyclists path to get on to the I84 East freeway ramp. They also speed going south across the freeway overpass and drive too close to the side where bicyclists need to ride to get to and from the MAX station and the bus stops there and on Halsey Street. At one point there were plans for bike lanes but they never materialized. The pedestrian crossing flasher lights are an improvement but much more work on that area is needed including reduced traffic speed limits, more signage and more enforcement of the speed limits.
149	Traffic Safety	Often bus stops are just across intersections which caused traffic to get stuck in the intersection or swerve around the bus. Very dangerous and avoidable if the stops were at least a block or two beyond an intersection

163	Traffic Safety	Traffic doesn't stop for people trying to cross 166th to get the bus. Open Meadows school opening will make this an extremely dangerous corner for students traveling to school.
174	Bus Service, Bus Stop Improvements, Traffic Safety	Lighting, traffic speed reduction, shelters with bus timing readout.
184	Traffic Safety	Halsey traffic is fast, and it feels scary to cross it even at the traffic signal at 74th. A road diet in the 60th-82nd ave section would be helpful to improve safety and comfort while walking
186	Bus Stop Improvements, Access/ADA, Traffic Safety	I ride the 77 and walk to the 82nd Ave MAX Station to ride the train. I walk along Halsey St from 74th to 82nd. Traffic speeds are dangerous and there is no buffer to the sidewalk. This makes walking feel very unsafe. There is only one place to safely cross Halsey in this area. Please improve Halsey from 69th through 82nd by implementing traffic calming measures and crossing options. This area is so close to transit, yet feels so far away given the safety issues involved with walking or biking to transit on this area.