



Dear Line 15 stakeholders:

I have heard many comments expressing disappointment and concern about the sudden discontinuance of the Line 15 bus service on N.W. Thurman. First, I want to let you know that TriMet deeply regrets the lack of notice given to the riders of the Line 15. Due to the heightened sensitivity about safety, our staff took immediate action to correct an unsafe situation. Our normal procedures call for public notice. In this case normal procedures were not followed and for this we are very sorry.

The decision to discontinue service was made on Friday, August 13, after TriMet was informed by the Transit Police Division and the Portland Traffic Division that by making operators reverse the bus in the intersection of N.W. Gordon and N.W. Thurman, we were requiring them to make a maneuver that is unsafe and illegal. Once this became clear, TriMet determined that the appropriate decision was to eliminate the illegal movement.

On Tuesday, TriMet staff met with the Transit Police and the City of Portland traffic engineer to explore safety mitigations that would allow buses to return to the Thurman/Gordon intersection. We have also mapped out other routing possibilities for a portion of Line 15.

Meantime, I have asked our staff to restore partial service to N.W. Thurman beginning on Monday, August 30, using a flagger to assure that bus operators can make the turn safely. To minimize the cost of the flagger, we want to provide service at the times where we see the highest number of riders. That schedule would be about 7am and 7pm on weekdays, between 10am and 6pm on Saturdays with no Sunday service. We will continue with flaggers until a long-term solution is in place.

I would like to invite you to attend an Open House on Thursday, August 26 at Friendly House from 5pm to 7pm where TriMet staff will be available to talk to riders and neighbors about alternatives. Friendly House is located at 1737 N.W. 26<sup>th</sup> Avenue (corner of N.W. 26<sup>th</sup> & Thurman).

Again, we apologize for any inconvenience this sudden change caused you. You have my commitment that we will work with the neighbors to help find the best solution possible to restoring service.

Sincerely,

A handwritten signature in black ink that reads "Neil McFarlane". The signature is written in a cursive, flowing style.

Neil McFarlane  
General Manager