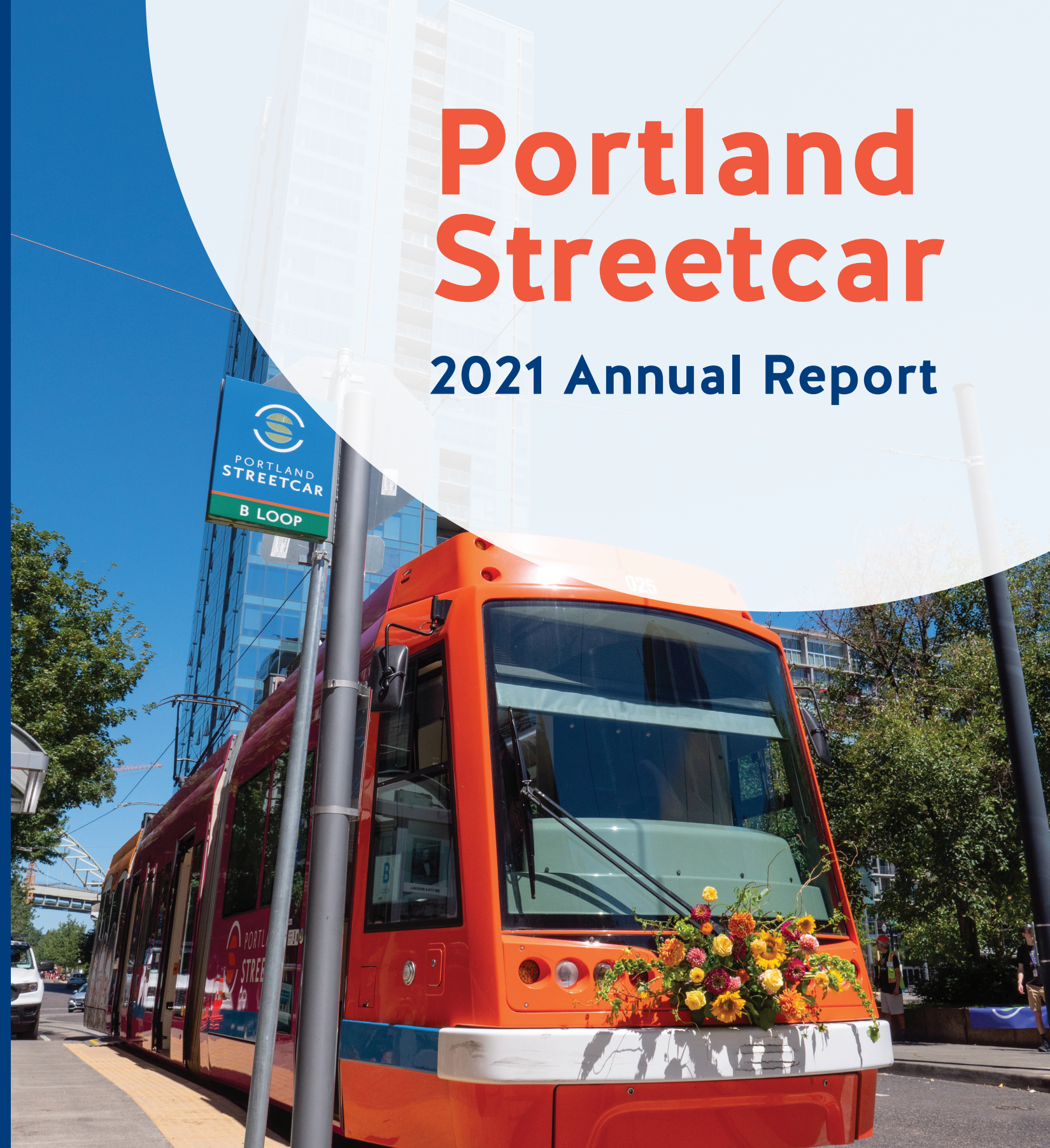


Portland Streetcar

2021 Annual Report

In compliance with Title VI of the Civil Rights Act and Title II of the Americans with Disabilities Act, it is the policy of the City of Portland that no person shall be excluded from participation in, denied the benefits of or be subjected to discrimination in any City program, service or activity on the grounds of race, color, national origin or disability. To help ensure access to City programs, services and activities, the City of Portland reasonably: provides language translation and interpretation for limited English proficiency individuals; modifies policies and procedures; and provides auxiliary aids, services and/or alternative formats to persons with disabilities.

To request an accommodation, modification, translation, interpretation or language service; to file a complaint; or for additional information or questions on Civil Rights Title VI (race, color, national origin protections) and ADA Title II (protections for people with disabilities) matters (nondiscrimination in public City programs, services, activities) please call 503.222.4200, TTY at 503.823.6868 or Oregon Relay Service at 711, or email info@portlandstreetcar.org.



Building Communities

Unprecedented challenges faced Portland and the world over the last two years and maintaining transit operations while keeping our workforce and riders safe from the COVID-19 pandemic required nimble, thoughtful action and ongoing commitment to best practices. Portland Streetcar, TriMet and Portland Bureau of Transportation staff rose to the occasion.

This year we celebrated 20 years of service in an unfamiliar environment—changing public health guidelines, extreme heat waves and travel patterns significantly altered by the pandemic. As a community we showed we are resilient, we care for one another and we will continue to provide safe, accessible and affordable transit service to the city’s core no matter what challenges we face.

Looking back on 20 years of service brought reflection and lessons learned as we celebrated the accomplishments and milestones of the past. We now turn our attention to the changing city we call home and how we can serve its growth, its economic prosperity and, most importantly, its people.

As we look ahead, we are planning for the challenges of the future—climate change, a need for more streetcars and the continued growth of the central city and our responsibility to serve its residents,

businesses and visitors with affordable, zero-emission transit service. Being clear-eyed about these needs and working strategically with our many partners to plan for them, we will ensure that Portland Streetcar remains a reliable, convenient transportation option for decades to come.

The Portland Streetcar network has helped shape the central city for 20 years, its impacts reverberating far beyond its service area, through cleaner air, more affordable housing and congestion relief. We hope to capitalize on these successes and continue to confront Portland’s challenges through the operation and expansion of the streetcar for the years ahead.



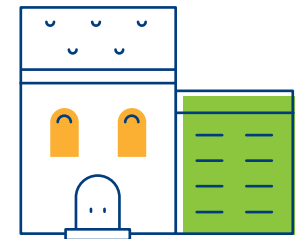
**Dan Bower, Executive Director
Portland Streetcar, Inc.**



**Chris Warner, Director,
Portland Bureau of Transportation**

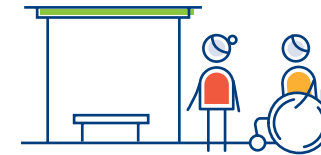
Why Streetcar?

Portland Streetcar was created to accomplish three goals:



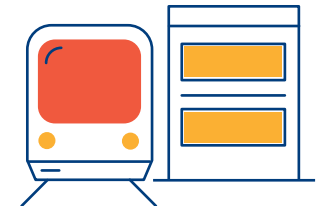
Community Growth

Streetcar continues to drive new development along the alignment, growing our community’s housing and commercial supply.



Equitable Mobility

Streetcar provides a transportation lifeline to transit-dependent Portlanders, many of whom live along the system.



Complete Service

Streetcar runs on 100% renewable electric energy, offering zero-emission transit to thousands of riders daily.

“Climate change is real, and it is here. And we must radically change how we move people and goods in the city of Portland. We are at the beginning of building a better, more climate-resilient city of Portland.”

**Portland City Commissioner
Jo Ann Hardesty**



The Pandemic Challenge

The COVID-19 pandemic changed the way we live, and travel, beginning in March 2020 and lasting through this year.

We immediately took steps to keep riders and employees safe while continuing to provide the essential transit service on which our community relies.

- Masks required and provided on-board all vehicles
- Additional crews to clean and sanitize vehicle interiors
- Removal of on-board fare machines to limit touchpoints
- Closed ventilation for operator cab

The Federal Transit Administration rewarded these bold steps with a COVID-19 Research Demonstration Grant to fund additional measures yet to come:

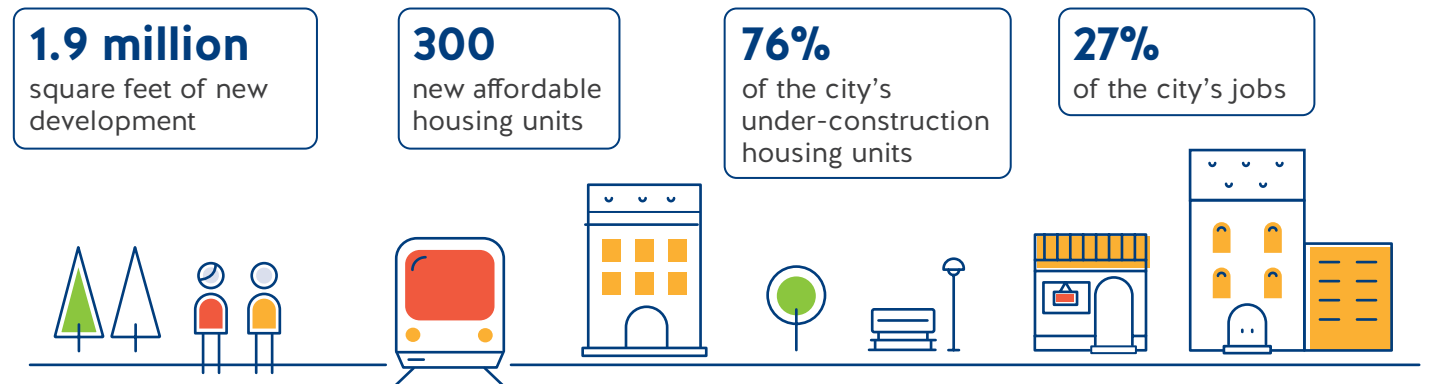
- Transition to easy-to-clean, nonporous vinyl seat covers
- Upgraded screens at stops to provide more comprehensive rider information
- New position of Rider Ambassador to ride the system to help all riders, especially those most vulnerable, get where they need to go safely



Building Our Community

Portland Streetcar continues to be a force for economic development and access to opportunity.

Portland Streetcar has spurred significant investment and housing development within ¼ mile of the streetcar alignment. This past year:



20 Years of Service

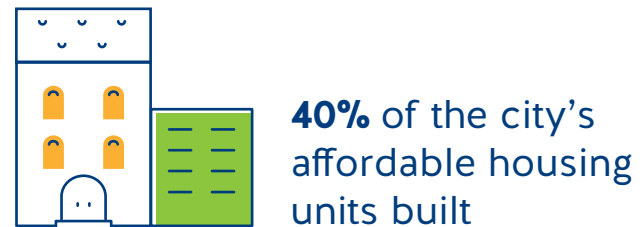
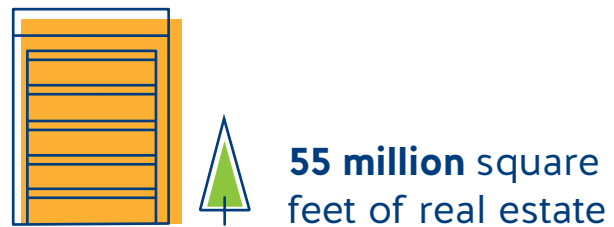


U.S. Rep. Earl Blumenauer



Portland Taiko

Since 2001 along the streetcar system:



Jo Ann Hardesty, Portland City Commissioner



Sam DeSue, TriMet General Manager



Vincent Kukua

Social media shoutouts

@steineey Looks amazing Great idea. Progress in motion, literally.

@ctznly This looks awesome

@grapevine_outdoor This is so dope!! Hope I see it live on the streets

@fosterthephoenix keep up the great work !

@christophergarciavalle So beautiful @mvregine @pdxstreetcar

@8_deer It's beautiful

@vincent_policelli What a gift to the city. Congratulations!

@b_incognito This is so cool!! Amazing job



Don Bailey

Art on Board

Portland Streetcar launched the Art on Board program, using the streetcar as a canvas to support local artists of color and broadcast messages of diversity, inclusion and equity.

Artists from the community are paid for their work and celebrated on social media. With community partners, the ability to showcase artists of color supports Portland Streetcar's mission to advance racial justice.



Maria Regine

An Extension in Northwest

Planning work continues for a northern extension of the NS Line along NW 23rd Avenue to Montgomery Park in Northwest Portland.

More than 30 acres of redevelopment potential surround the extension, serving existing office and commercial space and a potential for new housing and jobs in a fast-changing area close to the central city.

