

Transit Master Plan Public Comments of Draft Plan - 36 Total Comments

(note the draft continues to be revised to incorporate public feedback)

Date Submitted	Comment	Format Received	Context of Comment
24-Apr-17	Hi there, my name is Rob W., and I am a resident in Charbonneau. I work at the Wilsonville Fred Meyer and rely on the SMART bus service and the kindness of others to get me to and from work. I also happen to qualify for Dial-A-Ride service. I am writing this with a concern that others in the area may also share with me, and that concern is weekend bus service. More specifically, the lack thereof. The SMART bus system has limited service hours and routes on the weekend. The limited service excludes the entire Charbonneau area. I am also unable to get Dial-A-Ride to schedule a ride for me on a weekend day. There is no service at all on Sundays for anyone in Wilsonville. I have also not been successful finding reliable taxi service. The transportation options here are extremely limited for someone in my situation. It seems extremely likely to me that I am not the only person in Charbonneau who would like to go places on the weekend. And, not only would people like to go places but, actually need to get places like work and appointments. I find it consistently frustrating that I am not able to ride the bus all the times that I need to go to and from work. It seems fair to me that there should be service to the Charbonneau area during all the times there is service to other parts of Wilsonville. I have heard that things may change regarding the service in this area and it sounds like it will be more restricted than it is now. This worries me that the service is already so limited and to think that it will be reduced from what it is now is hard for me to imagine. I do not know if the new changes in service will even be enough for me on the weekdays. I may only be able to take dial-a-ride, which is helpful at times but, is not a guarantee I can get home. There are those times my manager requires me to work beyond a scheduled time and then I would not be able to get my dial-ride bus and be stuck at work if there are no fixed route buses I could take. I hope that you all will consider the needs of this part of the Wilsonville community.	email	Charbonneau - weekend service
19-Apr-17	I received feedback today regarding SMART and wanted to pass it along to you. This resident said she would appreciate bus service hours to be extended later in the summer. This would allow her to attend things like Movies in the Park and other events that end after the sun sets. She did not request follow up, so I am just passing along the suggestion	in person	Route 4 - later service hours
11-Apr-17	Thanks for at least acknowledging our inputs to retain Bus Route 6 service to the Mentor Graphics/FLIR Systems/Rockwell-Collins parking lots. A large number of Route 6 riders use these stops. Thanks again.	website	Route 6
8-Apr-17	I am disappointed and frustrated that SMART management ignore the safety of industrial employees of OT, Rockwell, Flir and Mentor by forcing a crossing of Parkway to board buses on the afternoon commute, additionally imposing a significantly longer access walk for low-mobility customers.	website	Route 6
3-Apr-17	I had wanted to chat briefly about WES and connections to the MAX system. You've got a tough spot there. Most everyone who opts not to use WES points out that it takes forever (2 hours) to get to where they want to go on the system. That may or may not be a convenient excuse to just use the car, but I can attest to the fact that it does take a while. A couple of years back I decided that I was going to use public transportation to get from here to a business on North Lombard where I was taking a short course of 8 weeks. It was an every Friday thing. WES to the main MAX line, to the Yellow line and onto a bus to my drop was about 1.75 hours at that time. But that was because I was headed to the very far side of the system. We have an opportunity to explore though, that might shorten that connect. Since that timeframe, METRO has added a line that terminates in Milwaukie on McLoughlin Blvd/Park Ave. That is the Orange line which is a straight run up into town. We should probably explore (I bet you already are) bus service direct to that transit center. We previously had a route that went to Oregon City but that got dropped for lack of ridership. (I had used that a few times while I was living in Clackamas.) That would position WES as the artery for the west side commuters and the bus to Milwaukie as the artery for in-town and east-side. And it might also open the possibility of bus service to Clackamas Town Center (MAX Green Line) for further east access and out into Gresham/East County. When the Oregon City route was dropped, there were only about 6000 residents in town, and the business base was smaller. Traffic was lighter as well, though still ugly at times. We're pushing close to 5X the residents now and our business base is larger. Traffic is consistently ugly. It might be enough to create ridership to support a line. Third, you are left with a legacy situation with regards to WES. Virtually everyone, myself included, was quite disappointed when it was disclosed very late in that project that service would ONLY be during commute hours on weekdays, and not any time else. You will still hear folks questioning why we can't have evening service, mid-day service, weekend service, etc... I know the reason. "We" don't own the tracks and we negotiated for available time. In the negotiations, weekends were taken completely off the table - as in "that will NEVER happen." I do not know if that is an intractable situation or not. I certainly can understand why heavy rail traffic might be interested in limiting the inconvenience of sharing the rails with light-rail traffic. I can also see the other side of that argument for folks who do want additional service times, but I doubt the ridership would ever amount to enough to justify it. The whole development of the WES line would make a great Harvard Business Case Study in how projects can snowball in critically bad ways. You might want to see if you can drag up a review of what occurred just to get history on it. Thank you for taking the time to read this. Welcome to Wilsonville and the Pacific Northwest. The best of wishes for your new	email	WES - midday service
9-Mar-17	Regarding the Draft TMP, Page 122, Bus Route 6 Canyon Creek Route, I have been using SMART for 6 years now, and the #6 bus is part of my daily commute. I am a FLIR employee, and use the Mentor Graphics stop. Elimination of the MG and OIT/FLIR stops makes no sense to me. This "parking lot" route also serves Rockwell Collins. Nothing with these companies and OIT has changed versus Xerox leaving town. I strongly encourage keeping Route 6 intact as currently run. thank you for your continued great service. J. Mrogenski FLIR Surveillance, Inc. Regular Route #6 Patron	website	Route 6
8-Mar-17	SMART is a great asset for Wilsonville. To increase SMART ridership it is necessary to understand the difficulty of the general public using the service. Someone who designed the routes, etc. has no idea of the maze presented. Route #'s and direction mean nothing if you don't know where the route goes. Switching buses to go 3 blocks makes no sense nor is it cost or time effective. Shouldn't a red line go one direction and a green line another with a map showing this? Don't empty buses mean basic changes need to be made? SMART is just too difficult to use.	website	Ease of using/understanding system
7-Mar-17	Recently I have learned that SMART transit is considering changing the pickup and drop-off routes such that they would only do this on Parkway Ave not in the parking lot as currently providing. This is not acceptable to us who use the bus regularly. In addition to the inconvenience of extra distance and time to go to Parkway Ave it is also a safety hazard. There are no crosswalks on Parkway except in front of the medical training school. Can you imagine numerous people getting on/off and trying to cross in traffic?? Smart transit is financially supported by the local businesses. As such Flir should have some influential input as to preventing this schedule change. Please submit some kind of letter addressing this issue. Thanks.	email	Route 6

7-Mar-17	I'm hoping that SMART continue to route #6 and 2x into Flir and Rockwell Collins stops. I've been taking SMART for approximately 6 years now, and appreciate the pickup points off of the street, specially in inclement weather. In addition, it would be extremely dangerous for us to cross over the street to catch the shuttle during rush hours and being in a hurry ourselves. Please reconsider and continue to have the stops within the campus loop. Thank you for your time.	website	Route 6 and 2X
6-Mar-17	Hello. I am a new resident to Wilsonville living here only two months. The entire reason to live here is because of the available transit system. I find it very difficult to use, even reading the schedule is difficult for me. I would prefer to see a loop used in town, so that no matter where I get on it stays on the same loop. I can get on and off at various locations to be able to access the library, Fred Meyer, and home again on Parkway. I don't want to change buses period, would prefer to stay on one but to get to my locations within Wilsonville. Why does the bus stop midday at City Hall? And then go nowhere?? That doesn't help me, I don't want to switch buses at City Hall. Please take this into consideration that some folks have no bus experience and need it to be as simple as possible.	email	Ease of using/understanding system
3-Mar-17	Smart the can not due transit bus system. They can not solve the problems they have now . They sure do not need more. They can not take care of their riders and seniors now. They will not eventry. This told to me buy operation officer. Hope they have fun.	email	complaint
2-Mar-17	The cost (over 6 million annually) to service this small community is outrageous. I do not see the value provided, and it is not covering costs with the fees to local businesses. Increasing the fees to businesses and the community is not the answer. Learn how to work with what you have like the rest of us do! Either decrease routes, frequency, etc. to meet your budget.	website	Budget/spending
1-Mar-17	Dear City Council of Wilsonville and SMART transit, I am alarmed by the 2x SMART route proposal changes. I depend both on the regularity of the 2x, and its connection to Barbra Transit Center. The WES is not an option for me either. A change like this would likely mean relocation outside of Wilsonville. Please consider my concerns. Sincerely, J. Soul	website	Route 2X
1-Mar-17	Changes for the #6 Canyon Creek coming up in September Will they be providing shelter? How about people with disabilities? crossing Parkway Ave during rush hour?	website	Route 6
1-Mar-17	We here at Rockwell Collins ride both #2x into work from Barbur and I/we ride 2x back to barbur. With that said eliminating Barbur you eliminate fare being paid IE generated and passes being paid for,also if you eliminate the stops going to WES at Rockwell Collins and Flir and Mentor graphics you have all these people potentially using the same crosswalk and the bus having to stop on Parkway(very bad options for SAFETY) People will most likely be running across a very busy road to catch bus. also if you move #2x to roads behind our businesses it would also be unsafe to walk or ride along Parkway to just get a bus to 96 stop. I say keep these 2 routes the same for us fare buying companies/People and we all will remain safe. Thankyou for letting us have a say in the up coming moves to better serve your riders of SMART (You all are much more efficient than TRI-MET) Thanks for listening J. Manser	website	Route 2X
28-Feb-17	On page 99, you propose changing the route of route 6 to eliminate the stops at Mentor Graphics, Rockwell Collins, Flir, etc. Patrons would have to walk out to the stop on Parkway Ave. Very bad idea! It doesn't seem like it would save much time or fuel. Additionally, it would put your ridership at risk during winter when the roadways and parking lots are icy and dangerous. It put patrons at risk in all seasons because they would have to cross Parkway Ave. to get to the southbound bus stop. Parkway is a very busy street and dangerous to cross. It would be worse in the winter months when it is dark outside and cars cannot see pedestrians crossing the street	website	Route 6
28-Feb-17	I understand, even if I don't like, the desire to eliminate service to the Barbour transit center. This will make my commute from/to Portland longer. However, I do not understand why the new 2 route does not proceed down Parkway Ave. similar to the rerouted 2X. This forces many commuters to take the WES/MAX to Portland because the TriMet 96 option is now inaccessible to business along Parkway. It seems if you are attempting to support commuters, you would route the 2 to increase Portland travel options, not decrease them.	website	Route 2X
28-Feb-17	Please keep rout 6 as is. It is not that much out of the way for them to come in the parking lots of Rockwell Collins, and Mentor Graphics and Flir. People would not have to cross the busy Parkway Ave in the evening to get to the WES. Also with peoples busy schedules, some work right up till the time when they have to run out the door to catch the bus. PLEASE keep it as it is.	website	Route 6
28-Feb-17	I ride the #6 nearly every work day. While I understand the reasoning behind the proposal to remove the run through the parking lot of the OIT/Rockwell, FLIR and Mentor Graphics, I feel it will reduce ridership. There is no crosswalk on Parkway at the OIT/Rockwell site. The nearest crosswalk is on Parkway and Boeckman Rd (0.5 mi). The riders in our area will have to walk a long distance in varying weather to make a safe crossing, or try to cross at a non-marked portion of Parkway Ave. It is an unsafe resolution and needs to be addressed. Will there be a crosswalk added on Parkway? What is the input by the City of Wilsonville on adding a crosswalk? The speed in front of our driveway entrance is 45 mph, and traffic is very heavy at times. I hope that all involved will be required to walk to the proposed stops from the front doors of Rockwell Collins, FLIR or Mentor Graphics before a decision is made.	website	Route 6

28-Feb-17	<p>Good Morning, My name is G. Smith, and I work for Rockwell Collins. I have been using SMART system buses (along with Tri-Met Buses, MAX and WES) every workday for the last 4 years. It is my understanding that SMART System management is considering re-routing their 6 Bus away from the main service road that connects Rockwell, OIT, FLIR, Mentor Graphics, et al., and instead keeping the buses on Parkway Drive, forcing riders who use that bus to cross a dangerous street without crosswalks, and hike as much as a quarter mile to their places of employment. It is my understanding that SMART service is funded in part by our employers - I am quite sure the intent was to provide reasonable service that would help ALL employees, including their own, to safely and quickly utilize public transit as an adjunct to their own efforts to create green communities. I feel that this kind of change runs counter to the intent of that funding, which in part was to assure all that transit is available and USABLE for their own employees. What ever benefit you might see in reducing the reach of the 6 bus will be cancelled out by the level of discomfort and difficulty riders will experience, and which will surely cause some riders to change their minds about using transit altogether. Convenience is key for us. Please, find some other solution. Keep the interior stops for the 6 Bus intact. Regards, G. Smith Rockwell Collins</p>	website	Route 6
28-Feb-17	<p>Rerouting bus route 6 away from the OIT, Rockwell Collins, FLIR and Mentor Graphics parking lots does not make sense. All the riders from the above listed companies catch the bus in the parking lot area. I do not recall anybody catching the bus on Parkway Avenue. There is also a safety factor involved. Parkway Avenue is a narrow (two lane) 45 MPH road without shoulders. A bus stopping on this road will cause traffic to slow abruptly resulting is potential rear end collisions Additionally, there are no crosswalks (marked or lighted) to ensure the safety of riders who must cross Parkway Avenue in the evening to catch the bus bound for the Wilsonville transit center. Rerouting the #6 bus is a disservice to the majority of the ridership on this route and creates a hazardous situation on parkway avenue, for riders/pedestrians, buses and other vehicles. R. Dean Rockwell Collins Employee #6 Bus rider (5+ years)</p>	website	Route 6
28-Feb-17	<p>For some customer feedback from Rockwell Collins - we would vote to have the bus stop locations remain as is. We have 72 employees utilizing our bus fare program, and it is a great customer service to have a bus stop located in our parking lot.</p>	email	Route 6
25-Feb-17	<p>I just want to say that a sa person who regularly rides 2X to Barbur Transit Center in order to transfer tu either lines 12 or 94 to get to Downtown Portland, it may be a headache trying to catch those at Tigard TC especially when it adds additional times which can tax my time for getting to work or school. I know the community positioned this proposal to make better connections with Lines 45 (Garden Home-Portland), 76 (Beaverton-Tualatin), 78 (Beaverton-Lake Oswego), 93 (Sherwood), and 94 (Sherwood/Pacific Hwy-Express to Portland), but I don't like the change. If you have to make a change, at least make 2X an actual express bus; the fact it has a score or more of stops in town should just be delegated to either routes 4 or 6, because it takes that dang 2X bus 25 minutes to get out of town!</p>	website	Route 2X
25-Feb-17	<p>I have been a regular route 6 rider for the past year, and do not want to see the diversion from the current Mentor route. If there is a need to drop the second stop along Boeckman that may be appropriate, but having a protected (on-campus) stop on the west end has been a big aide to use of transit. Moving the stop to only Parkway would introduce the hazard of additional traffic in crossing Parkway, and leave the stop without any meaningful sidewalk for waiting at. I'm not even sure erecting a shelter would mitigate this risk, and likely would lead to a drop in ridership from the businesses. (In comment form, phone number should note dashes not be supplied.)</p>	website	Route 6
24-Feb-17	<p>As an employee of Mentor Graphics who regularly relies on a combination of WES and SMART to get to work, I am opposed to the proposal to change the Route 6 to bypass the parking lots of Rockwell Collins, FLIR and Mentor Graphics for the following reasons: 1. There is no shelter on the Parkway Ave stops, and the stop at Mentor Graphics allows passengers to wait under the shelter of a Mentor Graphics building while waiting for a southbound trip. As any passenger who has had to wait in the rain can tell you, shelter is a necessity. 2. There is no crosswalk near the stop for Mentor Graphics/FLIR or Rockwell Collins that does not involve a lot of backtracking up and down Parkway. This is especially true for southbound trips to SMART central, which would mean either extra time required to reach the stop, or jaywalking across a very busy road. 3. The vast majority of riders I have met work at Rockwell Collins, FLIR, or Mentor Graphics. As our companies are providing funding to SMART as part of the payroll tax, we do not appreciate hampered service to companies whose employees regularly use Route 6. To summarize, I am opposed to the changes to Route 6 because they hinder the ability of employees of Mentor Graphics, FLIR, and Rockwell Collins to utilize Route 6 to get to and from work. Unless shelters are added at the stops, and pedestrian crosswalks are added to Parkway near each stop to accommodate southbound trips, I will continue to be opposed to these changes.</p>	website	Route 6
23-Feb-17	<p>Please don't change the bus route 6. I work at Mentor Graphics and the current stop is very convenient. I ride bus 6 everyday. Thank you.</p>	Ask the City Request	Route 6
14-Feb-17	<p>Ms. Herman, CAT (City of Canby) does not operate the Wilsonville bus to Canby. SMART (City of Wilsonville) operates that service. We are aware that folks would like more midday service between Canby and Wilsonville. The City of Canby is in the midst of a transit planning process. Please check our webpage http://www.canbyoregon.gov/transportation/transitmasterplan.htm for more information. I will forward your comment to the plan email CATMasterplan@gmail.com so it can be included in the comments that are being collected about CAT services. I have also copied Stephan Lashbrook the Director of SMART so he will have your comments as well. Thank you for taking the time to let us know your service preferences. Your comments are very important to us. Regards, J. Wehling From: B. Herman Sent: Monday, February 13, 2017 5:49 AM To: J. Wehling Subject: Canby bus schedule Hello Julie, I take the 6:30 am bus daily to Canby. I finish work at 2:30 and then wait until 4pm to take the first return bus to Wilsonville. I have spoken with several other individuals who would be very interested in having a 3pm return bus from Canby to Wilsonville. I just wanted to let you know that there is an interest and a need for a 3pm bus and hopefully the schedule can be amended to make that happen. Sincerely, B. Herman</p>	email	Route 3X

13-Feb-17	Subject: Weekend bus service Hello, Stephan, I'm writing to support weekend bus service, especially to the Barbur Transit Center and to Charbonneau. Wilsonville is wonderful to its seniors, with many options available during the work week, and for that I am grateful. However, our lives are not suspended on weekends - we still need to get around (and for some, the weekends is just the time to do that). Funding is always an issue for public services, so I'm sure it's a consideration in this case, too. Please consider an initiative to fund weekend transit service - I believe you would find plenty of public support. And if there's anything I can do to further this cause, please don't hesitate to let me know. Regards, L.	email	Route 2X and Charbonneau - weekend service
10-Feb-17	Attn: Stephan Lashbrook, Transit Director Bryan Cosgrove, City Manager We have read that you are currently working on the Transit Master Plan for Wilsonville. Please consider the following ideas in your plans. Charbonneau is across the river from many services for our residents, and our area offers several activities for residents of Wilsonville to enjoy. We view the transit service as a great success for the area, however we believe that our area sometimes is not receiving the full benefits of the service. We need to have regular bus service on the weekends when some of our residents may want to attend church services or go shopping at the stores or go to a movie or have lunch. Also, some of our residents are employed at companies that are open on the weekend. Without a car they unable to keep their work schedules unless they have access to the SMART bus service on the weekends. I have a few elderly friends who would appreciate access to the SMART bus at easily accessible stops in various places at Charbonneau so that they can walk to the bus from their home, get onboard and go to "the city". It could be a shuttle bus that is regularly scheduled a few times a day—both going to the city and returning to the closest bus stop to their home. The Country Club at Charbonneau could even be one of the stops close to Charbonneau's center and could bring residents on the "city side" of Wilsonville over to Charbonneau for golf or to visit a friend or to enjoy our village center dining and services. Thank you for all you are doing to improve our city. K. and A. Miller Wilsonville (and Charbonneau) residents for 23 years	email	Charbonneau - weekend service
6-Feb-17	Thank you for asking. This is an overwhelming amount of information. I waded through the first 50 pages... the relevant nub in summary format would be helpful. Unable to make any useful comment as I was unable to complete reading or fully digest the content.	webiste	TMP format- too long
6-Feb-17	With a quick scan, I did not see any provisions to increase bike lanes. With the addition of a middle, then an elementary school on Advance Road; there should be a bike lane on Advance Road to enhance student safety going to and from school. If i missed this in the plan, please tell me the pages where it is described. Thank you! L. Smith	website	Bike - increase lanes/safety
2-Feb-17	Hello ! I do not use the SMART for local rides as we are located in very close proximity to the Wilsonville road Loop. But the last time I explored the option to take a combination of bus and train to the PDX, I gave up and just drove to the airport and parked at the economy long term parking. The hassle of the traffic on I-205 is less than the more than two hours needed to navigate the SMART system to get to the airport. This assumes the bus is on schedule. I am sure the other southern suburbs have the same issues. But maybe Wilsonville will be the first to address this and really find a solution. Looking down a 3 to 5- year time frame, do you think we will be able to get to the airport by public transport like the one-hr Max Red Line ride from Beaverton to PDX ? In short, is there enough volume to justify adding a Red Line that cuts through Lake Oswego, Tualatin, Wilsonville and perhaps also Canby ? Jimmy Lee Brenchley Estates - North Wilsonville, OR	email	MAX service
31-Jan-17	If a segment of Route 2 went down Canyon Creek Road to TC Loop East then to Parkway (or vice versa) it would include the apartments and senior centers along Vlahos and the Post Office and come closer to Clackamas Community College. A segment of Route 5 or Route 6 should consider using the new Kinsman Road extension between Barber and Boeckman, then down Boeckman to 95th. With Frog Pond getting close to adoption, shouldn't the MP include a possible service route to this area?	website	Route 2X, 5, 6
30-Jan-17	It would be helpful if there was a 1x shuttle some time around noon Monday through Friday. I don't think a full size bus would be required. I have sense of being "stuck" in Salem with the current 1x schedule.	website	Route 1X - midday service (shuttle)
30-Jan-17	Encourage advocate weekend bus service in Charbonneau for myself and several of my neighbors.	website	Charbonneau - weekend service
27-Jan-17	Expanding the Villebois Shopping Shutters hours, even from 8am to 5pm, would be a great help. I take this bus, when I can, to work and to shop but it doesn't always fit into the hours needed. I would also love to see it service more of the north side of Villebois. I live off of Boeckman Creek and Villebois Dr. N and the walk to the nearest stop is almost a mile away. Hard when you have an arm load of groceries. I love Wilsonville and SMART is one of the perks that makes this a great place to live. Thanks for all your hard work. J. Willeford	website	Villebois Shopper Shuttle - extend hours and northern service