

Agency Priorities

Next 12 Months

July 22, 2026
Board Briefing



Our Value

- We've been a critical part of this region and its growth for 57 years, taking more than three billion riders where they needed to go
- Our region relies on public transit.
 - We provide 1.3 million rides per week.
 - We carried over 68 million riders in 2025.
 - 90% of jobs in our district are within ½ mile of a stop or station.
 - 37% of 2025 Attitude & Awareness survey respondents said they rely on TriMet for most of their transportation needs.



GOALS

STRATEGIES

 Customer Experience	 Financial Stability and Stewardship	 Safe and Reliable Infrastructure	 TriMet's Value to the Region	 Adaptable, Safe and Thriving Workplace
...clean, safe, accessible and reliable service	...organizational efficiencies, safeguard our assets for long-term financial health of the agency.	...maintenance of our transit assets.	...effectively tell our story about the benefits of public transit and the promise of our regional future.	...high-performing environment where employees feel motivated and valued.
• Attract and retain customers by defining and enhancing the customer experience. • Identify and reduce key barriers to ridership. • Robust, balanced and proactive safety culture. ▶ Launch FX service on 82nd Avenue. • Launch FX service on TV Highway.	▶ Strengthen fiscal efficiency and transparency. ▶ Explore and pursue potential new revenue streams. • Create a culture of fiscal responsibility.	• Stabilize investment in state of good repair. • Implement and maintain an asset management and governance system. • Modernize technology and streamline processes.	▶ Proactively engage and collaborate with regional partners and stakeholders. ▶ Share our story on our positive contributions for our riders and the region. • Embed environmental sustainability practices.	• Support a safe work environment for transit employees. • Evaluate and optimize programs to leverage opportunities for all employees to grow, develop and succeed. • Enhance and maintain meaningful employee engagement and communication. • ...decisions are informed, documented and made at the right level. ▶ Establish a culture of continuous improvement.

Problem

- Costs continue to outgrow revenue.
- Without substantial new revenue we will be forced to make catastrophic service cuts.
- Our riders are the core of our mission.
 - Travel demand and patterns have permanently changed.
 - We must re-size our agency, re-shape our service, and find new revenue to meet the future.
- We cannot solve this problem on our own.
 - To be successful, we need a coalition of trusted community leaders and partners to help achieve a funding solution.



Focus

TRIOMET 2030 Strategic Plan

Implementing comprehensive financial strategies to protect service by balancing our budget for long-term sustainability.

- Increase public trust by being lean and efficient.
- Pursue increases in revenue, including but not limited to, payroll tax funding and potential fare changes.
- Explore additional revenue generating pathways.

Approach

Leverage our relationships to rebuild a shared vision for the future of transit in the revitalization of the region and commit to the value that transit brings.

- Communicate transparently about our budget.
- Re-examine operations and work with partners to guide our efficiencies.
- Share with community and stakeholders the benefits of transit for the region including growing jobs and enhancing affordability.
- Expand extensive stakeholder engagement.

Work with regional partners to drive innovative service delivery while preserving customer experience with safe and reliable transit.

- Emphasize presence on system efforts to provide safe and secure service.
- Support preventive maintenance for reliable service.
- Continue to engage riders and partners to re-shape service to best meet community needs.
- If forced to cut service, focus on preserving high-ridership, high-efficiency services that serve under-represented communities.

Looking Forward

- TriMet has been uniting the region for 57 years.
 - We've endured recessions, natural disasters and a pandemic.
- Together, we can do this.
 - The next 12 months are about rebuilding the foundation and renewing our relationships, so we can build the TriMet that this region needs.
 - With your help, we are ready to meet these challenges head-on.

