Has ridership increased over time?

We found ridership increased for all three stations, but both the rate of increase and number of rides taken annually was more dramatic for the East 162nd station. Tuality Hospital is an employee destination, while at the other two stations, ridership is primarily from residents commuting to work.

### Tuality Hospital Station

- **MAX Blue Line service begins**: 1986
- **Medical Plaza opens**: 2000
- **PDC begins urban renewal grant & loan programs**: 2002
- **Medical Plaza opens**: 2003
- **Virginia Garcia Clinic opens first health bldg. on its campus**: 2004
- **Summit Precinct opens**: 2005
- **Burnside Station Apts open**: 2006
- **Patton Park Precinct opens**: 2007
- **Another Apartments open**: 2008
- **Police West Precinct opens**: 2009
- **Senior Commons Opens**: 2010
- **Kato Station Condos ready to lease**: 2011
- **Allied Health Services opens drug treatment clinic**: 2012

### Killingsworth Station

- **MAX Blue Line service begins**: 1998
- **Housing Authority of Portland opens Sequoia Square Apts**: 1999
- **PDC begins urban & loan programs**: 2001
- **Cancer Center Tuality/OHSU 3/2002**: 2002
- **MAX Yellow Line service begins May 2004**: 2004
- **TravelSmart marketing program ends Apr. 2005**: 2005
- **2-hour parking in area**: 2007
- **Baseline and Oak Police East Precinct opens**: 2009
- **Great Recession begins December 2007**: 2007
- **Parking garage opens**: 2010
- **Piped-in music at I-5 overpass MAX Station ready to lease**: 2011
- **Part of 8th Precinct opens**: 2012

### East 162nd Station

- **MAX Blue Line service begins**: 2005
- **Tuality/Killingsworth Canin center opens**: 2006
- **MAX Blue Line service begins Sept. 2011**: 2011
- **MAX Blue Line service begins Sept. 2012**: 2012
- **MAX Red Line service begins**: 2019
- **Pied Piper Plaza 2-hr. parking ends Dec. 2007**: 2007
- **Pied Piper Plaza project completed**: 2009
- **Allied Health Services opens drug treatment clinic**: 2000
- **MAX Red Line service begins July 2018**: 2018
- **MAX Gold Line service begins Jan. 2019**: 2019
- **Pied Piper Plaza project begins at 805 SE AVE**: 2019

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**Average weekly rides over time**

**Source**: Metro Auditor’s Office analysis, TriMet ridership data

- **Added daily rides per year**
  - Tuality Hospital/SE 8th Ave. MAX Station: 35
  - East 162nd MAX Station: 86
  - Killingsworth MAX Station: 147

- **Annual growth rate**
  - Tuality Hospital/SE 8th Ave. MAX Station: 4.8%
  - East 162nd MAX Station: 4.8%
  - Killingsworth MAX Station: 4.3%

**Ridership growth**

**Source**: Metro Auditor’s Office analysis, TriMet ridership data

**People coming and going (2010)**

**Source**: U.S. Census Bureau

- **2,163** - Employed in study area; live outside
- **370** - Live in study area, employed outside
- **20** - Employed and live in study area
- **262** - Employed in study area; live outside
- **977** - Live in study area, employed outside
- **6** - Employed and live in study area
Who lives near these stations?
(Source: U.S. Census Bureau)

Everything was not the same in the neighborhoods surrounding our transit station study areas. East 162nd and Killingsworth stations were on opposite ends of the spectrum in terms of median household income, educational attainment, racial diversity and foreign-born residents, while Tuality Hospital was in the middle.

Which area is the most populated?
There are 3,791 residents in the East 162nd study area. This is more than four times the number of residents living in the Tuality Hospital area.

How do the areas vary in educational attainment?
45% of residents near the Killingsworth station have at least a bachelor's degree. This is up from 19% in the 2000 census.

What is the household income?
The East 162nd area has a lower average household income than the other two stations.

What did they tell us?
(Source: Metro Auditor’s Office survey)

There were other factors in addition to operational improvements that affected their choice to ride the MAX or not.

Are riders more likely to ride after improvements near the station?
Overall, 42% of riders said they were more likely to take the MAX because of improvements that had been made since the line started.

What is the top reason why non-riders do not ride?
The top reasons that were cited by non-riders for not taking MAX were not related to the amenities or new buildings near the station.

Did riders move to the area because of MAX?
Two-thirds of riders said they moved to the area of the Killingsworth station in part because of the MAX. This was true for over 1/2 of riders living near the East 162nd station.

What would make both riders and non-riders ride more?
We asked residents in the station areas what would make them ride MAX more and asked them to choose from a list of 17 items. We combined those into larger categories of:
- Operations, which included more frequent service, better bus connections and lower fares;
- Security, which included more police at stations or on the trains;
- Design, which included more stores, a more pleasant walking environment and other activities around the station, and;
- External factors, such as higher gas prices or parking fees.

We found that Tuality Hospital and Killingsworth station area residents overwhelming chose operational factors. At East 162nd, concerns over personal safety were nearly as important as operational factors.

Office of the Metro Auditor
June 2013