

Fall 2013 Service Change

Title VI Service Equity Analysis

Spring 2013



Introduction

King County Metro Transit (“Metro”) is proposing changes that are consistent with the policy direction and priorities adopted on July 11, 2011 in King County Metro’s Strategic Plan for Public Transportation 2011-2021 and the Five-Year Implementation Plan for Alternatives to Traditional Transit Delivery. Metro’s Strategic Plan aligns public transportation activities with the goals, objectives and strategies identified in King County’s Strategic Plan. The proposed changes reflect the significance of King County’s adopted values for the transit system – to emphasize productivity, ensure social equity and provide geographic value.

The proposed changes will affect service in the cities of Bellevue, Burien, Carnation, Duvall, Issaquah, Mercer Island, North Bend, Redmond, Renton, Sammamish, SeaTac, Seattle, Shoreline, Snoqualmie, Tukwila, and Woodinville, as well as portions of unincorporated King County. These changes include implementation of the remaining two planned RapidRide lines, improvement of commuter services in the I-90 corridor, and the start of the first alternative-service demonstration project in the Snoqualmie Valley. Metro is focused on delivering a variety of public transportation services appropriate to different markets and mobility needs as outlined briefly here:

- **RapidRide E Line** - Metro will implement RapidRide E Line along Aurora Avenue North in Shoreline and Seattle. This RapidRide Line will replace Route 358, one of the busiest routes in the entire Metro system. RapidRide provides high quality, frequent service with enhanced route facilities, real time information signs and proof of payment fare collection system.
- **RapidRide F Line** - Metro will implement RapidRide F Line between Burien, Sea Tac, Tukwila, and Renton. RapidRide provides high quality, frequent service with enhanced route facilities, real time information signs and proof of payment fare collection system. Minor changes are proposed around the F Line that will minimize route duplication and improve overall system effectiveness. The resources needed to extend the F Line from its original terminus in downtown Renton to serve Boeing’s 737 manufacturing plant and “The Landing” development in North Renton will be secured through award of a State Regional Mobility Grant and through reinvestment of other Renton area service that duplicates F Line service.
- **I-90 Corridor** - I-90 commuter services have seen significant ridership growth in the past few years. The proposed changes in this corridor are intended to address overcrowding within existing resources by better matching the available capacity to the market demand. The changes will also attract new riders by providing faster and more direct trips for some commuters.
- **Alternative Service Delivery** - The first alternative-service demonstration project in the Snoqualmie Valley includes changes to the fixed route transit network and the establishment of a new alternative public transportation service, the Snoqualmie Intra-Valley Shuttle. Metro utilized the community collaboration planning process for alternative service delivery and identified a committed local funding partner and local service provider that can operate intra-valley service at a lower cost. Changes to fixed routes will also move service to areas with higher population and employment concentration. This combination of changes is intended to increase productivity and reduce costs, while improving mobility in areas that are difficult to serve in a cost effective way with traditional transit services.

This document includes analysis of the cumulative and project-specific impacts of these proposed changes on minority and low-income populations, conducted pursuant to the Federal Transit Administration’s Circular FTA C 4702.1B, (October 1, 2012).

I. Service Change Area & Routes

Affected Areas

The four project areas include a total of 71 census tracts with about 356,000 residents (Source: U.S. Census, 2010). More detailed information about the affected project areas is provided below:

RapidRide E Line - The project area includes 21 census tracts with 102,212 residents and affects routes in the jurisdictions of Seattle and Shoreline.

RapidRide F Line - The project area includes eight census tracts with 36,540 residents and affects routes in the jurisdictions of Burien, Renton, SeaTac, and Tukwila.

I-90 Corridor - The project area includes 28 census tracts with 141,872 residents and affects routes in the jurisdictions of Bellevue, Issaquah, North Bend, Redmond, Sammamish, Seattle, and Snoqualmie.

Alternative Service Delivery - The project area includes 21 census tracts with 115,373 residents and affects routes in the jurisdictions of Carnation, Duvall, Issaquah, North Bend, Redmond, Snoqualmie, and Woodinville, as well as portions of unincorporated King County.

Affected Routes

Metro provides more than 167,000 annual service hours on routes with proposed changes for Fall 2013. Cumulatively, these routes averaged more than 5.7 million annual rides based on Spring 2012 ridership data. Annual service hour and ridership data is shown in Table 1 for affected routes identified in the Fall 2013 service change ordinance.

Table 1: Annual service hours and average daily ridership on affected routes, Spring 2012

Route	Between	Approximate annual service hours	Weekday	Saturday	Sunday
			Average Daily Ridership		
RapidRide E Line					
358	Shoreline-Seattle	70,000	10,410	8,250	5,750
RapidRide F Line					
110	Tukwila-Renton	13,000	170	0	0
140	Burien-SeaTac-Tukwila-Renton	36,000	3,450	2,520	1,960
I-90 Corridor					
211	Issaquah Highlands-Eastgate-South Bellevue-North Mercer Island-First Hill	6,500	330	0	0
215	North Bend-Snoqualmie-Issaquah-Eastgate-Seattle	6,000	580	0	0

Route	Between	Approximate annual service hours	Weekday	Saturday	Sunday
		Approximate annual service hours	Average Daily Ridership		
216	Sammamish-North Issaquah-Eastgate-Mercer Island-Seattle	6,000	620	0	0
218	Issaquah Highlands-Eastgate - Seattle	11,000	1,780	0	0
Alternative Service Delivery					
209	North Bend-Snoqualmie-Fall City-Preston-Issaquah	9,500	260	210	0
224	Redmond-Duvall-Carnation-Fall City	5,000	120	0	0
311	Duvall-Woodinville-Seattle	13,000	980	0	0

II. Threshold 1: Is this a Major Service Change? YES

For the purposes of complying with FTA C 4702.1B, Chapter IV, Metro defines any change in service as “major” if King County Council approval of the change is required pursuant to KCC 28.94.020.

The four projects included in the September 2013 service change affect a total of ten existing routes, create four new routes, and establish the Snoqualmie Intra-Valley Shuttle. The following list provides a more detailed breakdown of the service changes by project:

RapidRide E Line – Discontinue one route and establish a new route.

RapidRide F Line – Discontinue two routes and establish a new route

I-90 Corridor - Eliminate three route segments, extend one route to serve a new area, establish one new route, and change service frequency on one route.

Alternative Service Delivery – Establish a new route, establish a new alternative public transportation service, replace service on two route segments with the new alternative service, and change span of service on one route.

The service change meets all criteria for a major service change by Metro and FTA definitions. Appendix B lists the specific routes and route segments being affected by the Fall 2013 service change.

III. Threshold 2: Are Minority or Low-Income Tracts Affected? YES

Classifying minority and low income census tracts

Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on Census 2010 data, 35.2 percent of the countywide population is classified as minority. Similarly, Metro classifies census tracts as low-income tracts if the percentage of the population classified as low-income (living at or below the poverty threshold) within a tract is greater than the

percentage for King County as a whole. Based on the American Community Survey five-year average for 2006-2010, 10.5 percent of the countywide population is classified as low-income.

The September 2013 service change includes changes to routes serving a total of 71 census tracts in King County, the characteristics of which are broken out by project in Table 2 below. Note that the sum of tracts affected by each project (78) exceeds 71 due to overlap between projects in downtown Seattle and in East King County.

Table 2. Summary of Census Tract Minority and Low Income Classifications

Project	Census Tract Classification				
	Total Census Tracts in Project Area	Minority & Low-income	Minority ONLY	Low-income ONLY	Neither Minority nor Low-income
RapidRide E Line	21	4	3	6	8
RapidRide F Line	8	5	1	1	1
I-90 Corridor	28	7	3	5	13
Alternative Service Delivery	21	1	4	2	14

IV. Threshold 3: Is there a Disparate Impact on Minority or Low-Income Tracts? NO

The ‘Service Level’ metric used in this analysis is the number of bus trips serving a census tract. As summarized in Table 3 below, the four projects included in the proposed Fall 2013 service change will not have a disparate cumulative impact on minority and low-income populations using this metric. This is also true at the project level, as outlined in more detail later in this section.

None of the minority tracts affected by the projects in this service change will have a decrease of 25 percent or more in the number of bus trips, compared to seven percent of the affected non-minority tracts. Of the low-income tracts affected, none will experience a 25 percent or greater decrease in the number of bus trips, compared with seven percent of non low-income tracts.

A greater percentage of affected non-minority (24%) than minority (8%) tracts will see increases of 25 percent or more in the number of bus trips. Similarly, a greater percentage of non low-income tracts (28%), than low-income tracts (4%) will see an increase of 25 percent or more in the number of bus trips. However, the average percentage change in the number of bus trips will be about the same for minority and non-minority tracts (8% and 9% respectively), while non low-income tracts will see higher average growth in the number of bus trips (11%) than low-income tracts (5%).

Table 3. Cumulative Summary of Service Level Change by Census Tract

Census Tract Group	# of tracts affected	# tracts with >25% decrease	% affected tracts with >25% decrease	# tracts with >25% increase	% affected tracts with >25% increase	Average % change in # of bus trips
Minority	25	0	0%	2	8%	8%
Non-Minority	46	3	7%	11	24%	9%
Low-income	28	0	0%	1	4%	5%
Non-low-income	43	3	7%	12	28%	11%

RapidRide E Line

As detailed in Table 4 below, none of the tracts affected by the RapidRide E Line project will have a decrease of 25 percent or more in the number of bus trips. The average percentage change in service will be slightly more in the minority tracts (7%) than non-minority tracts (5%). Conversely, non-low income tracts will see higher average growth in service (7%) than low income tracts (4%).

Table 4. RapidRide E Line Summary of Service Level Change by Census Tract

Census Tract Group	# of tracts affected	# tracts with >25% decrease	% affected tracts with >25% decrease	# tracts with >25% increase	% affected tracts with >25% increase	Average % change in # of bus trips
Minority	7	0	0%	0	0%	7%
Non-Minority	14	0	0%	0	0%	5%
Low-income	10	0	0%	0	0%	4%
Non-low-income	11	0	0%	0	0%	7%

RapidRide F Line

As detailed in Table 5 below, none of the tracts affected by the RapidRide F Line project will have a decrease of 25 percent or more in the number of bus trips. A greater percentage of affected non-minority (50%) than minority (0%) tracts will see increases of 25 percent or more in the number of bus trips. Similarly, a greater percentage of non low-income tracts (50%) than low-income tracts (0%) will see increases of 25 percent or more in the number of bus trips. Non-minority (25%) and non low-income (23%) tracts will also see higher average growth in the number of bus trips than minority (10%) and low-income tracts (10%).

Table 5. RapidRide F Line Summary of Service Level Change by Census Tract

Census Tract Group	# of tracts affected	# tracts with >25% decrease	% affected tracts with >25% decrease	# tracts with >25% increase	% affected tracts with >25% increase	Average % change in # of bus trips
Minority	6	0	0%	0	0%	10%
Non-Minority	2	0	0%	1	50%	25%
Low-income	6	0	0%	0	0%	10%
Non-low-income	2	0	0%	1	50%	23%

I-90 Corridor

As detailed in Table 6 below, none of the tracts affected by the I-90 Corridor project will have a decrease of 25 percent or more in the number of bus trips. A greater percentage of affected non-minority (17%) than minority (10%) tracts will see increases of 25 percent or more in the number of bus trips. Similarly, a greater percentage of non low-income tracts (25%) than low-income tracts (0%) will see increases of 25 percent or more in the number of bus trips. Non-minority (9%) and non low-income (5%) tracts will also see higher average growth in the number of bus trips than minority (5%) and low-income tracts (0%).

Table 6. I-90 Corridor Summary of Service Level Change by Census Tract

Census Tract Group	# of tracts affected	# tracts with >25% decrease	% affected tracts with >25% decrease	# tracts with >25% increase	% affected tracts with >25% increase	Average % change in # of bus trips
Minority	10	0	0%	1	10%	5%
Non-Minority	18	0	0%	3	17%	9%
Low-income	12	0	0%	0	0%	0%
Non-low-income	16	0	0%	4	25%	13%

Alternative Service Delivery

As detailed in Table 7 below, none of the minority tracts affected by the Alternative Service Delivery project will have a decrease of 25 percent or more in the number of bus trips, compared to nineteen percent of the affected non-minority tracts. Of the low-income tracts affected, none will experience a 25 percent or greater decrease in the number of bus trips, compared with seventeen percent of non low-income tracts.

A greater percentage of affected non-minority (38%) than minority (20%) tracts will see increases of 25 percent or more in the number of bus trips, while low-income and non low-income tracts will see the same increase (33%) in the number of bus trips. The average percentage change in the number of bus trips will be higher for minority tracts (9%) than non-minority tracts. Similarly, the average percentage change in the number of bus trips will be higher for low-income tracts (15%) than for non low-income tracts (4%).

Table 7. Alternative Service Delivery Summary of Service Level Change by Census Tract

Census Tract Group	# of tracts affected	# tracts with >25% decrease	% affected tracts with >25% decrease	# tracts with >25% increase	% affected tracts with >25% increase	Average % change in # of bus trips
Minority	5	0	0%	1	20%	9%
Non-Minority	16	3	19%	6	38%	5%
Low-income	3	0	0%	1	33%	15%
Non-low-income	18	3	17%	6	33%	4%

Service Reductions

The percentage change in weekly bus trips was calculated for each census tract within the four project areas. The number of bus trips was tabulated by identifying the census tracts served by each route or route variant before and after the proposed changes, then summing the number of bus trips provided on the routes serving each tract before and after the proposed changes. A route or route variant was considered to serve a tract if it serves or will serve at least one bus stop located within the tract.

This analysis found that RapidRide E Line, RapidRide F Line, and the I-90 Corridor projects will not result in more than a 25% decrease in bus service in any of the affected census tracts. For the Alternative Service Delivery project, the analysis found that the proposed changes will not result in more than a 25% decrease in bus service in the project area as a whole. However, the changes will result in a more than 25% decrease in bus service in three census tracts located within the

Alternative Service Delivery project area, which are analyzed further within this report. Of the three tracts with more than a 25% decrease in service, zero are minority and/or low-income. Table 8 below identifies the percentage change in the number of bus trips per week in each tract where there would be a reduction of 25% or more.

Table 8: Alternative Service Delivery Tracts with Significant (>25%) Service Level Reductions

Tract	Area	Minority	Low-Income	Bus Trips Before (weekly)	Bus Trips After (weekly)	% Difference
323.11	Cottage Lake	No	No	221	161	-27%
323.27	Trilogy	No	No	35	0	-100%
328	SR-202 (Unincorporated King County)	No	No	163	120	-26%

The figures referenced in Table 8 include a calculation of reduced bus trips even when the bus trips are operated on a street which is the boundary line for the census tract and where bus trips are within ¼ mile walk access of a small proportion of the census tract residents today. Specific impacts and service alternatives for each of these tracts is described in detail below and in Appendix B.

Cottage Lake

Tract 323.11 – Neither Minority nor Low Income

Cottage Lake is currently served by peak routes 232 and 311, and all-day route 931, which provide a total of 221 weekly bus trips. Within the Cottage Lake area, Metro will be eliminating a segment of Route 311 on NE Woodinville-Duvall Road.

At stops within Tract 323.11, 18 daily riders board Metro routes 232 and 311 on an average weekday, two percent of the total boardings on these routes. Stop level data are not available for DART routes, including Route 931, Of the total 18 rides in this tract, five occur on Route 311, which will no longer serve this tract.

Alternative service on NE Woodinville-Duvall Road will be available on routes 232 and 931. Although the total number of bus trips is decreasing, Cottage Lake will continue to have peak service to and from many of the same major destinations as today, including Redmond, Bellevue and Woodinville. No changes are being proposed to all-day Route 931. Service to downtown Seattle will be accessible on transit though a connection between two routes, either at Woodinville Park-and-Ride or Redmond Transit Center.

Trilogy 323.27

Tract 323.27 - Neither Minority nor Low Income

The Trilogy community is currently served by Route 224 with stops on NE Novelty Hill Road near Trilogy Parkway NE. Novelty Hill Road NE forms the southern boundary of tract 323.27. Because Route 224 will be extended into Redmond Ridge East at Trilogy Parkway NE, these stops will no longer be served. However, Metro is planning to locate a new pair of stops on Trilogy Parkway NE, just south of NE Novelty Hill Road. Although riders in Trilogy may have to walk further to access Route 224, there will be a significant

improvement in service frequency on this route, making it a more attractive transportation option. Five daily riders board Route 224 in this tract.

SR-202 (Unincorporated King County)

Tract 328 - Neither Minority nor Low Income

Transit service along State Route 202 will be restructured as part of the Snoqualmie Valley Alternative Services Demonstration Project. Tract 328 is currently served by Route 209, which will continue to serve the pair of stops on SR-202 it currently serves, but will be reduced to peak-only service. Alternative all-day service will be provided by the Snoqualmie Intra-Valley Shuttle, which will operate weekdays from about 6:00 a.m. to 7:00 p.m., every 90-minutes. The pair of stops in Tract 328 attract less than one boarding, on average, each weekday.

Service Additions

The Fall 2013 service change will not result in more than a 25% increase in bus service throughout the collective project areas. However, the changes will result in a more than 25% increase in bus service in 13 census tracts located within three of the four separate project areas.

Table 9 below identifies the percentage change in the number of bus trips per week in each tract where there will be an increase of 25% or more. Specific impacts for each tract are described in detail below and in Appendix B.

Table 9: Tracts with Significant (>25%) Service Increases

Tract	Area	Minority	Low-Income	Bus Trips Before (weekly)	Bus Trips After (weekly)	% Difference
RapidRide F Line						
253.01	NE Renton	No	No	2,073	2,963	43%
I-90 Corridor						
322.07	Sammamish	No	No	279	349	25%
322.11	Sammamish	No	No	173	218	26%
322.12	Sammamish	No	No	202	277	37%
322.14	Sammamish	Yes	No	139	184	32%
323.18	Sammamish	No	No	110	155	41%
Alternative Service Delivery						
323.29	Redmond Ridge	Yes	No	65	95	46%
324.01	Duvall	No	No	175	245	40%
324.02	Duvall	No	No	65	100	54%
325	Carnation	No	No	65	100	54%
326.02	Snoqualmie Ridge	No	No	213	303	42%
327.03	Snoqualmie	No	Yes	213	303	42%
327.04	North Bend	No	No	213	303	42%

RapidRide F Line - Northeast Renton

Tract 253.01 - Neither Minority nor Low Income

The frequency of service is improving to Northeast Renton due to the replacement of peak Route 110 with the RapidRide F Line extension to “The Landing” mixed-use

development. The F Line will provide 10-20 minute service frequency, seven days a week for at least 14 hours per day. Northeast Renton will continue to be served by routes 240 and 342 with no change in the level of service.

I-90 Corridor - Sammamish

Tract 322.07 - Neither Minority nor Low Income

Tract 322.11 - Neither Minority nor Low Income

Tract 322.12 -Neither Minority nor Low Income

Tract 322.14 – Minority and Non Low Income

Tract 323.18 -Neither Minority nor Low Income

In addition to Route 216, which currently provides six morning and afternoon trips from Sammamish to downtown Seattle, a new peak route will be created that has five morning and nine afternoon trips. Sammamish will continue to be served by routes 269 and 927 with no change in the level of service.

Alternative Service Delivery - Remond Ridge, Duvall, Carnation

Tract 323.29 – Minority and Non Low Income

Tract 324.01 - Neither Minority nor Low Income

Tract 324.02 - Neither Minority nor Low Income

Tract 325 - Neither Minority nor Low Income

Transit service in the Redmond Ridge, Duvall and Carnation areas will be restructured as part of the Snoqualmie Valley Alternative Services Demonstration Project. The frequency of service is improving to the Redmond Ridge and Duvall areas due to a 46% increase in the number of trips on the shortened Route 224. Additionally, the frequency of service to Duvall and Carnation will be improved by replacing the eliminated segment of Route 224 with the Snoqualmie Intra-Valley Shuttle, which will operate weekdays from about 6:00 a.m. to 7:00 p.m. every 90-minutes.

Alternative Service Delivery - Snoqualmie, Snoqualmie Ridge, and North Bend

Tract 326.02- Neither Minority nor Low Income

Tract 327.03 – Non-Minority and Low Income

Tract 327.04 - Neither Minority nor Low Income

Transit service in the North Bend, Snoqualmie and Snoqualmie Ridge areas will be restructured as part of the Snoqualmie Valley Alternative Services Demonstration Project. The number of trips to Snoqualmie and North Bend will increase due to the addition of the Snoqualmie Intra-Valley Shuttle, which will operate weekdays from about 6:00 a.m. to 7:00 p.m. every 90 minutes. Transit service to the Snoqualmie Ridge is increasing due to the addition of Route 208, which will provide reverse peak direction, mid-day, and Saturday service to an area that is currently served by one peak route with five morning and five afternoon trips.

VI. Alternatives

Metro considered transit alternatives for riders when developing the four separate project proposals. Service alternatives are identified in Section IV of this report for areas where service

will be deleted or reduced by 25% or more. A comprehensive listing of service alternatives for all changes is available in Appendix B.

VII. Mitigation

During the planning process, Metro conducted public outreach for RapidRide F Line, the I-90 Corridor and Alternative Service Delivery projects. The RapidRide E Line project did not warrant a separate engagement effort since it will not include any service changes beyond the replacement of an existing route with the new RapidRide service. Outreach for the other three projects was designed to involve the community in the decision-making process and solicit feedback on service planning concepts and proposals.

All three engagement efforts included outreach on affected bus routes and at high-use bus stops and transit facilities, open houses, meetings with community groups and social service agencies, media releases, electronic notifications, posters at bus stops, targeted mailings to stakeholders and various forms of online communications and social media. The outreach effort also included elements specifically designed to solicit input from community members with limited English proficiency (LEP), including translated written information, designated phone lines for LEP feedback, interpreters at open houses, and outreach to ethnic media outlets. King County Metro Transit produced Public Engagement Reports that provide details about these comprehensive community engagement efforts. (Executive summaries of these reports are attached in Appendices C-E)

Metro made several modifications to route concepts in direct response to public input on a variety of topics including routing ideas, concerns about coverage loss, and maintaining adequate capacity. The respective engagement efforts helped Metro to identify community issues and concerns, and make changes where possible to mitigate any adverse affects. Examples of changes Metro made in response to community feedback include:

RapidRide F Line

- Postponing any changes to routes 105 and 908 as part of the F Line integration in Renton

I-90 Corridor

- Maintaining service to Mercer Island Park-and-Ride on Route 216
- Restoring the afternoon connection between Eastgate and Sammamish Park-and-Ride on Route 216
- Adding more service to Sammamish in the afternoon to address potential crowding issues

Alternative Service Delivery

- Retaining peak service on Route 209 and streamlining the routing between Snoqualmie and Fall City
- Improving the frequency of service between Duvall and Redmond on Route 224

Metro also plans extensive outreach surrounding the implementation of changes utilizing an established network of contacts in the affected communities. Prior to implementation, Metro will work with riders, community groups, local cities, and social service agencies to inform the broader community of the upcoming changes, with a special emphasis on riders that are transit dependent or have limited English proficiency.

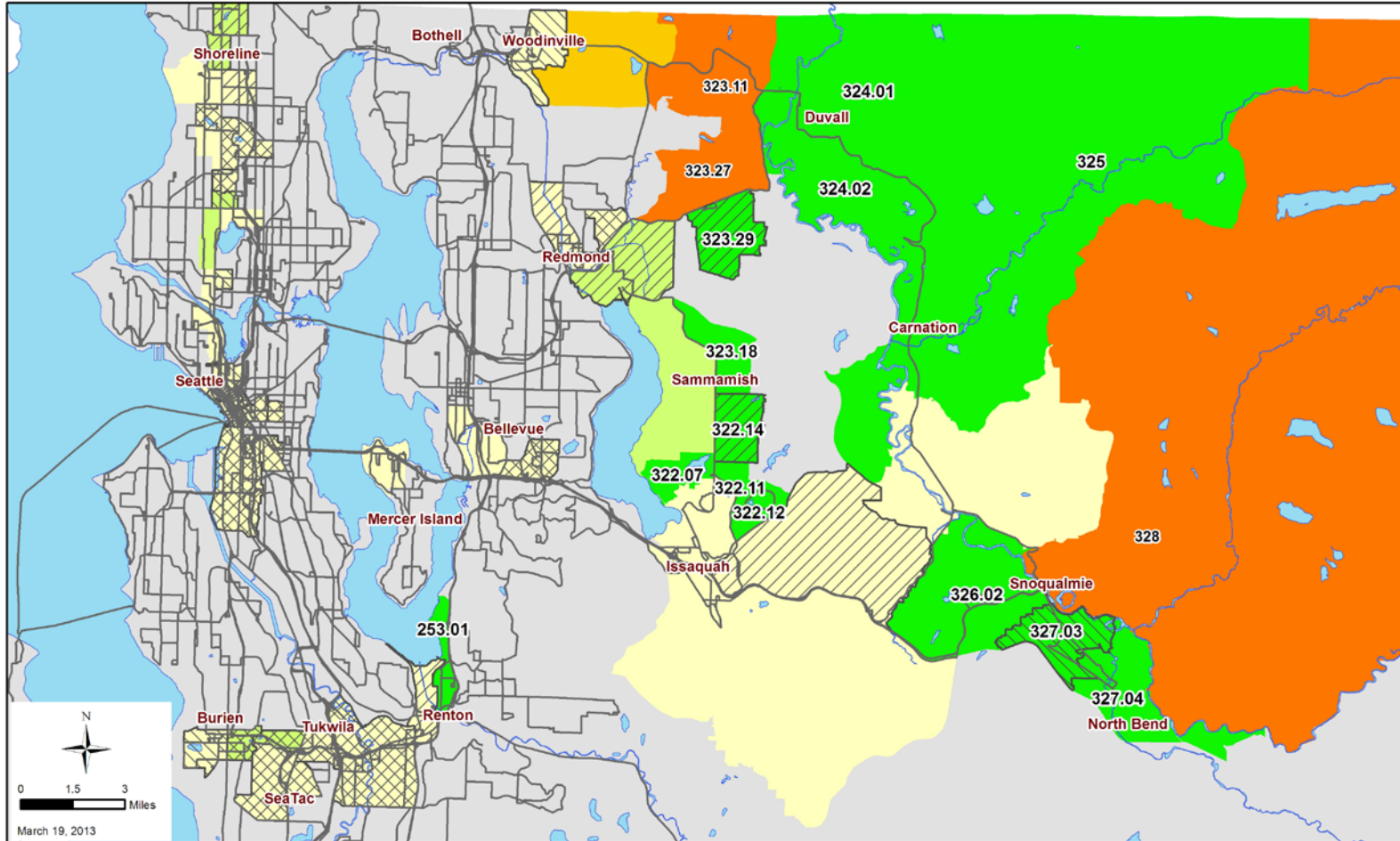
Metro routinely provides travel training to social service agency clients, people with disabilities and seniors. Metro will offer training for customers in affected areas and will also provide new information to customers who have worked with travel training staff in the past. Additionally, around the time of service changes, Metro will have designated “street teams” of Metro staff at key locations affected by the service changes where many riders board or transfer. Street teams will provide information, assistance, and directions on how to access transit after bus routes change.

VIII. Substantial Need

The four projects included in the Fall 2013 service change were developed using Metro’s Strategic Plan for Public Transportation 2011-2021, as well as the Five-year Implementation Plan for Alternatives to Traditional Transit Delivery. The common goals of the four projects are to increase overall rider use of the Metro Transit system, better match service levels to demand and serve the interests of the community by using local transit funding and resources more cost effectively.

Metro has determined that the four projects, both cumulatively and separately, will not have a disparate impact on minority and low-income riders. Significant reductions in the number of bus trips are limited to three out of 21 census tracts in the Alternative Service Delivery project area. Of the tracts with significant reductions, all-day bus service will be maintained within two of the three, and in the Trilogy neighborhood, more frequent all-day service will be available on Trilogy Parkway NE, located approximately 70 feet from the current bus stop located within the census tract boundary on NE Novelty Hill Rd. The number of bus trips will increase significantly in 13 census tracts in the RapidRide F Line, I-90 Corridor and Alternative Service Delivery project areas, two of which are designated minority tracts, and one of which is designated low-income.

APPENDIX A: AFFECTED AREAS AND IMPACTS



LEGEND

— Current Metro Routes

Title VI Status in Project Area Census Tracts

- Low-income only
- Minority & Low Income
- Minority Only

2010 Census Tracts Percent Change

- > 25% Decrease
- 10% - 25% Decrease
- Other tracts in project area
- 10% - 25% Increase
- >25% Increase

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APPENDIX B: SERVICE CHANGES AND ALTERNATIVES

Service Change	Route	Segment/Area	Time of Day	Spring 2012 Weekday Rides/Day (Route Total)	Spring 2012 Weekday Rides/Day Impacted by Change	Impacts Minority Census Tracts	Impacts Low-Income Census Tracts	Alternative or replacement service within 1/4 mile
RapidRide E Line								
Route elimination	358X	Entire route	All times	10,140	10,140	Yes	Yes	E Line
New route	E Line	Shoreline-Seattle	N/A	N/A	N/A	Yes	Yes	Replaces service on Route 358
RapidRide F Line								
Route elimination	110	Entire route	Peak	170	170	Yes	Yes	F Line
Route elimination	140	Entire route	All times	3,450	3,450	Yes	Yes	F Line
New route	F Line	Burien to Renton via SeaTac and Tukwila	N/A	N/A	N/A	Yes	Yes	Replaces service on routes 110 and 140
I-90 Corridor								
Route segment elimination	211	South Bellevue Park-and-Ride deviation	Peak	330	28	No	No	550 and 2, 3, 4, 12
Route segment elimination	215	Issaquah Transit Center deviation	Peak	480	105	No	No	214, 554
Route segment elimination	216	North Issaquah	Peak	620	13	No	No	200, 269, 927
Route extension	216	Extend to serve Issaquah Highlands	Peak	620	N/A	No	No	N/A
Headway adjustment (-)	218	Entire route	Peak	1,780	1,780	No	No	216, New 219
New route	219	Sammamish-Issaquah Highlands-Seattle	N/A	N/A	N/A	No	No	Supplements service on routes 216 and 218
Alternative Service Delivery								
New route	208	North Bend-Snoqualmie-Issaquah	N/A	N/A	N/A	Yes	No	Extends service to Snoqualmie Ridge
Span adjustment (-);	209	Fall City-Preston	Mid-day, Off-Peak Direction, Night	259	16	Yes	No	No off-peak service

Service Change	Route	Segment/Area	Time of Day	Spring 2012 Weekday Rides/Day (Route Total)	Spring 2012 Weekday Rides/Day Impacted by Change	Impacts Minority Census Tracts	Impacts Low-Income Census Tracts	Alternative or replacement service within 1/4 mile
Alternative Service Delivery								
Alternative service replacement	209	Fall City-Snoqualmie	Mid-day, Off-Peak Direction, Night	259	25	No	No	Snoqualmie Intra-Valley Shuttle
Alternative service replacement	224	Duvall to Fall City	All times	123	39	No	No	Snoqualmie Intra-Valley Shuttle
Route segment elimination	311	Woodinville to Duvall	All times	980	65	Yes	No	232, 931
New alternative service	Snoqualmie Intra-Valley Shuttle	Duvall-Carnation-Fall City-Snoqualmie-North Bend	N/A	N/A	N/A	N/A	No	Replaces service on routes 209 and 224

Notes:

1. Segment ridership is the maximum number of boardings or alightings by direction, except for mid-route segments, where riders is the total boardings and alightings in both directions.
2. Affected ridership for frequency and span adjustments is estimated using APC data for affected time periods, but is not exact.

**APPENDIX C: I-90 CORRIDOR PROJECT
PUBLIC ENGAGEMENT REPORT**



Public Engagement Report

I-90 Corridor Project Executive Summary

Prepared by King County Department of Transportation Communications
March 2013



Executive Summary

Metro Transit, with the intention of easing crowding and improving service quality, presented potential schedule and route changes to seven peak I-90 commuter routes--210, 211, 212, 214, 215, 216, and 218. These routes serve three major park-and-rides on the Eastside: the Eastgate Park-and-Ride, the Issaquah Transit Center, and the Issaquah Highlands Park-and-Ride and provide peak-only service via I-90 starting east of I-405. Outreach began in January 2013 and concluded in February 2013.

Metro engaged affected riders to collect feedback on the proposals both in-person and online. Communications received more than 700 responses to the survey and conducted public outreach on buses, at transit centers and park-and-rides, and at a public meeting. Here is a brief summary of community feedback:

- As expected, riders that would benefit from the proposed changes expressed general support, while riders that would need to connect to another route, walk further to get to their bus stop, or take a more crowded bus did not express support.
- Riders of Route 212 who board at the Eastgate lower platforms do not wish to walk out to the freeway station due to concerns about weather protection, getting a seat on the bus and fears of ice on the sidewalk in the winter.
- Those riders who begin their commute east of Issaquah are significantly in favor of eliminating the stop at Issaquah Transit Center along Route 215.
- Mercer Island riders don't like the proposed changes to eliminate the Mercer Island Park-and-Ride along Route 216 as this route is an alternative when Route 550 is overcrowded during peak periods.



Communications and Metro staff used the feedback received to make adjustments to the original service change proposal.

[Click here for a full copy of the Public Engagement Report](http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs~/media/transportation/kcdot/MetroTransit/HaveASay/I-90Corridor/I-90_PublicEngagementReport.ashx) as detailed below, or type http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs~/media/transportation/kcdot/MetroTransit/HaveASay/I-90Corridor/I-90_PublicEngagementReport.ashx into your web browser:

1. Executive Summary
2. Community Engagement Plan & Activities
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APPENDICES

- Appendix A – Survey Results by Boarding Location
- Appendix B – Emails and Phone Calls Received
- Appendix C – Website and Social Media Analytics
- Appendix D – Meeting Materials and Handouts

**APPENDIX D: SNOQUALMIE VALLEY ALTERNATIVE
SERVICE DELIVERY DEMONSTRATION PROJECT
PUBLIC ENGAGEMENT REPORT**



Public Engagement Report
Executive Summary

Snoqualmie Valley
Alternative Service Delivery
Demonstration Project

Prepared by King County Department of Transportation Communications
March 2013



Executive Summary

In accordance with the five-year Alternative Services Delivery Implementation Plan, Metro Transit will be developing and demonstrating alternative transportation services delivery products in the Snoqualmie Valley that will provide service to more people and improve mobility at a lower operating cost. In preparation for this service, KCDOT Communications (Communications) and Transit conducted a community engagement process from October 2012 - March 2013 to identify how the community was using current fixed-route bus service, what alternative transportation was already available, and what connections to the public transit network riders needed to maintain. Communications also gathered feedback on proposed alternatives after all the above information was identified. The project area for this effort extended from Duvall in the lower Valley and North Bend in the upper Snoqualmie Valley. More than 400 people took time to share ideas and concerns during this time period.

Using the Service Guidelines, Metro identified routes 209, 224, and 311 as having productivity in the lowest 25%, and therefore analyzed these routes for possible elimination, restructuring, or other remediation to fund alternative services.

Summary of community feedback

Phase 1

Respondents were asked about their current riding habits and knowledge and use of alternative transportation services. The following were some key findings:

- The majority of respondents on each route indicated they ride the bus three or more days per week.
- The most common reason for using the bus was to get to or from work.
- With the exception of Route 311 riders who were somewhat familiar with alternative transportation services such as VanPool or Access, most respondents stated they were not very familiar with alternative transportation services.

Phase 2

Respondents were asked for feedback on Metro's proposal to revise certain fixed route services to the Valley and instead use those funds to promote right size alternative transportation services. The following were some key findings:

- The majority of respondents indicate they would use public transportation more if the proposed changes are implemented.
- Concerns were expressed about what alternatives were available if a rider were to miss the last bus trip home.

Metro has also arranged to continue engagement by riding buses in April to speak with riders in detail about the proposals.

[Click here for a full copy of the Public Engagement Report](http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs/~//media/transportation/kcdot/MetroTransit/AlternativeService/ASD_SV_PublicEngagementReport.aspx) as detailed below, or enter http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs/~//media/transportation/kcdot/MetroTransit/AlternativeService/ASD_SV_PublicEngagementReport.aspx into your web browser:

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Appendix A – Survey Results for Phase 1 by Route

Appendix B – Survey Results for Phase 2

Appendix C – Website and Social Media Analytics for Phases 1 and 2

Appendix D – Outreach Materials for Phases 1 and 2

Appendix E – Emails and Phone Calls Received for Phases 1 and 2

**APPENDIX E: RENTON RESTRUCTURE PROJECT
PUBLIC ENGAGEMENT REPORT**



Renton Transit Restructure

Public Engagement Report
Executive Summary

Prepared by King County Department of Transportation Communications

March 2013

Executive Summary

The new RapidRide F Line is scheduled to begin service between Burien and Renton in June 2014. Metro Transit is recommending changes to routes 110, 155, and 909 to complement the new F Line service and allow transit service in the area to serve more people cost-effectively. As a result of these changes and of funding from a Regional Mobility Grant, Metro will also extend the F Line to The Landing in Renton. In preparation for these changes, we reached out to affected riders to collect their feedback on the proposals during two phases of outreach.



Metro's engagement process was designed so as to hear from a representative sample of those possibly affected by the changes under consideration. Metro staff reached out to the public using a variety of notification systems inviting people to participate via several engagement methods. The following is a list of those notification systems:

- GovDelivery transit alert sent to all affected route subscribers
- Notifications to Renton neighborhood associations, chamber of commerce, Employee Transportation Coordinators at Renton area employers, organizations serving low-income and LEP populations
- Postings at affected bus shelters at the Renton Transit Center and high-use stops or stops that would be highly impacted
- Personal phone calls/emails/meetings with the City of Renton
- Personal phone calls/emails to organizations serving low-income and LEP populations
- Bus boardings on affected routes
- Media release, Facebook posts, and @KCMetroBus tweets

Engagement methods for Phase I (November-December 2012)

Open houses

Metro hosted two open houses—one at the Renton Technical College on November 28 and the other at Renton High School on November 30. Metro also held a multilingual open house at the Renton Housing Authority in the Highlands. About 30 people attended the open houses.

Information table

Metro staffed an information table during lunch at the Renton Senior Center and talked to approximately 40 people.

Transit center/park-and-ride outreach

To inform riders about the proposals, Metro handed out information fliers and spoke to riders at the Tukwila Sounder Station during the morning peak commute period and at the Renton Transit Center during midday.

Riding the bus

To inform riders about the proposals, Metro boarded the buses of the affected routes and handed out project information fliers to approximately 200 people.

Stakeholder outreach

Metro coordinated with Metro's Employee Transportation Coordinators and the city of Renton's commute trip reduction staff to send out information about the proposals to the affected commute trip reduction sites in Renton. Metro also personally contacted the Boeing, PACCAR, and Kenworth employment sites. A presentation was also made to the South County Mobility Coalition – a group representing organizations serving transit-dependent populations and concerned about mobility in the southern part of the county.

Outreach to populations with limited English proficiency

Project materials were translated into five different languages and interpreters were made available at the open houses. The project survey for individuals and businesses was fully translated into Spanish. Metro also coordinated with the Renton Housing Authority to host a multi-lingual open house.

Engagement methods for Phase II (February 2013)

Metro made changes to engagement methods for Phase 2 due to the amount of community response received during Phase 1. More time was invested to engage riders on the bus and at busy bus stops than at open houses or information tables. These methods ensured Metro would reach more people without compromising the quality of the interaction.

Transit center/park-and-ride outreach

To engage affected riders we handed out information fliers and gathered feedback at the Tukwila Sounder Station during the morning peak commute period.

Riding the bus

To speak face-to-face with riders about the proposals, Metro boarded Route 155 in Fairwood and handed out about 50 surveys that asked riders for opinions about the proposed change. Metro also rode Route 110 and passed out surveys to riders getting on and off the bus at stops that would be affected by the change.

Stakeholder outreach

Metro coordinated with our own employee transportation coordinators and the City of Renton's commute trip reduction staff members to send out information about our proposals to the affected commute trip reduction sites in Renton. The Boeing, PACCAR, and Kenworth employment sites were also personally contacted and a presentation was made to the South County Mobility Coalition – a group representing organizations serving transit-dependent populations.

Outreach to populations with limited English proficiency

We translated project materials into five different languages and sent special notifications to community organizations that serve people with limited English proficiency.

Feedback – Phase I

Nearly 100 people filled out the online survey. As expected, riders who would benefit from the change expressed general support, while riders who would need to connect to another route, walk further to get to their bus stop, or take a different bus did not express support. The following is a breakdown of the survey results by route:

Route 105

Concept: extend route further east in the Renton Highlands to cover a portion of Route 908

- Many liked the change, but there was some concern about losing service at the Renton Housing Authority site at NE 16th Street and Kirkland Avenue NE.

Route 110

Concept: discontinue and replace with the F Line

- Many respondents were concerned about the timing of connections with Sounder and walking further for those who work at Boeing and PACCAR/Kenworth.

Route 155

Concept: Convert to DART

- Concern was expressed about how to use DART and about the loss of interline between Route 155 and 156, which provides a connection to the airport.

Route 908

Concept: discontinue and replace with portions of routes 105 and 909.

- There was concern about losing coverage and frequency to the Renton Highlands.

Route 909

Concept: revise to serve portion of Route 908 and extend to Renton Technical College

- Riders liked the better connection to the Renton Highlands.

Feedback – Phase II

About 85 people filled out the online survey. Many of the concepts shared during Phase 1 were scaled back for Phase 2. The following is a breakdown of the survey results by route:

Route 110

Proposed change: discontinue and replace with the F Line

- Of the 53 survey respondents, 66% stated that their travel needs would be met or might be met, but they would need additional help to understand how.
- Most of the respondents who expressed concern are worried about the timing of connections with Sounder and about walking further for those who work at Boeing and PACCAR/Kenworth.

Route 155

Proposed change: convert to DART

- Of the 70 survey respondents, 67% said their travel needs would be met or might be met, but they would need additional help to understand how.
- Most of the respondents who expressed concern are worried about how to use DART, the reliability of DART, and about the loss of interline between Route 155 and 156, which provides a connection to the airport.

Route 909

Proposed change: revise to extend to Renton Technical College

- Of the six survey respondents, 83% said their travel needs would be met or might be met, but they would need additional help to understand how.

We also received 44 comments submitted via phone or email. The themes include:

- Concern about longer walks and longer waits.
- Concern about reliability of DART and questions about how it works.

Web, blog and social media analytics

In addition to reaching out to people on the bus and in meetings, we implemented a robust online engagement effort using the project website, Metro Matters blog and 'Have a Say' Facebook page. The following is a quick summary of how many people we reached using these online tools:

- 900+ people have visited the project website
- 460+ people have viewed the four Metro Matters blog posts published about this project
- 625+ people have viewed the seven 'Have a Say' Facebook posts about the project.

[Click here for a full copy of the Public Engagement Report](http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs/~/_media/transportation/kcdot/MetroTransit/HaveASay/Renton/Renton_PublicEngagementReport.ashx) as detailed below, or type http://www.kingcounty.gov/transportation/kcdot/MetroTransit/Jobs/~/_media/transportation/kcdot/MetroTransit/HaveASay/Renton/Renton_PublicEngagementReport.ashx into your web browser:

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Appendix A – Survey results by phase

Appendix B – Emails and phone calls received

Appendix C – Website and social media analytics

Appendix D – Notifications, posters, fliers, meeting materials, and handouts by phase

Appendix E – Blog posts and comments