



Ordinance No. 332 Transfer Policy Change

Fare Equity Analysis

FINAL

Department of Diversity and Transit Equity

December 9, 2014

I. Background

In response to a community-based effort asking TriMet to increase the length of time riders are allowed to transfer on a single fare, the agency is considering extending the transfer time from two hours to 2 ½ hours. At present riders purchasing a single fare using cash or a prepaid ticket are issued a ticket good for boarding any bus, MAX light rail, or WES commuter rail within two hours from the time shown on that ticket. With the proposed change in the transfer policy the ticket issued to those riders would be good for 2 ½ hours from the time shown on that ticket.

Recent guidance from the Federal Transit Administration (FTA) states that a transfer policy change is considered to be a fare change [Appendix A: FTA letter to TriMet dated July 17, 2014]. As a recipient of Federal financial assistance, TriMet must ensure that any fare change complies with Title VI of the Civil Rights Act of 1964, which states:

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

The FTA has provided specific implementing guidelines and regulations for complying with Title VI in Circular 4702.1B (“Circular”). Due to the interrelated nature of race/ethnicity and income, the Circular instructs transit agencies to consider impacts on low-income populations as well as minority populations; the assessment of potential Title VI issues related to fare changes is completed through a fare equity analysis. Figure 1 below shows the sequence of steps and considerations in the equity analysis process.

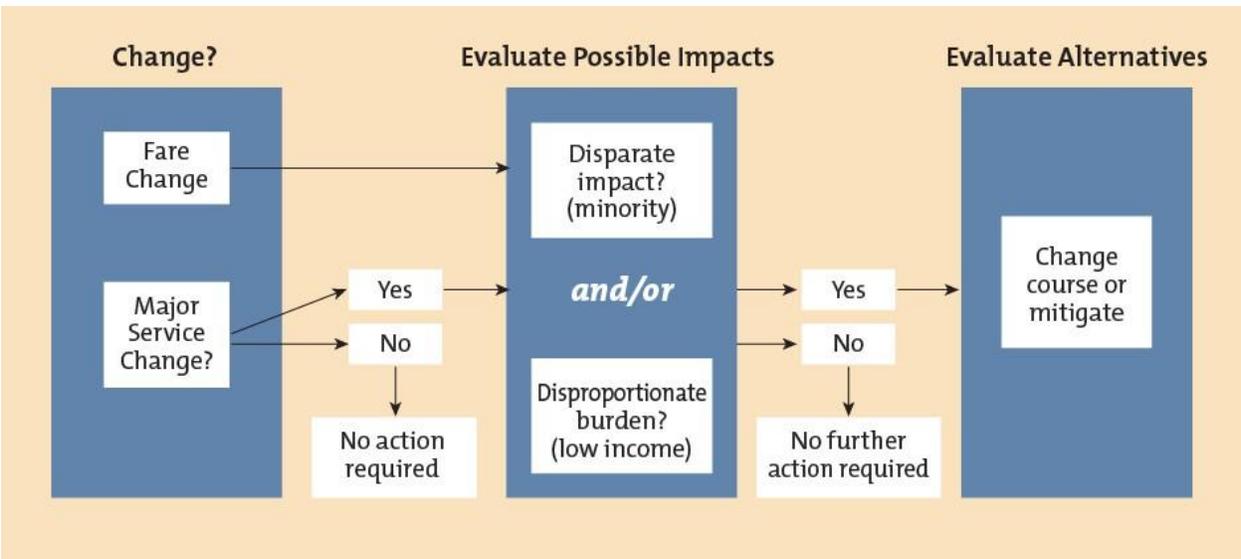


Figure 1: Overview of Process for Title VI Equity Analysis

II. TriMet Title VI Compliance

In the fall of 2013, TriMet updated its Title VI Program, which received concurrence by the FTA in January 2014. The program outlines agency policies, definitions and procedures for complying with Title VI and performing equity analyses. This includes the agency's fare change, disparate impact, and disproportionate burden policies.

A. Fare Change Policy

Any proposed fare change – whether in price or fare media – is subject to a fare equity analysis. Recently received guidance from FTA clarifies that this includes proposed changes to transfer policy:

Due to the nexus a transfer policy has with accessing a transit system, FTA views a change to a transfer policy the same as a change to any fare medium. As a result, a transfer policy change requires a fare equity analysis to determine whether a proposed change will result in a disparate impact and/or disproportionate burden. [Appendix A: FTA letter to TriMet dated July 17, 2014]

B. Disparate Impact Policy

Testing for “disparate impact” evaluates effects on minority riders or populations as compared to non-minority riders or populations. “Minority” is defined as all persons who identify as being part of racial/ethnic groups other than white, non-Hispanic.

The FTA's guidance that transfer policy changes fall under the “fare change” definition came after the agency's 2013 Title VI Program had received concurrence. Because of this, TriMet's adopted disparate impact policy for fare changes does not prescribe a process for analysis of transfer time changes. Rather, the policy states:

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders...Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level. [Appendix B: TriMet 2013 Title VI Program, pg. 28]

Using the available data, TriMet staff assessed the potential impact of the proposed change in transfer policy using methods and analyses consistent with equity evaluations of changes in fare pricing. The agency's most recent fare survey (conducted in fall 2012 and attached as Appendix C) is informative about fare payment patterns, transfer activity, and how those compare between trips taken by minority and non-minority riders.

Given the proposal to increase the transfer window from two hours to 2 ½ hours, this analysis evaluates the differences between minority and non-minority trips in terms of single fare (cash or ticket) usage – since

transfer times are relevant only for those purchasing single fares – as well as utilization of transfers and round trip patterns. An underlying assumption is that the greater the number of transfers in a trip the longer it will take to complete, and thus more likely that the person taking the trip would benefit from the extra thirty minutes to make his or her final boarding. In this context, there may be potential for a disparate impact if minority riders use single fares at significantly lower rates than non-minority riders, and/or if impacted minority riders transfer less often than impacted non-minority riders. This is because in either case minority riders would be less likely to benefit from the policy change.

C. Disproportionate Burden Policy

Testing for “disproportionate burden” evaluates potential effects on low-income populations, defined as at or below 150% of the federal poverty level. The analysis methods undertaken here are the same as those used to determine potential disparate impacts, but by comparing low-income and higher income populations rather than minority and non-minority populations.

III. TriMet Ordinance 332

A. Description of Change

Currently, TriMet riders who purchase single fares with cash or a prepaid ticket receive two hours after the time of boarding or ticket validation to transfer to another route. These riders, who comprise 27% of weekday trips and 37% of weekend trips on TriMet, would receive thirty more minutes to transfer under Ordinance No. 332, bringing the total time allowed to complete their final boarding to 2 ½ hours. The policy change would not affect the price of fares and would apply regardless of single fare type paid (whether Adult, Honored Citizen, or Youth). Riders using other fare types (1-Day, 7-Day, 14-Day, 30- Day/Monthly passes) would be unaffected by the change.

The 2012 TriMet on-board fare survey collected fare payment and demographic data that can be used to conduct a fare equity analysis as described in sections II-B and II-C of this document.

B. Disparate Impact Analysis

Single cash/ticket fare usage

The first level of the disparate impact analysis examines the minority status of single cash/ticket fare payers because single fare payers are the only riders potentially impacted by the transfer policy change. The pie charts on the next page compare the minority/non-minority split for single fares and all fares on weekdays (Figure 2) and weekends (Figure 3).

If the minority status of single fare payers were in proportion to minority status of overall ridership, percentages would be similar for the pairs of charts. As shown, minority riders comprise about 29% of single fare payers and 27% of all fare payers on weekdays. This is not a “statistically significant” difference, which is the policy standard set forth in the agency’s disparate impact policy. This means that weekday minority riders

appear to use single fares in proportion to the amount that they ride TriMet. Analysis of weekend fares had similar results, with minority riders comprising 31% of both system trips and single cash/ticket fare trips.

Figure 2: Minority and non-minority riders use single fares in proportion to their ridership on weekdays.

TriMet 2012 Fare Survey

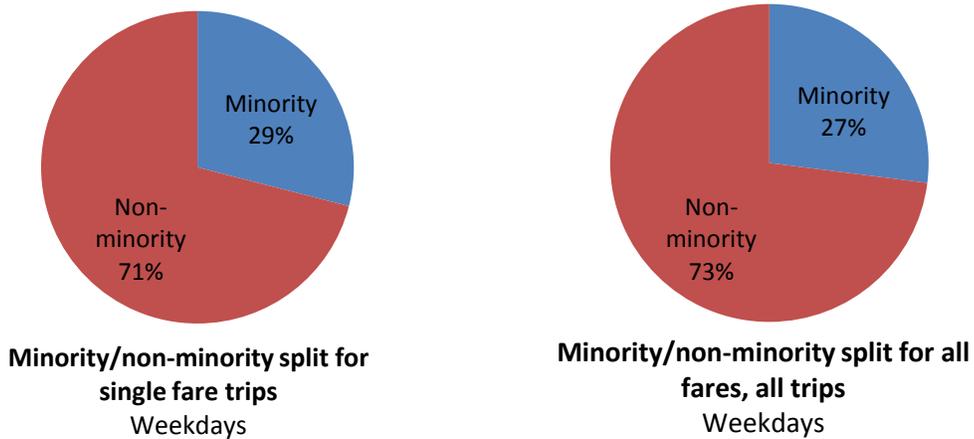
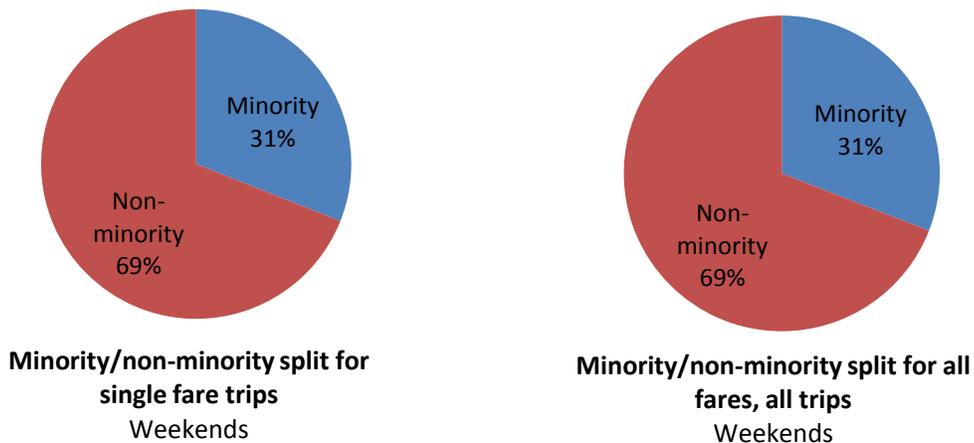


Figure 3: Minority and non-minority riders use single fares in proportion to their ridership on weekends.

TriMet 2012 Fare Survey



Transfer activity

Table 1 (pg. 6) and Figures 4 and 5 (pgs. 6-7) show the distribution of trips for minority and non-minority riders in terms of number of transfers made for both weekday and weekend trips¹. For both groups, about

¹ The data does not indicate length of trips. Therefore, the analysis requires an inference that the more transfers involved, the longer the trip.

26-30% of trips include one or more transfers, whether on weekdays or weekends. None of the differences between groups were statistically significant; the differences in percentages are most likely due to chance, and do not signify an actual difference in trip patterns.

Recognizing the overall assumption that a greater number of transfers generally means a longer time to complete a trip, the similar patterns of transfer usage between minority and non-minority riders indicates that each population is as likely as the other to benefit from extending the transfer time window.

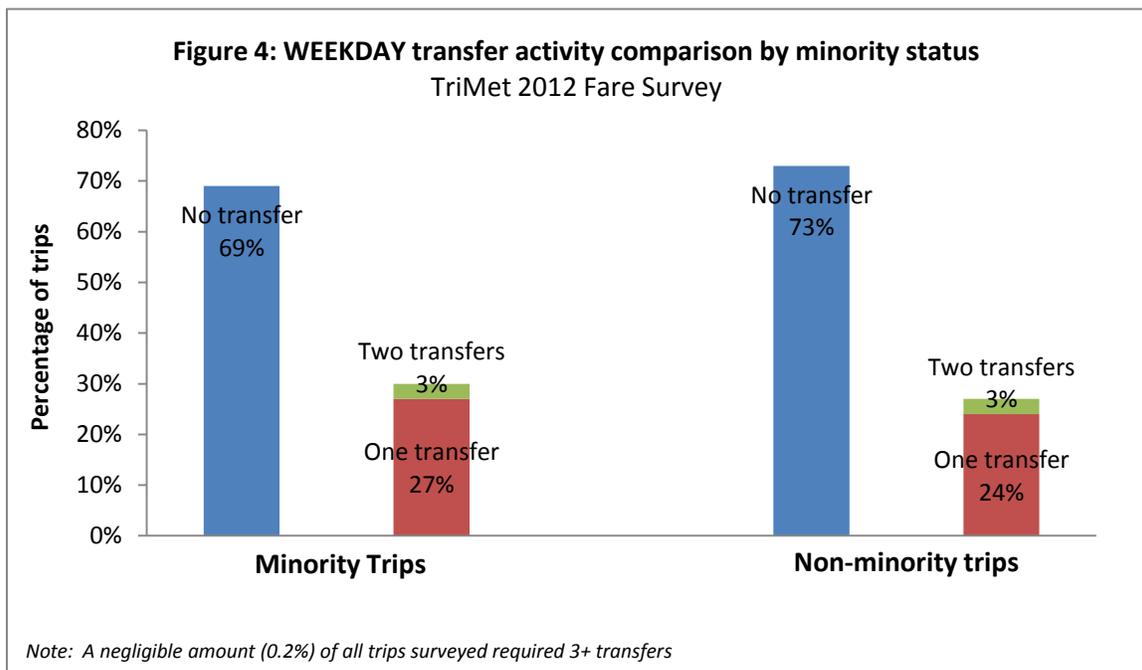
Table 1: Transfer activity by minority/non-minority status
TriMet 2012 Fare Survey¹

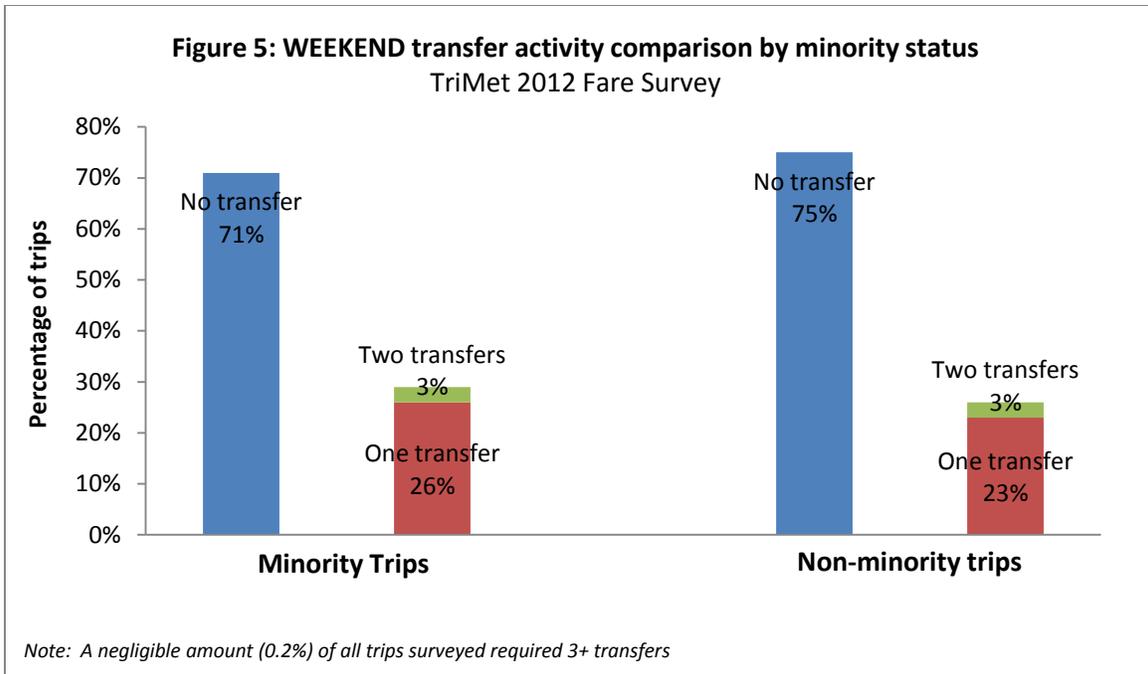
Number of transfers	Weekday Trips		Weekend Trips	
	Non-minority n=899	Minority n=373	Non-minority n=844	Minority n=378
One transfer	24%	27%	23%	26%
Two transfers	3%	3%	3%	3%
<u>Three or more transfers</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>
Subtotal – trips with transfer	27%	30%	26%	29%
<u>No transfer</u>	<u>73%</u>	<u>69%</u>	<u>75%</u>	<u>71%</u>
Total ²	100%	100%	100%	100%

¹Table includes only single fare cash/ticket payers because only single fares would be impacted by the change

²Percentages that do not add up to 100% are due to rounding

No statistically significant differences found (at the 95% confidence level) between minority and non-minority trips.





Round trips on single fares

An additional consideration in terms of the equity of increased transfer time is riders' ability to make a round trip on a single fare; those advocating for increased transfer time have commonly stated that this policy change could benefit transit dependent riders, particularly minority and low-income riders, in this way. While the intent of TriMet's transfer policy is to allow for sufficient time to make a one-way trip within the service district, the agency does not prohibit round-tripping on a single fare, so long as the rider's final boarding occurs before the expiration time on his or her transfer ticket.

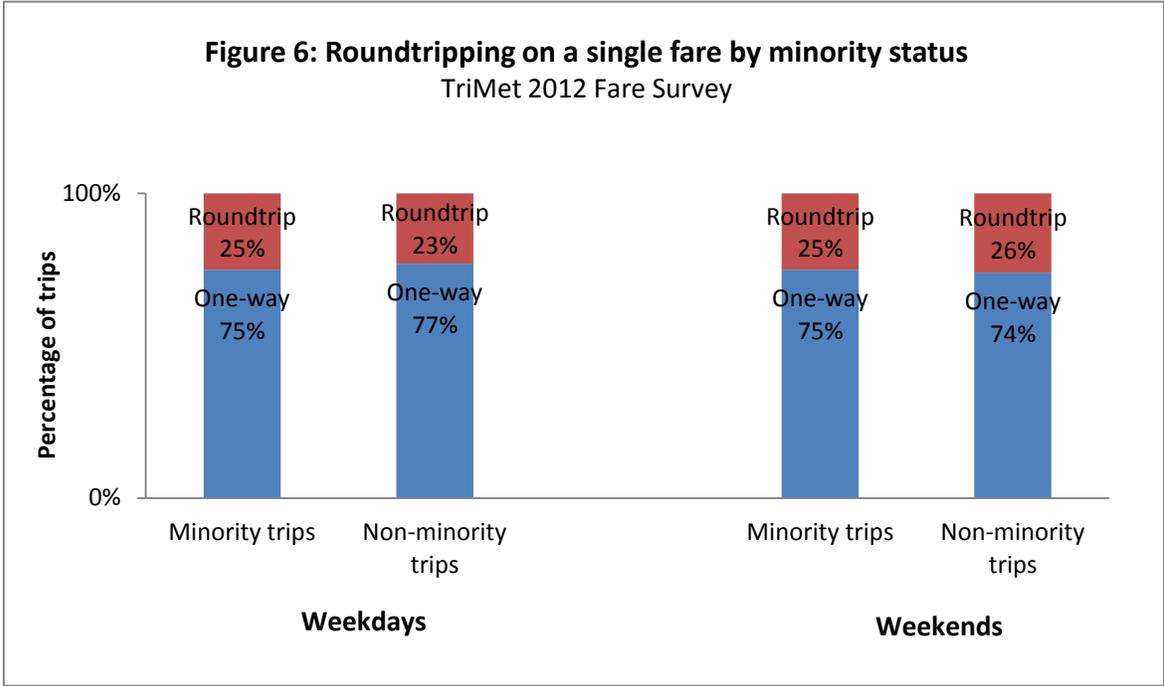
Table 2 below and Figure 6 (pg. 8) compare how minority and non-minority riders answered the following question on the 2012 TriMet Fare Survey: "Is your single fare payment being used for a one-way or a round-trip?" About one-quarter of single cash/ticket fares paid were reportedly used to make a round-trip. This figure is similar between populations as well as between weekday and weekend trips. In other words, when looking at trips made by minority and non-minority riders, the survey results do not signify an actual difference in terms of how often single fares are used to make a round-trip; both groups seem equally likely to realize this benefit.

Table 2: Is your single fare payment being used for a one-way or a round-trip?

Minority and non-minority comparison

TriMet 2012 Fare Survey

One-way or Round-trip	Weekday Trips		Weekend Trips	
	Non-minority n=898	Minority n=372	Non-minority n=845	Minority n=379
One-way	77%	75%	74%	75%
Round-trip	23%	25%	26%	25%
Total	100%	100%	100%	100%



Thus, in the context of this change in transfer policy, the available data and the analysis find no potential disparate impact on minority riders.

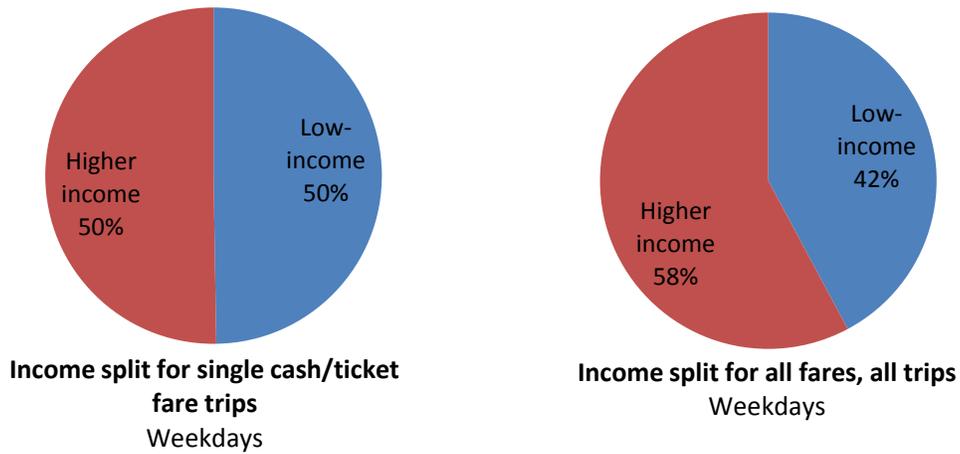
C. Disproportionate Burden Analysis

Single cash/ticket fare usage

The first level of the disproportionate burden analysis examines the income status of single cash/ticket fare payers. The pie charts on the next page compare the low-income/higher income split for single fares and all fares on weekdays (Figure 7) and weekends (Figure 8).

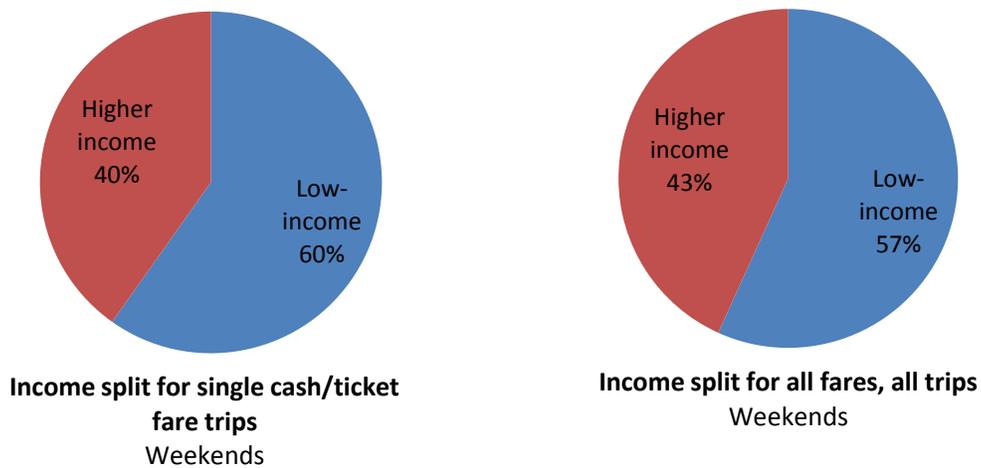
If the income status of single fare payers were in proportion to income status of overall ridership, percentages would be similar for the pairs of charts. As shown, low-income riders comprise about 50% of single fare payers and 42% of all fare payers/trips on weekdays. This is a statistically significant difference, meaning that weekday low-income riders use single fares more commonly than expected given their ridership, and are therefore more likely to be impacted (positively) by the proposed policy change. This was not the case for weekends, however, as no statistically significant difference was found between the 60% of single fares that are paid by low-income riders and the 57% of fares overall paid by low-income riders.

Figure 7: Low-income riders are over-represented amongst single fare payers on weekdays.
TriMet 2012 Fare Survey



Note: Low-income defined as at or below 150% federal poverty level

Figure 8: Low and higher income riders use single fares in proportion to their ridership on weekends.
TriMet 2012 Fare Survey



Note: Low-income defined as at or below 150% federal poverty level

Transfer activity

Table 3 (pg. 10) and Figures 9 and 10 (pgs. 10-11) show the distribution of trips for low-income and higher income riders in terms of number of transfers made for both weekday and weekend trips. Low-income trips are more likely to include a transfer than trips made by higher income riders, and this is true on both

weekdays and weekends. On weekdays about one-quarter of trips made by higher income riders include at least one transfer, whereas one-third of low-income weekday trips do. Differences are slightly lower for weekends, but in both cases the differences meet the standard of statistical significance. Recognizing the overall assumption that a greater number of transfers generally means a longer time to complete a trip, low-income riders appear more likely to benefit from the transfer time increase because their trips more often include at least one transfer than trips made by higher income riders.

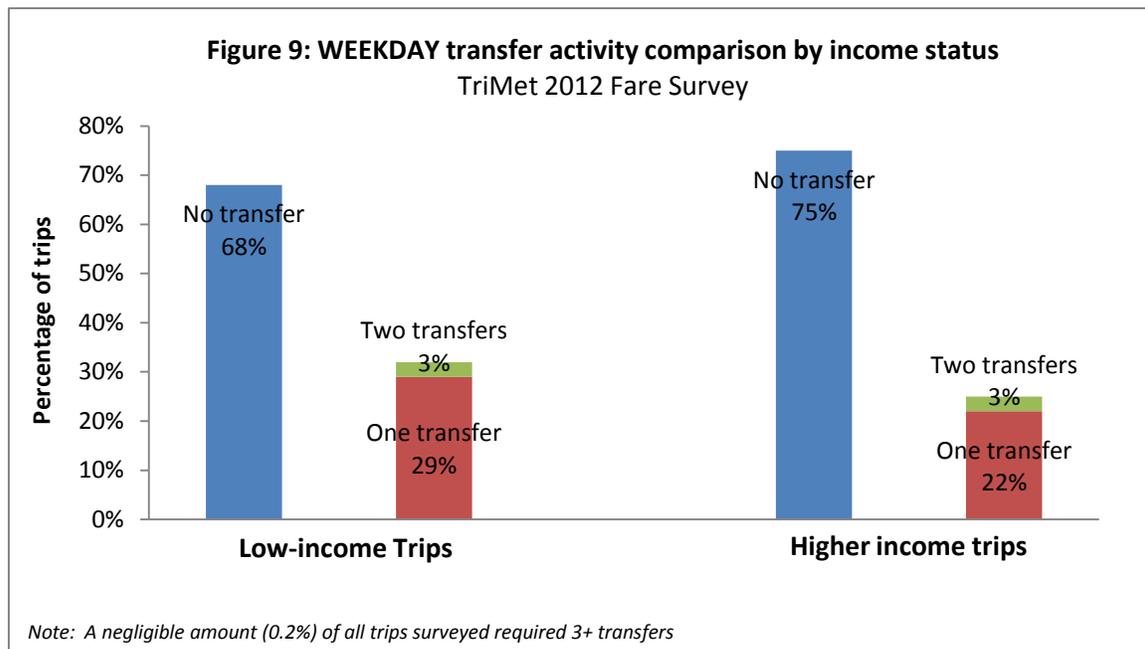
Table 3: Transfer activity by income status
2012 TriMet Fare Survey¹

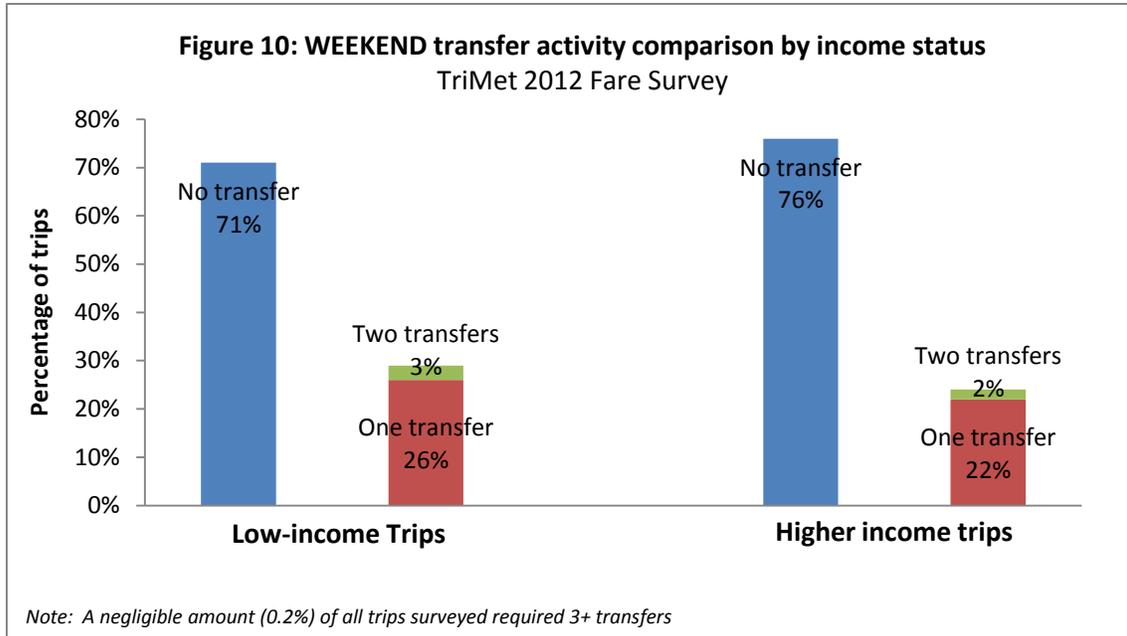
Number of transfers	Weekday Trips		Weekend Trips	
	Higher income n=547	Low-income n=535	Higher income n=425	Low-income n=624
One transfer	22%	29%	22%	26%
Two transfers	3%	3%	2%	3%
<u>Three or more transfers</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>	<u>0%</u>
Subtotal – pct. trips with transfer	25%	32%	24%	29%
<u>No transfer</u>	75%	67%	76%	71%
Total ²	100%	100%	100%	100%

¹Table includes only single fare cash/ticket payers because only single fares would be impacted by the change. Low-income defined as at or below 150% federal poverty level.

²Percentages that do not add up to 100% are due to rounding

Bold indicates a statistically significant difference (at the 95% confidence level) between higher income and low-income trips.





Round trips on single fares

As with the analysis of impact on minority riders, an additional equity consideration is riders’ ability to make a round trip on a single fare; those advocating for increased transfer time have commonly stated that this policy change could benefit transit dependent riders, particularly minority and low-income riders, in this way. While the intent of TriMet’s transfer policy is to allow for sufficient time to make a one-way within the District, the agency does not prohibit round-tripping on a single fare, so long as the rider’s final boarding occurs before the expiration time on his or her transfer ticket.

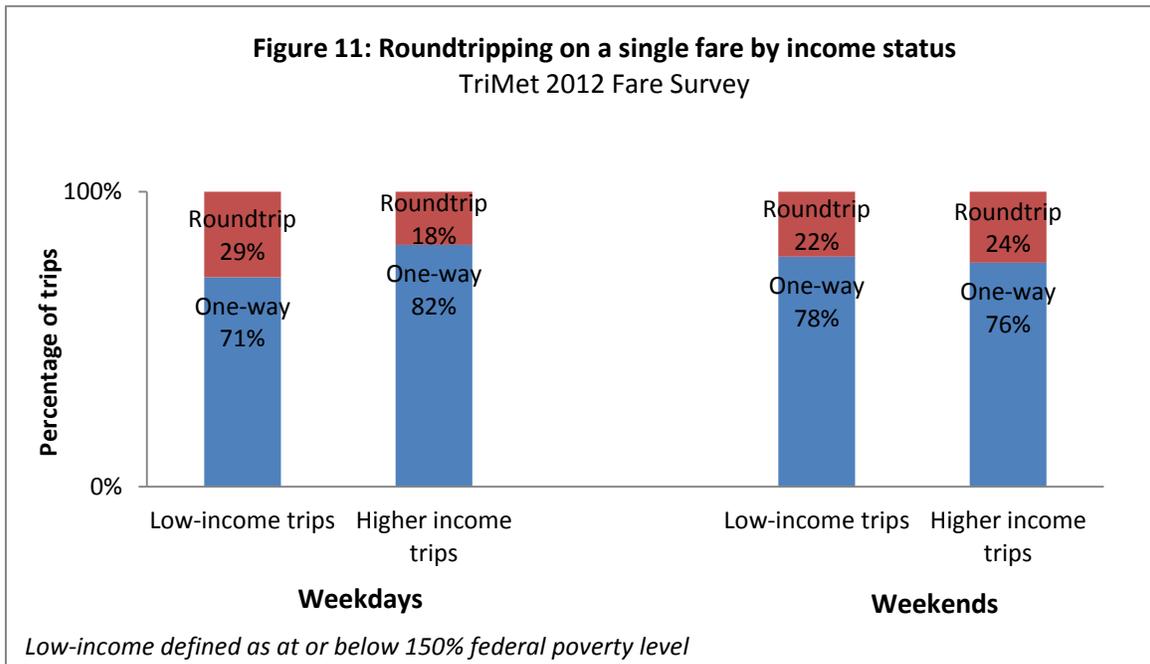
Table 4 and Figure 11 (pg. 12) compare how low-income and higher income riders answered the following question on the 2012 TriMet Fare Survey: “Is your single fare payment being used for a one-way or a round-trip?” On weekdays, low-income riders are more likely than higher income riders to use single fares to make a round-trip on TriMet. On the other hand, no statistically significant difference exists between low and higher income trips on the weekends – both groups use single fares for round-trips about one-quarter of the time on the weekends.

Table 4: Is your single fare payment being used for a one-way or a round-trip?
Low-income¹ and higher income comparison
TriMet 2012 Fare Survey

One-way or Round Trip	Weekday Trips		Weekend Trips	
	Higher income	Low-income	Higher income	Low-income
One-way	82%	71%	76%	78%
Round-trip	<u>18%</u>	<u>29%</u>	<u>24%</u>	<u>22%</u>
Total	100%	100%	100%	100%

¹Low-income defined as at or below 150% federal poverty level

Bold = statistically significant difference (at a 95% confidence level) between higher income and low-income



Thus, in the context of this change in transfer policy, the available data and the analysis find no potential disproportionate burden on low-income riders.

IV. Fare Equity Analysis Conclusions

This analysis has aimed to ensure that minority and low-income TriMet riders would not be limited or denied the benefits of an increase in transfer time from two hours to 2 ½ hours. The analysis concludes:

- **No potential disparate impact** on minority riders associated with increasing the transfer time window. Minority and non-minority riders are equally likely to benefit from the policy change because both groups:
 - Use single cash/ticket fares in proportion to their ridership;
 - Have similar transfer activity, and;
 - Utilize single fares to make round trips at similar rates.

- **No potential disproportionate burden** on low-income riders associated with increasing the transfer time window. Low-income riders are more likely to benefit from the policy change in comparison to higher income riders because low-income trips:
 - Comprise a higher-than-expected proportion of single cash/ticket fares;
 - Are more likely to include a transfer, and;
 - Are equally or more likely to involve using a single fare for a round trip.

APPENDIX A: FTA letter to TriMet dated July 17, 2014



**U.S. Department
of Transportation
Federal Transit
Administration**

Headquarters

5th Floor- East Bldg., TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

July 17, 2014

Neil S. McFarlane
General Manager
TriMet
1800 SW 1st Avenue, Suite 300
Portland, OR 97201

Re: FTA Complaint No. 2014-0048

Dear Mr. McFarlane:

This letter responds to the complaint filed against Tri-County Metropolitan Transportation District of Oregon (TriMet) by Organizing People and Activating Leaders (OPAL) and the Center for Intercultural Organizing (ICO). The Federal Transit Administration (FTA) Office of Civil Rights is responsible for ensuring that providers of public transportation are in compliance with Title VI of the Civil Rights Act of 1964, as implemented by the U.S. Department of Transportation (DOT) at 49 CFR Part 21; FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients"; and Executive Order 13166, "Improving Access to Services to Persons with Limited English Proficiency (LEP)."

In the FTA complaint investigation process, we analyze allegations for possible Title VI deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider to correct them within a predetermined timeframe. If FTA cannot resolve the apparent violations of Title VI or the DOT Title VI regulations by voluntary means, formal enforcement proceedings may be initiated against the public transportation provider, which may result in the suspension or termination of Federal funds. FTA also may refer the matter to the U.S. Department of Justice for enforcement.

Allegations

The complaint alleges that TriMet failed to comply with FTA's Title VI Circular, when TriMet implemented a change to its transfer policy and did not conduct a fare equity analysis. The complainants believe that TriMet's transfer policy not only failed to comply with FTA's Title VI Circular, but the transfer change also resulted in a disparate impact.

Facts

According to the information provided by the complainants and TriMet, a transfer change occurred on June 13, 2012. Prior to implementing the transfer change policy, TriMet sought technical assistance from FTA on a proposed fare change and major service change. In this request, TriMet mentioned to FTA that it was also going to standardize its transfer policy. Consequently, TriMet adopted a standardized two hour transfer policy for all modes of transit service and days of the week. TriMet worked with the complainants to determine whether the two hour transfer window could be extended to three hours, and as of December 11, 2013, there was a proposal to extend the transfer policy to two and a half hours.

Nevertheless, the complainants filed a Title VI complaint regarding the transfer policy on December 27, 2013 with FTA.

Analysis

For purposes of corrective actions, the relevant FTA Title VI Circular is Circular 4702.1B, which became effective on October 1, 2012. In making a determination, FTA recognizes that TriMet is currently considering new changes to the transfer policy at the center of this complaint.

Timeliness

In TriMet's response, the issue of timeliness was raised. Per DOT Title VI Regulations, "[a]ny person who believes himself or any specific class of persons to be subjected to discrimination prohibited by this part may . . . file with the Secretary a written complaint. A complaint must be filed not later than 180 days after the date of the alleged discrimination." (49 CFR § 21.11(b)) Upon review of the complainants' and TriMet's material, FTA does agree that the complaint was raised outside of the 180 days afforded to the complainants. Nonetheless, FTA initiated its investigation into the transfer policy matter under its investigation authority provided in 49 CFR § 21.11(c), due to the allegations. Unlike an individual who has 180 days from the alleged incident to file a Title VI complaint, FTA does not have the same time constraint. As FTA conducted the investigation under its own authority, any barrier as to the complainants' timeliness is moot.

Transfer Policy

At the time of the transfer policy change, FTA required grantees to comply with FTA Circular 4702.1A, which required grantees to "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact." (Circular 4702.1A, Ch. V, sec. 4). Essentially, Circular 4702.1A recommended options a grantee should utilize to ensure fare changes did not have a discriminatory impact. (id.)

However, the revised Title VI Circular, FTA Circular 4702.1B, requires a specified approach to fare equity analyses. Yet, Circular 4702.1B did not become effective until October 1, 2012, well after the June 13, 2012 transfer policy change date. Given the timing of the events, TriMet did not have any formalized requirement to analyze the effects of the transfer policy. Furthermore, the TriMet material indicates that though never formally analyzing the possible effects of a transfer policy, public participation occurred during the process to modify the transfer policy. TriMet attempted to work with the complainants to expand the Transfer policy, and TriMet has a history of proactively seeking Title VI technical assistance.

TriMet indicated a proposed Ordinance will alter the transfer policy, but the ordinance is postponed until FTA determines whether a fare equity analysis is required for a transfer policy change. TriMet expressed a willingness to conduct a fare equity analysis, if FTA determines a transfer policy requires a fare equity analysis. FTA Circular 4702.1B does not explicitly state that a transfer policy is considered a fare medium. Nevertheless, as the Title VI Circular states "compliance with this Circular does not relieve a recipient from the requirements and responsibilities of the DOT Title VI regulation at 49 CFR part 21." (Circular 4702.1B, Ch. II, sec. 2).

DOT Title VI regulation states in part, "[a] recipient, in determining the types of services, financial aid, or other benefits . . . may not, through contractual or other arrangements, utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the

objectives of the program with respect to individuals of a particular race, or national origin." (49 CFR Section 21.5(b)(2)). A transfer fare policy can be viewed as a benefit/financial aid imparted on riders, which has financial reverberations on the rider, as well as the transit agency. A transfer policy directly affects a rider's ability to access a transit system. The transfer policy relates to the amount a rider will spend on a ride and may affect his/her choice in which fare medium to purchase. Due to the nexus a transfer policy has with accessing a transit system, FTA views a change to a transfer policy the same as a change to any fare medium. As a result, a transfer policy change requires a fare equity analysis to determine whether a proposed change will result in a disparate impact and/or disproportionate burden.

FTA recommends that TriMet seek technical assistance for any proposed transfer policy change. Please note that technical assistance is available as long as the transfer policy has not received final board approval, or the equivalent. Additionally, any fare equity analysis requires ridership data. This data is necessary to conduct a compliant fare equity analysis. It is imperative that TriMet identify whether it must update its ridership data to better understand its transfer usage. Fare data is normally collected via surveys, and there may be a need to amend any current surveys to capture the transfer usage data.

Conclusion

FTA does not find TriMet noncompliant with FTA's Title requirements for the 2012 transfer policy change. We are therefore requiring no corrective action and are closing the complaint as of the date of this letter. Nevertheless, continued Title VI compliance will require TriMet to conduct a fare equity analysis for any future changes to the transfer policy. FTA is able to assist TriMet, if it desires to seek technical assistance.

If you have any questions, please contact Jonathan Ocana at (202) 493-0314 or via e-mail at jonathan.ocana@dot.gov. Please include the FTA complaint number in any correspondence regarding this complaint.

Sincerely,

 for

Dawn Sweet
Acting Title VI Team Leader
Office of Civil Rights

cc: TriMet
FTA Region 10

APPENDIX B: TriMet 2013 Title VI Program, pg. 28

MAJOR SERVICE CHANGES – ONE LINE

A major service change to a line will be considered to have a disparate impact if condition 1. *and* either condition 2.(a) or 2.(b) below is found to be true:

1. The percentage of impacted minority population in the service area of the line exceeds the percentage of minority population of the TriMet District as a whole, and;
- 2.(a) In the event of service reductions, the service change has an adverse effect on the minority population in the service area of the line.
- 2.(b) In the event of service additions, the addition is linked to other service changes that have adverse effects on the minority population in the service area of the line, or; the service addition on the subject line is linked with a service change(s) on other line(s) that have adverse effects on the minority population in the service area of that line or lines.

For lines with major service changes, if the percentage of minority population in tracts served by the impacted portion of the line (sum of minority population in all impacted tracts divided by the total population in all impacted tracts) exceeds the percentage of minority population in the TriMet District as a whole, the impacts of changes to the line will be considered disparate.

MAJOR SERVICE CHANGES – SYSTEM LEVEL

To determine the system-wide impacts of service changes on more than one line, the percentage of impacted minority population (sum of minority population in all impacted tracts divided by the minority population of the TriMet District as a whole) is compared to the percentage of impacted non-minority population (sum of non-minority population in all impacted tracts divided by the non-minority population of the TriMet District as a whole). Comparisons of impacts between minority and non-minority populations will be made for all changes for each respective day of service – weekday, Saturday, and Sunday.

If the percentage of impacted minority population differs from the percentage of impacted non-minority population by more than 20 percent, the overall impact of changes will be considered disparate.

FARE CHANGES

For fare changes, a potential disparate impact is noted when the percentage of trips by minority riders using a fare option, in combination with the percentage price change for that option, has an impact that exceeds the comparable impact on non-minority riders.

Differences in the use of fare options between minority populations and other populations include all such differences that are documented as statistically significant at the 95 percent confidence level.

PUBLIC PARTICIPATION AND BOARD APPROVAL

Community Forum participants generally affirmed TriMet's current Disparate Impact Policy in that they did not offer suggestions for change. Rather, participants focused on a variety of equity issues as they relate to people of color and their experience on the transit system. The following topics were commonly discussed: personal safety; maintenance and quality of

APPENDIX C: 2012 TriMet Fare Survey

TriMet Rider Survey

Please fill out this form even if you have already received one on another bus or train.

Dear Rider: TriMet would like to know about the trip you are currently making. Please answer the following questions and return to the surveyor or drop it in the mail.

1. What line are you riding on now? Line # _____ Line name _____							
2. Do you have to transfer to or from a different line to make this trip in one direction?							
01 <input type="checkbox"/> No		<input type="checkbox"/> Yes. If Yes, how many times?		02 <input type="checkbox"/> 1 time		03 <input type="checkbox"/> 2 times	04 <input type="checkbox"/> 3 or more times
3. If you must transfer to make this trip, what lines do you transfer to or from? (not including the bus or train you are on now)							
Line # _____		Line name _____		Line # _____		Line name _____	
<input type="checkbox"/> MAX		<input type="checkbox"/> WES		<input type="checkbox"/> Portland Streetcar		<input type="checkbox"/> C-TRAN route # _____	<input type="checkbox"/> SAM Transit _____
4. How did you pay your fare for this trip? (check one) 01 <input type="checkbox"/> TriMet fare							
If Streetcar, which type of fare?		01 <input type="checkbox"/> 2-Hour Ticket (\$1)		02 <input type="checkbox"/> Portland Streetcar Annual Pass (\$150)		02 <input type="checkbox"/> C-TRAN fare	03 <input type="checkbox"/> Portland Streetcar fare
5. Which TriMet fare? (Please check one)							
01 <input type="checkbox"/> CASH (2-Hr Ticket)		02 <input type="checkbox"/> TICKET (Book of 10)		03 <input type="checkbox"/> 1-DAY PASS		04 <input type="checkbox"/> 7-DAY PASS	05 <input type="checkbox"/> 14-DAY PASS
06 <input type="checkbox"/> MONTHLY/ 30-Day PASS		07 <input type="checkbox"/> ANNUAL PASS					
Adult		01 <input type="checkbox"/> \$2.50	01 <input type="checkbox"/> \$25.00	01 <input type="checkbox"/> \$5.00	01 <input type="checkbox"/> \$26.00	01 <input type="checkbox"/> \$51.00	01 <input type="checkbox"/> \$100.00
Youth/Student		02 <input type="checkbox"/> \$1.65	02 <input type="checkbox"/> \$16.50	02 <input type="checkbox"/> \$3.30	02 <input type="checkbox"/> \$ 8.00	02 <input type="checkbox"/> \$15.50	02 <input type="checkbox"/> \$ 30.00
Honored Citizen/STAR		03 <input type="checkbox"/> \$1.00	03 <input type="checkbox"/> \$10.00	03 <input type="checkbox"/> \$2.00	03 <input type="checkbox"/> \$ 7.00	03 <input type="checkbox"/> \$13.50	03 <input type="checkbox"/> \$ 26.00
LIFT		04 <input type="checkbox"/> \$2.15	04 <input type="checkbox"/> \$21.50		04 <input type="checkbox"/> \$31.50	04 <input type="checkbox"/> \$ 62.00	04 <input type="checkbox"/> \$ 682.00
05 <input type="checkbox"/> Employee ID with TriMet sticker							
06 <input type="checkbox"/> College ID with TriMet sticker							
07 <input type="checkbox"/> High school ID with TriMet sticker and/or embedded with TriMet logo							
08 <input type="checkbox"/> Honored Citizen Downtown Pass							
09 <input type="checkbox"/> Other _____							
6. Is your single-fare payment being used for a one-way or a round-trip?				01 <input type="checkbox"/> One-way trip		02 <input type="checkbox"/> Round-trip	
7. If you are using a 1-Day Pass, how many one-way trips will you make on it today? _____							
8. Where did you buy your fare for this trip?							
01 <input type="checkbox"/> Onboard the bus		05 <input type="checkbox"/> Pass by Mail		09 <input type="checkbox"/> Social Service Agency Purchased for me			
02 <input type="checkbox"/> Ticket Vending Machine		06 <input type="checkbox"/> School or Place of Employment		10 <input type="checkbox"/> Other _____			
03 <input type="checkbox"/> TriMet Ticket Office		07 <input type="checkbox"/> Online					
04 <input type="checkbox"/> Retail Store		08 <input type="checkbox"/> Purchased on Streetcar					
9. Do you have a vehicle you could have used to make this trip either as the driver or as a passenger?						01 <input type="checkbox"/> Yes	02 <input type="checkbox"/> No
10. Do you have a checking or savings account?				01 <input type="checkbox"/> Yes		02 <input type="checkbox"/> No	
11. Do you have or use a pre-paid or regular debit or credit card?							
01 <input type="checkbox"/> Yes (check all that apply)		01 <input type="checkbox"/> Pre-paid card		02 <input type="checkbox"/> Bank-issued debit card		03 <input type="checkbox"/> Bank-issued credit card	
02 <input type="checkbox"/> No							
12. Including yourself, how many people live in your household? _____							
13. How many trips have you taken on a TriMet bus/MAX in the last month? (count each direction as one trip) _____							
14. What is your age? _____							
15. Are you a college student?		01 <input type="checkbox"/> Yes, full-time		02 <input type="checkbox"/> Yes, part-time		03 <input type="checkbox"/> No	
If you are a college student, which college?		01 <input type="checkbox"/> PSU		02 <input type="checkbox"/> PCC		03 <input type="checkbox"/> Other _____	
16. Are you: (check one)							
01 <input type="checkbox"/> Asian/Pacific Islander		03 <input type="checkbox"/> Caucasian/White		05 <input type="checkbox"/> Multi-racial/bi-racial		07 <input type="checkbox"/> Other _____	
02 <input type="checkbox"/> African American/Black		04 <input type="checkbox"/> Hispanic/Latino		06 <input type="checkbox"/> Native American Indian			
17. What was your total annual household income before taxes in 2011? (check one)							
01 <input type="checkbox"/> Under \$10,000		03 <input type="checkbox"/> \$20,000 to \$29,999		05 <input type="checkbox"/> \$40,000 to \$49,999		07 <input type="checkbox"/> \$60,000 to \$69,999	
02 <input type="checkbox"/> \$10,000 to \$19,999		04 <input type="checkbox"/> \$30,000 to \$39,999		06 <input type="checkbox"/> \$50,000 to \$59,999		08 <input type="checkbox"/> \$70,000 or more	
09 <input type="checkbox"/> Don't know							
18. Do you speak a language other than English at home? 01 <input type="checkbox"/> Yes If yes, what language is this? _____ 02 <input type="checkbox"/> No							
Quý vị có nói một ngôn ngữ nào khác ngoài tiếng Anh ở nhà không?				05 <input type="checkbox"/> Có		06 <input type="checkbox"/> Không	
除了英文外，您在家還說其他的語言嗎？				07 <input type="checkbox"/> 是		08 <input type="checkbox"/> 否	
Разговариваете ли вы на каком-либо еще языке, кроме английского, дома?				09 <input type="checkbox"/> Да		10 <input type="checkbox"/> Нет	
집에서 영어가 아닌 다른 언어를 사용하십니까?				11 <input type="checkbox"/> 예		12 <input type="checkbox"/> 아니오	
19. How well do you speak English? 01 <input type="checkbox"/> Very well 02 <input type="checkbox"/> Well 03 <input type="checkbox"/> Not well 04 <input type="checkbox"/> Not at all							
Quý vị nói tiếng Anh khá không?		09 <input type="checkbox"/> Rất khá		10 <input type="checkbox"/> Khá		11 <input type="checkbox"/> Không khá	
您說英文的程度如何？		13 <input type="checkbox"/> 非常好		14 <input type="checkbox"/> 好		15 <input type="checkbox"/> 好	
Как хорошо вы разговариваете на английском языке?		17 <input type="checkbox"/> Очень хорошо		18 <input type="checkbox"/> Достаточно хорошо		19 <input type="checkbox"/> Не очень хорошо	
영어로 어느 정도로 잘 구사하십니까?		21 <input type="checkbox"/> 대단히 잘한다		22 <input type="checkbox"/> 잘한다		23 <input type="checkbox"/> 잘하지 못한다	
						20 <input type="checkbox"/> Вообще не говорю	
						24 <input type="checkbox"/> 전혀 하지 못한다	

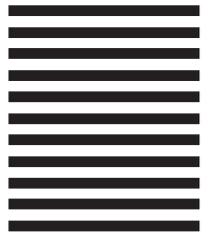
Please return to surveyor or fold, tape 1" from each edge and mail postage-paid. Thank you for taking time to fill out this survey.



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 596 PORTLAND OR

POSTAGE WILL BE PAID BY THE ADDRESSEE



TRIMET
ATTN: FINANCIAL PLANNING
4012 S.E. 17TH AVENUE
PORTLAND, OR 97202-9911



Encuesta a los pasajeros de TriMet

Favor de llenar este formulario aún si ya lo recibió en otro tren o autobús.

Estimado Pasajero: TriMet necesita saber algunos datos sobre el viaje que hace en estos momentos. Favor de contestar las siguientes preguntas. Cuando termine entrégueselas al encuestador o envíelas por correo.

1. ¿En que línea viaja en estos momentos? Línea # _____ Nombre de la ruta/línea _____	
2. ¿Necesita hacer trasbordos de una línea a otra para completar este viaje en una dirección?	
01 <input type="checkbox"/> No	02 <input type="checkbox"/> Sí. Si la respuesta es sí, ¿cuántas veces? <input type="checkbox"/> 1 vez <input type="checkbox"/> 2 veces <input type="checkbox"/> 3 veces o más
3. Si hace trasbordos en este viaje, ¿de qué líneas a qué líneas trasborda? (no incluya el tren o autobús en que ahora viaja)	
Línea # _____	Nombre de la ruta/línea _____
Línea # _____	Nombre de la ruta/línea _____
<input type="checkbox"/> MAX	<input type="checkbox"/> WES <input type="checkbox"/> Portland Streetcar <input type="checkbox"/> Ruta C-TRAN # _____ <input type="checkbox"/> Transporte SAM _____
4. ¿Cómo pagó este viaje? (marque una) 01 <input type="checkbox"/> Tarifa de TriMet 02 <input type="checkbox"/> Tarifa de C-TRAN 03 <input type="checkbox"/> Tarifa de Portland Streetcar	
Si pagó pasaje de Streetcar, ¿qué tipo de pasaje? 01 <input type="checkbox"/> Boleto de 2-horas (\$1) 02 <input type="checkbox"/> Pase Anual Portland Streetcar (\$150)	
5. ¿Qué usó para pagar en TriMet? (marque una)	
01 EFFECTIVO (boleto de 2-horas)	02 BOLETO (talónario de 10)
03 PASE de 1-DÍA	04 PASE de 7-DÍAS
05 PASE de 14-DÍAS	06 PASE de MENSUAL/30-DÍAS
07 PASE ANUAL	
Adultos 01 <input type="checkbox"/> \$2.50	01 <input type="checkbox"/> \$25.00
Joven/Estudiante 02 <input type="checkbox"/> \$1.65	02 <input type="checkbox"/> \$16.50
Ciudadano Honorable/STAR 03 <input type="checkbox"/> \$1.00	03 <input type="checkbox"/> \$10.00
LIFT (servicio de transporte para discapacitados) 04 <input type="checkbox"/> \$2.15	04 <input type="checkbox"/> \$21.50
05 <input type="checkbox"/> Identificación de empleado con etiqueta de TriMet	
06 <input type="checkbox"/> Identificación de la universidad con etiqueta de TriMet	
07 <input type="checkbox"/> Identificación de Escuela Preparatoria con etiqueta de TriMet	
08 <input type="checkbox"/> Pase de Ciudadano Honorable para el centro de la ciudad	
09 <input type="checkbox"/> Otra _____	
6. Si pagó un solo pasaje, ¿es para un viaje de ida o de ida y vuelta? 01 <input type="checkbox"/> Viaje de ida 02 <input type="checkbox"/> Viaje de ida y vuelta	
7. Si viaja con un pase de 1 día, ¿cuántos viajes sencillos hará con él el día de hoy? _____	
8. ¿Dónde compró su pasaje para este viaje?	
01 <input type="checkbox"/> A bordo del autobús	05 <input type="checkbox"/> Pase por correo
02 <input type="checkbox"/> En una máquina expendedora de boletos	06 <input type="checkbox"/> En la escuela o el lugar de trabajo
03 <input type="checkbox"/> En una oficina de boletos de TriMet	07 <input type="checkbox"/> En línea
04 <input type="checkbox"/> En una tienda	08 <input type="checkbox"/> Lo compré en el tranvía
09 <input type="checkbox"/> Una agencia de servicio social lo compró para mí	10 <input type="checkbox"/> Otro _____
9. ¿Tiene un vehículo que podría haber usado para hacer este viaje ya sea como conductor o como pasajero? 01 <input type="checkbox"/> Sí 02 <input type="checkbox"/> No	
10. ¿Tiene cuenta bancaria de ahorros o cheques? 01 <input type="checkbox"/> Sí 02 <input type="checkbox"/> No	
11. ¿Tiene o usa tarjeta prepagada, tarjeta de débito o tarjeta de crédito?	
01 <input type="checkbox"/> Sí (marque todo lo que aplica)	01 <input type="checkbox"/> Tarjeta prepagada 02 <input type="checkbox"/> Tarjeta bancaria de débito 03 <input type="checkbox"/> Tarjeta bancaria de crédito
02 <input type="checkbox"/> No	
12. Incluyendo a usted, ¿Cuántas personas viven en su hogar? _____	
13. En los últimos 30 días, ¿cuántas veces se ha transportado en autobuses de TriMet/MAX? (cuente cada dirección como un recorrido) _____	
14. ¿Cuál es su edad? _____	
15. ¿Es Ud. estudiante universitario? 01 <input type="checkbox"/> Sí, a tiempo completo 02 <input type="checkbox"/> Sí, a medio tiempo 03 <input type="checkbox"/> No	
Si es Ud. estudiante universitario, ¿a qué universidad o college asiste? 01 <input type="checkbox"/> PSU 02 <input type="checkbox"/> PCC 03 <input type="checkbox"/> Otro _____	
16. ¿Es Ud.: (marque sólo uno)	
01 <input type="checkbox"/> Asiático/De las Islas del Pacífico	03 <input type="checkbox"/> Caucásico/Blanco
02 <input type="checkbox"/> Afroamericano/Negro	04 <input type="checkbox"/> Hispano/Latino
05 <input type="checkbox"/> Multiracial/biracial	07 <input type="checkbox"/> Otro _____
06 <input type="checkbox"/> Nativo Americano	
17. ¿Cuál fue el ingreso anual de su hogar antes del pago de impuestos para el año 2011? (marque un cuadro)	
01 <input type="checkbox"/> Menos de \$10,000	03 <input type="checkbox"/> \$20,000 a \$29,999
02 <input type="checkbox"/> \$10,000 a \$19,999	04 <input type="checkbox"/> \$30,000 a \$39,999
05 <input type="checkbox"/> \$40,000 a \$49,999	06 <input type="checkbox"/> \$50,000 a \$59,999
07 <input type="checkbox"/> \$60,000 a \$69,999	08 <input type="checkbox"/> \$70,000 o más
09 <input type="checkbox"/> No sé	
18. ¿Habla un idioma que no sea inglés? 03 <input type="checkbox"/> Sí ¿Qué idioma es ese? _____ 04 <input type="checkbox"/> No	
19. ¿Cuán bien habla el inglés? 05 <input type="checkbox"/> Muy bien 06 <input type="checkbox"/> Bien 07 <input type="checkbox"/> No bien 08 <input type="checkbox"/> No hablo inglés	

Entregue la tarjeta al encuestador o dóblela, péguela y envíela por correo. No necesita estampilla. Gracias por su atención.